

**Tahoe Donner Association  
ASC/ASO Task Force  
Goals and Objectives**

The ASC/ASO Task Force will be comprised of liaisons from the ASC/ASO, Board and HOA Membership. The Task Force will be driven by the HOA Membership with input and guidance from the Task Force Liaisons. The Task Force Leader will be picked from the HOA Membership expressing interest in joining the Task Force. The Task Force Leader will be responsible for Task Force meeting(s) agenda, timelines, Member assignments, delegation of responsibility, and reporting the Task Force recommendations to the Board of Directors (BOD) .

Task Force Mission:

- Define the problem(s)
- Evaluate alternative solution(s)
- Propose the best solution(s) to the Board
- BOD Communicate the process and conclusions to stakeholders

The Task Force will work closely with the ASC/ASO Liaisons, however the Task Force recommendation(s) to the BOD will be in the best interest of the HOA Membership and not based on individual opinions or agendas.

The Task Force will work in a multi-phase approach and use the following as priority guidelines:

- **Phase I** Customer service and satisfaction improvements (Completion by January 1, 2018):

- Review the Home Owners Inspection Program (HOIP)
- Review current software configurations, utilization and improvements
- Review communications from ASO Staff to external customers

- **Phase II** Evaluate ASO fees, Major vs Minor Projects (Completion by April 1, 2018)

- Evaluate ASO fees for Major vs Minor Projects and the scale of the project vs fees

- **Phase III** C&R's vs C&R's Draft, ASO Rules (Completion by TBD)

- Review current C&R's for consistencies with current practices vs C&R's Draft
- Review current ASO Rules for C&R Draft overlap(s)

The Task Force may add additional volunteer HOA Members to assist in accomplishing goals/objectives. The Task Force may also add additional phase(s) if necessary to make positive improvements that benefit the HOA Membership.

Legal Counsel may be available if deemed necessary by the BOD for clarification on topics that may conflict with current C&R's.

The Task Force will remain active until the BOD, Task Force Leader and ASC/ASO Liaisons determine the Task Force is no longer needed.

