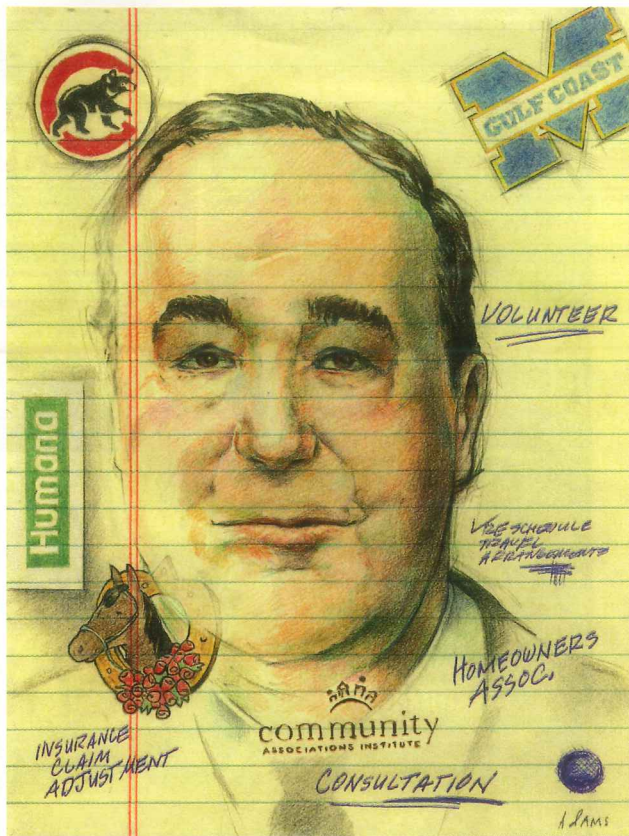


All Hail

John Everitt, the overall winner of CAI's Outstanding Board Member Leadership Award, provided an immediate boost when he joined the board of Worthington Glen Condominiums in Louisville, Ky., more than four years ago. Everitt, an IT consultant for Humana, made it his responsibility to secure a more than \$650,000 settlement from the community's insurance provider for hail damage to the roofs of the community's 21 buildings. As a former insurance claim adjuster, he was the perfect guy for the job. An avid swimmer and Chicago Cubs fan, Everitt also led the renewal process for the community's new insurance policy. And though he has since moved to Mississippi for family reasons, Everitt continues to offer his guidance to the Worthington Glen board. He also joined his new association board. You can bet he's already making a difference there. —Interview by Daniel Brannigan



Why did you join the Worthington Glen board?

I saw deficiencies. I'm not afraid to complain or compliment, but when I do complain, I have to suggest ways to improve. It was clear to me that we needed new roofs. The community was almost 20 years old, and we never filed a claim for damage from a massive hailstorm a few years back.

Tell me about the roof claim.

As a former insurance claim adjuster, I knew more about the process than the average bear. I knew we needed to fight it all the way. It was a do-or-die situation. We didn't have enough reserves to replace the roof, so the alternatives were either a massive assessment or borrowing money.

During the three-year claim process, the association was very tight with its money just in case we didn't yield anything. Combined

with the settlement and our years of saving, we were able to repair the roofs, install new commercial gutters, paint trim, and repave every parking lot and road in the community. We still have money left after all of that.

What do you enjoy about serving on your board?

My wife would say that I'm obsessed with it. I'm always up for a good challenge, and our hill to climb in Louisville was very steep. I enjoy working behind the scenes.

What's your philosophy on board service?

I've adopted the phrase, "We're all in this together." And when you're dealing with difficult situations, the management team is exceptionally important. Management should be a board's trusted partner and make it easy for the board to look good.

Did anything surprise you about the board role?

There was so much more to it than I thought. I had to change my attitude about certain things. It's interesting to see what it looks like on the inside.

What challenges does the association face in Mississippi?

We recently discovered that all the light poles installed throughout the community were discontinued. We have to change every one to have them match, but we should be able to save up to 50 percent on electric by making the switch. We also have drainage issues and an 8-foot fence bordering the community that is beginning to look pretty bad. Getting each homeowner to agree to pay for that will be impossible, but we're looking at financing possibilities. **CG**

What's your story?

If you or someone you know in the community association world has an interesting background or a good story to tell, let us know. Send ideas and recommendations to *Common Ground*, 6402 Arlington Blvd., Suite 500, Falls Church, VA 22042. Email: commonground@caionline.org.