

## **AGM 2021: Member Relations Director Report**

**By Sheri Hargus**

Hi Everyone,

I have been in the Member Relations Director position for the last nine months after being asked to fill-in as interim director after the position was vacated in early fall. This past year has seen a large number of property transfers, likely due to the impact of the pandemic and the change it brought in options for where we could work, live and vacation.

With the assistance of Laura, I have focused on improvements that allow us to better welcome our new members and efficiently serve our existing members. We recently launched a new member portal which allows members to update their contact information online and allows MBRCC to securely communicate with membership. The portal database provides the Rim with a secure, single source of information about our members. It ensures that when a member updates their contact information, it can be recorded immediately in a master membership list. Previously, the office had multiple membership lists with different information, some of it outdated or not consistent with data in other lists. The portal solves that problem. It also provides members with options for communicating beyond email, phone and physical visits to the office.

In the fall, I updated the new member packet to contain the latest info and be organized in a more readable, user-friendly manner. I also assisted Laura with updating the MBR website. We wanted to ensure that the landing page provided members with updated information, especially in regard to COVID-19 restrictions and the impact on our community.

My tenure as Member Relations director has been brief but rewarding. It has given me insight into the amount of volunteer work that each of the board directors contributes. The impact of the pandemic meant that I was able to live and work from the Rim rather than Seattle and the experience increased by appreciation and gratitude for the scenic and beautiful environment outside our doors. Soon we will be able to welcome home our Canadian neighbors, the pool will reopen, and we will be able to return to the activities that we have enjoyed in the past. I encourage members to get involved with the future of the Rim – share your suggestions and ideas and continue to help improve our special community. If you are able, please consider becoming a board director. There are seven open positions and MBRCC needs you!

With my hope and anticipation for the upcoming year and with appreciation to all the wonderful members of the Rim,

Sheri Hargus

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