

## Protocol BMHOA Board Meeting 2024-07-07

Date of the meeting:	Time:	Place:
2024-07-07	Swedish 10:00 AM - 12:00 PM	Teams connection
	Thai 3:00 PM - 5:00 PM	Teams connection

### Attendees:

Suzanne Lundström (SL), Chairperson,	House 124/00, +46702996505
Ola Andreasson (OA), Vice Chairperson	House 124/23, +46702469303 Maria
“Mia” Lind (ML), Secretary	House 123/23, +46762095152
Janet Bolinder (JB)	House 125/13, +46707811401, Thai No. +66871272395
Jörgen Hedlund (JH)	House 124/01, +46706590680

### 1. Agenda Approval

The agenda was approved.

### 2. Approval of Previous Minutes

The previous minutes were approved.

### 3. Current Status in the Area

SL reported that the area and Mae Phim currently have very few people, but more are arriving daily. There have been thunderstorms with lightning in Mae Phim. SL noted that the area looks very nice and well-maintained.

### 4. Maintenance and Operations

Several maintenance tasks are now completed, such as the renovation of the roundabouts, making the area look much nicer. Other minor surface works have been completed or are planned.

SL, along with the staff, has cleaned and renovated the office. Many pieces of furniture have been reused, adjustable desks and new shelves have been purchased. The guard booth has been repainted inside, and a new desk has been acquired. The only remaining task is installing a small kitchenette in the lunch area for the guards and gardeners. Once this is done, the physical work environment will be fully adapted.

The drains between houses 123/23 and 123/24 will soon be completed.

It is desirable to have a roof over the waste station; SL has negotiated the price but we need a proper quote from Mr. Keng to decide if the budget allows for it this year. The large gates in areas 2 and 3 need maintenance or replacement. We will wait to take action until we have a clearer picture of the budget.

Regarding drainage, SL has contacted both the maintenance reference group and Mr. Panlop to examine the responsibility issues for landowners in the area. Currently, two focus areas have been identified:

1. During heavy rain/showers, water unfortunately flows from the southern meadow/land outside Blue Mango into the area. Drainage is the responsibility of the landowner, so it is important to have a dialogue to address this problem. The board will discuss this with the drainage group for appropriate measures.
2. The new road at Seebreeze is a concern as there is a risk that Blue Mango's drainage will not flow freely. The reference group is in contact with the chairman at Seebreeze, who is aware of the issue, and there may be coordinated efforts with the municipality. If necessary, Mr. Panlop may assist as a legal consultant on both of these points.

## **5. Staff**

Recruitment is now complete, and we are pleased that Som (who was previously employed at BM) has accepted. She will start on 15/7, initially working 3 hours a day in the role of supervisor. The already employed Som will take on the role of customer service. In dialogue, both Soms have agreed to be named as follows:

- Supervisor Som – Som 1
- Customer Service Som – Som 2

For a month, SL has worked side by side with the workgroup on various practical and administrative tasks, focusing on training in teamwork, internal and external feedback, and developing new work routines. There have been many meetings involving the entire staff, who have shown great willingness to learn and a strong service ethic. A new routine is that every Monday, the supervisor will gather all staff for a weekly meeting to review the week, with a follow-up on Friday. High and low season focus areas have been identified. SL has noticed the joy in being involved and the desire to change work routines is starting to take shape. The goal is now to establish sustainable and educational routines for both staff and board work at BM, benefiting everyone by seeing the advantages of working and doing things together.

The board will emphasize in the upcoming newsletter the importance of house owners showing encouragement, respect, and humility towards all staff. This will provide the best conditions for a fresh start, and we look forward to a flourishing Blue Mango.

The board decides to revert to the maximum advance payment amount of 3000 baht for salaries, approved by the supervisor.

## **6. Economy**

JB informs that we are awaiting feedback on costs versus budget.

## **7. Communication**

- **Survey:** A survey regarding discharge of responsibility will be sent via email to all house owners shortly. Information about this will be included in the newsletter. Included documents are comments on the 2023 operational year, the treasurer's report, and the auditor's report and financial statement. The board decides not to include a survey question regarding the public electricity reading list due to a clear no from

house owners.

- **Documentation/Learning Organization (Google Drive):** BMCL, ML, and Ola are tasked with working with Som 1 to ensure that documentation, organization, etc., are sustainable and educational, so that information and structure remain intact if someone leaves the office.
- **Newsletter:** A new newsletter will be sent out during week 28.

## **8. Other Items**

No other items.

### **Recorded by:**

Secretary:

Chairperson:

Reviewer:

Mia Lind

Suzanne Lundström

Janet Bolinder