

5/10/23 MEETING MINUTES First

First Welch Randall board meeting

Attendees: Tori, Kari, Jessica, Jesse & Jordan

Open items:

- Set a budget
- Schedule next meeting
- Assigned items in [blue](#)

Delinquencies/disputes

- Waive fines carried over from Western Management
- Send notice to members those owing >\$300 have 30 days to get current prior to being sent to collections - WelchRandall ([WR](#))

Current Contracts

- Lawn care
 - Tuxedo
 - Requires active management. Has performed much better with increased communication
- CPO
 - Rich Moffat - all seasons
 - Price out alternate - [Tori](#)
- Cleaner
 - Maribel Stinger – cleaned last year, may not be viable.
 - Jordan Requested W9 & Certificate of insurance, no response yet.
 - WE LIKELY NEED A NEW OPTION FOR CLEANING IN 3 WEEKS
 - Could someone [please volunteer](#) to help me search for & contact cleaning companies?
- Access Controls – pool gate
 - Service provider - Community controls
 - Server not connected, needs troubleshooting - [Jordan](#)
 - Verify complaining member has access - [Jordan](#)
- Insurance
 - Verify Auto owners insurance policy - [WR](#)
 - Contact new carrier - [Tori](#)
- Snow removal
 - Performed by board
 - Tori will help explore options later this year

Reserve Study

- Due this year
- Tori engaged reserve study company - on the schedule for September possibly sooner.

CCR's

- Smith and Knowles 5-6k re-write feed
 - Re-write makes sense only if we carry forward with voting.
 - It'll take 6-12 months to work through if we proceed
 - Request consult with attorney to explore what the process would entail - [Tori](#).
[Chris](#) could you join this conversation?

Maintenance

- Tuxedo has been engaged to address issues @ south lawn following member complaint.
 - Tuxedo treated 5/8.
- Poolhouse
 - Pool is now running in preparation to open memorial week weather permitting.
 - Drains were cleaned. Loose covers will be secured
 - Plumbing has been De-winterized
 - Pool Cover stopped working during the winter. Jesse serviced and its working for now
 - Price cover replacement for vote - Jesse
 - Repairs to the restrooms - [jordan](#)
 - Loose drywall around showers is being patched and painted
 - Tile base will be caulked
 - Hard water cleaned from plumbing fixtures
 - Soap dispenser & loose sink will be secured.
 - Light bulbs replaced with higher output, brighter color
 - The rooms are currently painted with a with a low grade flat paint. In the near term, rooms will require a repaint with epoxy and caulked in to mitigate drywall damage

Board Officers

- **Roles haven't been assigned, currently shared.**
 - President - set/direct agenda
 - Secretary - records minutes tracks open items
 - Commons/Park - ensure form function & safety. Manage pool access
 - Treasurer - tracks \$. WR also reviews ledger.
 - Communications - newsletter, FB bulletins
 - Community engagement - coordinate activity

END

Post Annual Meeting Training

Board Member, Owner and Management Responsibilities

Welcome

Welcome and thank you for accepting the challenging and rewarding opportunity to serve on an HOA Board of Directors.

Governing Documents

Each association is governed by the following documents:

- Recorded Plat Map-Defines property lines and Common and Limited Common Areas.
- Declaration (Covenants, Conditions and Restrictions or CC&Rs)-Defines, limits and details rights and responsibilities of Owners.
- Articles of Incorporation-Helps to limit the liability of individual Owners.
- Bylaws-Defines administration and management processes for the community.
- Board Resolutions-Formalizes Board decisions.
- Rules and Regulations-Clarifies conditions and restrictions for Owners.

Financial Management

Several tools are available to Boards and Management to properly manage Association funds. These include the Budget, Financial Reports including the Balance Sheet, Income Statement and Owner Delinquency Report, Collection Policy and Reserve Study:

- Budget-The Budget, usually produced in the fall, is prepared by the Board Treasurer and Management and details anticipated Revenue and Expenses for the coming year. The Board reviews Association needs and sets the monthly HOA fee. The Budget is mailed to Owners the first of December, so they have a 30-day notice of any increase in fees.
- Balance Sheet-The Balance Sheet details current balances in Association bank accounts, including Checking, Reserves and Insurance Deductible accounts.
- Income Statement-The Income Statement details month and year-to-date revenue and expenses and compares these numbers to budget predictions.
- Owner Delinquency Report-The Owner Delinquency Report details owner delinquency and includes a 30, 60 and 90-day column along with current collection status information. Management will monitor this report monthly and send out reminder statements and letters regarding delinquency. At the 90-day mark, the account should be turned over to a qualified Collection Attorney who will file a lien on the unit and start appropriate collection activities according to State Law. The Attorney will file a lawsuit to receive a judgement that allows wage garnishment or removal of funds from Owner checking accounts.
- In extreme circumstances this may include filing a Foreclosure.

- Collection Policy-The Collection Policy is adopted by the Board of Directors and mirrors requirements from the CC&Rs regarding collection steps, late fees, interest charged and what occurs at each step of the delinquency. Associations must be especially careful to follow these procedures strictly in order to treat all Owners the same and avoid claims of discrimination.
- Reserve Study-The Reserve Study, per Utah State Law, is required and provides a funding or savings goal so Associations have funds on hand when repairs and maintenance of Capital Items are required. The study identifies Common Area items to be maintained by the HOA, estimates their remaining useful lives and gives the Association information on how much money should be saved each month to plan for future needed maintenance.

Maintenance

There are five types of maintenance:

- Routine-this is regular, recurring upkeep such as changing furnace filters.
- Preventive-periodic maintenance to avoid disruptive breakdowns.
- Emergency-the ability to respond to an unpredictable problem.
- Requested Maintenance-maintenance requested by an Owner.
- Reserve Replacement-Replacement of physical assets as they wear out.

Risk Management

Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of accidental losses.

Ways an Association can protect itself from risk include:

- Conduct regular surveys and inspections.
- Examine financial statements including audits and reviews.
- Read records and files, especially work orders.
- Hire experts such as Reserve Specialists, Insurance Risk Managers and qualified, licensed and insured General Contractors and Vendors.
- Secure proper insurance coverages including building, liability, fidelity and Directors and Officers.

Insurance

Insurance transfers the financial burden of paying for certain losses to a third party. Not all exposures to loss may be covered by insurance.

Insurance coverage:

- Property-building coverages for loss that is sudden and unexpected, not maintenance. Includes a deductible paid by the Owner.
- Liability-slips and falls and such.

- Fidelity Bond-protects against employee (Board of Directors) dishonesty.
- Personnel-Protects against employee claims for hiring and firing.
- HO6-Owners obtain these policies to cover their contents and the deductible.
- Directors and Officers-Provides legal assistance if a Board Member is sued in the course of conducting Association duties assuming they have not committed a crime or fraud.

Board Members Responsibilities

Duty of Care:

- Ensure adherence to HOA Mission, Bylaws and CC&Rs.
- Attend and actively participate in all the Board Meetings.
- When absent from the meeting, review the minutes and back up materials.
- Do their homework to be prepared to participate fully in Board and Committee Meetings.
- Respond in a timely manner to Board emails and communications.
- Vote on items before the Board in a definitive manner-no fence sitting.

Other Duties and Obligations:

- Always act in the best interests of the community, without conflict of interest.
- Be responsive to the needs and desires of the Owners.
- Be familiar with the governing documents, state statutes and federal laws.
- Establish and enforce the governing documents fairly and uniformly.
- Set the policies, standards, procedures and budgets for the community.
- Be the decision makers for all community issues.
- Not micromanage volunteers, contractors or vendors.

Board Officers

Each Board of Directors should elect Officers shortly after each Annual Meeting unless otherwise directed. Each Board will have a President, Vice President, Treasurer and Secretary.

Officer Duties:

- President-Conducts Board and Annual Meetings, counts Board Member votes or interprets Board Member comments on an issue and reports the decision and resulting assignment to the Property Manager. The President has the authority to give Management directions if they are consistent with the Board consensus.
- Vice President-Fills in for the President upon their absence.
- Treasurer-Reviews Financial Reports provided by Management, approves vendor invoices for payment and closely watches Association funds and how they are spent.
- Secretary-Schedules meeting rooms, takes notes and prepares Board Meeting and Annual Meeting Minutes, sends them to the Board for review and sends them to Management when approved for posting on the Association Website.

Effective Board Meetings

Effective Board Meetings always focus on:

- The decisions to be made during the meeting.
- The presentation of possible solutions and actions.
- The setting of new priorities that become the next meeting's agenda items.
- Creating a detailed list of Task Items for Board Members and Management to complete in a timely manner.
- Making a Motion, along with a second, so the issue can be discussed and voted on.

Board Meeting and Annual Meeting Minutes should detail:

- The type of meeting.
- Date, place of the meeting and time.
- Those present (this does not include Owners who might be in attendance).
- Presence of a Quorum.
- Motions and resulting decisions.
- Next Meeting date, time and location.
- Brief statements regarding what was discussed, and decisions made
- An Assignment List should be kept separate or at the end of the Minutes.

Owner Responsibilities:

- Be familiar with the governing documents.
- Live in accordance with community conditions, restrictions, rules and regulations.
- Be respectful of their neighbor.
- Submit all plans to change exterior of their homes or yards to the Architectural Review Committee.
- Buy the Property Manager a Diet Coke annually and thank them for being a Miracle Worker.

Management Responsibilities:

- Provide information, training and leadership on community association operations to the Board and Owners.
- Foster a sense of community awareness and spirit within the residents.
- Provide the necessary administrative tools to the Board to enable it to make wise, informed decisions on both short-term and long-term actions and goals.
- Complete duties included in the Management Agreement.
- Help keep Board Meeting discussions on task.
- Offer alternatives when available.
- Be watchful for proposed actions that might conflict with laws and governing documents.
- Support the principle of Fairness.
- Coordinate vendors and project bids.
- Direct vendors and maintenance technicians to complete work orders.