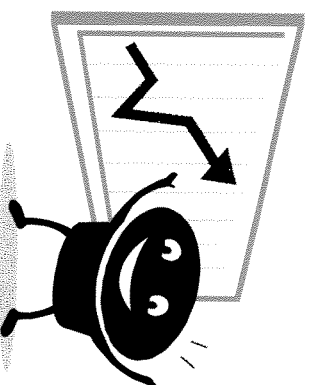


Best Practices to

Improve Your Operations



Presented by:



Nancy Evans, General Manager
Cindy Lamb, Corporate Controller

Leadership

- What kind of leader are you?

Autocratic

Democratic

Laissez Faire



- Do you have a plan to recognize future leaders?
- Do you have a succession plan?
- Are you knowledgeable about your co-op's finances, maintenance, controlling documents?
- Leadership sets the tone!

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Maya Angelou

Creating a Culture of Leadership

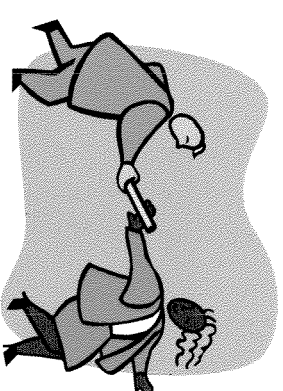
- Utilize new members. Give them challenging jobs that are opportunities to learn how the co-op works first hand. Give them responsibility. Volunteers who are given responsibility will develop into responsible volunteers.
- Broaden perspectives. Keep volunteers moving to different committees. Prevent committee stagnation with the addition of fresh blood. Breadth of service is as valuable as length of service.

Creating a Culture of Leadership (cont.)

- Let volunteers lead. The difference between a good leader and a great leader is that a great leader brings out the hidden leadership abilities in others.
- Treat all volunteers equally, friend or foe. If you treat everybody the same, people may not like you, but they will have to respect you.
- It's not personal, it's strictly business.

Mentoring

- **Benefits**
 - Give tools for preparation to do job
 - Helps person to grow professionally and personally
 - Succession planning – develop future leaders
- **Identify experienced leaders to be mentors**
- **One to one**
- **Peer to peer**
- **Same sector vs. cross sector**



"A mentor is someone who sees more talent and ability within you, than you see in yourself, and helps bring it out of you." Bob Proctor

Let's Talk Volunteers

- **The 3 R's of volunteer management**

Recruitment – obtaining volunteers

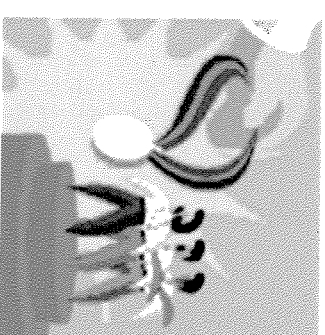
- Spread the word
- Sell the benefits
- Interest finders
- Create written volunteer position descriptions
- The main reason people volunteer is because they were asked!

Retention – keeping volunteers

- Prepare your volunteers
- Make volunteers feel welcomed
- Help them find the right position that works for them
- Communicate effectively and often
- Avoid burnout!

Recognition – showing appreciation

- Make sure they are doing work that is meaningful to them
- Communicate outcomes
- Provide public recognition and acknowledgment
- Provide advancement opportunities



Member Retention

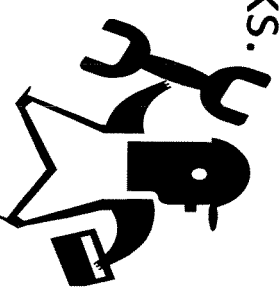
- Survey members
- Routinely update units
- Curb appeal
- Keep documents up to date
- Review bylaws and house rules regularly
- Provide incentives for good behavior
- Create volunteer opportunities
- Engage members
- Maintenance!



Preventive Maintenance

A scheduled program of regular inspections, adjustments, lubrications, rebuilds and replacements will maintain the function, performance, and efficiency of the original building systems. An effective preventive maintenance program will shift the focus from dealing with breakdowns and emergencies to planning and following scheduled tasks.

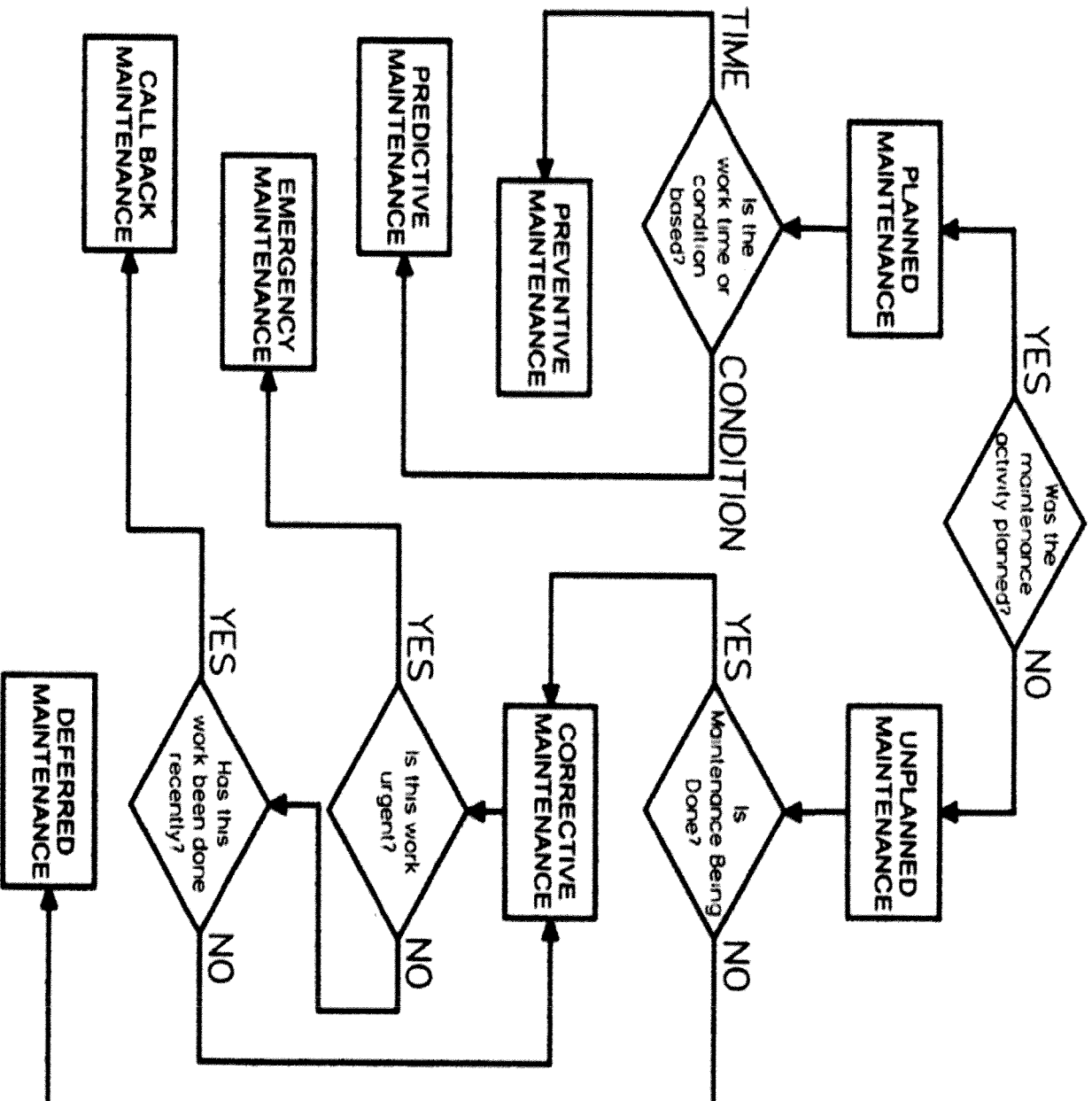
- Extends equipment service life
- Reduces equipment break downs and emergencies
- Saves money by extending service life and maintaining efficiency
- Improves the experience of building occupants



Create a Preventive Maintenance Program

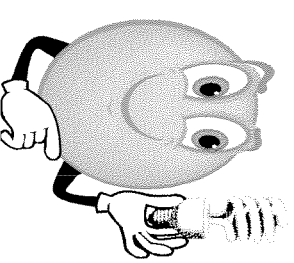
- Determine your building's goals. – How perfectly maintained do you want the building and equipment?
- Inventory all of the equipment in the building. – Use blue prints and O & M books to determine what must be maintained.
- Contact equipment manufacturers to find out maintenance requirements. – What is done? How often? How old is the equipment?
- Create a calendar/check list. – Schedule the maintenance and follow the schedule.
- Educate contractors and maintenance employees. – Those who perform the work need to know everything you expect of them. Put your expectations and any specific tasks in your contracts.
- Create an effective way of record keeping. – Use a written maintenance log and an organized filing system to track the preventive maintenance.

The Types of Maintenance



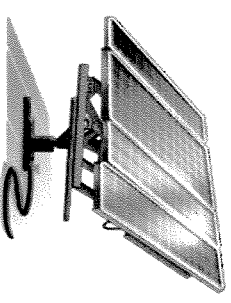
Energy Efficiency

- **ELECTRICITY**
 - Lighting represents as much as 30% of a typical building's total energy consumption.
 - Turn off lights when not in use or install motion sensors to do it for you.
 - Use T8 fluorescent lamps and/or compact fluorescent lamps and replace electromagnetic ballasts with electronic ballasts.
- **WATER**
 - Install aerators and low-flow shower heads.
 - Fix leaking faucets.
 - Talk to your landscapers about ways to conserve water.



Energy Efficiency

- **GAS/FUEL OIL**
 - Properly size HVAC equipment for maximum efficiency.
 - Install programmable thermostats.
- **BUILDING STRUCTURE**
 - Light roofs reflect heat and dark roofs absorb heat.
 - Be aware of the r-factor of wall insulation and windows.
 - Consider alternative sources of energy such as solar, wind, or geothermal.



Contact your utility company for energy saving incentives and look for grants and incentives from the Department of Energy or other energy conservation advocates.