



Residents' Council 101

March 1, 2023



Merci Izquierdo-Whitaker
President 2022-2023



Charlestown Residents' Association



All Residents are
Members of the
Association



Celebrating 40 years!



Charlestown Residents' Association

The **Purpose** of the Association shall be to:

1. **Promote** the health, comfort, and safety of the residents of Charlestown;
2. **Enhance** participation of the residents in the daily activities of the community;
3. **Encourage** mutual efforts between residents and management to improve welfare and services and to control expenses;



Charlestown Residents' Association

4. **Foster** communication between the residents and management;
5. **Monitor** legislation concerning the welfare of retirement communities and their residents; and
6. **Maintain** a positive relationship with the Board of Directors of the Charlestown Community.



Residents' Council

The Residents' Council is the Governing Body of the Residents' Association.

Members of the Council are Resident-Elected

Installed at Residents' Association Annual Meeting

Fiscal Year—Sept 1-Aug 31

Council can Collect Dues



Residents' Council

**7 Members elected each year
3-year term**

21 Members

14 Committees

Outgoing President - Ex-Officio



Nominations for Council Members

Nominating & Elections Committee

7 Member Minimum
1 on previous
Committee
Outgoing Council
Members
Residents at large

Committee Charge

Recruit/Identify
Candidates
Self Nomination—
5 Supporters
Obtain Signed
Consent Form
Prepare a List of
Candidates

Elections

Prepare Election Materials
Conduct Election
Tabulate Votes
Notify Winners
Post winners & Alternates
Alphabetically at All
Public Places



Nominations Process

Candidates Submit
Bios & Consent to
Serve by May 15th

Nominee Pictures
Posted in Community
Public Areas

Nominees Introduced
to Residents' Council

Nominees Record Short
Video for TV972

Nominees List & Pictures
Published in June *Sunburst*

Campaign Restrictions
No handbills/stump speeches, etc



Election Process

When

- Wednesday before Annual Association Meeting—2nd Monday of August

Who



Newly Elected Council

Installed at Annual
Association Meeting
2nd Monday In August

3 Year Term

**Vacancies
Filled by
Alternates**

**No Consecutive
Full Terms**

**Alternates with
Highest Vote**

**Resignations
Appointments**



INTRODUCTION TO COUNCIL OPERATIONS



Bylaws of the Residents' Association

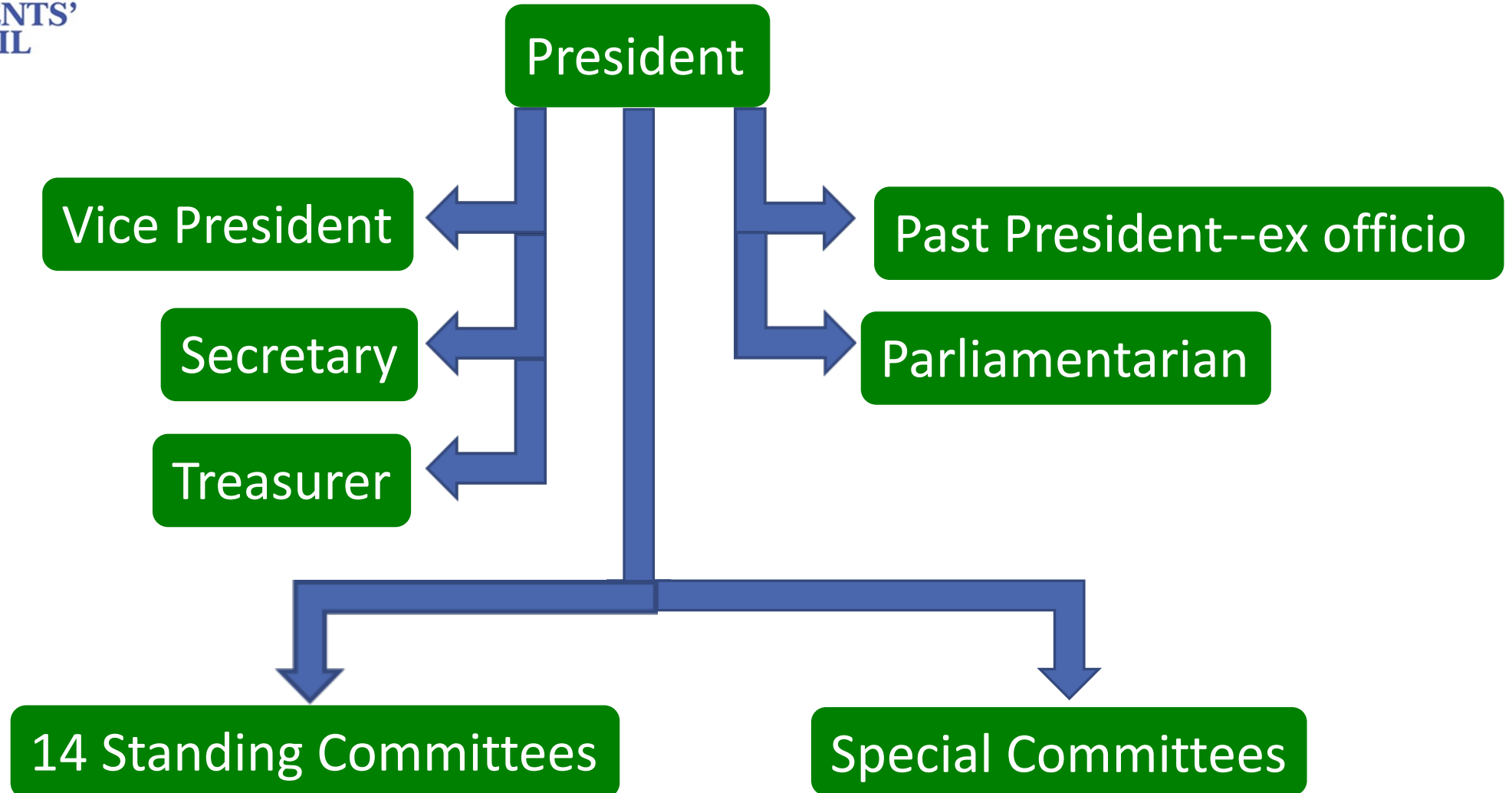


**Bylaws adopted as Articles of Association August 23, 1984
Updated April 12, 2021, Approved August 9, 2021**

**Operated according to the:
Policies and Procedures Manual
and
Parliamentary Procedures—Robert's Rules of Order**

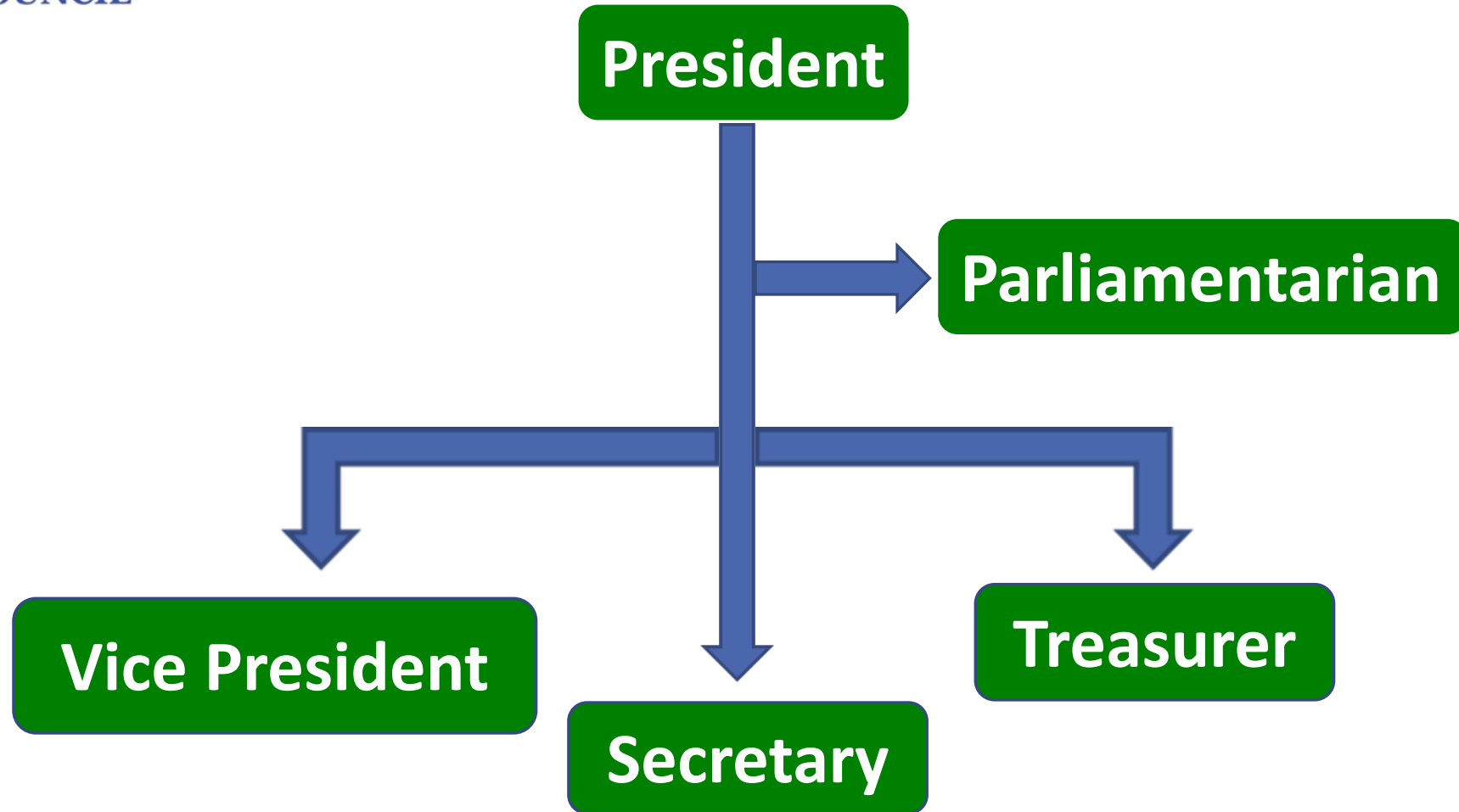


Residents' Council Organizational Chart



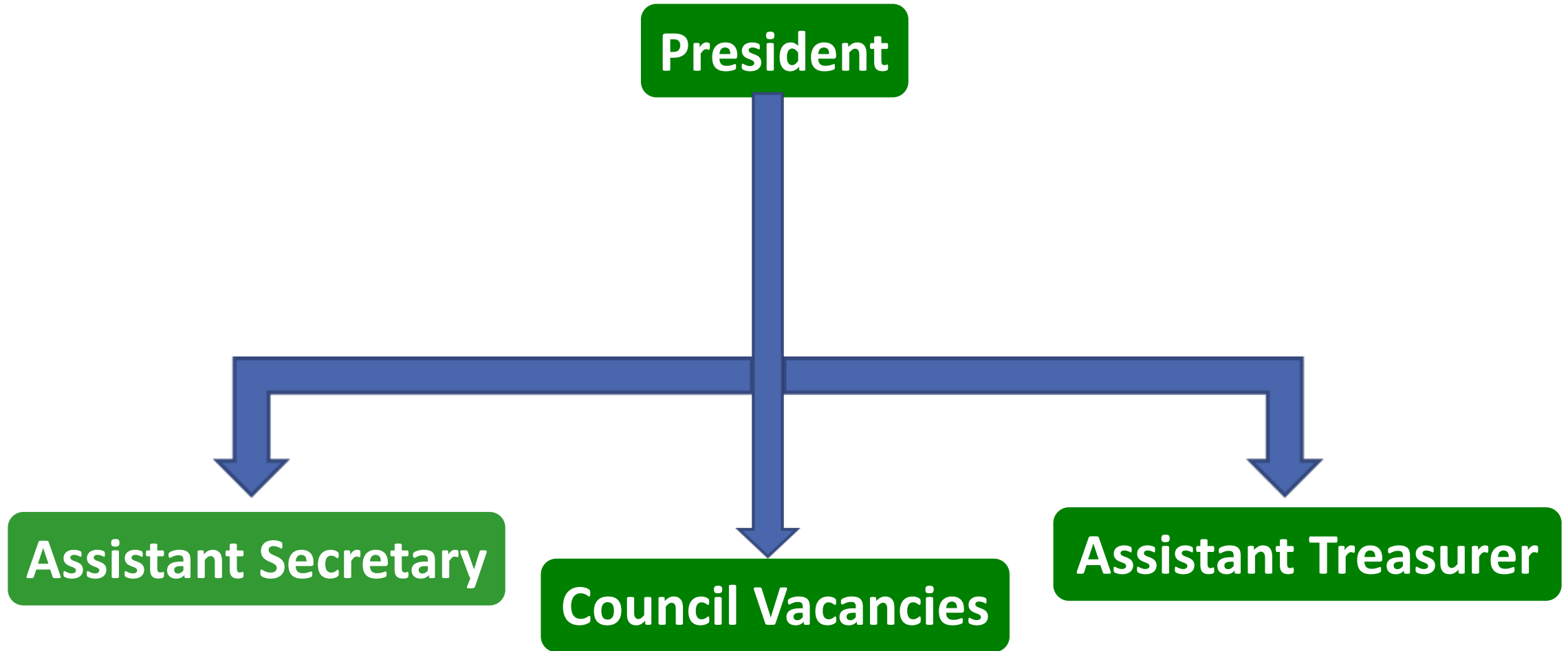


Residents' Council Executive Committee





Residents' Council Appointments





Residents' Council Committees

Benevolent Care

Communications

Conservation

Dining Services

Finance

Grounds

Health Services

Housekeeping

Legislative
& Political

Maintenance &
Engineering

Resident Life

Safety & Security

By-Laws

Nominations &
Elections



Committee Chair Responsibilities

Attend Monthly Residents' Council Meetings & Work Sessions

Establish Agenda for Monthly Committee Meetings

Invite Committee Staff Liaison to Committee Meetings

Assign Assistant Chair as Needed

Verbal Summary Report at Monthly Residents' Council Meeting

Write Article for Sunburst



Committee Responsibilities

Understand Purpose

Review Past Annual Reports & Minutes

**Establish SMART Goals
Measurable/Time Bound**

Identify Unfinished Business

Keep Accurate Minutes

Discuss Business to Pursue

Meet Reporting Guidelines



Residents' Council Meetings

- 1. Regular: Monthly: 1st Tuesday of the Month—3 PM
(Recorded) Reports from Officers & Committees
Old & New Business
Word from Administration
Q&A**
- 2. Regular: Work Session—Monday after Monthly Meeting**

**Special: Called by President/Council
Attendance Limited: Council & Invited Staff/Residents
Actions Reported at Next Meeting & Part of Minutes**



CHARLESTOWN BOARD OF DIRECTORS (BOD)

Selecting Resident Candidates for Vacancy on the BOD

Executive Director notifies
Residents' Council vacancy



Council President appoints
Nominating Committee



Nominating Committee notifies
all residents soliciting candidates

Nominating Committee selects
no less than 5 candidates



Council Interviews candidates
separately & selects 3 by rank choice

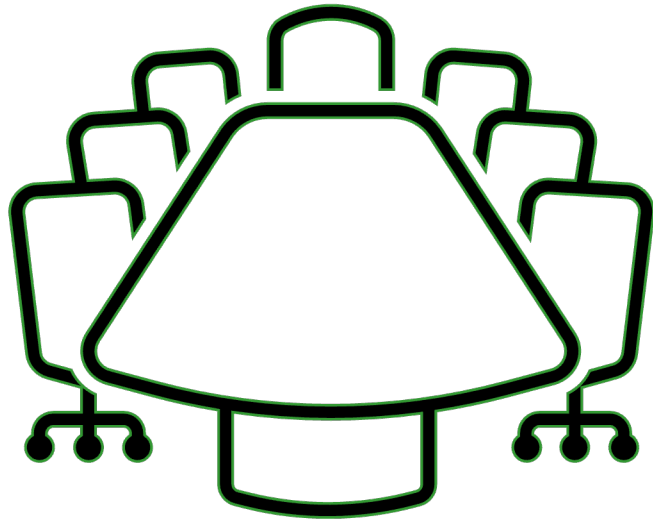


Names of Candidates and
resumés sent to BOD

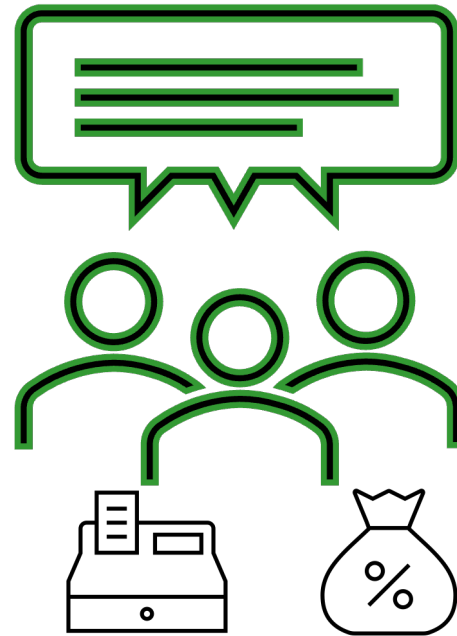


BOD Chooses

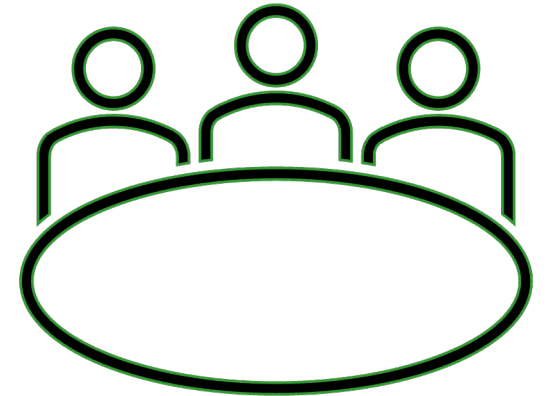
Interaction/Relationship with Board of Directors



**Meet Quarterly
Q & A**



**Present Annual
Budget Summary**



**Discuss issues with
Resident Directors**



Relationship/Interaction with Management



Erickson Senior Living **Manages Charlestown Community, Inc. CCI)**

****Operates** under Charlestown Board of Directors Oversight**

Executive Director **Responsible for CCI Administration**

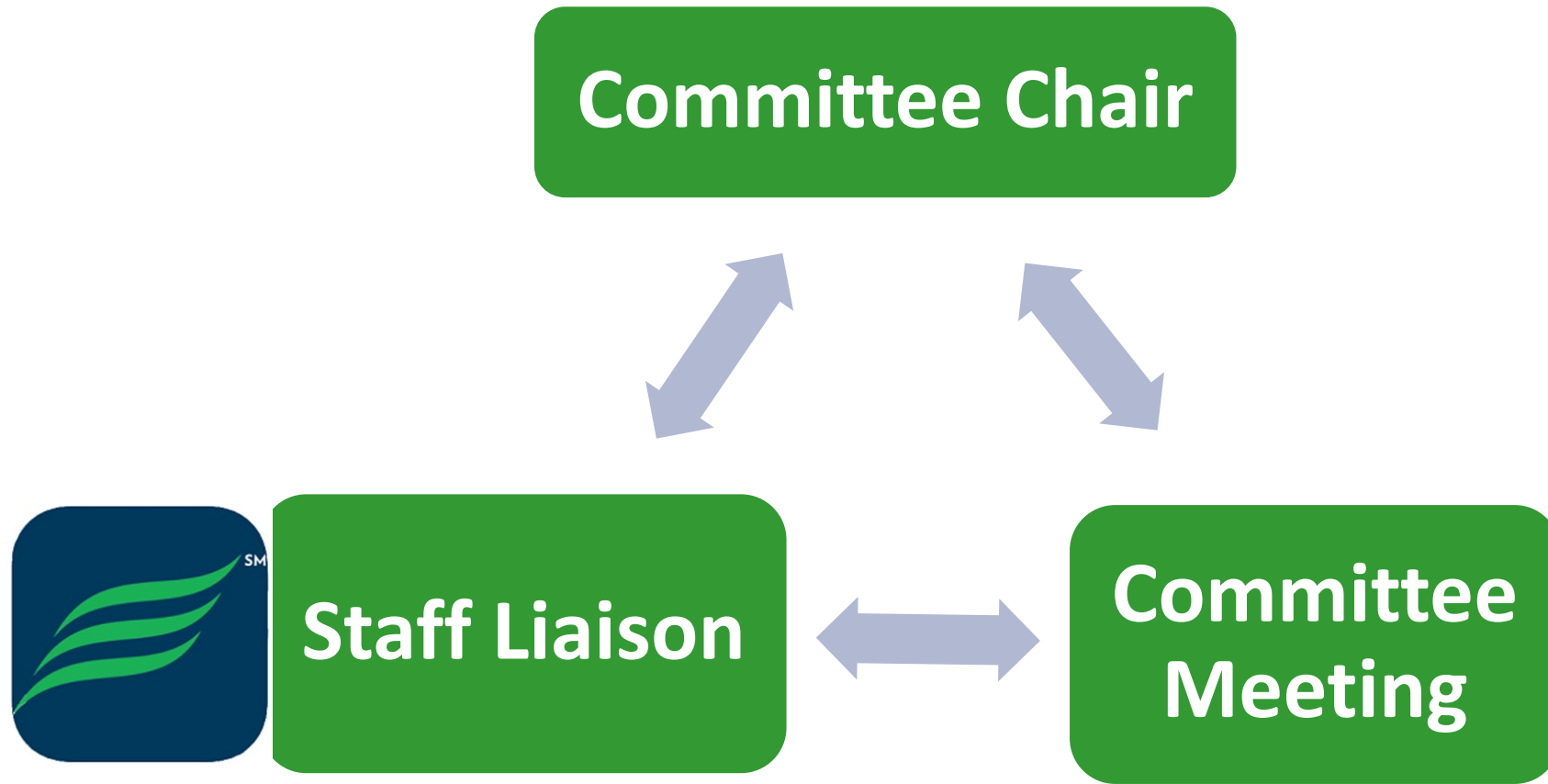
****Meets** Monthly & as needed with Council President and VP**

****Attends** Residents' Council Monthly Meetings—**Updates; Q&A****

****Appoints** Staff Liaisons to Residents' Council Committees**



Committee Interaction with Staff Liaisons





BE HEARD—PARTICIPATE—STAY INFORMED

Take the Holleran Residents' Satisfaction Survey—Specific Comments

Data Base; Statistical Analysis;

Corrective Action and Management Evaluation

Attend Committee & Residents' Council Meetings

Participate Actively in Discussions

Join Committee Meeting/s

Take Action to Meet Committee Goals

Run for Residents' Council

Read Bulletin Boards

Watch TV 972

Check out the Residents' Council Website—CCICHARLESTOWN.ORG

CCICHARLESTOWN.ORG

Charlestown Residents' Website

Email: webmaster@ccicharlestown.org.

Residents' Council Communication Form

To: Residents' Council Vice President

Full Name
First Name Last Name

Apartment

Phone Number
Area Code Phone Number

E-mail
ex: myname@example.com

Subject

Briefly describe the reason for contacting the Council in the space provided below. When referencing specific events, please indicate the details of who, what, when, and where the event took place.

← Use this form
Questions/comments
to Residents' Council
Online/print out

Questions/comments to Administration

Email: ccifedback@erickson.com

Emergency Information ← Who to call





Summary



