

## 2<sup>nd</sup> Revised Draft Mission & Values Statement

### Mission Statement

To preserve and sustain Moreland Courts as a vibrant condominium community and architectural landmark in Cleveland's historic Shaker Square neighborhood.

### Values

- 1. Diverse residential community for all:** A vibrant, engaged community of residents that is respectful of the economic and cultural diversity and dignity of our residents and staff.
- 2. Responsible financial stewardship and good governance:**
  - a. Oversee an ongoing, fully funded capital reserve fund and maintenance program.
  - b. Utilize a structured and transparent annual budgeting process.
  - c. Periodically review and update governing documents to insure they meet the current needs of the Association.
  - d. Maintain the Association Reserve Study with periodic updates, and adhere to its recommendations for long-term maintenance.
  - e. Perform an annual audit of the Association's financial statements
  - f. To the extent possible, strive to maintain the real estate value of Moreland Courts properties
  - g. Actively engage residents who are interested and skilled to participate in the various committees of the Association.
- 3. Open Communication:**
  - a. cultivate trust with our residents through frequent communication, personal contact, informational meetings, periodic newsletters and up-to-date website
  - b. Assist residents to resolve problems by explaining the organizational structure and processes, including the role of management, committees, and the board
- 4. Recruit, retain and support our Employees** through fair labor practices and maintenance of a stable and positive work environment, value our employees as essential members of the Moreland Courts community.

**5. Architectural significance:** Maintain our historically significant, architecturally distinctive buildings' interiors and exteriors with consideration of historically-appropriate standards.

**6. Outstanding residential services**

a. Dedicated professional management responsive to residents.

b. Outstanding residential reservices including 24-hour security, valet parking, daily trash pick-up and recycling, on-site carwash, business services including notary, delivery services and in-suite maintenance; exercise facility and picnic area.

c. Exacting standards of cleanliness and maintenance for the building and grounds.

**7. Community partnership:** Engage with our neighborhood and public and community organizations to preserve Shaker Square as one of the region's most historic and vibrant neighborhoods.

**8. Sustainable future:** Plan for a sustainable future through incorporation of current and future design elements, technologies and practices in the ongoing operation of the facility.