

Executive Board Meeting – September 29, 2022

Meeting called to order at 6:28pm

Board Of Directors – Anyone on the board can sign but at least two must be signers

We have until October 7th

Valley View HOA

President (Acts as secondary treasurer): Sam Wardell

Vice President: Shaun Kellerby

Secretary/Treasurer (Signs checks and sign form at the bank): Caleb Ealey

Valley View Townhomes HOA

President: Jason Rayzor

Vice President: Rae Ann Bartels

Secretary/Treasurer: Penny Roehm

Condo HOA

President: Dan Falk

Vice President: Lindsey Latham

Secretary/Treasurer:

Title 38 Under DORA 33.8.33.3 Part 1B

Solicit anonymous bids that is in violation of that rule. The board should know before anything is done.

Bylaws state that the boards. We need to investigate between bylaws and DORA on how this process should be. Sam has been very transparent in emailing

NO DECISION IS BEING MADE THIS EVENING. We're just trying to understand what these companies can provide and may be offered. Integrated was good. Property Professionals was the other.

Laura Brown – Property Professionals – She lives in Valley View. Sold her condo in Dec, lives in condos by Penny – Jessica/Angelica – Conflict of interest?

Based out of Silt. Run 5 associations – Mesa Ridge (85 units, 35 acres and stayed with her from a company change) They do all exterior. Large one in NC and some in Rifle that include exterior maintenance. Worked at BMSA and lived in Valley View. Does not do property management, only HOA with a focus on community with quarterly clean up days and summer BBQ. Builds relationship better than the first violation. On site three days a week walking, looking notating, update to boards weekly, post assessment emails go down to monthly. Monthly financials and they get posted to the website. Work at our direction. Proactive and work on front side with vendors to discuss expectations. Part of a large office, 21 agents, 3-4 support staff, company started 4 years ago. Annex office in Rifle and they hold meetings here and at the library quarterly and annual. In contact with homeowners regularly. (Renters?? – Not allowed to speak with renters legally must be in accordance with the bylaws so homeowners get letters, calls, texts, emails and they can be transferred to the renters.)

BOD APPROVED: 10.7.22

We follow BMSA and have few covenants on our own except pets and barking. BMSA covers trash issues. Great safety net. But it's her job to ensure they follow the directions and don't get violations. Community outreach. Doing things for the betterment of our community. Letters go out to homeowners for introductions and where to find information, homeowner is required to provide that information to the renter. Rae Ann never received anything from HOA, realtor told her to call HOA and get things from Keith. She knew nothing of HOA. When a new buyer comes in, what does Laura do? She sends letter and new owner request goes in with a hard copy of the rules, welcome committee. She finds it hard for people to not know there was an HOA and will direct them to the DORA website for rules and regs. It's the sellers job to provide the information. Nobody has a problem with rules if they know why and are more likely to follow the rules. Some don't like HOAs but they live in one, you work with that. Most owners are willing to work with you if you work with them. Mesa Ridge has very strict rules but there is also give and take but a standard of expectation must be maintained. How do you handle bids for lawn care, snow removal? October reach out for spring bids, spring reach out for winter bids. 3-5 vendors she knows personally and walk property together to discuss expectations, issues and then provide to board and they can decide together. If an annual contract is available, it's preferred. Won't get a bid every year but will review them every few years, including insurance. Not everyone will do a great job every time. Try to use local companies but sometimes it's hard for our area. They will for the right people. Three snow plow guys quit in one day at Mesa Ridge...Avoid the crisis. Our budgets are pretty on par with what she would charge. We each pay a different fee for each association. Wouldn't say our budget is out of her reach, she would need to check with her team but feels it would be feasible. Restructuring our model to improve expenditures? Thinks that we are being mindful with our money at this point and we should not need to raise our fees at this time. If we needed to pull from other places that it would be possible to do. Reworking would be able to alleviate certain costs. Go to BMSA for covenant violations? No. We have to follow BMSA rules and it would be a violation within Valley View to violate BMSAs rules. She doesn't just go after BMSA violations but they will definitely be within ours if it's being done. Meets with vendors twice a year to walk properties and feet on the ground, eyes on the properties. Laura's cell phone number is provided to board members only. How would you address concerns from members? Typically if there's a complaint that the dog is unleashed and pooping in my driveway? Printed letter and went to the neighbor, spoke to them. The owner didn't know and his girlfriend was in town. Write up report of violation and lets board know how it's being handled. There is concern when it's the same people. From members at a meeting, this is last on the agenda and bylaws state each person can share for so long. Board cannot respond until later so there may be discussion to not speak out of turn. There is a lot of communication with members so there isn't much trouble. Available 6 days a week in the office. Turnover rate from their initial contact back to them, she has 24 hour clause but she generally wraps up within the day. There are many staff members than can fill in the gaps as necessary. They are equipped and ready for this size HOA and it could really accomplish much in the next year with some traction.

Integrated Mountain Management – Largest company on Western Slope read by Sam
One owner/partner and team is specialized in staying current in laws. Full access to their financial service team. Covenant enforcement, tracking information for communication, payment online. Can fit within our budget with monthly fees. Onboard process \$500 one-time fee to set up banking, and start up with HOAs, attend meetings, DORA, website management. Transparency, responsiveness, trust, customer satisfaction. Aspen to GJ. Has worked with Keith previously and did well.

BOD APPROVED: 10.7.22

Shawn doesn't accept the emails as appropriate communication. Sam doesn't mind going beyond October 7th but is concerned vendors won't get paid and that we'll end up doing so much to run this. The emergency meeting and the one before that Jed thought the association wanted to run itself. That's why Jed quit. As a board we're not thinking about the association right now. Shawn is concerned with an audit and Keith refused it but he says that the board told him not to. Jed said it was too expensive and bylaws were changed by policy rather than covenant, so they're outdated.

Keith is paying Mountain Lawn for work done on a post-dated check that will cover the blow out postdated to 10/31.

October 4th at 6:30pm have closed bids and present – Caleb and Rae Ann picking up.
Confirm if Keith can/not mail checks.

Things to do by October 13th:

- Get with Keith to have him line out bill payments through October 2022. His last day is October 7th.
- Provide all documents to Penny, PDF of all postings from the website.
- Get a closed bid from Property Professionals and Integrated Property Management to cover at least the following:
 - Onboarding Fee/Transfer Fee
 - Cost per HOA monthly
 - Communication to homeowners and proof of sending
 - Website management fees
 - Fees associated with property visits
 - Cash flow management
 - Meeting attendance fees – Quarterly and Annual
 - Tax Return Fees per Association
 - Lawn Maintenance Service Fees
 - Snow Removal Fees
 - Number of bids for services requested
 - Secretarial Fees
 - Turnaround times for emergency service requests
 - Turnaround times for standard service requests
 - Fees Associated with Our Processes

Meeting adjourned at 9:18pm

~~Keely owner of 2 years — A La Carte Real Estate — 3rd St Mercantile Building in Rifle — Amy Lawhead HOA management (was w/ Integrated Management then Cheryl & Co. ~ 4 years experience and currently 7 HOAs, Castle Valley Ranch over 100 units currently) Keely and Amy would co-manage Valley View Village and they have nothing in town but do in Rifle, Silt and NC.~~

Do all accounting and reporting. Maintenance repair scheduling. Outsource tax prep and costs ~ \$150/year. Budget prep, presentation, implementation. All vendors are outsourced, shop around to get best service. Walk throughs are walks through the neighborhood or drive around and keep an eye on things for violations or needed maintenance. Software is Appfolio for property and HOA management that homeowners can login to pay their dues, see rules and covenants, request maintenance and then management reaches out to vendors. Tracks all notifications from homeowners whether it's a statement or violation and keep track of conversations. For those that call, the conversation is notated within the system. Violations via mobile app and violations are marked and emailed. For those that don't have email, it's a letter. Shows accounting and reporting. Calendars to show board meetings and events. When board approval isn't needed it'll get paid automatically. We would be signers on the account and have access all the time to our accounts but would flow through the software with Alpine Bank or whomever we choose to use for banking. They need to know our needs prior to build a quote being built and provided. The more time spent on a future project they have a build out timeframe of the time they'll spend on those things along with the quarterly and annual meeting to line up with management fees. Collect dues, pay dues, balance sheets, owner statements, delinquent, insurance, 1099 to vendors, annual review of contracts, lawn maintenance and landscaping, snow removal, trash removal and insurance. Budget review monthly to ensure actual expenditures match budget and AppFolio will red flag anything going over the budget and ensure approval is received. Representation to meetings as needed and transcribe minutes for approval and post to appfolio. They do keep our covenants and

BOD APPROVED: 10.7.22

budget private unless you are a homeowner and log in. Architectural review. Three staff members. Emergency availability – office phone is forwarded 24/7. Response time are daily w/in 24 hours and preference is through A La Carte. Software will email & text them notifications. They have HOAs with SFHs, condos and THs and familiar with all three but this would be the first with all 3 together. Working within our budget structure is something they work with us on to do. She did see some areas of concern that seem high but didn't delve deeper. Our budget is currently over some of what Keith has been charging us. Familiarity with BMSA? No. She lived here in the '90's in Monument Creek Village. Familiar with BMMD. Amy may have more relationship information/knowledge.

~~Bray and Company – NO~~

Submitted – Lindsey Latham (VP, Condo HOA)