

# Hot Springs Village POA, Inc.

## 2018 Enterprise Goals

**Overall Goal: Creating and protecting “Value” through Sustainable Growth.**

**Enterprise Goal: Protect Community-wide Property Owner Value & Life Style**

- **Ongoing Development and Investment Focus Areas:**
  - Adopt Comprehensive Master Plan
  - Begin Town Center Planning
  - Launch pocket community sales
- **Infrastructure & Services:**
  - Waste water – Bring a minimum of 25 additional lift stations to fully functioning state
  - Gates – Implement gate security and experience enhancements
  - Roads – Create a 3-year culvert repair plan
- **Amenities:**
  - Prioritize amenity improvements as identified through the master planning process
  - Implement Phase I of the 5-year strategic plan for golf course deferred maintenance
- **Natural Resources:**
  - Enhance quality of lakes and surrounding common property, strengthening relationships with related state and local agencies
  - Implement Phase I of the Trails maintenance plan

**Enterprise Goal: Strengthen Financial Health of the Village**

- **Strengthening the Balance Sheet**
  - Continue focus on delinquencies and finalize investor litigation
  - Build operating reserves, targeting a minimum of one month’s reserves within 5 years.
  - Build capital reserves, target saving a minimum of 1 year’s depreciation within 5 years.
  - 2<sup>nd</sup> year of 6-year payback related to PW using reserves for the water plant.
- **Revenue Stream Reliability, with Maximum Utilization**
  - Further reduce food & beverage subsidy
  - Increase visitor golf rounds through tournaments and group packages
- **Monetizing Community Growth**
  - Property Sales: Target sale of 30 lots
  - Developed property growth: Target 60 additional improved properties

**Enterprise Goal: Build Property Owner Trust and Support**

- Provide opportunities for property owners to participate in master planning and related projects
- Review and align all committees to effectively drive master plan priorities
- Staff training emphasis on leadership and metric driven evaluations
- Targeted outreach to nonresidents and understanding “value” from their perspective