

## **Final Draft Mission & Values Statement**

### Mission Statement

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

### Values

#### **1. Inclusive community:**

Cultivate a community of engaged residents who are respectful of the dignity and diversity of residents and employees.

#### **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 to fund quality services in a cost-effective manner.
- c. Review and update governing documents to ensure 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. Strive to maintain the real estate value of Moreland Courts properties
- g. Recruit 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 an up-to-date website.
- b. Assist residents to resolve problems by explaining the process and role of management, committees, and the board.
- c. Invite honest and productive feedback from residents and employees.

#### **4. Positive Work Environment**

Recruit, retain and support our employees through fair labor practices and maintenance of a stable and positive work environment that cultivates excellence and growth; 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. Commit to on-site professional management that is dedicated to our mission and responsive to residents.
- b. Provide outstanding residential services including 24-hour security, valet parking, daily trash pick-up and recycling, on-site carwash, business and delivery services, in-suite maintenance and access to the exercise facility and picnic area.
- c. Maintain 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.