

## Minutes - February 21st, 2023

### South Hills Pod 4

#### HOA Meeting

Wednesday, February 21, 2023

The meeting was opened by @6:00 by Lydia, and attendees were welcomed.

Board members present: Lydia Koyle, Jimmy Duenas, Cindy Nielsen, Kirk Barlow

**I.** The next meeting will be on the 14th of March at 6:00 o'clock. We will start at 6 o'clock, not when we get a certain number of people.

**II.** If it's looking like there's snow -- ANY SNOW -- a little bit, a skiff; if there may be some snow overnight, park in your driveway because if there is any snow, the tow company will tow. If there is any snow and they are in our area, they will tow.

**III.** Painting of curbs: While it would help in letting people (including guests) know where they can't park, there would be maintenance costs that would go along with it. At this time, it's probably not feasible.

**IV.** Parks: We will have a new landscaping company maintaining our common areas, and we expect to see improvements in the parks. We will be installing dog waste stations in each of the parks and expect them to be used appropriately.

**V.** Now is the time to start submitting architectural (landscape, decks, etc.) requests so you can move forward ASAP when the weather allows.

Login to your account at [Welch Randall \(appfolio.com\)](https://appfolio.com) (If you don't have an account, you can reach out to Jennie Stites ([jennie@welchrandall.com](mailto:jennie@welchrandall.com)). And she'll be able to assist you with setting up that account). Once in your account, select "Architectural Reviews" in the menu on the left, then select "Submit New Review." Fill out the form, attach any documentation or photos that may be required and click (or tap) "Submit Request."

**VI.** Violations are submitted via Email to Jennie Stites ([jennie@welchrandall.com](mailto:jennie@welchrandall.com)). Submissions are **completely anonymous** – even the Board doesn't know who submits a violation.

**Welch Randall Real Estate  
HOA Management**

# HOW TO SUBMIT A WORK ORDER

Do you live in an HOA managed by Welch Randall? Here's how you can submit a work order or maintenance concern

## APPFOLIO ACCOUNT

- 1) Login to your AppFolio Account
  - 2) Select "Maintenance"
  - 3) Select "Request Maintenance"
- Please allow 1-2 business days for response.



## Submitting a Complaint

HELLO  
Jimmy Duenas

Home

Payments

Calendar

Approvals

**Maintenance**

Shared Documents

Insurance

Compliance

Property Details

Account Profile

Help

### Maintenance Requests

Request Maintenance

### Create A New Maintenance Request

Tell us about the issue you are having. Please use as much detail as possible to help us resolve this more quickly. \*

(Max 950 characters)

Drag Image Files Here or Add Images

Back Next Cancel

## *Submitting a Complaint*

## What to Expect Vs What Not

### What to Expect

- Confirmation on submitted complaint from Appfolio
- Allow 1 to 2 business days for a response from Welch Randall
- Once Welch Randall has notified the board of the proposed violation, a board member will confirm violation within 24 hrs.
- No action to take place if not submitted properly through the AppFolio website.

### What Not to Expect

- Immediate “seen” action- there is a process as you will see on next slide
- Board to “seek” out any violations- only validate newly submitted violations through the Appfolio website
- Any board member to walk on property regarding a proposed violation- violation must be visible from sidewalk
- Board member updating if a homeowner is being fined or not. Or if homeowner was provided an extended timeline to correct violation. Updates are provided by property manager through the Appfolio website

## “The Process”

Schedule of Fines: (i) 1st violation: WRITTEN WARNING; (ii) 2nd violation or failure to cure after 1st violation: \$50.00; (iii) 3rd violation or failure to cure after 2nd violation: \$100.00; (iv) 4th violation or failure to cure after 3rd violation: \$200.00; Enforcement remedies are cumulative; accordingly, the Management Committee reserves its right to pursue any enforcement action authorized by law of the Declaration at any time during the fining process. 2. That all following procedures will be followed prior to levying a fine: a. Notice of Violation: All owners will be given a written notice of violation describing the violation and stating a time to cure the violation prior to a fine being levied. b. Time to Cure: All owners will be given a minimum of forty eight (48) hours to cure a violation before a fine will be levied. The Committee in its discretion may grant a cure period exceeding fortyeight (48) hours if the Committee determines that fortyeight (48) hours is an unreasonable time period to cure the violation in question.

Hearing: If a fine is levied, the offending Owner shall have the right to request an informal hearing with the Management Committee to protest or dispute the fine. A request for hearing must be made in writing within thirty (30) days from the date the fine is levied. Notice shall be deemed to have been received three (3) days after mailing via USPS first-class mail, postage prepaid. If a request for hearing is not received by 6 the Management Committee, or their designated agent, within thirtythree (33) days from the date the fine is levied, the fine shall be deemed to be uncontested and the Owner forfeits their right to hearing. A request for hearing shall be delivered to Welch Randall Real Estate 5300 Adams Ave Pkwy #8, Odgen, Utah 84405.

## Who Can Submit a Violation

### **ANY HOMEOWNER**

If you feel a violation has occurred, we encourage you to review your Rules & Regulations provided and submit the proposed violation through the AppFolio website.

What the board is committing to is to confirm a violation has occurred and have the property management company take due course of action based off our Rules & Regulations

Lastly, the Appfolio can be utilized in so many positive ways as well, not just to submit violations. Our community calendar and events is located on there. You can submit architectural requests, find our CC&Rs and Rules & Regulations, landscaping contracts, and much more. Help us fill up our community calendar with community events!

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#### **Lydia**

##### 1-Responsibilities as an HOA Board member

- Trust and Respect Each Other
- Keep everyone in the Loop
- MUST be in full Compliance

##### 2- Article VII (7.4) Specifically 'Design Guidelines'

- This needs to be done ASAP to mitigate complaints etc.

##### 3- Kirk has a searchable CC&R's (I hope ;) I'll add a table of contents.

#### **Cindy**

##### 1- Let's vote on Landscape Contract

#### **Jimmy**

##### 1- Violations Process Review

Meeting adjourned @7:15