GHERTNER & COMPANY
SINCE 1968

ONBOARD

Newsletter For Association Board Members





10TH Annual TRADE SHOW











OUR CLIENTS SAY IT BEST!

I called this morning with a concern and **Billie** answered on the first ring. I was greeted in a professional and kind manner and she immediately filed a report to Tiffany, the general manager. I got an email copy of my concern. I love this management company!
VERA B.

Very professional and good people. Had a very good experience. **Kent** and the staff were very good at explaining the Job and answering any questions I had.I believe it will be a great company to work for.
RICK B.

Called in to get assistance to log in to HOA message board. **Brandon** immediately and cheerfully said he could help me. He walked me through setting up my login and password quickly. My wife, Margaret was sitting beside me and was having similar problems logging in and Brandon helped her also. We were impressed by his willingness to help and speed of solving both of our situations.
BILL C.

Sally has always been very helpful, courteous and professional. She is great to work with!
CAROLYN D.

Nick Hensley has been very responsive and attentive to my tree problem. Thanks so much for the quick help.
JIMMY L.

These comments are specifically about **Jennifer Williams**, our Community Association Manager. In a word, she is terrific. Over several years now each time I have had a concern or a problem that I have brought to her she has with good cheer and understanding resolved the issue. In these times of chaos swirling around us it is comforting to know that Jennifer is available to sort things out.
PETER C.

I spoke with **Jessica Couch** today in regards to several questions including how to fill out some forms and also how to set up a recurring payment on the website. It was a pleasure to have someone like Jessica who was knowledgeable and patient with me. Thank you Jessica.
SUE R.

Stewart Crosby provided a quick and informative response to my questions regarding our HOA's financial reports. He always provides a quick response indicating his availability to handle any issues that arise.
STEPHEN W.

John Kidd is an excellent property manager. He addresses my concerns in a professional matter. He keeps our neighborhood clean and safe.
LYNN B.

Both **Angie** and **Shelby** at Enclave Management office are excellent. They go out of their way to help out. I wanted to add that **Steve** (maintenance staff) is a great handyman. He quickly fixed our leaking garbage disposal. It is good to have someone readily available onsite for such emergencies. Thank you!
LAL P.

Theresa Gregory was great to work with. I needed assistance creating my online account and she walked me through it.
PETER L.

BOARD LEADERSHIP TRAINING

Ghertner & Company will mark 16 years of Board Leadership Training Seminars in 2024. Over the years, hundreds of Board members have attended our workshops and seminars. **In 2023 alone, more than 220 Board members representing 85 homeowners associations attended in person or via Zoom.**

Ghertner & Company president Scott Ghertner began this program because he saw that Board members were often unprepared for their unique leadership role. Tasks like reviewing financial reports, ensuring governing documents were followed and dealing with community issues were daunting tasks for many.

In 2008, Ghertner & Company began meeting with Boards individually. The following year, classes expanded to a small conference room. Demand quickly grew, and in 2011, the Frank Ghertner Learning Center opened at our corporate office in Metro Center. The learning center has round tables to encourage conversation among attendees, a large screen for PowerPoint presentations and the capability to share on Zoom. Since moving to the learning center, the seminars have been the most popular as mid-day lunch and learns. Classes are also held in Murfreesboro, Gallatin, Spring Hill and Clarksville throughout the year.

There are 13 main topics the seminars center on, relevant to what Board members actually do. Handouts with additional information are provided and designed to be shared with other Board leaders.

For Board members who can't attend the workshops, most seminar topics have been recorded and are available either through a Board member's owner portal or by password on the Ghertner & Company website. Board members can contact their managers for the password.

For 2024, Ghertner & Company is developing **two new topics**: one will examine the roles of officers and committees, and the other will expand on time management with an additional discussion of decision-making. We encourage all Board members to take advantage of these resources.

For questions and comments, please contact Kathleen Sutherland at kathleen.sutherland@ghertner.com.

WORKSHOPS OFFERED IN 2023

STRATEGIC PLANNING AND BOARD DYNAMICS
January 19 - *Murfreesboro*



CODE OF CONDUCT
February 16 - *Murfreesboro*

COMMUNITY STANDARDS
March 14 - *Learning Center*
March 15 - *Murfreesboro*

COMMUNICATION
April 18 - *Murfreesboro*
April 20 - *Learning Center*

MEETINGS
May 9 - *Murfreesboro*
May 10 - *Learning Center*

PARLIAMENTARY PROCEDURE
July 18 - *Murfreesboro*
July19 - *Learning Center*

VISION AND MISSION STATEMENTS
August 8 - *Murfreesboro*
August 16 - *Learning Center*

BUDGET PROCESS AND COMMUNICATION
September 12 - *Murfreesboro*
September 19 - *Learning Center*

BOARD ROLE AND FIDUCIARY DUTY
October 17 - *Learning Center*



COMMUNITY STANDARDS
October 17 - *Kennesaw Farms*

TEN HABITS OF HIGHLY EFFECTIVE BOARDS
December 12 - *Learning Center*






10TH Annual TRADE SHOW

OCTOBER 2023

MILLENNIUM
MAXWELL HOUSE
HOTEL




































PARTICIPATING
2023 VENDORS

ABSOLUTE PEST CONTROL

ALLIANCE BANK

BOUVIER INSURANCE

BRIGHTVIEW

CIT BANK/FIRST CITIZENS

COVENANT SEAL COAT

ESP FIRE PROTECTION

EVERGREEN SITE SOLUTIONS

GREATER NASHVILLE POOL

GROUND UP

GMR

HART PROPERTY ADVISORS

JAMES A ROTHBERG & ASSOCIATES

LANDSCAPE WORKSHOP

LSI

MILLER DODSON

NORTHWEST EXTERMINATING

PINNACLE BANK

RENOVIA

ROBINS INSURANCE

ROSE PAVING

TN SMART YARD PROGRAM

TREE SAVVY

YELLOWSTONE LANDSCAPE

HOA BOARD MEMBERS RECOGNIZED

These HOA Board members were recognized at the trade show for their attendance at six or more Board Leadership Training seminars in 2023.



SHELLEY CAMMACK
Sugartree



CATHIE KELLER
Brookwood Pointe



LYNN PRICE
Belle Haven Cove

GARY WATTS | *Gatherings at Indian Lake (not pictured)*

TRADE SHOW WORKSHOPS

PROTECTING YOUR ASSOCIATION'S ASSETS:

1ST WORKSHOP
RESERVE STUDIES





Blurb About The Workshop

2ND WORKSHOP
GROUNDS CARE





Blurb About The Workshop

3RD WORKSHOP
INSURANCE





Blurb About The Workshop

4TH WORKSHOP
SUSTAINABLE LANDSCAPING



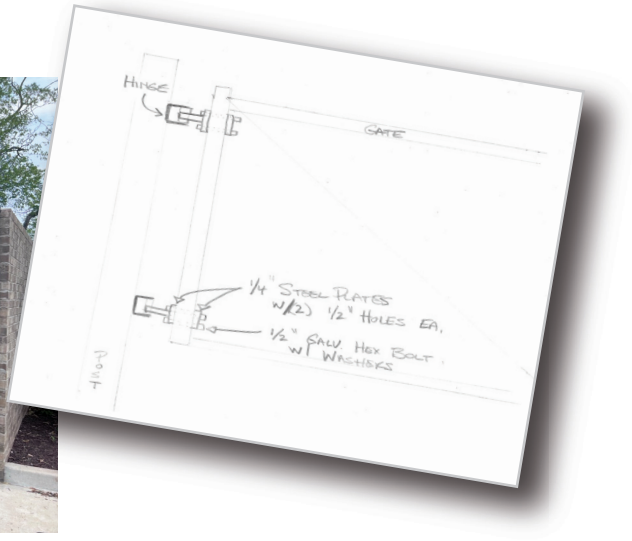


Blurb About The Workshop

GHERTNER MAINTENANCE TEAM
SUCCESS STORIES







CUSTOM SOLUTION ON DUMPSTER DOORS

Oxford Station has some heavy-duty steel dumpster doors that were sagging due to cracking in the framework that could have caused injury had they fallen off completely. Field-welding is not an easy task so GMR had to formulate a creative solution that could be fabricated in a shop and installed in the field. A sketch of the proposed solution involved attaching the steel hinges to steel plates which would support and reinforce the doors for longevity. The sketch was brought to reality by a local welding company and a couple of seasoned technicians were able to successfully install the repair kit. The dumpster doors are now working seamlessly.

For more information contact your Community Association Manager or go to **ghertner.com/ghertner-maintenance-and-remodeling**

GHERTNER
MAINTENANCE &
REMODELING, INC.

RECOGNIZING FAITHFUL ASSOCIATES

Our team is comprised of many talented and dedicated associates who shine everyday to provide our customers the best service possible. We celebrate these work anniversaries in 2023.

5 YEARS

CLAIRE BELK
KERRY CHAPMAN
JEREMY LUCAS
TONIE MONK
MICHAEL RYCKELEY
BRETT VALDEZ

10 YEARS

SCHYCHEEREE GILBERT
KENTON KNAPP
SALLY MILLS

15 YEARS

ANGELA BROWN
RHONDA NORMAN
HENRY PUCKETT

20 YEARS

MARIA GOMEZ
KELLY MILLS
JANICE TANTARIS

25 YEARS: HECTOR PEREZ

GIVING BACK
IN 2023 HAS IMPACT

Giving BACK to the Community
GHERTNER & COMPANY

As a commu management company with clients all throughout middle Tennessee, the Ghertner & Company team realizes the importance of "Giving Back to the Community" through sponsorships, volunteering and donations. Three non fit organizations were selected this year for the valuable impact they make to those they serve.



MATTHEW 25 exists to provide housing, hope and healing to homeless veterans in Middle Tennessee. Their service-intensive transitional housing program offers a safe, sober and supportive living environment for men in need by providing beds, meals, counseling and job placement services. Learn more at **Matthew25Nashville.org**.



STRIVE4YOU's mission is to empower all individuals with low vision through physical recreation, as well as to educate professionals on how to best serve their clientele with low vision. They work each day to achieve a more inclusive and productive society by providing support services and peer-to-peer programs. The donation was used to support the October 14 National STRIVER Day at the Tennessee School for the Blind. This unique hands-on conference features interactive and informational breakout sessions designed to encourage attendees in fitness activities, nutrition classes and disability-related topics. Learn more about this worthwhile organization at **www.strive4you.org**



For 35 years, **OUR KIDS** has provided medical evaluations and crisis counseling to child sexual abuse survivors. Executive Director Sue Ford White and Development and Communications Coordinator Jill Martindale received the donation on behalf of Our Kids. To learn more and support Our Kids, visit **www.ourkidscenter.com**.

WE'RE SOCIAL

AND WOULD LOVE TO SHARE MORE WITH YOU.

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Ghertner Blog: ghertner.com/blog

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