

## ASSOCIATION Meeting Dates

### June

#### **Grant Advisory**

Monday, June 8, 6:30 p.m.  
Association Office

#### **Village Rep 2nd Quarter**

Thursday, June 11, 6:30 p.m.  
Association Office

#### **Modifications**

Wednesday, June 17, 6 p.m.  
Association Office

### July

#### **Hearing Advisory**

Thursday, July 2, 6:30 p.m.  
Association Office

#### **Modifications**

Wednesday, July 15, 6 p.m.  
Association Office

The Association office is located at  
9600 Scanlan Trace Way  
in the Village of Waters Lake.  
All meeting dates are subject to change  
or cancellation.



### 2027

## ANNUAL PLANNING & BUDGET PROCESS Underway



Every June, Association staff begins the annual planning process for the development of the next year's Business Plan and operating budgets. The Business Plan, along with the operating budgets for each Association, are then adopted by each entity's Board of Directors in October. Sienna Associations encompass several non-profit entities including the two residential associations - Sienna Residential Association (SRA) and Sienna Community Association (SCA); two commercial associations - Sienna Property Owners Association (SPOA) and Sienna Business Association (SBA); and the Sienna Community Services Foundation (SCSF).

While there are several steps involved in the development of the Business Plan and operating budgets, Sienna property owners and our Association volunteers also play a key role in this process.

#### **Community Surveys**

The Association utilizes survey tools to gather feedback from owners on a number of topics that focus on maintenance of Association assets as well resident satisfaction on processes such as modification submittals, program attendance, or amenity experiences. Once again this year, the Association in partnership with FlashVote, is utilizing a resident panel comprised of a cross section of the Sienna community to provide feedback via surveys. The Association is committed to providing exceptional customer service and maintaining Association facilities that are top-notch. We also strive to continue to find ways we can improve in these areas and we encourage owners to participate in these outreach efforts to help us address your concerns and assess where we can improve our service levels. We do value your participation and your responses whether positive or critical.

#### **Volunteers & Board of Directors Feedback**

Approximately 100 resident volunteers work with the Association and those individuals provide feedback at their July & August meetings that is used in the Business Plan development process. These volunteers are your neighbors or friends within the community and they can be a great resource in sharing feedback regarding what services or programs are important to residents (services/programs that are a role of the Associations).

#### **Association Staff Feedback**

The Association staff also spends a significant amount of time speaking and emailing with owners daily and these interactions are invaluable in identifying what procedures might need reevaluation to provide better experiences or what new steps we can take to improve processes or communication methods.

Developing a business plan is an in-depth process, but looking back at the Association's significant year-over-year accomplishments makes the hard work incredibly rewarding.