

Member Services Committee of 2009/2011 held their last meeting on September 14, 2011 in Springfield during the fall conference with seven members present, one new member and two excused absences.

We talked about the Directory that was being passed out during this meeting and all thought it was a well done project. Wanda is hoping her mess up of being off one year will not make a big difference. Her defense is all the other years the Directory came out midterm of the offices and this one will be passed out at the beginning of the new terms so all officers will be the current one. We included the outgoing officers as well as incoming officers in this Directory so everyone would have a chance to have their office recognized. I would like to thank Jerry Locke, Paula Estes, Mendy Peetoom, and Anita Kennedy for all the pictures they took during this term. Mendy also did another outstanding job of getting enough Vendors and Housing Authorities to place ads that almost paid for the Directory. The last two Directory's have been one Business card ad short of being fully paid for.

We discussed the May Section 8/ Public Housing Workshop at Camden on the Lake. We tried several new ideas and some worked and some did not. Everyone agreed the evening banquet worked better than lunch. More of the participants were able to attend and it was not rushed and the awards seemed to be more meaningful. The problem was no actual count for the meals so we discussed some options on how work this issue out. We tried using drink tickets instead of a hospitality and that was not well received. We believe we need a hospitality room because of all the networking opportunities so will continue this in some fashion in the future. Since we will be returning to Camden on the Lake we asked if anyone had heard comments about having to share rooms. There were no bad reports, but some felt the overflow hotel information was not well publicized and there did not appear to have been a cancellation list at the hotel. All this will be forwarded to the hotel and PD. Some felt it was a little far out of shopping and dining range, but the amenities at the hotel made up for the drive.

There was discussion about the Registration table being open all day the first day and early on the second day if there is one day training. We will discuss having the host city more involved because they would be able to make recommendations about dining and shopping. Member Services committee members are also willing to help if the need arises.

We will continue to try to have fun things throughout the meetings and even come up with some themed luncheon or dinner activities. Our Leprechaun Luncheon during the March meeting in Independence was well received...as well as the cash prizes that went along with the games. This was sponsored by Pat Farris Insurance.

Our last function as committee will be the Maintenance Conference in October at the Inn at the Grand Glaize in Osage Beach. We will do the awards luncheon/dinner. So we need nominations for Maintenance Man of the Year, Bucket and Scraper Award, and Years of Service Certificates.

I would like to take this opportunity to say thank you to the committee for all the hard work they have done in the past two years. Merchandise-Anita Kennedy, Wage Survey-Mona AuBuchon, Registration- Paula Estes & Mendy Peetoom. Hospitality Room-Rhett Ehlert & Aaron Condron, Southwest liaison/Missouri Basket-Donna Lewis, Secretary-Sharron Gargas. It has been a pleasure to serve the organization as well as a learning experience.

Rhett Ehlert will be taking over the reins of Member Services after the Maintenance Conference in October.

For any new MO NAHRO members that have not joined a committee, we are always looking for a few good workers. Anyone with new ideas or improvements on things we are doing we would like to hear from you about how we can better serve our members.

Submitted by: Wanda Peetoom, VP Member Services