Cindy Lamb, Corporate Controller
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Presented by:

Improve Your Operations to Best Practices
"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

Leadership sets the tone!

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

What kind of leader are you?

Leadership
as valuable as length of service.
with the addition of fresh blood. Breadth of service is
different committees. Prevent committee stagnation
broader perspectives. Keep volunteers moving to

volunteers.

Given responsible will develop into responsible
hand. Give them responsibility. Volunteers who are
are opportunities to learn how the co-op works first
utilize new members. Give them challenging jobs that

Creating a culture of leadership
It’s not personal, it’s strictly business.

It’s not like you, but they will have to respect you.

You treat everybody the same, people may not like you, but they will have to respect you.

Treat all volunteers equally, friend or foe.

If abilities in others, leader brings out the hidden leadership.

Good leader and a great leader is that a great lead.
Let volunteers lead.
The difference between a

Creating a Culture of Leadership (cont.)
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

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

Benefits

Mentoring
Provide advancement opportunities
Provide public recognition and acknowledgment
Communicate outcomes

Make sure they are doing work that is meaningful to them

Recognition – showing appreciation
Avoid burnout
Communicate effectively and often
Help them find the right position that works for them
Make volunteers feel welcomed
Prepare your volunteers

Retention – keeping volunteers
The main reason people volunteer is because they were asked
Create written volunteer position descriptions
Interact with volunteers
Sell the benefits
Spread the word

Recruitment – obtaining volunteers

The 3 R's of volunteer management

Let's Talk Volunteers
Member Retention

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

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

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

- Create an effective way of record keeping. Use a written maintenance log and an organized filing system to track the maintenance
costs and any specific tasks in your contracts.

- Perform the work needed to know everything you expect of them. Put
your expectations and any specific tasks in your contracts.

- Educate contractors and maintenance employees. Those who
follow the schedule.

- Schedule the maintenance and equipment.

- Contact equipment manufacturers to find out maintenance
requirements. What is done? How often? How old is the
inventory?

- Inventory all of the equipment in the building. Use blue prints and
want the building and equipment?

- Determine your building’s goals. How perfectly maintained do you
preventive maintenance.
The Types of Maintenance

CALL BACK MAINTENANCE

EMERGENCY MAINTENANCE

PREDICTIVE MAINTENANCE

PREVENTIVE MAINTENANCE

TIME

Is there a timeframe?

CONDITION

PLANNED MAINTENANCE

YES

UNPLANNED MAINTENANCE

YES

NO

DEFERRED MAINTENANCE

YES

NO

Is maintenance being done?

YES

CORRECTIVE MAINTENANCE

NO

Does this work need to be urgent?

YES

NO

Is this work due recently?

YES

NO
Talk to your landscapers about ways to conserve water.

- Fix leaking faucets.
- Install aerators and low-flow shower heads.
- Use T8 fluorescent lamps and/or compact fluorescent ballasts.
- Replace electronic ballasts with electronic ballasts.
- Do it for you.
- Turn off lights when not in use or install motion sensors to total energy consumption.
- Lighting represents as much as 30% of a typical building’s energy efficiency.

ENERGY EFFICIENCY
or other energy conservation advocates. Look for grants and incentives from the Department of Energy.

Contact your utility company for energy saving incentives and

Geothermal.

- Consider alternative sources of energy such as solar, wind, or
- Be aware of the R-factor of wall insulation and windows.
- Light roofs reflect heat and dark roofs absorb heat.

BUILDING STRUCTURE •

- Install programmable thermostats.
- Properly size HVAC equipment for maximum efficiency.
- Gas/Oil Fuel Oil •

Energy Efficiency