



# **Floral Park Homeowner's Association: A Need for Consensus**

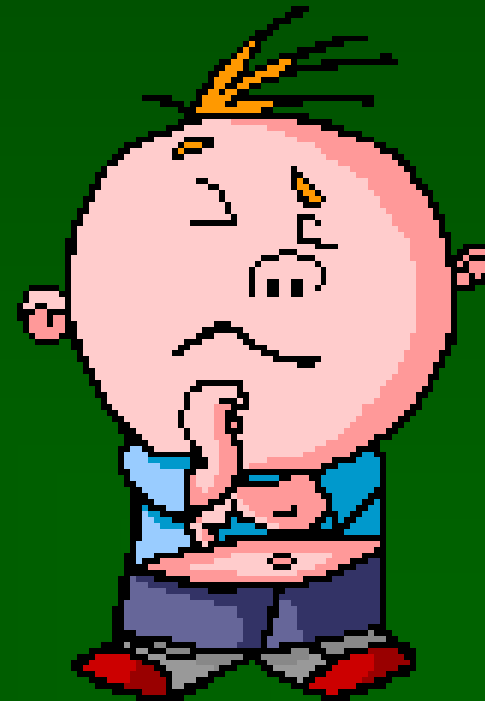


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Palm Beach County, UF IFAS Extension  
NRLI, October 2004



# *The Challenge*

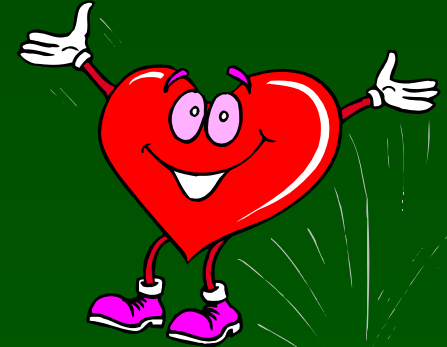
Improvements are desired for a two acre parcel of property owned by the Floral Park HOA, but there is no agreement on what those improvements should be.



# *Resident's Conflicting Ideas*



New playground equipment



Heart trail and exercise stations



Leave "as is"  
for community events



Fenced dog park area



Baseball field

# *My Role :* The “Interested” Facilitator



Will I be successful in helping our community reach an agreement or will I have to move out?

# ***Leadership Strategy:***

**Negotiation! Negotiation, Negotiation!**



## ***Desired outcome:***

**To build consensus on what improvements will be made to community property.**

- To set ground rules for a cooperative climate.
- To determine the parties interests and their awareness of each others needs and concerns.
- To determine methods to communicate and advocate our interests.
- To identify and address challenges.
- To establish and agree on a common goal.

# ***THE PLAN....***

- ✓ Attend monthly meeting and listen to initial ideas for community grounds improvement.
- ✓ Complete Situation Assessment.
- ✓ Collect information & data.

Phone calls to: HOA Treasurer, Secretary & President,

Commissioner Newell's office,  
Leaders of user groups,  
A friend - recruited to be a scribe/recorder.



# ***THE PLAN....***

## ✓ **Interview group leaders:**

What is the background of the situation?

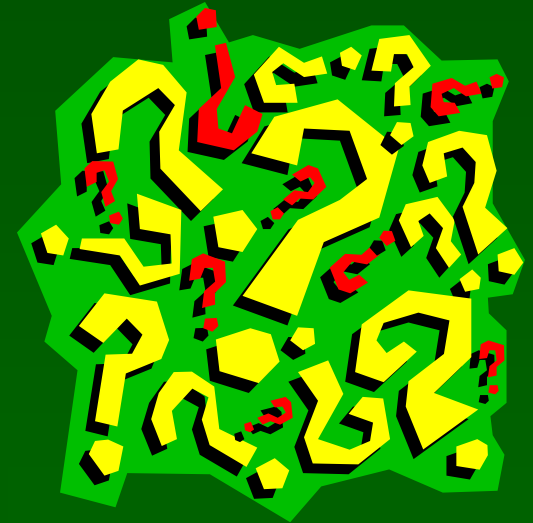
What are problems you are concerned about?

What are the other parties positions & what do you think of them?

Do you communicate with other interest groups?

Do you think you have common interests and concerns?

Are you willing to work with the other groups to resolve this issue?



# ***THE PLAN....***

- ✓ Create a survey to homeowners and insert in the July newsletter.
- ✓ Set up a meeting with each user group for the first two weeks in August.



- ✓ Advertise all meetings in newsletter and on community bulletin board.
- ✓ Prepare an agenda and send to each interest group PRIOR to the meetings.



# ***THE PLAN....***



- ✓ Facilitate user group meetings.
  - Establish a cooperative climate.
  - Use open and structured facilitation.
  - Listen carefully and clarify ideas.
  - Use flip charts to record group input.
  - Note the diversity of group representatives.

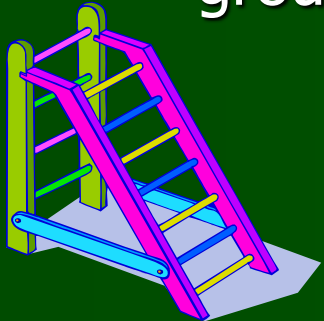


# ***THE PLAN....***

- ✓ Schedule 2 field trips (*Saturday, August 15 9:00 a.m. & Thursday, August 19, 6:30 p.m.*)

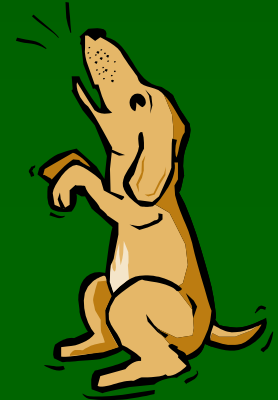
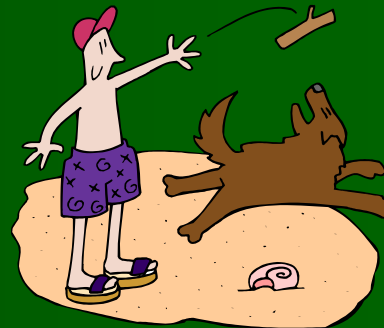
Visit 1 county and 1 HOA playground to assess:

1. Daily use
2. Noise level
3. Maintenance
4. Equipment & groundcovers



Visit 1 county and 1 city dog park to assess:

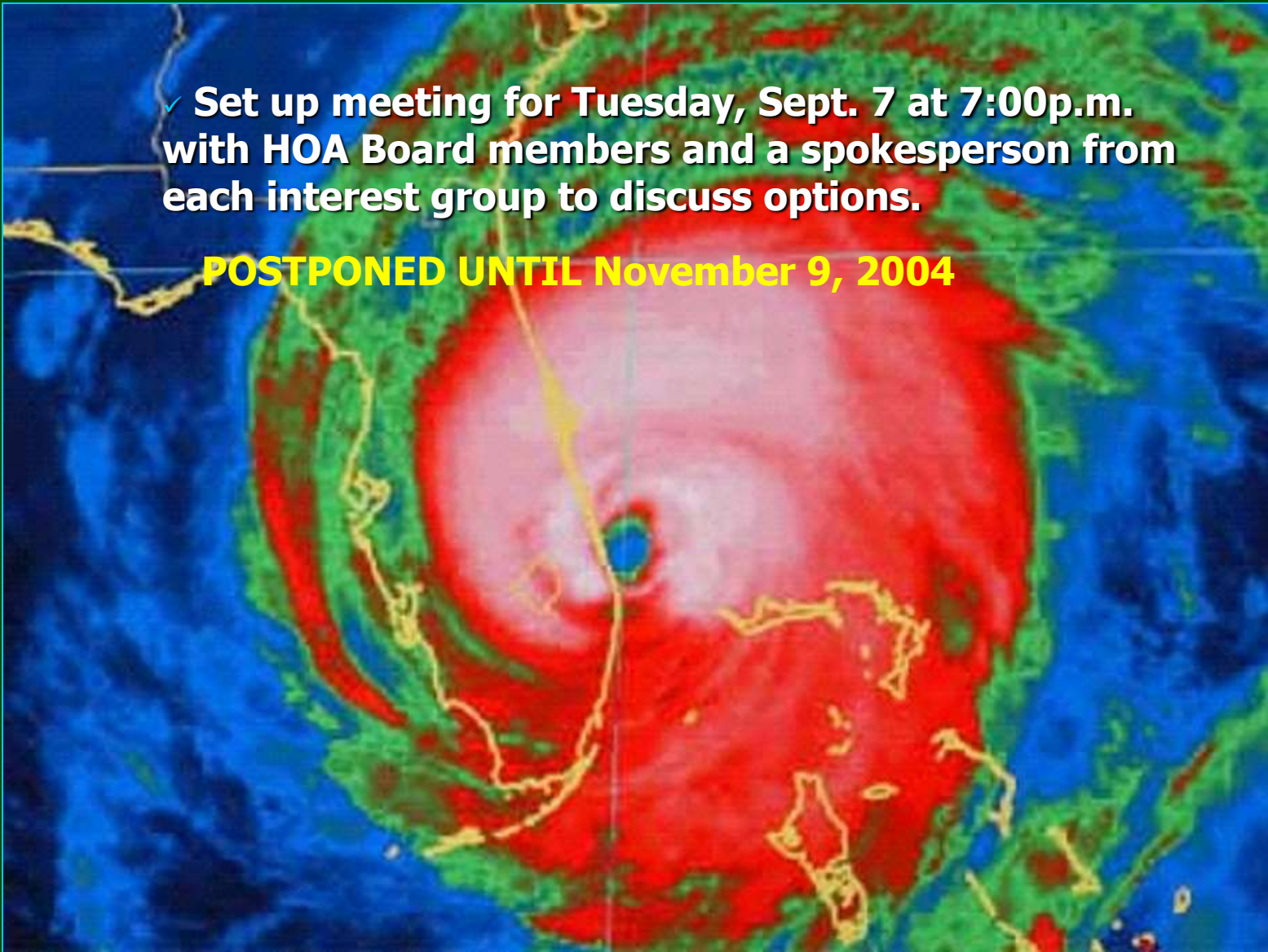
1. Daily use
2. Noise level
3. Maintenance
4. Aroma factor



# ***THE PLAN....Blown Away***

- ✓ Set up meeting for Tuesday, Sept. 7 at 7:00p.m. with HOA Board members and a spokesperson from each interest group to discuss options.

**POSTPONED UNTIL November 9, 2004**



# *Status of Plan*

- No meetings since late August, but meetings are being rescheduled. The next meeting is November 9, 2004.
- The community determined their common goals are to enhance neighborhood amenities, keep citizens active and increase property values.
- Discussion of starting with limited playground equipment so money could be distributed for a variety of amenities.



- The fitness group thought a trail could be weaved anywhere and exercise stations could eventually be added.

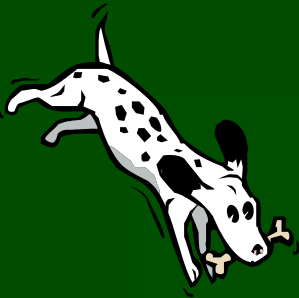


# *Status of Plan*

- Plenty of free mulch for the heart trail so costs would be reduced.
- Recruitment of volunteers to build benches for the playground, heart trail and dog park area. Idea to have wood working workshops.
- A committee is being formed to seek grants from Keep Palm Beach County Beautiful and The Community Council Revitalization Team.







# *Status of Plan*



- A proposed option to move the dog park area to PB County owned Melear Park. The County would still maintain park. HOA would supply fencing.
- Volunteers from Stray No More are willing to be daily poop patrollers at the dog area.
- A plant propagation class was being discussed to grow plants for community grounds and for selling at annual events.



# *Status of Plan*



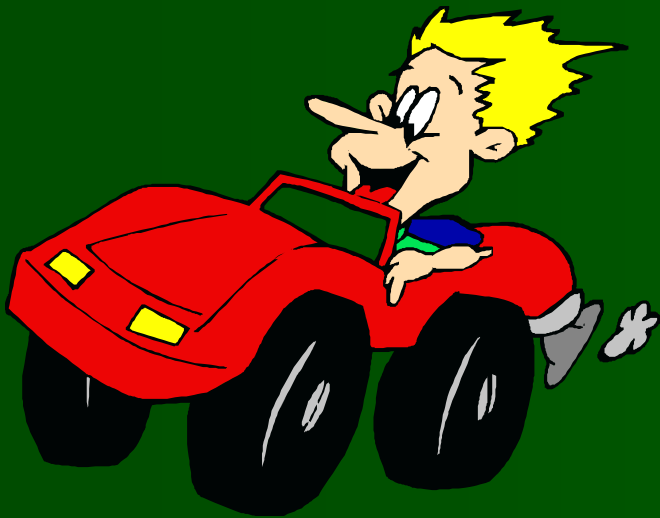
- The baseball field might be renovated and kept up by a resident landscaper.

- New fundraisers are being discussed to raise money for future exercise and playground equipment.



- Events can be set up along the heart trail and around clubhouse.

# ***Ahh: The Lessons Learned***

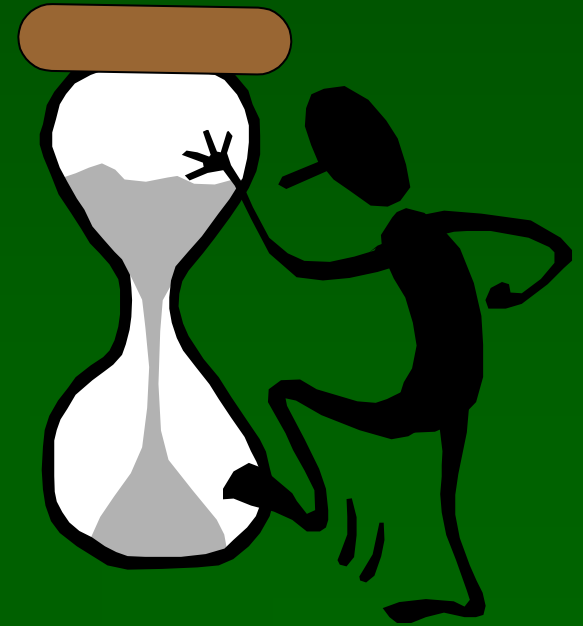


- 💣 Residents who consider being community facilitators should stay home, lock the doors and stay out of neighborhood issues.
- 💣 Change my current phone number to an unlisted number.
- 💣 Put up the “for sale” sign!
- 💣 Start packing and head for the hills. *(just kidding)*



# *The Real Lessons Learned*

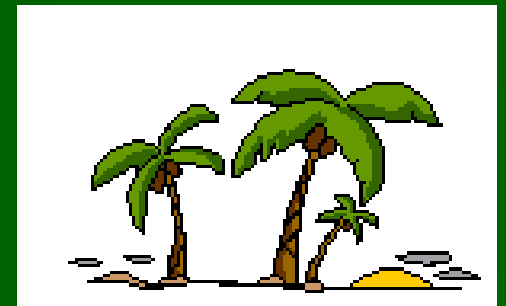
- ❖ A process design is the framework for collaborative action, just like an agenda is the outline for a meeting.
- ❖ Establishing trust and partnerships takes time.
- ❖ A scribe/recorder is essential in documenting group input.
- ❖ Advertise meetings well in advance.



# *More Lessons Learned...*



- ❖ We must move beyond our comfort zone in order to grow.
- ❖ Active listening and clear communication are critical for consensus building.
- ❖ Avoid getting blown away with personal beliefs when facilitating.



# *More Lessons Learned...*



- ❖ Working with the interest groups prior to bringing everybody together helped keep the groups focused and moving forward.
- ❖ The hurricanes actually brought the neighborhood together by people helping each other.
- ❖ Understand that people are complex and some are less delightful ☹ than others 😊.
- ❖ Treat everyone the way you would want to be treated.

# ***Thanks NRLI Leaders\* & Best Wishes NRLI Fellows***

- Roy Carriker\*
- Bruce Delaney\*
- Bob Jones\*
- Burl Long\*
- Tom Taylor\*
- Gian Basili
- Diane Behringer
- Deborah Burr
- Marella Crane
- Jon Dain
- Ann Forstchen
- Roland Garcia



- Bob Heeke
- Carolee Howe
- Kim Love
- Gabrielle Milch
- Janet Mizzi
- Ann Moore
- Marjorie Moore
- Emily Mott
- Mary Oakley
- Carl Petrick
- Church Roberts
- Wes Wheeler