

The following agenda is what will be followed on the Board of Directors conference call. The meeting will be held to 1 hour. Jackie Tacheny will facilitate the meeting. We must be brief and to the point. Extended discussions should be handled at the committee level. Roberts Rules will be used to manage every meeting. Charlie Arnold will be taking the minutes.

#### December 13, 2011 Board of Directors Conference Call

- Welcome and Call to Order
- Approval of Minutes from November meeting
  - Approved minutes will be posted on the PWNA's website, on its Blog by Jackie Tacheny
- Presidents Message – Eric Clark
  - Vision statement
  - Anything that is new
- Office Manager's Message – Jackie Tacheny
  - PWNA Convention review
    - Financials –Income: \$50,384; Expense: \$17,104.19; Net Income: \$33,279.81
    - Attendees – 126 attendees
    - Certifications - 140
  - What happened at HQ over the past 30 days
    - Website updates – Frank is still working on them. (including updating convention information on home page and convention pages, environmental committee members are being added to the Environmental Link, adding ACR Round Table to the home page, and added photo and biography of myself to the About Us page
    - Certification Certificates – all certificates have been mailed for those who passed and/or have current membership
    - Reconciling of bank account for November
    - Renewal Invoices – I've been looking into emailing invoices and would like to switch to this system starting in January.
    - 2012 Convention - Reached out to the Embassy Suites Orlando - Lake Buena Vista South for pricing
    - Constant Contact Newsletter
    - February Newsletter with Terri Perrin – added ACR Round Table info and PWNA House Washing and Roof Cleaning Certifications
- Water Tower Cleaning and Insurance – Should we be doing background checks?
- Member complaint – refer to separate email attachment

## Committee Reports

- Treasurer's report – Doug Barrett
  - Current bank balance
  - Review of the financials
- Membership Committee – Steve James
  - Current members
  - New members
  - Number of members that have not renewed
- Committees
  - House Washing
  - Roof Cleaning

The meeting is now turned back over to PWNA President Eric Clark

- Old business
- New business
- Adjournment