

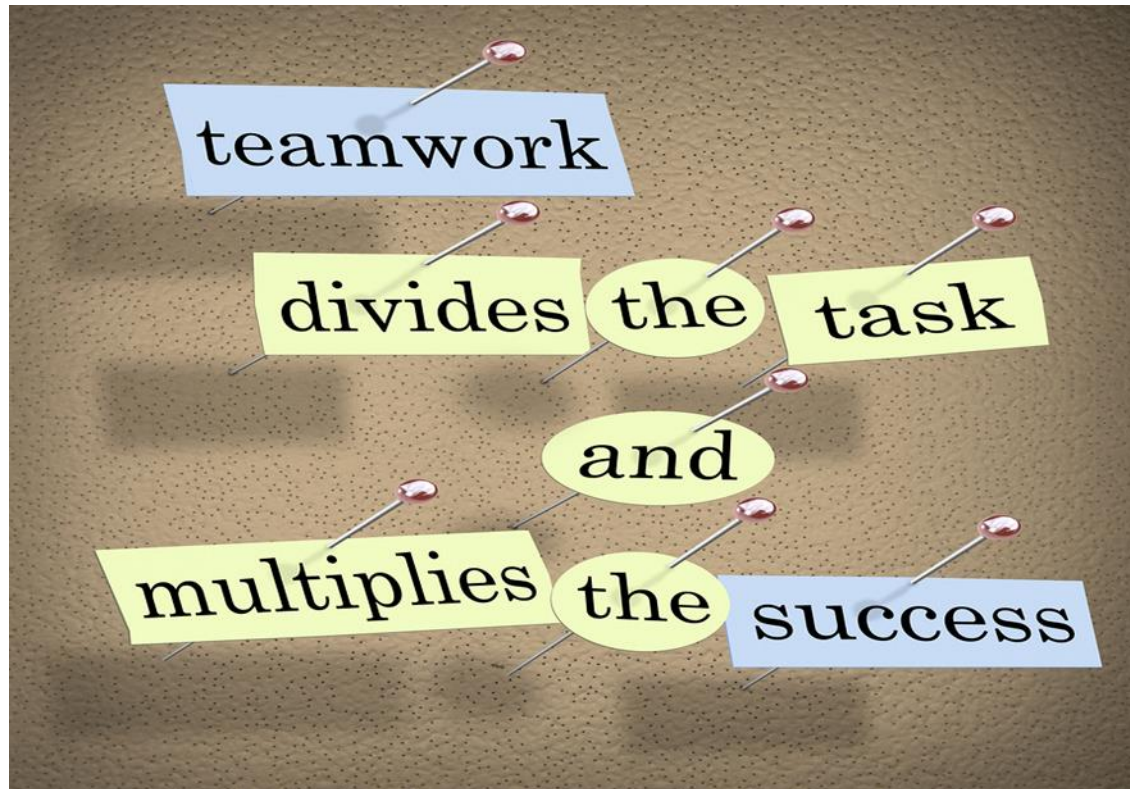
LISTEN LEARN

All Officer Training 2019

“Alone we can do so little; together we can do so much.” Helen Keller



Teamwork



Welcome / Roll Call

- ▶ Central
 - ▶ Cleveland
 - ▶ Dunedin
 - ▶ Exchange
 - ▶ Edgerton
 - ▶ Front
 - ▶ Hamline
 - ▶ Iowa
 - ▶ Montreal
 - ▶ Mt. Airy
 - ▶ Neill
 - ▶ Ravoux
 - ▶ Seal
 - ▶ Valley
 - ▶ Wabasha
 - ▶ Wilson
- 

Resident Councils



The primary goal of the Resident Councils is:

“to improve the quality of life and resident satisfaction... to enable residents to create a positive living environment.”

President / Presider



- ▶ Ensures the Executive Committee functions.
 - Leads the Team
- ▶ Ensures the Resident Council is managed effectively.
 - Meetings are planned effectively and run in an orderly, efficient manner.
- ▶ Provides support & supervision to residents on Resident Council business.
 - Direct contact for residents.
 - Refer residents to Manager and/or maintenance work order #
- ▶ Represents your Resident Council:
 - Presidents Council meetings

President / Presider



- ▶ Makes sure meetings are:
 - well planned
 - Orderly
 - Effective
- ▶ Presides at all resident council meetings
- ▶ Meets with Executive Board to plan agenda
- ▶ Requests volunteers when needed
- ▶ Represents your Hi-Rise residents at all Presidents Council meetings

Vice-President

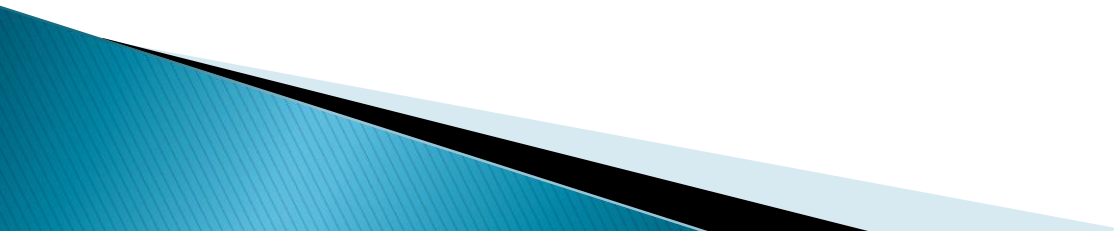
- ▶ Performs all duties of the President, when needed.
- ▶ Presides at the Executive Board meetings, when the AGENDA for the council meeting is planned.




Secretary

Maintains a permanent record of what was decided by accurately recording the minutes of the resident council meeting.

Legally, there must be minutes of each meeting to retain non-profit status and to continue to receive HUD/PHA income.



The Secretary

- ▶ Posts the Executive Board/AGENDA planning meeting announcement.
 - ▶ Posts the AGENDA for the Resident Council meeting.
 - ▶ Prepares the sign-in sheet for council meetings.
 - ▶ ***MAINTAINS A PERMANENT RECORD OF WHAT WAS DECIDED BY ACCURATELY RECORDING THE MINUTES OF THE RESIDENT COUNCIL MEETING.***
 - ▶ Posts the council meeting minutes.
 - ▶ Prints the Presidents Council minutes from the Presidents Council web page.
 - ▶ Posts the Presidents Council meeting minutes.
- 

Duties of the Secretary

- ▶ Tape record the meetings. This will help insure accuracy.
- ▶ Reads the minutes from the previous meeting at the council meeting.
- ▶ Prepares the minutes *following the format* on the preprinted form.
- ▶ May use the preprinted form in the Secretary's book to write the minutes.
- ▶ Completed minutes:
 1. Original is to be kept in the Secretary's notebook.
 2. Copy to be posted on the council bulletin board.
 3. Copy to the Treasurer to be kept with the Treasurer's financial documents



- ▶ Legible
- ▶ Accurate. Facts only. No opinions
- ▶ Organized
- ▶ All approved spending recorded
- ▶ Sign the minutes

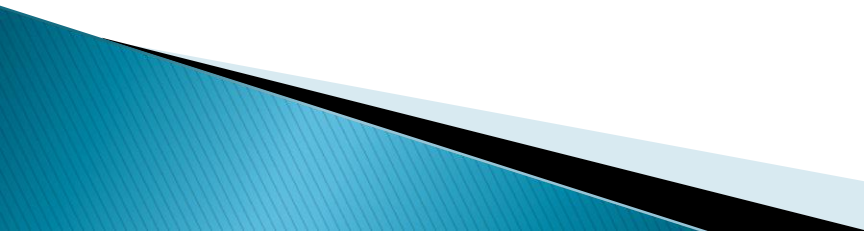
SPACE USE AGREEMENT

- ▶ What is this? The community room can be rented by residents for a specific period of time.
- ▶ Resident will give you 2 checks:
 - DEPOSIT: \$50, which is refunded to the renter after the room is returned to the council in a clean & undamaged manner. *Do NOT deposit this money*, as it may be returned to the resident.
 - RENTAL FEE: The amount of this non-refundable money is set by the council, & should be deposited immediately.
- ▶ How can this money be used by the Council?
 - Room-rental income is considered Hi-Rise Funds.

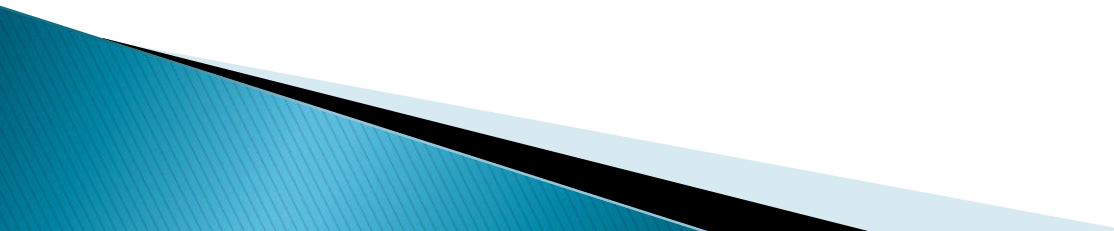
▶ **Hi-Rise Space Use Agreement**

- ▶ Community Space(s) at _____ Hi-Rise
- ▶ Name of Resident Requesting Space

- ▶ Resident Phone _____ Resident Apartment

- ▶ I, the undersigned, request the use of the following:
- ▶ Dining Room _____ Kitchen _____ Community Room _____
Patio _____ Other _____ Date: _____ Time _____ am or pm (circle
one) to _____ am or pm (circle one)
- ▶ Purpose _____
- 

The Treasurer

- ▶ Maintains the council's financial affairs, including the vending contract
 - ▶ Ensures that proper procedures & records are maintained.
 - ▶ With all council officers, safeguards the council's finances & keeps the council fiscally solvent
- 

Treasurer Job Duties


- ▶ *Receives & deposits all income*
- ▶ *Keeps accurate records of all deposits & disbursements*
 - *EVERY payment MUST have a completed Disbursement form*
 - *The fund the expenditure comes from (PHA/RPC...or...Hi-Rise...or...flower...or...picnic) must be noted.*
 - *Attach original receipts to disbursement form.*
- ▶ *Works with Executive Board to create the annual budget*
- ▶ *Gives a report at each council meeting of that month's income, expenses, and bank balance.*

5th Officer

- ▶ “The responsibilities of the 5th officer are to act as a generalist, to assist, etc. 5th officers are another vice-president, secretary, liaison officer, generalist, able to assist with any office, stepping into a vacant office temporarily, while the election/appointment procedure is underway.”



Examples of 5th Officer duties

- ▶ The 5th Officer may assist the council/residents in different ways, as agreed upon by your Executive Board. These are examples of what they can do. It will be different in each Hi-Rise:
 - ▶ Computer Administrator
 - ▶ Post fliers
 - ▶ Remove outdated fliers
 - ▶ Sign-in table at council meetings
 - ▶ Community Wellness Ambassador
- 



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5-Member Board

- ▶ Officer duties are divided among the 5 elected officials.
- ▶ The duties of the Treasurer do not rotate.
- ▶ Roles may rotate, except for the Treasurer.
- ▶ All officers may attend the Presidents Council, but only one may sit at the table & vote.
- ▶ Who will represent your Hi-Rise at the Presidents Council meeting will be should be decided ahead of time at your Executive Board meeting.



Where to begin?



Begin with KINDNESS....



- ▶ “When we do kind things for other people we get a flood of happiness hormones like oxytocin, serotonin and endorphins in our brains, according to psychologist Dale Atkins.
- ▶ Seeing that other people feel good can make us feel more satisfied. In turn, we can be good role models.
- ▶ Research shows doing just one small act every day can start this change for you & your community, Atkins said.”

Roberts Rules of Order

- ▶ A Guide for conducting orderly meetings & making group decisions
- ▶ The Agenda is followed
- ▶ Motions are made, seconded, then discussion
- ▶ No one speaks twice until everyone has a chance to speak
- ▶ Speak to the Chairperson, and not to an individual
- ▶ Only one person at a time speaks
- ▶ Be polite & respectful to all
- ▶ Focus on the issue, and not on personalities
- ▶ The Chairperson cannot make or second a motion
- ▶ Officers are asked to let council members make & second motions
- ▶ Disruptive situations: If needed, ask PHA staff for help. Staff will step in with a warning. The individual may be escorted out of the meeting.
- ▶ *Always expected that Officers will be able to keep confidential matters to themselves. "Loose lips sink ships!"*

Executive Board Meeting

- ▶ Purpose: to plan the AGENDA for the council meeting.
- ▶ The Vice-Chair presides at the Executive Board meeting.
- ▶ Minutes MUST be taken if any action decided at this meeting. Only Executive Committee members can vote at this meeting.
- ▶ An open meeting, but only officers participate in discussion.



Council Meetings



Resident Council Meeting

- ▶ ***** PHA staff must be present in order to meet *****
- ▶ CHAIR: Calls the meeting to order & Pledge of Allegiance
- ▶ SECRETARY: Minutes are read (posted minutes – previous month)
- ▶ CHAIR: Calls for motion to accept the minutes
- ▶ CHAIR: Introduces guests
- ▶ TREASURER: Gives the Monthly Report (report to be filed/no motion)
- ▶ PC ATTENDEE: Presidents Council report
- ▶ CHAIR: Reports: PHA staff, Safety & Security, Committee, etc.
- ▶ CHAIR: Old business: Motions made from previous mtg to be voted on, or items carried over from previous meetings
- ▶ CHAIR: New business: recent actions
- ▶ CHAIR: Issues & concerns
- ▶ CHAIR: Closing ritual
- ▶ CHAIR: Meeting adjourned

Motions

- ▶ Resident says: “I move that....
- ▶ Another member seconds the motion: “I second the motion”
- ▶ Chair states: “It is moved & seconded that...Is there discussion?”
- ▶ After respectful discussion, the chair repeats the motion and asks: “The question is on the adoption of the motion that.....
- ▶ As many are in favor, say “Aye”....or raise your hand.
- ▶ Chair says: Those opposed, say “Nay”or raise your hand.
- ▶ All officers, except the Chair, can vote
- ▶ The Chair breaks a tie
- ▶ Chair announces the result of the vote:
 - The motion carries, and OR
 - The motion fails

Smart! TIPS

- ▶ Prepare the room for the meeting.
- ▶ Start on time. One tap of the gavel.
- ▶ Speak clearly. Use the microphone.
- ▶ Keep the meetings orderly and an hour in length.
- ▶ Ask PHA staff for assistance if needed.
- ▶ Act confident.
- ▶ Delegate when needed.
- ▶ Don't take things personally.
- ▶ You have a private life, and are not “on call”
- ▶ Let others know you appreciate what they do

Presidents Council

- ▶ Comprised of one representative from each Hi-Rise.
- ▶ Meets monthly September–May



Presidents Council Website

www.stphapresidentscouncil.org




KEYS

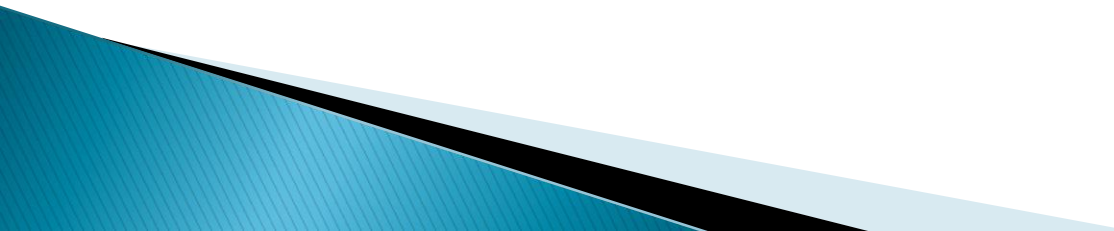


- ▶ All *building* keys are property of PHA.
- ▶ The Manager will approve & give keys.
- ▶ Keys **MUST** be returned to the Manager.
- ▶ Council office *filing cabinet* keys belong to RC. ALWAYS keep a duplicate key hidden in office. Can duplicate RC keys.

Stipends

- ▶ A stipend is a small token of appreciation for volunteering.
 - ▶ At the Sept. Council meeting the Council decides what positions will receive stipends and how much the stipends will be. Council approval is needed to raise or lower all stipends.
 - ▶ Only 1 stipend/month/per elected person no matter how many jobs are performed.
 - ▶ Paid at the end of the month *after duties have been performed*.
 - ▶ No more than \$25. (extra from HR funds) (PHA funds pay for stipends up to \$25)
 - ▶ Treasurers can receive monthly stipends (July–June) for monthly duties performed.
 - ▶ Other officers only receive stipends from Sept–June
 - ▶ Building Orientor & Recycling Person receive stipends from PHA (not the resident council).
 - ▶ Presidents Council pays a stipend to Committee members who attend meetings at 555 Wabasha, which is to cover their transportation costs.
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BUDGET

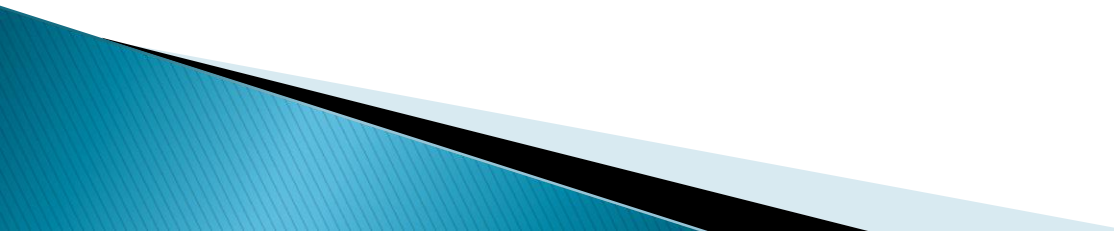
- ▶ A plan of expected income & expenses for the fiscal year (July 1–June 30)
 - ▶ August.....the budget is prepared & stipends set by the Executive Board
 - ▶ September....presented to the council & posted for 30 days
 - ▶ October.....approved by the council & a copy submitted to the Presidents Council
- 

Resident Council Income



- ▶ PHA / RPC funds
- ▶ Hi-Rise funds (vending machine, recycling, room rental)
- ▶ Picnic funds
- ▶ Beautification funds (\$100 per Hi-Rise)
- ▶ Volunteer Appreciation Funds (up to \$100)
- ▶ Community Sharing Funds (up to \$50)

Purchases

- ▶ *Every expenditure must be approved either thru the approved annual budget or by the Resident Council. The monthly minutes must reflect the approval.*
 - ▶ All expenses must benefit residents
 - ▶ All expenses must be documented
 - ▶ All expenses must follow HUD & PHA approved guidelines
 - ▶ Need 3 separate quotes for all purchases over \$300, including taxes & shipping
 - ▶ All items purchased must be stored in the Resident Council office or storage area. They may not be stored in anyone's apartment.
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Checking Account

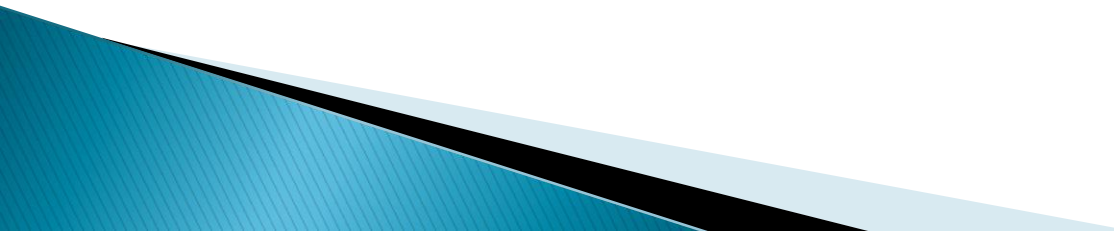
- ▶ Every check must have 2 signers (who are officers)
- ▶ 3 officers must be approved by the bank to be signers
- ▶ Can NEVER write a check to yourself or for cash
- ▶ Can *never sign* a check written to yourself
- ▶ The council checkbook must be stored in the Resident Council locked filing cabinet. Do not routinely carry it with you.





DEBIT CARDS

Checks are the preferred method of paying council expenditures.

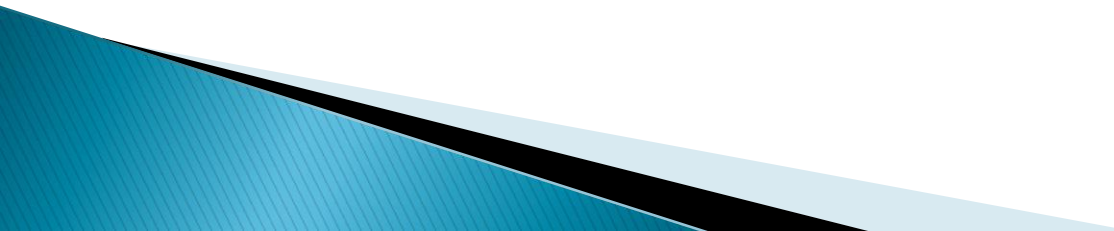
- ▶ To be used only when a business does not accept checks or when purchasing online.
 - ▶ The DEBIT card must be kept with PHA management, and signed out by the council.
- 

The Treasurer works with the QUICKBOOKS PEER

- ▶ The Treasurer shares with the Quickbooks PEER:
 - Access to the Council computer for reconciling the checking account
 - Council checkbook
 - All financial documentation:
 - Monthly bank statement
 - Copies of cancelled checks
 - Treasurer's Book
 - Disbursement form completed for every check / expenditure
 - Deposit Document for all deposits
 - Minutes of recent council meeting
 - Approved budget

***FUNDING MAY BE HELD FROM COUNCILS THAT
DO NOT PROVIDE THIS DOCUMENTATION !***

NOW & THEN...

- ▶ No reimbursement for anything bought with EBT cards.
 - ▶ No cash or “slush funds” allowed
 - ▶ No door prizes to non-residents.
 - ▶ Must be truthful. If discovered that there is anything untruthful, the responsible person will be removed from office & excluded from immediately running for re-election.
 - ▶ Checks must be completely written out, even when automatically deducted from the account at time of purchase (CUB, Wal-mart)
 - ▶ Fundraising: Check with the Coordinator before any fundraising.
- 

You've Got it!

- ▶ Are minutes required for each council meeting?
- ▶ Who signs council checks?
- ▶ Is a budget necessary?
- ▶ Where is the debit card kept?
- ▶ Who gives financial documents & minutes to the PHA manager?
- ▶ What is the Executive Board meeting?
- ▶ Who runs the Resident Council meetings?
- ▶ What if a resident is disrupting the council meeting?
- ▶ When does the Presidents Council meet?



▶ “Alone we can do so little;
together we can do so much.”

▪ Helen Keller



Congratulations!

