

The Rivers Community Association Newsletter

www.TheRiversWestSac.com
Resident Portal:
resident.actionlife.com

Upcoming Meetings

Regular Meeting at 6:30 p.m.
February 18, 2026
The Clubhouse
808 Whitewater Court, West Sacramento
Call in option: 480-562-4901
You will be prompted to enter meeting ID below.
Meeting ID: 5380702550
Password: 427012

Regular Board meetings are held on the 3rd (third) Wednesday, every other month at 6:30 PM

Board of Directors

Steven Bauer, President
Ed Schatz, Vice President
Frank Biehl, Treasurer
Mark Campbell, Secretary
Shari McHugh, Director

Property Management

Action Property Management
800.400.2284
W-F, 9 AM - 5 PM in office by appointment, and after-hours emergency available.
If you need assistance accessing your resident portal, have questions about your account, or would like to report a maintenance matter, please contact Community Care through our live chat at www.actionlife.com/contact or via email at communitycare@actionlife.com

General Manager, Priscilla Marin
TheRivers@actionlife.com

Patrol

Rivers Patrol: HQ Security
888-580-2677
If there is a crime in progress or a medical emergency, call 911 first.

Gate Code

Pedestrian Gate Code: 143
Park Hours are dawn to dusk

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Letter from the President

Upcoming

- **Thursday, 02/12/2026 @ 9:00AM – Fountain Dr Vehicle Gate Repair**
- **Monday, 03/23/2026 @ 7:00PM – Water-Wise Landscaping**
- **Saturday, 03/28/2026 @ (TBD) – Wine Tasting Hosted by Jeremy Reed**
- **Saturday, 04/04/2026 @ (TBD) – Rivers Community Easter Egg Hunt**
- **Saturday, 06/13/2026 @ (TBD) – Rivers Pool Party**
- **Thursday, 07/16/2026 @ 6:30PM – HOA Annual Meeting**
- **Saturday, 08/15/2026 @ (TBD) – Rivers Concert in the Park**

Recent Updates

- **Playground Improvements (Sutter Park)**
- **New LPR Security Cameras**
- **Pool Cameras are Getting an Upgrade**
- **Pool Area Rules Reminder:** [electronic liability form](#) must be signed to access the pool



Committee Updates

- A.R.C.
- Budget
- Landscape (Parks and Common Area)
- Pool
- Rules
- Security*
- Social

Community Safety Reminder & Town Hall Highlights

We held a townhall meeting regarding community safety on January 21st. 7 WSPD officers, the owner of HQ Security and his CTO all joined and provided valuable information.

Association Enforcement Information Summary

In November, December, and January a total of 130 violations were recorded in The Rivers community.

November & December Security Statistics

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Letter From the President

We have a 20-year-old neighborhood that has undergone a tremendous growth spurt, and our infrastructure is struggling to keep up. Here's how the board is working to improve things.

Technology

Website: Mo, our new Operations Coordinator, is revamping our community website to become a true central hub—with public comments, surveys, event photos, community calendars, and eventually an AI chatbot for quick answers to common questions. We'll link to Action's site for functions like paying dues, but drive traffic to our own site for everything else.

Clubhouse: Our clubhouse sits unused 95% of the time, and when we do meet there, the acoustics are terrible. We've completed an acoustic study and are shopping vendors for sound attenuators. Video surveillance is coming soon, and we're updating access control so residents can use the clubhouse freely—pool table, full kitchen, and hopefully soon TVs and a ping pong table included.

Access Control: Our gates and access systems are original to the development and long overdue for replacement. We're looking to upgrade everything so any resident can access any part of the community by vehicle or on foot, while still addressing gated-entry security concerns. Camera upgrades for the pool and clubhouse are already approved. Access control changes will be discussed at the **February 18, 2026 meeting**—the board believes community input is essential, and I hope you'll attend.

Finances

We are always looking for ways to save a buck or invest in ways that show obvious returns, ultimately increasing property values.

Volunteer Labor: Recently some of the board had an adventure in the playground to save the HOA over \$5k.

Pool: The Pool Committee is exploring a chlorine-to-saltwater conversion that should pay for itself within three years (we currently spend \$3,000/month on chlorine in summer), plus sand filtration to replace filters that cost roughly \$10,000/year in labor and supplies.

Investments: We've restructured how our approximately \$3 million in cash is held, moving from accounts paying 0.3% to those paying 3%—improving annual interest earned from \$11,000 to ten times that.

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Communication

Board Meetings: Treasurer Frank Biehl (Trophy Ct) has used his school board experience to improve our agenda packets, meeting format, and overall transparency.

Surveys & Feedback: At our next meeting, I'll propose an official survey process and suggestion box. Past surveys suffered from low participation—we need better tools to learn what the community actually thinks.

Newsletters: I believe we can move from roughly quarterly to monthly. I've asked our manager to help keep us on track.

Welcoming New Neighbors: The Social Committee is creating a welcome package with Rivers-branded gifts and an informative card covering what every homeowner should know—amenities, contacts, and key rules. The governing documents are in your closing paperwork, but they're often overwhelming and overlooked.

Canvassing: All our digital channels combined may reach only 10% of our roughly 600 homes. I believe door-to-door canvassing can double that, and it remains one of the most effective ways to gather real community input.

Neighborhood Watch: Organized neighborhood walks—developed jointly by the Social and Security committees—could be a great way to engage with neighbors and look out for one another.

— Steven Bauer (*Rivercrest*), Rivers HOA Board President

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Upcoming

Thursday, 02/12/2026 @ 9:00AM

- Please be advised that R&S Overhead Doors & Gates will be performing necessary repairs at the Fountain vehicle exit gate on **February 12, 2026, beginning at 9:00 AM**. During this time, the gate will be temporarily inoperative, and residents and their guests should use the Westlake exit gate for vehicle access. These repairs are being completed to address ongoing operational issues and improve the reliability of the gate moving forward. BOTH **ENTRY GATES WILL BE OPERATIONAL**; it is only the Fountain exit gate that will be temporarily inaccessible.
- The induction loop (or vehicle detection loop) is a wire coil embedded in the pavement that creates an electromagnetic field. When a car (which is a large metal object) drives over it, the metal disrupts that field, which the sensor detects and sends a signal to open the gate. Two of the three at the Fountain gate are failing or have failed and need to be replaced. Since they were last installed, the technology (primarily the durability of the wire and its casing) has improved, and we hope this replacement will yield us 10+ years, unlike the 5 we had with the current loops.

Thursday, 07/16/2026 @ 6:30PM

- **UPCOMING HOA ANNUAL MEETING – JULY 2026:** This is a friendly reminder that the Association's Annual Meeting is scheduled to take place in July. Residents are encouraged to be on the lookout for official meeting notices and related materials, which will be distributed in advance. Your participation is valued, and additional details will be shared as the meeting date approaches.

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- **PLAYGROUND IMPROVEMENTS:** The improvements to the playground at Sutter Park are complete! The shade structure has been installed as well as the new playground fiber. Special thanks to board members Frank Biehl (Trophy Ct), Mark Campbell (Watercourse), and Steven Bauer (Rivercrest) for rejecting a bid for \$5,852 to install two spyglass bubbles and 12 chimney ladder rungs. \$20 on Amazon to buy a special bit, and 90 minutes on a beautiful Saturday later and the three fathers were bursting with pride seeing a beautified playground and saving money. Doesn't get much better!

2 INSTALL PLAY EQUIPMENT

2	Install Bubble Panels	1,896.00
3	Install Chimney Climber Net	3,956.00

Phase Total: 5,852.00



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- **NEW LPR SECURITY CAMERAS:** As of January 30, cameras have been installed at the Westlake entry/exit to enhance community visibility and overall safety. These cameras will assist with monitoring vehicle access and provide additional support in the event of any security-related concerns. This improvement is part of the Association's ongoing efforts to maintain a safe and secure community.
- **POOL CAMERAS ARE GETTING AN UPGRADE**
The current cameras were installed 12 years ago and technology has improved considerably since then. The board voted unanimously to install state-of-the-art cameras surrounding the entire pool patio area, as well as the interior of the clubhouse. This is a key step to allowing for greater community access to one of our most underutilized assets, our clubhouse. The new cameras will allow for facial recognition and AI to accomplish some much sought-after goals. Automatic notifications can be sent to our security company when individuals are trespassing after hours, flag banned individuals, more easily and accurately identify those breaking pool rules, enforce bans and seek restitution for damages, etc. Our current technology makes identification challenging, can only be accessed on-site for review, and has angles meant to cover large areas, prioritizing general over specific information. The current cameras are better than nothing, but not by much
- **POOL AREA RULES REMINDER:** As we approach pool season, this is a reminder that all residents who use the pool must complete the required [electronic liability form](#) prior to accessing the Pool, Patio, or Restroom areas. Your cooperation ensures a safe and enjoyable experience for all residents.

Committee Updates

Serving on a committee is a wonderful way to help shape your community and improve it for everyone's benefit. If you've ever thought "We should...." or "Why doesn't anyone...." You've taken the first step! We are a small enough community that you really can make improvements all by yourself, and big enough that it can make a meaningful difference for all your neighbors. All committees aside from the ARC (Architectural Review Committee) are continuously accepting new interested applicants. If you'd like to apply to one, you can do so [here](#).

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Architectural Review Committee (A.R.C) Update

Ed Schatz (Westlake), Shari McHugh (Westlake), and Amber Kerico (Douglas) have been actively working to better support our community through the ARC. Our goal is to provide timely, clear, and helpful guidance—and we're proud to share that our approval turnaround time is generally less than 24 hours upon receipt from Action. Since November 1, the ARC has reviewed over 15 submissions.

Most Common Mistake: Starting landscaping or hardscaping work before submitting plans to the HOA. If you're planning any exterior changes, please submit your plans first!

What We're Working On:

- **Simplified Guidelines** — We're reviewing and streamlining the Architectural Guidelines to make them more understandable, especially for new residents and first-time submitters.
- **Transparent Process** — We're working to track and improve the full submission process end to end, from initial request through committee review and back to the homeowner with approval or clear, constructive feedback.

We look forward to continuing this work in 2026 to make the architectural review experience as straightforward and homeowner-friendly as possible.

-Ed Schatz (Westlake), Committee Chair

Budget Committee Update

Since formation last fall the Budget Committee has met three times and will be making recommendations for financial priorities at the next Regular Board meeting on February 18. Additionally, a proposed timeline for budget adoption will be presented. After membership input, the FY 26/27 budget is scheduled for adoption at the Regular Board meeting on April 15.

The next Budget Committee meeting is scheduled to be held via Zoom 6:30 PM, March 4. Should you wish to participate, email the Budget Chair, Frank Biehl, at biehl@comcast.net and a link to attend will be provided.

-Frank Biehl (Trophy Ct), Committee Chair

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Landscape Committee (Common Areas and Parks) Update

Rose Pruning (January – Recap) A big success! Seven neighbors joined in, learned proper rose care, and made noticeable improvements by pruning correctly, removing diseased limbs, and clearing buildup that causes mold and mildew. The roses already look healthier. Many thanks to Clarice Hespeler (Westlake) for organizing, and to all the participants!

Path Design Workshop (Late February / Early March) Join us for a community meeting with a landscape architect to share your preferences for the path and plantings between Parkside/Trailside and the clubhouse. This is your chance to help shape a project everyone will use and enjoy.

Arbor Day Tree-Planting Event (April) In celebration of Earth Month, we're planning a hands-on Arbor Day event. The committee is working to obtain free trees from the City and/or County to replace trees lost to storms, disease, or age. A great way to give back and get involved!

Pet Waste Stations and Leash Signs – The committee requested at the October meeting to add a few additional of each to help encourage a cleaner, safer park experience. Those have been ordered and will be installed shortly.

Save the Date! March 23, 2026 at 7:00 PM – Clubhouse

Growing Together: Water-Wise Landscaping for Every Yard

Our community is a blend of established homes—landscaped over 20 years ago when lush lawns were the norm—and newer homes designed with water conservation in mind. That mix gives us character, but it also means we have very different landscaping questions and challenges.

To support everyone, we've invited two Master Gardeners from the State's Master Gardener Program to speak with our community. Topics will include:

- How to convert mature landscapes into water-wise designs without starting from scratch
- Best practices for pruning mature shrubs and plants
- Tips for maintaining water-wise plants so they thrive long-term
- Strategies for managing weeds in larger areas where traditional lawns aren't part of the plan

Whether you're a first-time homeowner learning landscape maintenance or a long-time resident considering updates, this presentation has something for you. We'll be collecting questions in advance, and there will be time for Q&A during the event.

By learning together, we can create landscapes that are beautiful, sustainable, and suited to our changing climate—while still respecting the character of our neighborhood. More details to come. We hope you'll join us in growing a little greener, together!

-David Van Rijn (Wedgwood Ct), Committee Chair

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Pool Committee Update

1. We are replacing two pumps. One for the family pool and the other for the lap pool. These have a life expectancy of 5 years. The costs will affect the reserve study as their estimated replacement costs were low and the timing of replacement off.
2. We are evaluating a change to salt water chlorination. This will save over \$3000/month in chlorine during the summer months and eliminate the need to store chlorine at the pool. Robb's is estimating the breakeven for us.
3. We are evaluating a change to a sand filtration system. Our current cost for filters is approximately \$10,000 per year as the equipment requires special filters. Robb's is estimating the breakeven for us.
4. The Pool Committee has proposed changes to the pool rules and submitted a draft to the HOA's Rules Committee for review.
5. The Pool Committee is working with Action to determine the cost of heating the pool during May and October were the HOA to consider expanding pool access during those months.

-Lynda Yancher (Barret Lk Rd), Committee Chair

Rules Committee Update

Recent Accomplishments

The committee has met four times over the past several months and completed the following:

- **Statement of Purpose** — Drafted and approved by the HOA Board.
- **Electronic Voting Rules** — Reviewed and submitted to the Board for the February meeting. These new rules were required due to recent state legislative changes.
- **Governing Document Review** — Submitted a list of conflicts and inconsistencies between HOA governing documents to the Board.

Work in Progress

Rule-Making Process: The committee is finalizing a set of process rules for how community rules are developed or modified, including guidelines for community involvement and input.

Community Education & Communications: The committee is developing communications to educate residents on community rules and highlight common infractions. Based on a review of the past six months, the most frequent issues are landscape maintenance violations (65 total) and architectural violations (22). With spring and summer approaching, look for communications on these topics soon.

Join the Committee

The Rules Committee is looking for new members. We meet once a month, with additional work conducted between meetings via email. Interested? Reach out to any committee member.

-Dennis Wood (Woodside), Committee Chair

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Security Committee Update

The Security Committee is still finding its footing and currently has no chair. If security in our community is important to you, we'd love your help.

What the Chair Role Involves:

- Scheduling and facilitating committee meetings
- Setting meeting agendas
- Attending regular HOA board meetings (currently every other month) to report on committee activity

The time commitment is manageable—at a minimum, you'd schedule meetings, keep them on track, and give brief board updates. If you can commit to that, please consider stepping up.

Since we don't currently have a chair to submit a formal update, I'd like to share my vision for what this committee can accomplish.

-Steven Bauer (Rivercrest), Committee Member

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Social Committee Update

Winter Wonderland House Decorating Social (Recap) Our first-ever house decorating social was a hit! We ran out of drinks due to unexpectedly strong turnout—a good problem to have. We're already planning to bring it back next year with improvements to the site location and provisions. A big thank you to the residents and local restaurants who donated gift cards for prizes: Zocalo's, Midway, and La Ciudad.

Souper Bowl Event (02/07/2026) Back by popular demand! Neighbors submit their best soup recipes, and we all get to sample and vote for a favorite. Congratulations to this year's winner, Allison Wilder (Mountain Meadows Ln), with her fantastic White Chicken Chili!



Wine Tasting Event (Spring) We're planning a wine tasting event with limited capacity and RSVP only, designed as an intimate tasting experience—think bellying up to the bar at a winery. Stay tuned for details.

Easter Brunch & Egg Hunt (Spring) A beloved community tradition returns at the large park play area. This brunch potluck features an amazing variety of food, an egg hunt with treats for the kids, and fun for all ages—no kids required to attend!

-Judy Svoboda-Cummings (Rolling Green), Committee Chair

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Community Safety Reminder & Town Hall Highlights

Thank you to West Sacramento Police Department and HQ Security for attending the security focused Town Hall meeting on January 21, 2026. Their participation reinforced the importance of working together to keep our community safe.

Key takeaways included: report suspicious activity promptly and provide detailed descriptions; avoid leaving valuables in vehicles; ensure doors, windows, and gates are locked; use curtains or blinds when away; maintain landscaping for visibility; turn on exterior lights at night; and check mail daily.

Residents were also encouraged to use video footage and photos when available and to register cameras with West Sac PD at westsacsafeandsecure.org or scan the QR code below.



Helpful Contacts:

•	West	Sac	PD	Text-A-Tip:	916-964-8477
•	HQ Security Dispatch: 888-580-2677				

The Security Committee will meet on Wednesday, February 4, 2026, at 6:30 p.m. at the Clubhouse. All residents are welcome to attend. Residents interested in joining the Committee are encouraged to contact [Management](#) to confirm their participation.

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Association Enforcement Information Summary

In November, December, and January a total of 130 violations were recorded in The Rivers community.

Key Violation Categories:

- *Landscaping Not Maintained - Weed Growth, Dead/Dying Lawn, Bare Dirt, Mistletoe Infestation, Vacant Lot Weed Abatement, and Tree Trimming*
- *Garbage Containers being left out*
- *Prohibited Signage*
- *Architectural Violations*
- *Storage In View*
- *Exterior Maintenance*
- *Oversized Vehicles (Trailers/RVs)*

Homeowners are encouraged to act promptly to correct any issues identified in courtesy letters or reach out to management to discuss a plan. Our goal is to maintain compliance and ensure the community remains attractive and well-maintained. Some cases have been closed upon confirmation of compliance, while others remain open pending corrective action.

It was also noted that homes were still displaying holiday lights and decorations. Thank you to everyone who helped create a festive atmosphere throughout the community during the holiday season. As the season has now concluded, we kindly ask that all holiday decorations and lighting be removed at this time. We appreciate your cooperation and continued care of the community.

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My Vision for the Security Committee By Steven Bauer, Board President

I serve on both the Security and Social committees because I believe feeling safe and welcome in your neighborhood is central to well-being—and both committees further that goal.

Prevention Through Simple, Collective Action

Every disaster I've prepared for never happened, and every disaster I didn't prepare for did. I believe that if we collectively take basic precautions, we'll have an exceptionally safe neighborhood. Arguably we already do, but it can always be better. Simple steps make a real difference:

- Collect mail and packages daily—and offer to collect for neighbors
- Lock doors and park vehicles in the garage
- Install cameras and alarm systems
- Call security when solicited door to door
- Report crime or suspicious behavior on Nextdoor and WhatsApp (and hopefully soon the Rivers website)

The Committee as a Hub

I want the Security Committee to serve as the community's central resource for security—a place to voice concerns, submit video of incidents, ask questions, and access information. We already see residents doing this organically on Nextdoor and WhatsApp, like reminders to collect mail after a mailbox theft. Speaking from experience, those posts have been a valuable reminder for me. The committee should formalize and strengthen that function while cultivating relationships with WSPD and our security vendor.

Drones as a Future Resource

I believe drones will become essential to our community's safety. A drone can accomplish in a minute what a security guard would need an hour to do—and far more effectively. An infrared camera on a drone can detect someone hiding at night in ways a patrol on foot simply can't. I've heard concerns about drone use, and I welcome anyone to reach out to the security committee (or join!). The concerns I've encountered seem rooted more in unfamiliarity than in realistic risks—which is how most new technology is initially received. This morning a board member informed me that a group of boys tried to kick in a neighbor's door after the Superbowl at ~9:40pm, and then ran off through Sutter Park. WSPD and HQSecurity on vehicle and foot patrol could never be expected to respond quickly enough to find them. A drone could, and it could track their position until WSPD or security could engage.

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Building the Structure for Community Input

As our committees mature, there will naturally be overlap and healthy tension between them. For example, the Rules Committee is reviewing street parking rules that exist specifically for safety reasons—the Security Committee should have a voice in that. The Budget Committee's decisions on vendors and contracts directly impact what Security, Social, and Parks can accomplish. The goal is to build a stable structure where every committee can engage, articulate its priorities, and inform board decisions.

If the structure isn't built first, it's impossible to form functioning committees. Without functioning committees, there's no reasonable mechanism for community input. The recent change in security companies caught many off guard, and that's understandable. We had no real structure in place to hear those voices. We're closer to the beginning of this process than the end, but as we improve, I sincerely hope you'll join me in simply asking: *"How can I help?"*

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BOARD PROPOSAL: Community Feedback Platform Implementation

Date: Wednesday, February 18th, 2026

Presented by: Steven Bauer, Board President

Subject: Implementation of Jotform Platform for Community Feedback and Surveys

EXECUTIVE SUMMARY

This proposal recommends adopting Jotform as The Rivers Community Association's official platform for collecting community feedback through a continuous suggestion box and periodic surveys. This system will enhance community engagement by creating accessible, structured channels for member input, enabling the board to make better-informed decisions grounded in actual community preferences.

OPPORTUNITY STATEMENT

The board seeks to strengthen community engagement through improved feedback mechanisms:

1. **Accessible feedback channels** – Create clear, convenient pathways for members to share suggestions year-round
2. **Enhanced participation** – Lower barriers to engagement by offering digital options beyond attending meetings
3. **Data integrity** – Ensure accurate representation of community sentiment through verified, non-duplicate responses
4. **Efficient analysis** – Enable quick synthesis of member input to inform timely board decisions
5. **Meaningful participation standards** – Establish clear frameworks for when community input represents substantive engagement

PROPOSED SOLUTION

Platform: Jotform

Jotform is a professional form-building platform that provides:

- **Duplicate prevention:** One submission per email address/household
- **Data export:** Direct integration with Google Sheets for real-time analysis
- **Customizable forms:** Flexible design for different survey types

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- **Response tracking:** Built-in analytics and participation monitoring
- **Professional presentation:** Clean, mobile-responsive interface

Two Primary Use Cases

1. Continuous Suggestion Box

- **Purpose:** Open channel for members to submit suggestions, questions, or concerns at any time
- **Review process:** Board reviews submissions during regular meetings
- **Response protocol:** Board determines appropriate response (discussion, referral to committee, no action required, etc.)

2. Issue-Specific Surveys

- **Purpose:** Gauge community sentiment on specific decisions before the board
- **Participation thresholds:** Variable based on issue significance (detailed below)
- **Trigger mechanism:** Survey results only analyzed by board after predetermined participation threshold is met
- **Timing:** Surveys have predetermined time limits; maximum two surveys active at any time
- **Queue management:** New surveys may require closing existing surveys with advance notice to community

PARTICIPATION THRESHOLD FRAMEWORK

To ensure surveys represent meaningful community engagement, the board will establish participation requirements based on issue significance. These thresholds ensure that board analysis focuses on issues that have generated substantive member interest.

The board will define specific threshold percentages based on issue tiers, considering factors such as:

- **Decision impact:** How significantly does this affect residents' lives or finances?
- **Reversibility:** Can this decision be easily changed if needed?
- **Precedent value:** Does this set important policy direction?
- **Time sensitivity:** How quickly must this decision be made?

Suggested Framework for Board Consideration

Tier	1:	Low-Stakes	Decisions
Examples:	Community event themes, amenity hours adjustments, minor aesthetic choices		
Suggested		threshold:	5%
Submissions per household:	2		

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Tier	2:	Moderate-Stakes	Decisions
Examples:	New community programs, vendor selection input, rule clarification requests		
Suggested		threshold:	5%
Submissions per household:	1		

Tier	3:	High-Stakes	Decisions
Examples:	Assessment increases vs. service reductions, major capital projects, significant policy changes		
Suggested		threshold:	10%
Submissions per household:	1		

Note: These thresholds will represent the **minimum participation required** for formal board analysis, ensuring that board time and resources focus on issues with demonstrated community interest. The board will establish specific percentage requirements during the implementation phase.

SURVEY MANAGEMENT PROTOCOLS

To maintain member engagement and prevent survey fatigue, the following operational protocols will govern survey deployment:

Active Survey Limit

Maximum of two (2) surveys may be accessible on the membership portal at any given time. This limit includes all surveys except the continuous suggestion box, which remains permanently available.

Survey Queue Management

When a new survey needs to be deployed while two surveys are already active:

1. **Community notification required** before closing any existing survey
2. **Notification must include:**
 - Which survey will be closed
 - When the survey will close (date/time)
 - Current submission count at time of announcement
3. **Advance notice:** Minimum [3] days before closure

Time Limits

Each survey will have a predetermined time limit established when deployed:

- **Typical duration:** [7/15/30] days from launch
- **Time limit posted** on survey and in deployment announcement
- **Extensions require board approval**

Survey Closure Logic

Scenario 1: Time limit reached, threshold met

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- Survey closes automatically at end of time period
- Results analyzed and presented at next board meeting
- Announcement includes final submission count and key findings

Scenario 2: Time limit reached, threshold NOT met, no survey in queue

- Survey remains open until threshold is met
- Community notification that survey extended due to low participation
- No additional survey may be launched until this survey closes or board votes to remove it

Scenario 3: Time limit reached, threshold NOT met, survey in queue

- Survey closes to make room for queued survey
- Announcement at next board meeting that participation threshold was not reached
- **Results will NOT be presented** (insufficient participation for formal analysis)
- Final submission count disclosed in minutes for transparency

Survey Results Reporting

Threshold met:

- Full results presented at next board meeting
- Summary distributed to community via email/newsletter
- Detailed data available upon request

Threshold not met:

- Board announces that survey closed without reaching participation threshold
- No detailed results presented (reinforces threshold importance)
- Final submission count disclosed
- Board notes insufficient participation in meeting minutes

GOVERNANCE PRINCIPLES

Board Authority Preserved

The survey system operates under these clear parameters:

1. **Advisory capacity only:** All surveys are explicitly non-binding on the board
2. **Board discretion maintained:** The board retains full authority to make decisions contrary to survey results when board judgment requires

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3. **Transparency in reasoning:** When board decisions diverge from survey results, explanation will be provided in meeting minutes
4. **Influence, not control:** Survey results will "heavily influence" board decisions but not dictate them

Member Expectations Management

All surveys will include standardized disclaimer language:

"This survey is conducted to inform the Board of Directors' decision-making process. Survey results are advisory only and do not bind the board to any particular course of action. The board will consider survey results alongside other factors including legal requirements, fiduciary duties, financial constraints, and long-term community interests."

IMPLEMENTATION PLAN

Phase 1: Platform Setup (0 days)

- Steven Bauer configures corporate Jotform account access for HOA use
- Design suggestion box form template
- Configure Google Sheets integration
- Test duplicate prevention mechanisms
- Establish board member access protocols

Phase 2: Initial Launch (Week 1)

- Launch continuous suggestion box
- Announce to community via email/newsletter
- Post form link on community website
- Include link in monthly communications
- Monitor initial submissions

Phase 3: Trial Evaluation (Month 2-3)

- Collect usage data and community feedback
- Board reviews trial results
- Determine specific participation threshold percentages for each tier
- Finalize survey management protocols (time limits, queue procedures, closure announcements)
- Decide whether to establish HOA-owned account
- Draft formal "Community Feedback Policy" incorporating lessons learned and survey management protocols

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Phase 4: Full Implementation (Following Board Approval)

- Establish HOA-owned Jotform account (if approved)
- Migrate forms and data to HOA account
- Finalize and adopt Community Feedback Policy
- Begin deploying issue-specific surveys with established thresholds

COST ANALYSIS

Initial Implementation: No Cost

Board President Steven Bauer will provide access through his corporate Jotform account for an initial trial period at no cost to the association. This allows the board to evaluate the platform's effectiveness and suitability for our community needs before committing to ongoing expenses.

Long-Term Implementation:

Following successful trial, the board will likely want to establish an HOA-controlled account to ensure:

- Continuity independent of individual board member tenure
- Clear association ownership of community feedback data
- Professional account management under HOA governance

Jotform Pricing Options (for future HOA account):

- **Bronze Plan:** \$34/month – Sufficient for our needs (unlimited forms, 1,000 submissions/month, 10 forms, payment integrations)
- **Silver Plan:** \$39/month – Additional features if needed (25 forms, 10,000 submissions/month)

Projected annual cost: \$408-\$468/year

Future budget recommendation: General Operating Account, GL Code [appropriate code], "Community Engagement Tools" or similar category

Current action required: No immediate financial commitment; board can evaluate during trial period

BENEFITS TO THE ASSOCIATION

1. **Stronger community voice:** Multiple accessible channels give members more opportunities to participate in community decisions
2. **Better-informed decisions:** Quantifiable community sentiment provides valuable data to supplement board judgment
3. **Increased engagement:** Lower barriers to participation encourage broader member involvement

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4. **Prevents survey fatigue:** Two-survey limit and clear time boundaries maintain member attention and response quality
5. **Enhanced transparency:** Clear, documented process demonstrates board's commitment to member input
6. **Improved efficiency:** Automated data collection and analysis saves board and management time
7. **Historical insights:** Exportable data creates searchable archive of community preferences over time
8. **Flexible engagement:** Members can participate on their schedule rather than attending meetings

ADDRESSING COMMON QUESTIONS

Question: How do we ensure data integrity?

Answer: Email verification required/address/IP Address, one submission per household, threshold requirements ensure broad representation rather than vocal minority. On high stakes surveys Jotform can be configured to only allow one submission per IP Address. This will be cross-referenced with the listed physical address and on file email address.

Question: How does this affect board decision-making authority?

Answer: Clear advisory language on all surveys maintains board discretion; board explains reasoning in minutes when decisions differ from survey results

Question: What if participation is low?

Answer: Threshold system ensures board focuses analysis on issues with meaningful participation rates; low participation itself is valuable data

Question: Could this create survey fatigue?

Answer: Survey management protocols limit active surveys to two at any time, establish clear time boundaries, and require the board to be strategic about which issues warrant surveys. This prevents overwhelming members while maintaining engagement.

ALTERNATIVES CONSIDERED

1. **SurveyMonkey:** Higher cost (\$300-\$1,200/year), less customizable for our specific needs
2. **Google Forms:** Free but lacks duplicate prevention and professional features we need
3. **Email submissions:** Limited data integrity and difficult to analyze systematically
4. **Meeting-only feedback:** Limits participation to those who can attend in person

Recommendation: Jotform provides optimal balance of features, cost, and usability for our community's needs.

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PROPOSED BOARD ACTIONS

1. **Approve Jotform platform adoption** for trial implementation of community feedback and surveys
2. **Approve three-tier threshold framework concept** with specific participation percentages to be determined by the board during trial period
3. **Approve survey management protocols** including two-survey limit, time boundaries, and closure procedures as outlined
4. **Accept Steven Bauer's offer** to provide temporary access through his corporate account for trial evaluation
5. **Delegate implementation authority** to Steven Bauer to complete platform setup and initial configuration
6. **Direct development** of formal "Community Feedback Policy" for board approval following trial period
7. **Authorize launch** of continuous suggestion box during trial period
8. **Schedule evaluation** of trial results at the last regular meeting before the July election to determine:
 - Whether to establish HOA-owned account
 - Specific participation threshold percentages
 - Final survey time limits and notification timelines
 - Any platform modifications needed

CONCLUSION

Implementing Jotform as The Rivers' community feedback platform represents a proactive investment in community engagement. By creating structured, accessible opportunities for member input with clear participation standards, the board can make better-informed decisions while fostering a more engaged, participatory community culture.

This system transforms community engagement from an informal, occasional process into a systematic, transparent framework that strengthens the connection between the board and the membership. It demonstrates the board's commitment to listening to residents while maintaining the judgment and discretion necessary for effective governance.

Recommended

Motion:

"I move that the board approve trial implementation of Jotform as outlined in this proposal, including the three-tier participation threshold framework with specific percentages to be determined by the board, the survey management protocols including the two-survey limit and time boundaries, accept Steven Bauer's offer to provide temporary access through his corporate account, and authorize Steven Bauer to complete platform setup and launch the community suggestion box."

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APPENDIX A: Sample Survey

Template 1: Medium-High-Stakes Survey (Tier 2-3)

Subject: New Park Name

Question: "What should we name the new park?"

Participation	requirement:	10%
Submissions per household: 2		

APPENDIX B: Sample Link Below

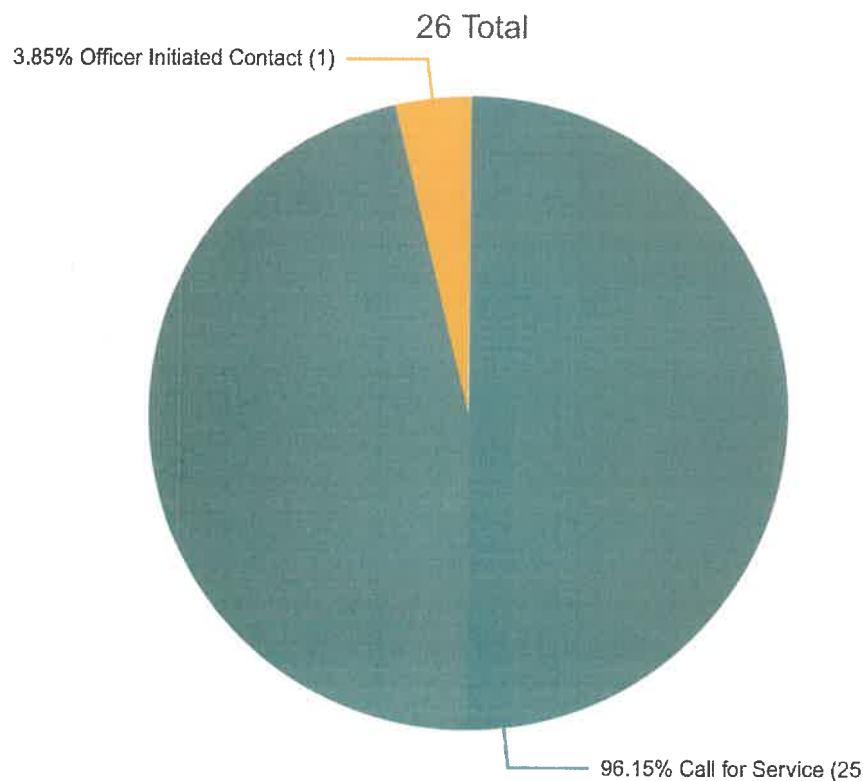
The Rivers Suggestion Box

Submission	confirmation	message:
"Thank you for your submission. The Board of Directors reviews suggestion box submissions monthly during regular board meetings. If you requested a response, you will hear from management or a board member within 10 business days."		

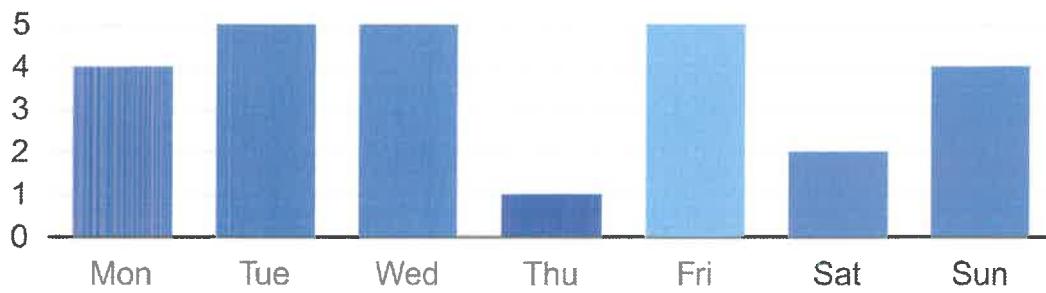
Event Types Per Day



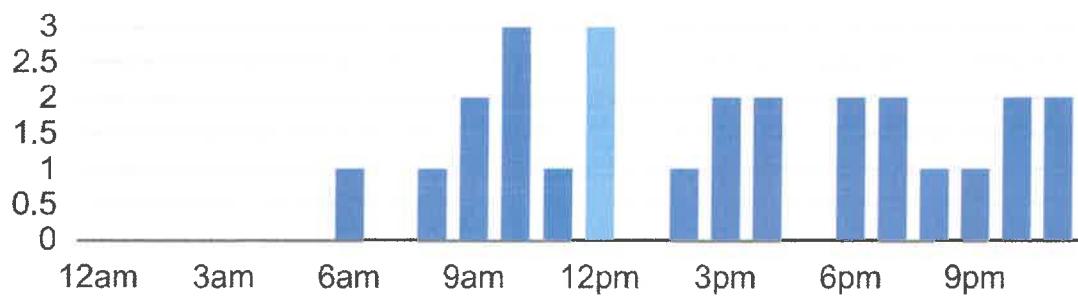
Event Types Share



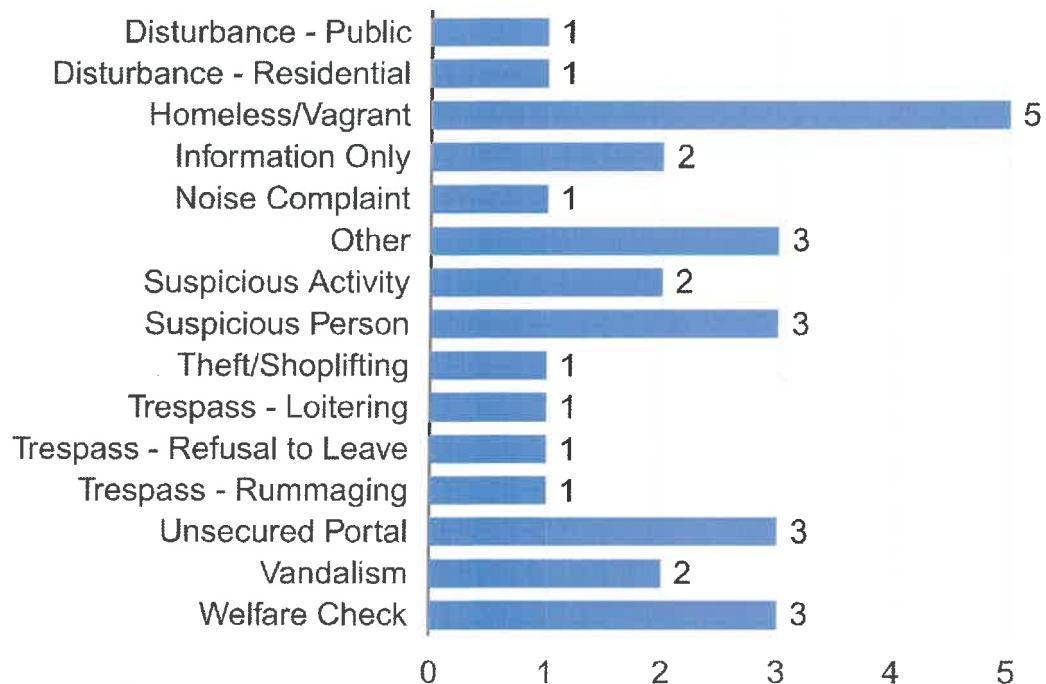
Activity Per Day of the Week



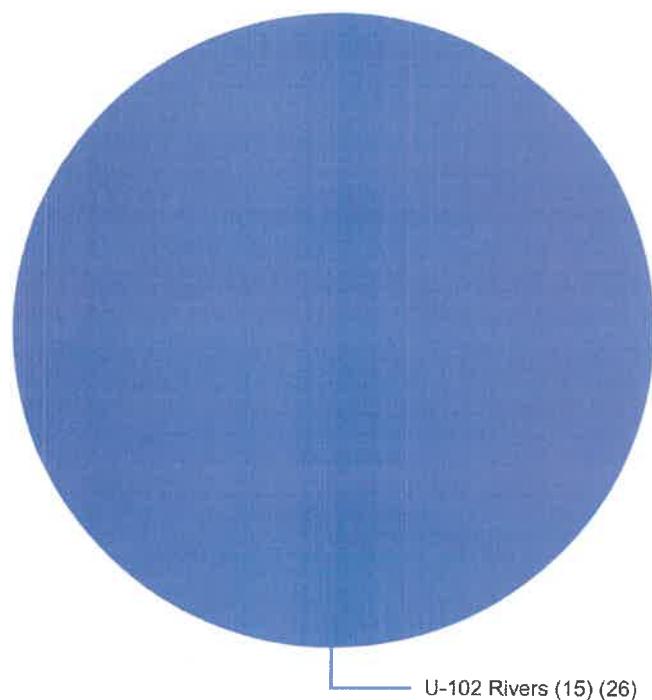
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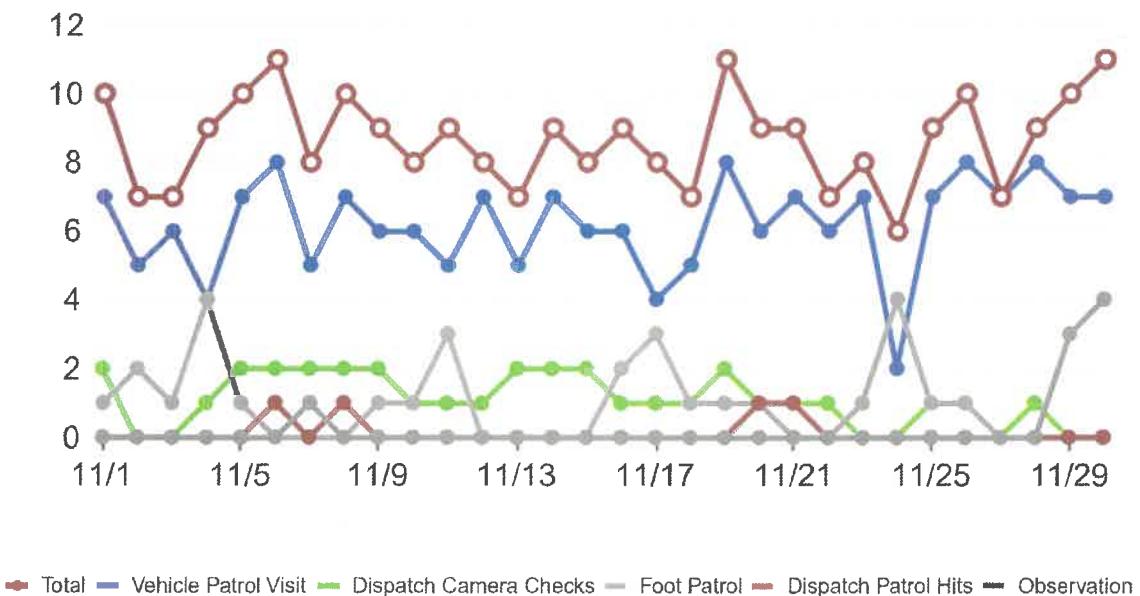
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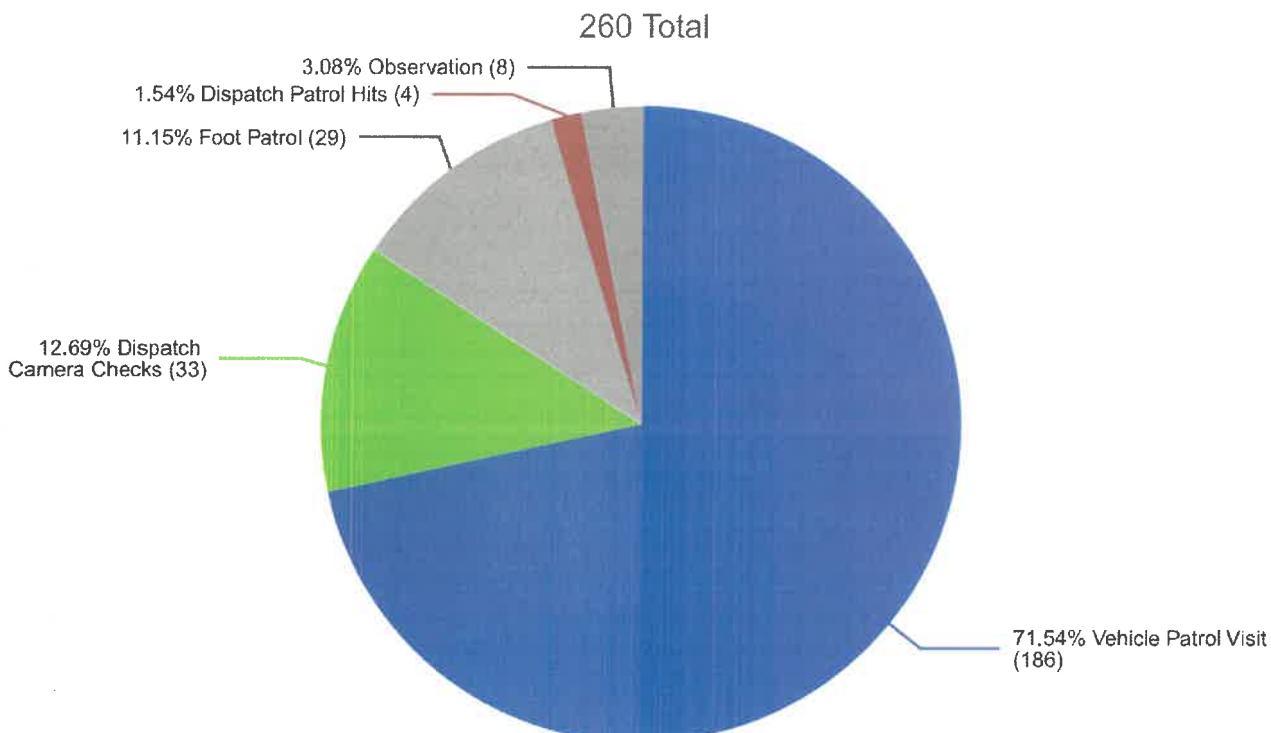
Locations



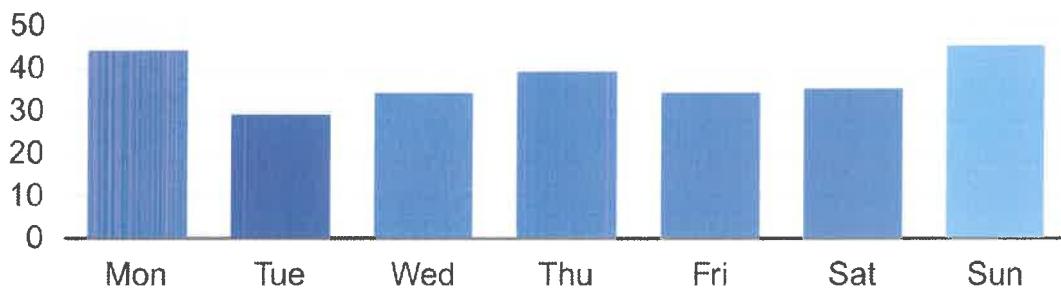
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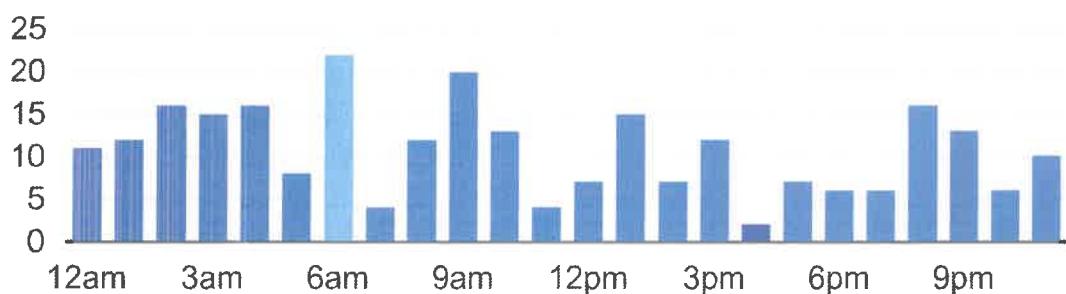
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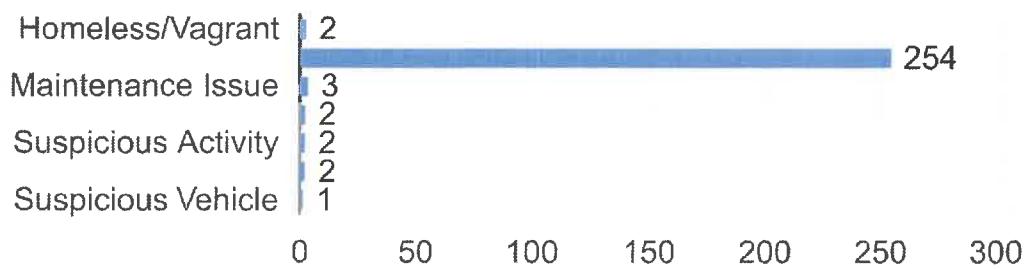
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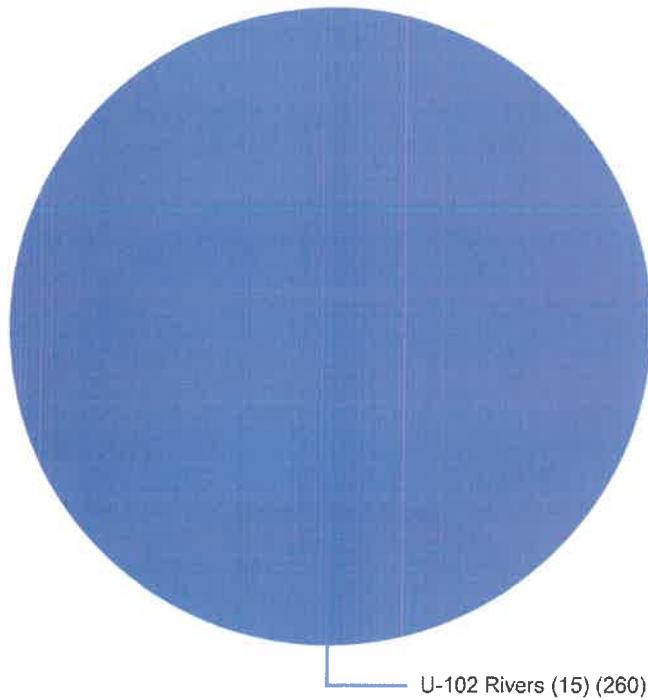
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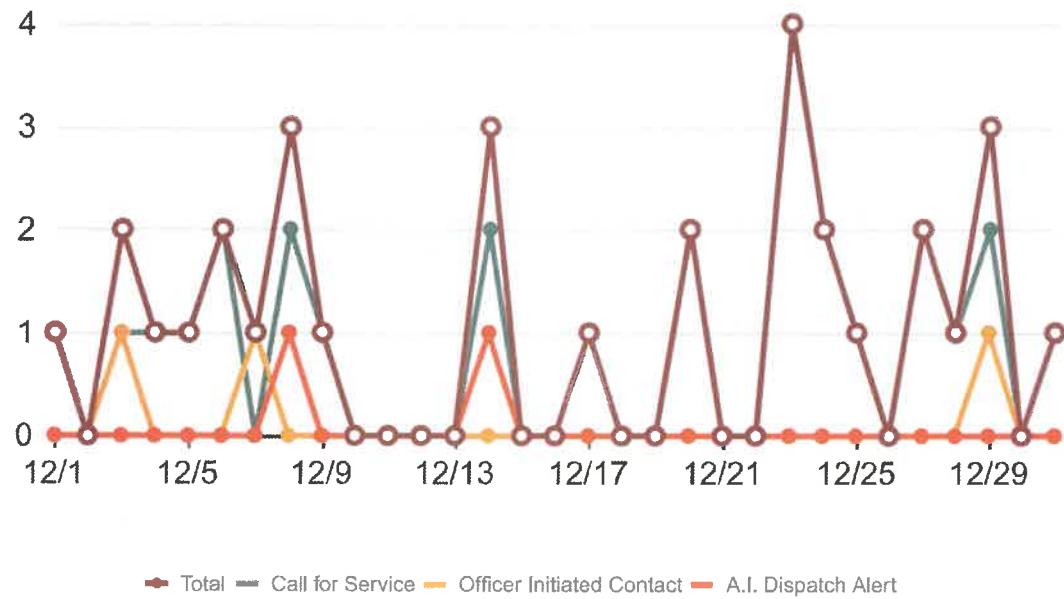
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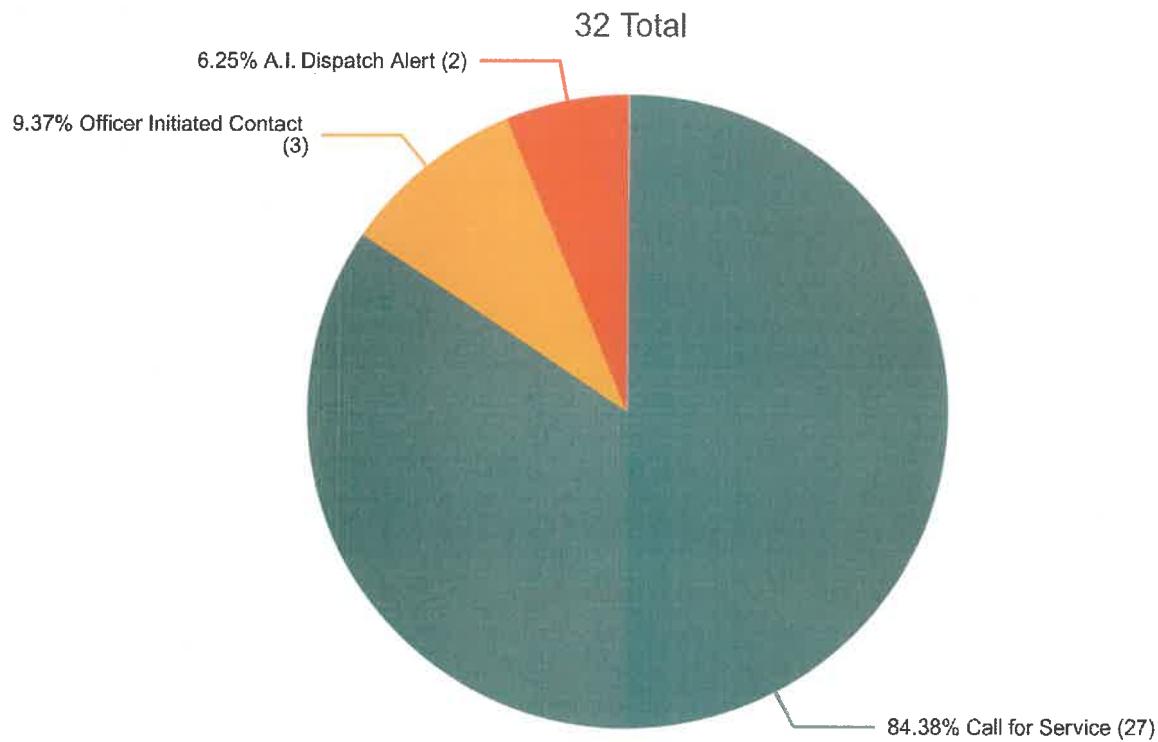
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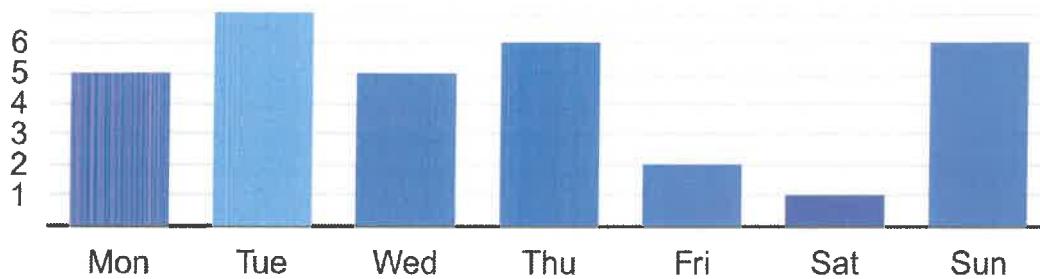
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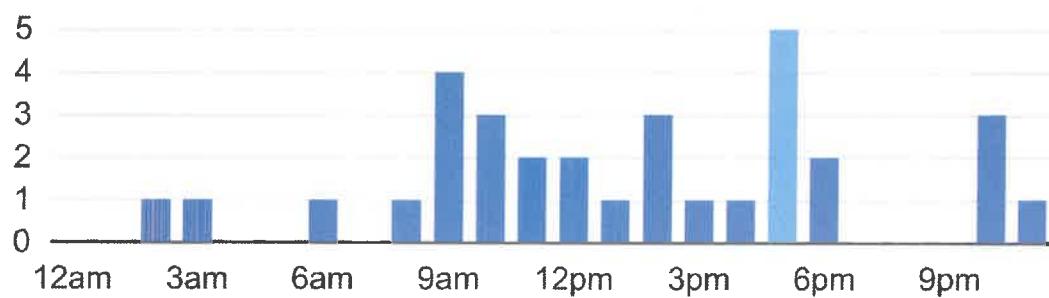
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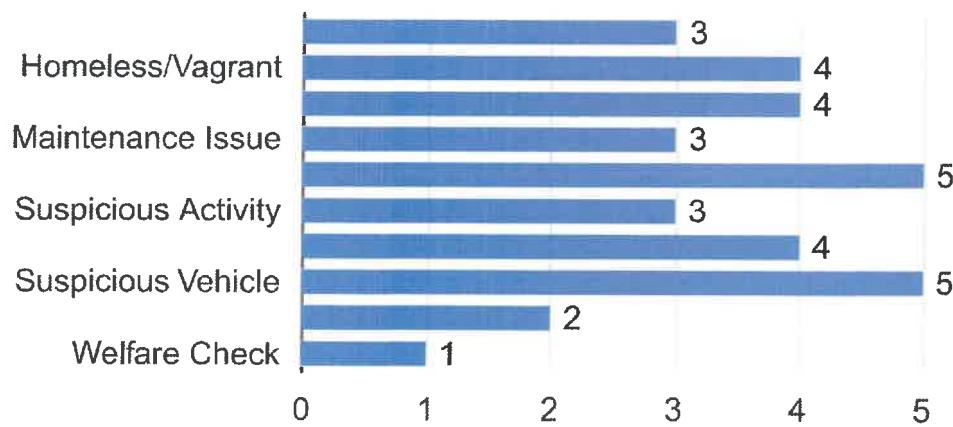
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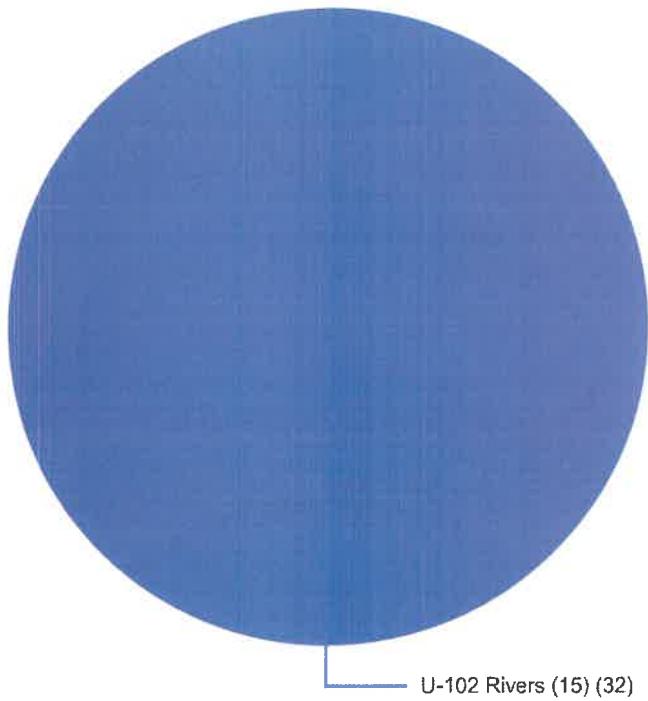
Activity Per Time of Day



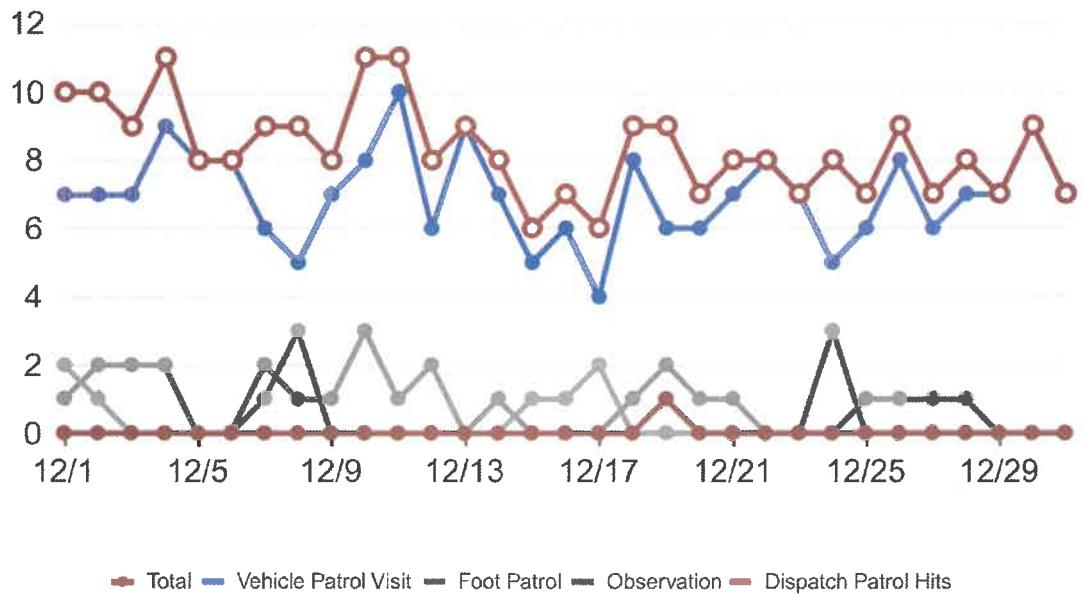
Activity Type Tags



Locations

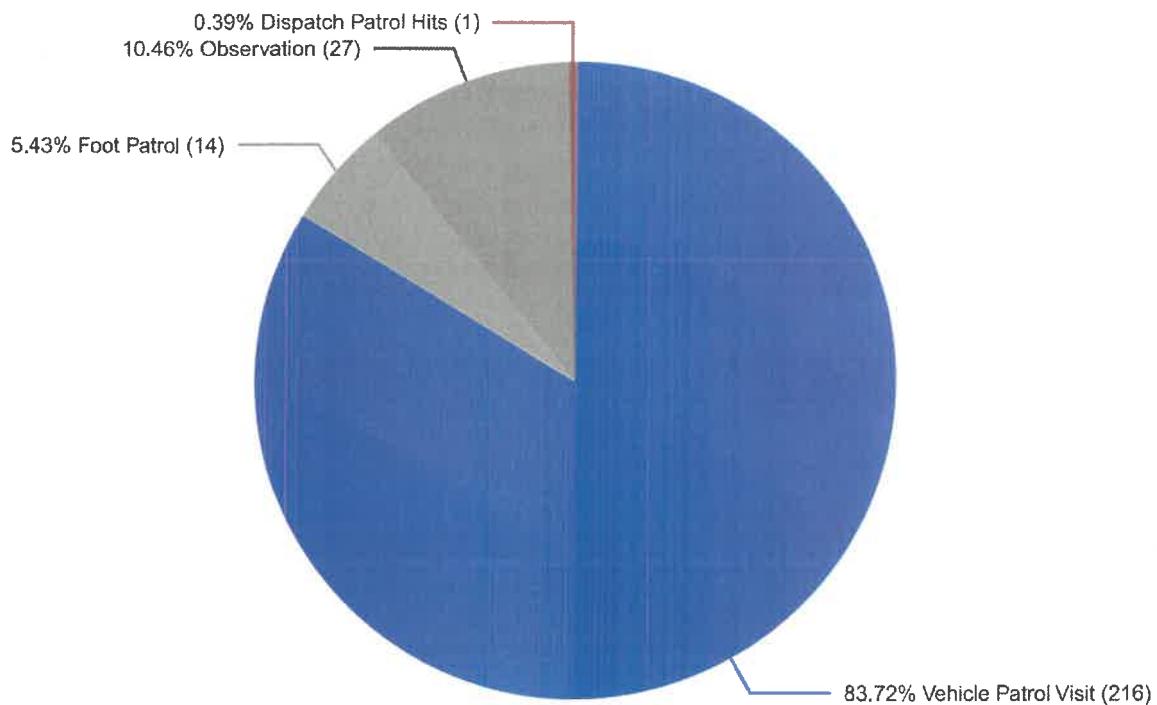


Log Entry Types Per Day

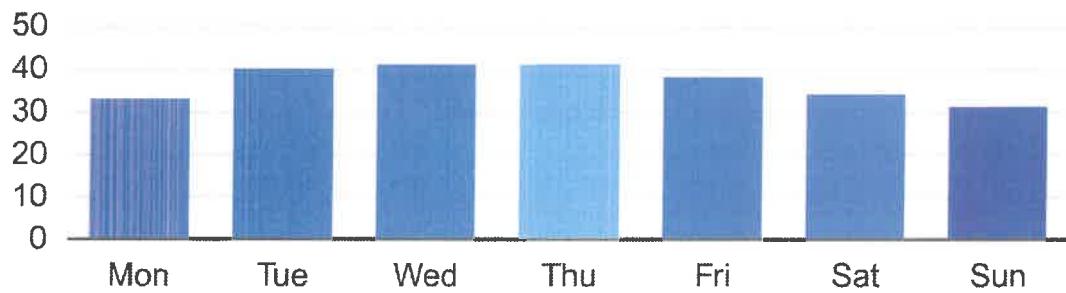


Entry Types Share

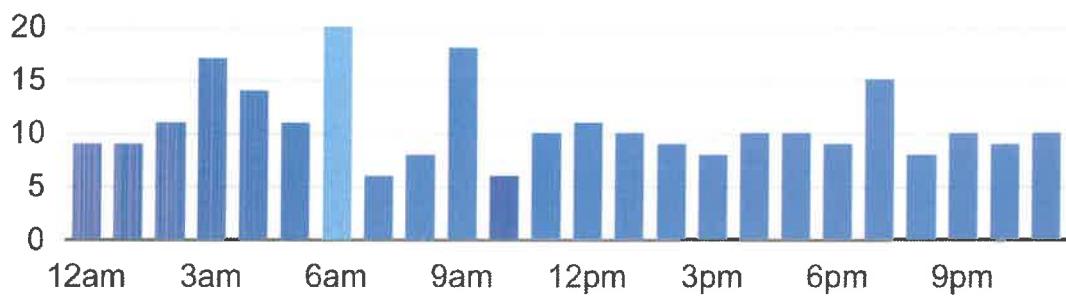
258 Total



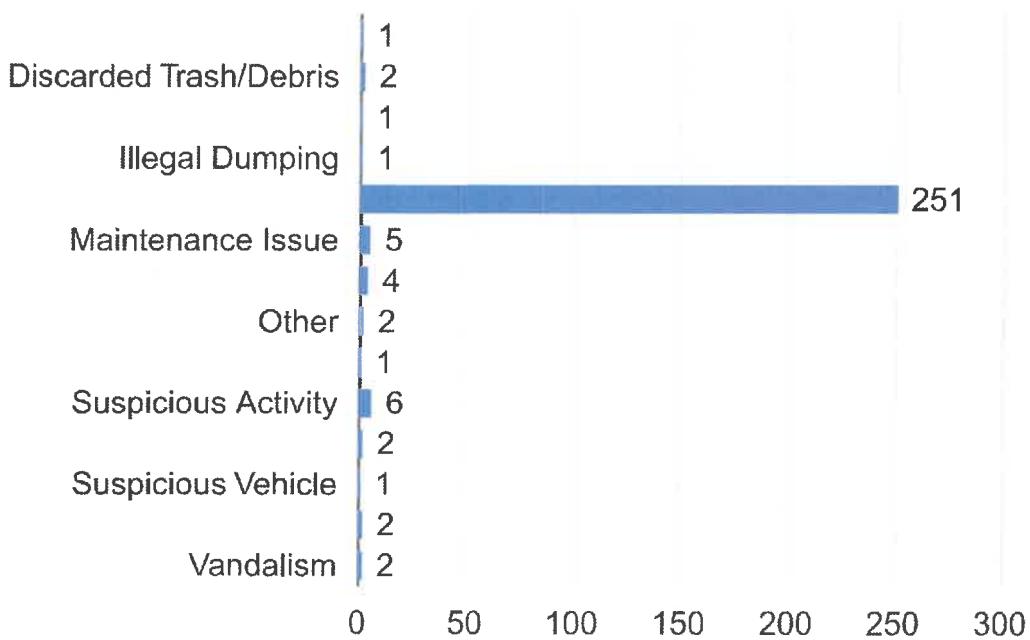
Activity Per Day of the Week



Activity Per Time of Day



Activity Type Tags



Locations

