

# VHA Town Hall (TH) Meetings – Secretary Information & Procedures

VHA Town Hall Meetings are held quarterly on the 3<sup>rd</sup> Tuesday of January, April, July and October at 10:00 AM in Laurel Manor Rec. Center.

- TH meetings are closed meetings and include VHA Officers, VHA Neighborhood Representatives (NR), and VHA Partners.
- VHA Partners include a representative from the Developer, District Government and Law Enforcement, Villages Health, Sumter Co., etc. Occasionally other representatives may attend if there are questions related to a specific department.
- To promote a collaborative atmosphere the VHA does not tape record the TH meeting.
- Questions for the Partners are prepared in advance of the meetings to provide time for the Partners to research responses.
- The Q & A meeting is prepared and published in the Daily Sun VHA The Voice article and posted on the VHA website and with a link to the website on the VHA Facebook page.
- Deadline for receiving questions is the 1<sup>st</sup> Wednesday of the TH month.
- Questions received from the Town Hall submission form on the VHA website and in Voice issues. AVPs collect question from their Neighborhood Representatives. Some questions are asked by Officers during VHA meetings.
- VHA Officers are encouraged to direct members and residents to use the “Inquiry” link at [www.Districtgov.org](http://www.Districtgov.org) to get quicker responses / resolution to issues specific to area / landscape issues.
- There is tight timeline to get the final copy of the Word version of TH Q & A to the Voice Editor and Website Content Editor by Saturday morning.
- PDF final copies of the TH questions and the TH Q & A are emailed to Partners with CC to their secretaries where listed:
  - Developer’s Representative and secretary: Dr. Lester and Laurie [gary.lester@thevillages.com](mailto:gary.lester@thevillages.com) and [laurie.mark@thevillages.com](mailto:laurie.mark@thevillages.com)
  - District Manager, Secretary and Deputy District Manager: Kenny, Tamara and Carrie [Kenneth.blocker@districtgov.org](mailto:Kenneth.blocker@districtgov.org), [Tamara.Hyder@districtgov.org](mailto:Tamara.Hyder@districtgov.org) and [carrie.duckett@districtgov.org](mailto:carrie.duckett@districtgov.org)
  - District Lieutenant from the Sumter County Sheriff’s Department Lt. Siemer [rsiemer@sumtercountysheriff.org](mailto:rsiemer@sumtercountysheriff.org)
  - CC to President and EVP.
- Additional PDF copies are emailed to Partners who answered questions.
- PDF final copies are emailed to the Executive Board, Board of Directors and Documents Committee Chair.
- Word version final copies are emailed to the Voice Editor, Website Content Editor and Facebook Coordinator.

## Before TH Meetings

1. The deadline to receive questions is the 1<sup>st</sup> Wednesday of the month of the TH meeting.
2. Preparing / Selecting questions occurs at a meeting the 1<sup>st</sup> Saturday of the month with the President, Secretary and EVP.
3. Secretary groups questions, ahead of the meeting, by Partner and topic: Developer; championship golf; District Gov; Executive golf; Law enforcement; Sumter County; Lady Lake; Lake County, etc.

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4. The President may answer some questions with a phone call when they are specific to a situation or area.
5. Some questions are removed if they were asked and answered in recent TH meetings.
6. Questions are rephrased to be uncontentious. i.e. “The mail kiosks are filthy and never cleaned. Why isn’t this done?” may be rephrased as “Would you please explain the cleaning schedule for mail kiosks. There seems to be recurring issues at some of the mail kiosks.”
7. Following the preparation meeting, the secretary prepares a draft of the questions for the President to “review & advise” with CC to EVP.
8. Final Word version of the TH questions emailed to the Partners Tuesday the week before or at least by Thursday ahead of the meeting. NOTE: Often a Partner will record their responses into the Word version ahead of the TH meeting. CAUTION: Be sure to label the document with the Partner’s name before downloading.
9. Final PDF copy of TH questions is sent to Executive Board, Board of Directors and Documents Coordinator.
10. SAMPLE TH QUESTIONS INCLUDED IN THIS SECTION.
11. The President or EVP usually conducts the TH meeting.  
SEE IN THIS SECTION “VHA Town Hall Procedures”. **Suggest:** Have a copy of “VHA Town Hall Procedures” available at the meeting to hand to Pres or EVP if requested.
12. Secretary reviews the layout of the meeting room and revises with the Recreation Center Facility Specialist is needed.
13. Secretary provides coffee in advance for the Rec Department to have ready by 9:30 AM meeting Setup time. Coffee may be stored at Laurel Manor RC.
14. Secretary purchases cookies or donut holes. Save receipts for the Treasurer to be reimbursed.
15. Secretary must bring all coffee supplies, etc & refreshments to set up at 9:30 AM for the meeting.

### **During TH Meeting**

1. The secretary sits in the front row facing the panel of VHA Partners to record responses.
2. Reminder: No tape recording is permitted as per VHA decision.
3. At the beginning of the meeting, a Partner may make announcements, which the secretary should include in the final copy unless advised otherwise.
4. Often a Partner may email responses in advance of the TH meeting. Listen for new / additional information or a revision of what was sent.
5. Record the Partner’s name for each response.
6. Record any questions from the audience that are related to the Partner’s response along with the Partner’s answer. NOTE: The audience is not permitted to ask new questions.

### **After TH Meeting**

1. Prepare a draft of TH Q & A immediately following the meeting and email to the President CC EVP.
2. Same day as TH or the next day send the President-approved draft as Word version to the Partner’s and their secretaries to review and edit.
3. Friday morning email any Partner who has not responded.
4. Email final PDF copy of TH Q & A to the Partners with a note stating when the next TH meeting is scheduled. NOTE: Sometimes a Partner will tweak the final copy, which if time permits, will need to be revised before sending for publishing in the Voice and website. Send the revised PDF back to all Partners.

5. Friday or the latest Saturday, email final **Word** version of TH Q & A to the Voice Editor and Website Content Editor.
6. PDF final copies are emailed to the Executive Board, Board of Directors and Documents Committee Chair.
7. Word version final copies are emailed to the Voice Editor, Website Content Editor and Facebook Coordinator.