

**STAR VALLEY HOMOWNERS ASSOCIATION
BOARD OF DIRECTORS WORKING GROUP MEETING
MINUTES**

Date: December 11, 2014

Time: 6:00 P.M.

Location: Mission Branch Library Conference Room

CALLED TO ORDER: 6:06 PM

BOARD OF DIRECTORS ROLL CALL:

PRESENT:

Ozzie Nelson, President
Jill Chamberlain, Vice-President
Catherine Gordon, Treasurer
Bonnie Dukes, Secretary

ABSENT:

Dan Brees, Director at Large

QUORUM:

Quorum is met with four (4) members present.

HOMEOWNER INPUT:

Due to the objections from a homeowner about the definition of a WORKING GROUP MEETING, the usual meeting format was modified and input from homeowners was delayed until later in the meeting so the board could move on with agenda items.

AGENDA ITEMS:

- Approval of the Oct 30 and Nov 13 Meeting Minutes
- Update on Small Claims Case against the Association, and Cadden
- Community Drive-thru inspections, Nov 3 and 18, and Dec 5
- Review new Management Agent Proposals. Four proposals were received
- Update on Brown and Olcott (tentative)

MEETING MINUTES APPROVAL:

Due to lack of clarification as to whether or not the Board could vote on agenda items such as approval of the aforementioned meeting minutes, the vote was delayed to the next meeting.

SMALL CLAIMS SUIT UPDATE:

- On Nov 24, Cadden, notified the association that the court had awarded a decision in favor of the plaintiff against CCM in the amount of \$321.65 plus court costs of \$91
- Court papers obtained by Cadden showed that a hearing had occurred on Nov 6, at which the defendant was not present; in fact, neither Cadden nor the board received any notice of the hearing
- Small claims court decisions **cannot** be contested; Cadden has filed a motion with the Consolidate Court Supervising Judge to vacate the judgment.
- Nov 26 email was sent to Cadden asking that they cease and desist charging fees against this matter
- Cadden's response: the board can choose to pay the amount determined by the judge, which would resolve the matter fully; however, because of the indemnification clause in the association's contract, Cadden is taking action to vacate the erroneous judgment made against them

ARCHITECTURAL CONTROL COMMITTEE:

Community Drive-Thru inspections:

Monday, Nov 3: 9 letters sent out (5 weed violations: 2 for vehicle parking violations, 1 for trailer parked for an extended period of time on a driveway, 1 for garage door needing to be painted) to conform with the neighborhood.

Tuesday, Nov 18: 5 letters sent out (4 for vehicle parking violations, 2nd notice for garage door needing paint).

Friday, Dec 5: 5 letters sent out (4 for vehicle parking violations; 3rd notice for garage door needing to be painted).

Feedback on Meeting with Mike Cadden

At the 13 November meeting, the board was asked by the homeowners present at the meeting to meet with Mike Cadden in order to better understand why our contract was being terminated. The meeting took place on 10 December at Cadden. members present included President Ozzie Nelson, Treasurer Catherine Gordon, Mr. Mike Cadden and John Price, our project manager. The discussion was amicable and Cadden simply stated they thought it in the best interests of both parties to go separate ways. Cadden's contract with our association will end effective Jan 31, 2015.

REVIEW BIDS FROM NEW MANAGEMENT AGENTS:

On Monday, Nov 17, 2014, a request for bids was submitted to the Arizona Association of Community Managers (AACM). Three (3) full service proposals were received.. A fourth was received via the web. All of the proposals were from Tucson area companies. The companies include:

- **Adam, LLC**
- **Expert HOA MANAGEMENT, LLC**
- **STRATFORD MANAGEMENT**
- **PLATINUM MANAGEMENT**

The proposals did not necessarily respond to our specific needs and included more service than we felt necessary for the association. During our discussion it was decided that we should provide each bidder with a tailored list of what our requirements are and request that they each resubmit their proposals so we could tailor their services and costs to our needs.

FINANCIAL SERVICE REQUIREMENTS

- Managing Bank Accounts
- Mailing Quarterly Statements
- Track Delinquent Accounts
- Quarterly Homeowner Statements
- Managing Agent Account Status on Agent Website
- Tax Filing-1099
- Insurance Liaison
- Homeowner delinquent notices, liens and collections
- Write checks only for pre-approved expenditures
- Monthly financial statement to the board

ADMINISTRATIVE SERVICE REQUIREMENTS

- Act as the Statutory Agent for the association.
- Provide a monthly manager's report to the board. Due 7 business days after the end of the month.
- Maintain electronic format of the association's governing documents in both MS Word and PDF Formats. Documents include (1) CCR'S, (2) By-Laws, (3) Rules and Regulations, and (4) Design Guidelines. These documents are available to the agent on the website: starvalleyestates.org.
- Maintain a current list of homeowners with addresses.
- Support the board by mailing quarterly meeting announcements (postcard and letter format. Agenda will be provided by the board.
- Archive copies of quarterly and annual meeting minutes. Agent will not be required to attend quarterly meetings, provide meeting information packages, or write the meeting minutes.
- Attend the annual HOA meeting. Support required will include mailing out the agenda and meeting notice to homeowners, prepare the ballot, mail and return the ballots to the agents return address for safe keeping, and assist in the selection of an independent agent (or act as the agent), attend and

oversee the election process. The agent will also record and write the annual meeting minutes and provide a draft to the board within 10 days after the meeting.

- Provide a repository to archive the individual homeowner and management agent records. Retained records will be sorted and maintained for the periods of one (1), three (3), four(4), seven (7) years, and forever, as pertaining to financial data, correspondence, e-mails, real estate, bank statements, HOA tax return worksheets, violation notices, architectural request forms (ARF's), liens, etc.
- Provide counsel to board of directors, based on AZ State Statutes and Arizona Planned Community Statutes.
- Provide information required on the resale of a unit.
- Provide support to the Architectural Control Committee as required. Site inspections are not required by the agent. (Note: The association does its own community site inspections. These are conducted by Architectural Control Committee members. The association conducts two inspections per month, near the first and fifteenth of the month.)
- Observed violations will be forwarded to the Management Agency who will be responsible for preparing and mailing out notices to owners in violation of the community standards. The severity of the notices will follow a tiered structure: 1st notice: a friendly reminder, 2nd notice: a letter of continuing violation, 3rd notice: pre-hearing letter in which the homeowner will be notified he may have to appear before the board, 4th notice: a notice to appear before the board which may result in a fine if the violation is not corrected immediately. (notice via certified mail)
- The management Agent will also be responsible for insuring that any fines imposed on an owner by the Board, are included in the owner's next quarterly assessment. (Note: Approximately ten notices 1st, 2nd, 3rd notices are mailed monthly. Notices for 4th violations are rarely ever issued.)
- The management agent will serve as the focal point for receipt of the Architectural Request Form submissions.
- After receipt of an ARF request, the agent will be responsible for forwarding the form to the ACC Committee via e-mail for review and approval. After review the ACC will notify the agent to notify the homeowner by letter on the result of the review (approved or denied, with cause stated), including any variances, as required.
- The agent will also maintain and update the ARF database. This is a provided excel file used to record information pertaining to each submitted ARF. (Note: normally 1-2 ARF's are submitted monthly.)
- Provide new board member training as necessary.

REFERENCES FROM NEW MANAGEMENT AGENTS:

Mr. Williamson suggested that the board seek references from each prospective management agency.

ADMINISTRATIVE SUGGESTIONS FROM HOMEOWNERS:

President Nelson asked homeowners for any further suggestions of an administrative nature and, beyond our meeting time frame, that those suggestions would be welcome to be emailed to the board members on the website: starvalleyestates.org. No additional feedback has been received.

RANDOM DISCUSSION WITH HOMEOWNERS:

Further discussion ensued about the current costs of filing a lien versus the charges from new agencies. Charges vary from one agency to another: from \$25 to \$100.

Discussion also took place for the Working Group Committee to finalize gathering of the tailored bids from each prospective agency.

Mr. Williamson suggested that the meeting notices (which are now sent via postcard) could be emailed to homeowners who care to give their email addresses to the management company. If that was done, then a more tailored list of those needing to be notified by mail could be accomplished, thus saving the association the costs associated with postage and postcards. This recommendation will be included in the next meeting announcement.

Catherine Gordon also mentioned that meeting once a month instead of quarterly, would be beneficial to the community.

ADJOURNMENT:

Motion to adjourn the meeting by President Nelson and seconded by Bonnie Dukes.

//signed//
Bonnie Dukes
SVHOA BOD Secretary