
Subject:

FW: BOARD APPOINTMENT OF JIM ZAFFNO AS CAO

Date: Dec 31, 2024 1:35 p.m.

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To: Mark Pendergraft <mpendergraft@rdos.bc.ca>

Cc:

Dear Mark,

I would like to express my congratulations to you and the RDOS Board on your appointment of Jim Zaffino as CAO of the RDOS.

Since Jim's appointment as Acting CAO in November of 2023, and his subsequent permanent appointment, our Community Association has experienced a substantially improved level of communication, co-operation and professionalism with the RDOS. Jim has significantly changed the culture within the RDOS, which is still ongoing. These changes have been refreshing and rewarding for those of us who deal with the RDOS regularly and on complex issues (sewer and water as an example). Not only has Jim demonstrated a high level of professionalism, his knowledge and follow-up of issues have been superior. It has been a pleasure working with Jim for the last year, and I look forward to a continued productive relationship with Jim and the RDOS staff.

Yours sincerely,

Douglas Lychak,

Past-President, Heritage Hills/Lakeshore

Highlands Community Association