

New Member Welcome Committee Minutes

December 8, 2025

Present

Ben Acker, BOD Liaison
Christopher Guest, Member Services
Nancy Amos, Committee Chair
Kevin Turman, Vice Chair
Janis McKeown, Secretary
Nicki Greer

Carol Lazetera
Lainey Robinson
Joy Staker
Absent
Karen Acker

The meeting was called to order at 2:04 pm

The minutes from the previous meeting on October 13, 2025 were approved via email.

The meeting began with Nancy Amos gifting each committee member with a wax-encased amaryllis bulbs as a thank you for their contribution. The gift was gratefully received!

Evaluation of November's Wine & Cheese Reception.

Good:

- having three microphones out in the audience during sharing time
- serving beer
- giving a reminder call close to the event

Need Improvement:

- more suitable charcuterie board
- change the name of the event so guests will know that more than wine is served
- offer alternatives to water and wine, e.g. soft drinks, beer, lemonade
- do not put food and beverages right by the front door as guests enter
- have enough trash receptacles available
- essential to have the G.M. make a power point presentation of staff
- put preprinted cards on the tables with the following information:
 - the person to contact to get information and answers to questions
 - Newcomers especially need to know that Lauren Tijerina
ltijerina@heritagepalms.org is our webmistress and communication conduit for Heritage Palms

Karen Acker was in charge of **invitations**. Here's how members responded:

- ◊ 38 residents invited by email invitation
- ◊ 21 responded—of the 21:
 - 13 attended
 - 4 could not attend
 - One had lived in Heritage Palms for over 10 years
- ◊ Those invited by method other than email: 5
- ◊ People who attended without an email invitation: 2 (no preprinted nametags & not on registration list—however, they were not turned away)

The “Welcome Baskets” were discussed. Information on the “Welcome Baskets:”

- According to Ben Acker, the baskets emerged during COVID-19 as a way to connect with new members without having to meet in person.
- In the past, Christina Treviño and Adriana Orosco used the baskets as an incentive for new members to complete Heritage Palms and escrow paperwork.
- Christopher Banks informed us that the cost of the baskets is not in our budget.
- Carol Lazetera reminded us that the way the baskets are handed out must be *consistent*.
- Ben Acker would like to see the baskets offered only at the two welcome events.
- Nancy Amos will work out any “Welcome Basket” decisions with Joe Furlow, GM.

Meeting adjourned at 2:58 pm.

The next meeting will be in the Conference Room at 2:00 pm on Monday, January 12, 2026.

Respectfully submitted,
Janis McKeown

The New Member Welcome Committee's purpose is established to welcome, orient, and help transition new homeowners into the community. The Committee focuses on practical ways to help our new neighbors adapt to their new surroundings.