

2024 ANNUAL MEETING MINUTES

Good Hope Townhomes

January 10th, 2024, – Bray Education Center; 637 North Avenue, Grand Junction CO 81501

The meeting was called to order by Mark S from HOA Services Inc at 3:00PM.

In Attendance

Proxies

Management

HOA Member Names:

April Berg
Rhonda Bumgardner
Pamela King
Dave Hallenbeck
Proxy for Gregory Pierson
(Ruthann Pierson)

Mark S HOA
Manager
Rebekah Webb
HOA Agent
Cayce Haren HOA
Assistant Manager

ZOOM: 8 Online

William Fister
Shauna Valdez
Barbara Bishop
Jesus Lorna
Ashley Jagodzinski
Brittany & Roel Lara
Cynthia Jones
Cassandra Kitchen

6 proxies
received.

With 6 proxies received and owners from 19 units represented; quorum was achieved.

Introductions

Mark Shoberg, herein referred to as Mark S introduced himself as the HOA Manager.

Cayce Haren introduced herself as an Assistant HOA Manager.

Rebekah Webb introduced herself as an HOA Agent

Community member introductions:

No one from the board was present.

Board President Josiah Bohrer

Board Member Caitlynn Parks

Approval of 2023 Minutes

First motion: April Breg

Second motion: Cindy Jones

None opposed.

2023 minutes were approved and signed by Mark S on behalf of Josiah Bohrer.

Old or New Business

- William Fister starts by asking about the transition from Bray to HOAServices. His question was if the board voted for the transition.
 - Mark S replies: The board did vote in favor of HOAServices.
 - Pam King stated that it should have included the homeowners.
 - Mark S replies: this was not a vote for the homeowners: under the bylaws it states the duties of the Board, and they conduct all management and business of the association so that is a 100% in your bylaws a board prerogative that is not a vote for your community.
 - William Fister asks: what are the circumstances surrounding that transition?
 - Mark S replies: I was the manager for Bray HOA management for almost 6 Years and Bray just wanted out and it was not as profitable for them. It was never a very profitable business and so Bray came to me as the division head and said would you want to buy the business because we're going to sell it? We purchased it.
- William Fister states: I've been in contact with another HOA president that is also managed by HOA Services who indicated, and again, this is just rumor and I'm not making any accusations here, but would like this addressed, they've said that you've hired, you've been hiring family members for the for the maintenance of the HOA's. Is there any truth to that rumor?
 - Mark S replies: We do have an in-House maintenance department. That is with Pyramid Construction. Pyramid Construction is my father's construction company. There has never been any secret about that and Bray also used them when managed by Bray. They have been in the valley for 40 years. Generally speaking, HOAServices uses Pyramid, GJ/Bray maintenance and SDL. As a side note, when Good Hope was managed by Bray, they were/are a family business. Bray is run by a father/daughter team; the head of their maintenance dept. is run by the son-in-law; another son runs development; another, commercial and another daughter assists in bookkeeping. Total family business and they are good at what they do. We are similar to them in that regard.
- William Fister asks: we had approved payments for roofing repairs out of the budget, and it looks like that that repair was more than the estimate that we received. Is that accurate?
 - Mark S replies: I do not know about that specifically. I can tell you that we did have a major roof repair that was mentioned at last year's annual meeting in the Minutes. I'd have to look in the minutes to see what address, but they had a complete roof failure. There were no bids for a complete roof failure. It was partially an insurance job, but they had to go in there and just start cutting open the roof to find where this complete roof had failed. Once they did, they found mold, so there was mold mitigation. Then inside there was repairs of everything; sheetrock insulation, there was water coming out of the electrical sockets out of the light fixtures. We had to move them out of the home because it was unsafe. It could kill someone from an electrical charge, so there is no way to bid for something like that. They were out of the home for over 2 months. We put them in a short-term vacation rental because that was cheaper than a hotel. All the work was completed. Insurance paid a portion of that, but the HOA was responsible for the deductible and the parts that insurance did not pay for.
- William Fister Asks: in our last annual meeting, we allocated funds from our budget that we felt was better spent repairing that roof. It was like \$40,000.00, if memory serves me correctly, that we were allocating to put towards that roof repair.
 - Mark S replies: I would have to go through the invoices on the exact numbers because I do not want to speak out of turn, but I can say that out of pocket, the HOA ended up paying around \$20,500.00.
- Discussion on insurance and what would happen if the HOA cannot get insurance. Mark S replied that the HOA will always be able to get insurance, but it may/will get more expensive.

- William Fister states: Thank you very much. I appreciate your forthright and clear answers and I appreciate everybody allowing me the time to ask those questions.
- Ashley Jagodzinski discussed who was responsible for roofs in the HOA, as she thought it was the owner.
 - Mark S replied that in Good Hope, the HOA is 100% responsible for the roofs, unless there is a leak coming directly through the skylight. Skylights are owner responsibility.
- Pamela King asks: You said that the insurance we have now covers the stucco and the roof and all that, so what kind of insurance are we supposed to carry personally?
 - Mark S replies: You're supposed to carry a studs in policy, but that an insurance agent should be contacted to determine correct coverage.
- Barbara Bishop discussed using her own policy to replace her roof and wanted to know who's responsibility her roofs replacement was.
 - Mark S replies: HOA's responsibility, but at the time, the HOA had no money and offered to pay an owner's deductible if they filed a claim. Several owners did this to replace their roofs.
- Cynthia Jones Asks: You mentioned that one unit was built without vents?
 - Mark states that just the 1 unit that was found to not have the vents.
- Cynthia continues: I was just wondering when you replaced the roofs, if they or that they would be venting at the same time?
 - Mark S replies: Yes. All new roofs have to pass building inspections for vents/venting.
- Cynthia Jones states: I did not catch the name of the new insurer.
 - Mark S replies: Farmers Insurance: Jesse Dryer's Farmers Agency.
- Ruthann Pierson: discussion on the dryer vent cleaning
 - Mark S: replied that the vendor sucks out the lint from the exterior of the unit and do not need access to interiors. Nearly all vents were cleaned and for those who did not want it, they took on the responsibility if there is a vent fire.
- Ashley Jagodzinski: discussion on roofs and wanting a map of all the replaced roofs.
 - Mark S: replied that the HOA did not have that, but recommended hiring a contractor to provide that information.
- Owner states: The reason that our insurance doubled was because the insurance company that we had had such a big payout and they had three of them and so they dropped us. Then with the problem over in Boulder and other places, then we are just at the mercy of the insurance companies.
 - Mark S replies: That is 100% true. It was the three claims previously. There used to be more providers out there. There are now fewer providers.
- William Fister states: I've seen several exterior hose bibs that are frozen, and I know that we've spent a lot of money on water line repairs in the past. Something that we need to address sooner rather than later.
 - Mark S replies: Bill, I agree with you. The spigots outside are your homeowner responsibility, not HOA, so we can't make someone get those little \$6 sleeves or covers.
 - William Fister asks: so, the HOA is not responsible for repairing those hose bibs if they're damaged and the exterior.
 - Mark S replies: That is correct, it is the homeowner's responsibility in your HOA.

Budget

- Mark S states: The Budget is now open for discussion:
- Owner asks about the 2023 Income from Dues was \$145,879.00; does that not include December?
 - Mark S replies: That was year to date at that time, and that is correct. Year to date is leading your budget a couple of months in advance of the meeting. Normally that is just how we do it. So those numbers right there are going to just include to the end of October not November and December.
 - Pamela King states: she is still missing a ridge vent and wants it repaired.

- Mark S replies: Building 563 is scheduled to have the roof replaced and will be resolved by end of year.
- Discussion on year to date expenses, vs. current expenses.
 - Mark S replies that the Board could move the annual meeting to the spring and then all year to date expenses will be accurate. Discussion of moving the annual meeting to March and is approved. Next meeting will be in March.
- **Action Item:** Cayce for next year, the meeting will move to March starting 2025.
- Cynthia Jones: quick question because there is money in here for painting, which is new and I was just wondering, it's \$5000 and I wanted to know what that was.
 - Mark S replies: So that's the last few years the previous boards have wanted painting on there. It hasn't gone to painting. There hasn't been any money. Roofs are the highest priority, but if an owner wants something painted, the HOA will reimburse paint/caulk up to \$500 and the owner would be responsible for the labor.
 - Cynthia Jones asks: So, in other words you're paying for reimbursement for paint? It is not for a specific project then.
 - Mark S replies: That's correct.
 - April Berg asks: Do you scrutinize as far as color, because our neighbor, it's not matching, it is bright!
 - Mark S replies: we can't match 100% because of sun damage, but yes, you're supposed to have uniformity. Let us know if there is an issue, but the goal is updating the HOA with earth tones.
- Owner Asks: why do we have \$2,000 in snow removal?
 - Mark S replies: Your HOA does have snow removal out there with a 2" trigger. If that money is not spent there for snow removal, it just goes back to the operating budget.
- William Fister discusses the mgmt. fee and the transfer fee. Is that paid by the HOA or is that paid by the owners?
 - Mark S replies: how that works is that closing, let's say you're the seller and you say I'm selling this unit in my HOA. When you go to sell, there's a status letter that the title company reaches out to us and says we need all the information about the HOA. We fill that out on your behalf as the seller, we charge you as the seller and you pay \$75.00 at closing then there is the new owner that comes in and we input all their information into the system, then they are charged \$75.00 at closing so the HOA does not incur any of that cost. It is from buyer to seller, owner to owner.
- Ashley Jagodzinski Asks: So, two questions. One, we were just talking about it. Could we vote on raising that new owner capital assessment fee to help cushion our budget? Would that be something we can do today, or do we have to wait?
 - Mark S replies: that is a perfect time. Yes, the members should discuss and vote on that at annual meetings.
 - Discussion on increasing the fee. The members agreed to put it to vote.
- Motion from Ashley Jagodzinski to increase the New Buyer Capital Assessment Fee to \$1,000.00.
 First: Ashley Jagodzinski
 Second: William Fister
 YAY:
 In House: 5
 Zoom: 5
 NAY:
 In House: 2
 Zoom:0
- Outcome of Motion to increase the New Buyer Capital Assessment Fee to \$1,000.00: YAY:10 to NAY: 2; this does pass. If there is any Closings right now that are in the process, it will still be the old amount, it's never retroactive.

- Ashley Jagodzinski discussion about landscaping and wanting to reduce expenses.
 - Mark S replied that he would reach out to reduce mowings in the month and would follow up with the board.
- Motion from Ashley Jagodzinski to look at reducing mowing to 2x's a month instead of 4 x's.
 First: Ashley Jagodzinski
 Second: William Fister
 YAY: In House: 7; Zoom: 6
 NAY: did not count because with the 13 YAY's this does pass.
- **Action Item** to reach out to Maple Leaf to readjust that contract. Again, I don't know what that number will be but there will be savings.
- Ashley Jagodzinski asks: I would like to propose that we do have, by a bi-annual meeting where we can have one in six months to hear from owners about HOA issues.
 - Mark S replies: The board can do so, yes.
- William Fisker discussed how raising the dues might cause more people to go into arrears:
 - Mark S replies: There's always a percentage and in your community, it's been right around 10% that don't pay their dues. Your HOA are higher than some other communities, it's been high since we took over and when we first took over, I believe your HOA were \$39,000 in dues in arrears And we got you down to about \$10,000 give or take, but it's been a fight and there are just some people in there that refuse to pay and ultimately there are mechanisms in place, we do not like to use them, but the HOA can foreclose on your home when you refuse to pay. We've got this on our board knows we've gotten somewhere we had to hire the attorney and we got to that point, and we finally got him on a payment plan. Yes, it is true, but these are the real costs of your association of your communal areas to maintain them, and it has been underfunded for decades.
 - William Fister states: if I understand you. Correctly what I hear you saying is that whether we go for \$235.50 or \$250.00, there is still going to be about the same percentage of people that are not going to pay.
 - Mark S replies: Yes, that is correct.

Discussion/2025 Budget Review

Motion to approve the budget for 2025 as it stands.

First: Cynthia Jones; Second: Pamela King

YAY: In House: 5; and on Zoom: 6

67% of owners did NOT reject the Budget. Budget has passed.

Budget is approved. Dues will increase April 1st; \$250.00 a month.

- **Action item** with the team to send out statements and let us include a newsletter in there as well, just so it's transparent communication so everyone feels like they've got proper information. Budget letter will be included with a newsletter.

Elections

Nominations:

Year term: 2024-2025

Motion: William Fister

Second: Pamela King

None opposed.

Motion: Ashley Jagodzinski
Second: Pamela King
None opposed.

Motion: Barbara Bishop
Second: Pamela King
None opposed.

Discussion on Community Priorities

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Adjournment

With no further business to discuss, Mark S asked for a motion to adjourn the meeting at 4:47 pm.

Motion: Dave Hallenbeck

None opposed.

The meeting was adjourned at 4:47 pm.

Signature

Date