
Quarterly Board Meeting

Saturday, April, 10, 2021 via Conference Call

Call to Order 9:03 AM

Attendees

Tracey Windom, President

Jeff Charvat, Treasurer

Linda Cameron, Secretary

Rion Groves, Advisory Committee

Secretary Report

Linda Cameron

1. Review Previous Minutes.
2. Website is up to date, continue to remind members what a database of information can be found on our website, so encourage all to regularly check in.
3. Continue to update the member directory. There has been a lot of activity in our community, and turnover of property owners. Many more phone calls and emails with questions or comments from mostly new members, or potential new members.
4. Reminder to renew domain/server 5/24.
5. I will get a newsletter/reminder of the annual meeting in a physical mailing to members by the beginning of June.

Treasury Report

Jeff Charvat

1. Fiscal Q2 2020-2021 Treasury Report Summary: We remain financially sound: \$128,683 combined First Interstate Bank accounts-checking \$16,114 Money Market (reserve) account \$112,559 as of 3/31/21. This is down \$18,958 from last quarter. The decrease is primarily due to two of the three snow removal payments coming due for a total of \$22,534. These balances are sufficient to cover planned as well as unforeseen expenditures for the fiscal year.
 2. There were no unexpected expenses last quarter.
 3. The only noteworthy exception next quarter is for Road Maintenance, if completed by the end of the quarter (June 30).
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4. **Aging Summary:** Receivables decreased during the quarter from \$4,478 to \$1,769.

Old Business

Tracey Windom

1. **Water System:** It has come to our attention that both of the lower HOA's have had significant water issues, resulting in failure in the last few months. Our HOA chose to go with a professional water monitoring company last year and we have been very happy with Delta Operations. We have replaced a booster pump, but have had few problems. One member reported low water pressure. That being said, our cistern is 20+ years old and we remain vigilant on maintaining or replacing equipment as needed to avoid any disruption in water service.
2. **Snow Plow/Removal:** No complaints and continue to be pleased with our snow plow services. We anticipate renewing snow plow contract in July at our annual board meeting.
3. **ARC Review:** There are currently 4 open ARC's. There was a little confusion on the water hook up application because the address on the application is our PO Box in Crescent, but with most board members not full time residents, getting the mail regularly has been an issue. This will most likely evolve, but, once we receive members check, we will notify David Crider to hook up backflow device for member. There will likely be a charge for that service as well, but we need to find a permanent and practical solution for this as more homes are being built.
4. **Road Maintenance:** We are on the schedule for asphalt crack sealing this spring. If any members have a paved driveway that they would like to have any crack sealing to prolong life of their driveway, please contact Central Oregon Asphalt: Marika Woodbury Office Manager 541-420-8608 email: centraloregonasphalt@gmail.com. Website: www.coasphaltsealing.com. They will add you to their schedule while they are in our community and this could potentially save a little money if you don't have to pay a trip fee.
5. **Other HOA Activities:** It is time to complete a Reserve Budget Study to help determine future budgetary needs and adequate funding.

New Business

Rion Groves

1. **Property Management Discussion:** The growth of our community has put a strain on the current volunteer HOA leadership, whose primary residences are located in other communities, some at quite a distance. This, as well as reports/complaints from members has led us to investigate the hiring of a professional management company to oversee the day to day affairs of our HOA, including enforcement of the HOA's Covenants, Conditions, and Restrictions (CC&R'S).

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- Consideration has also been made with feedback from our lawyer Kathleen Profitt: "...The day to day duties of enforcing the Board's duly Adopted rules and policies are handled by the manager. They do the work to act on the Board's decisions and directives. The owners will pay For the service, of course, but the benefit is that a qualified, capable Managing agent is able to take the laboring oar and assist in establishing And adhering to the enforcement structure to benefit the entire Membership....there are some major liability traps for the Board and Members with respect to HOA law....most people are unaware that HOA's Are considered housing providers under state and federal fair housing Lawshaving a professional community manager, that usually knows the Lay of the HOA land well enough to recognize and consider laws...." Additionally, feedback from members from our annual meeting July 11, 2020 : ' After hours excessive noise, trash dumping, a number of Rental occupants that would logically exceed dwelling capacity, on street Parking (endangering traffic flow including snow removal efforts), Use of outdoor fires and fireworks in dry season, and speeding on streets (Particularly ATV's/Quads, Motorcycles, Snow machines). Additionally, Where properties are rented, incomplete owner emergency contact Info on rentals if complaint arises.
Due to limited law enforcement coverage in the area, members have no Real remedy to address concerns and hold members accountable for Behaviors including those of guests while in the community. Also, Many of these behaviors could cause safety concerns and endanger Residents and properties.
 - **Next Steps:** Recommendations unanimously made by the board is to develop a Rules Enforcement and Fine Schedule Resolution which will provide clear and consistent guidelines for all members, management, and board to operate under.



Interview processes and formal proposals will be scheduled for consideration. There are 3 companies being considered. Two (Fieldstone Management and Aperion Management) are located on Bend. The third (AMS Management Services NW) is headquartered in Portland but has a strong presence in Central Oregon. All three are reputable, and recommended by our attorney Kathleen Proffitt.

- Basic Services include: Process accounts payable, Reconcile financials, Provide detailed financial reports, Prepare annual budget, Collection of dues, fees, assessments, Delinquency monitoring, Written manager updates, Newsletter preparation, Plan and prepare Board meetings, coordinate Annual association meeting, Site inspection of all association properties.
- Additional services provided based on fee for service: Development of association policies(create rules enforcement, fine schedule), Oversight of Assoc policies, Community visits and inspections, Direct point of contact for owner services (including realtors and prospective owners), Assistance in State Law compliance, Assist with reserve study, Vendor management, Coordination of maintenance needs, Welcome letter and new owner info. These services would be hand picked when needed by the board to keep costs down.
- We have had flat membership fees for the last 5 years. Our expense loads have increased with the hiring of a professional water service company and will likely increase further with the potential hiring of a community property management company. We are due for an updated reserve financial study to assure we are properly funding future capital expenditures and contingencies. Hiring a management company will potentially replace some vendors ie: bookkeeper, CPA, etc. which can offset some cost to the HOA.
- Once the interview process is completed, a physical mailing of all services, costs, and considerations of the property management company will be sent to each member prior to our annual meeting July 10, 2021. This will allow time for members to address any questions or comments for further discussion at our annual meeting. Ideally, we will be prepared to move forward for the fiscal budget year 2021-2022 July 1.
- Ultimately, the hope is that with a property management company taking care of the day to day dealings we can attract more members to be part of the decision making process.

Good to the Order

Meeting adjourned 10:20 AM

Submitted by: _____ Date _____



Accepted by:

_____ Date _____