



## New Hot Springs Village GM Jumps Right In – And Does it Well

### Description

The Hot Springs Village Property Owners' Association Board of Directors sent out the following email on February 9, 2022.

Three days into his new position as HSV General Manager, Kelly Hale was faced with a major task – preparing the Village for a winter weather event that was sure to shut us down for at least a couple of days. To see how Kelly handled the challenge, the Board wants to give residents a look into some of the activities and reports that went on during the storm.

By Wednesday afternoon, the new GM and his staff had taken the necessary steps to be ready for whatever Mother Nature was going to bring on Thursday. Vehicles ready to go with full tanks of gas..... Sand and salt ready... Everyone on staff with instructions and their own individual marching orders... Communication plan in place...E-blasts ready to go out to Villagers to keep them updated on road conditions, facility closures, etc...

[Click here](#) to have a look at how Kelly organized and communicated with his team. This is the record of the team's morning "meeting" via conference call last Thursday. You'll see every department head had their own team fully informed and appropriate plans in place. Kelly and his managers met again in the afternoon and again on Friday...

### [Morning Conference Call February 3, 2022 Hot Springs Village](#)

[Morning-Conference-Call-2\\_3\\_2022](#)

[Click here](#) to read the summary report that was created as things began returning to normal over the weekend.

### [Kelly Hale Summary Report February 3 – 6 Hot Springs Village](#)

[Kelly-Hale-Summary-Report-February-3-6](#)

The Board wants to thank Kelly Hale! In his first week on the job, he acted quickly and with precision to organize the POA staff and the necessary resources to bring the Village safely through a major

weather event. And we want to thank the entire POA staff for working together as a team to keep every resident safe and informed through the days of cold, snow and ice!

## GOOD JOB, POA TEAM!

Respectfully provided,

**HSVPOA Board of Directors**, February 09, 2022

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### Author

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