

Ridgestone Condos Annual HOA Meeting 2018 1/11/2018

Meeting start time 6 p.m.

Owner roll call - sign name on roll call in back

Introduction of the board

2017 annual meeting minutes read by Amber Bird

Vic Petersen

Reserve account

We have to put money aside. If we had a big expense, each homeowner would be assessed that amount. An assessment means each homeowner would have to pay their portion of the damage (1/180th per unit) immediately. To help us (Ridgestone community) and if we want FHA approval, we need a reserve account.

Landscaping vendor - we ended up getting a new vendor by bid process. We started the year late, but we've had good feedback since current company started in May.

Braun Edwards - in charge of communications and general

Raise of hands who receives e-mails from hoa.board@ridgestonecondos.com. Only about half raised their hands.

Board tries to send one out a newsletter every quarter.

Is there too much context? Too little?

One homeowner liked the communication with this 2018 annual meeting.

Hole in the wall - car off freeway. The wall is fixed. Driver had no insurance. Still in process of collecting insurance payout. That was a \$10,000 repair.

Garbage was better this Christmas. Most in attendance agreed, but at least one disagreed. Mostly speaking about the dumpsters.

All finances, cc&r's, rules are on website Ridgestonecondos.com

Maurice Rokovitz

There are times the pool has to be shut down - sometimes caused from neglect by users, sometimes because of a health department inspection. No one wants it to be shut down. We have to take care of it and also be understanding and patient if the CPO's have to shut it down.

This year the pool received new lights, new automation, and emergency exit alarms. Understand the pool will always be an ongoing challenge and an ongoing expense for us.

Security is also an ongoing issue. The board is aware of thefts/burglaries, stolen tailgate, stolen gasoline, vandalism. Not sure why Ridgestone is targeted. Is it the close proximity to the freeway? Board is aware of severe lack of lighting.

Will have lighting audit done this year. Can we afford to do anything about it? Higher end, brighter LED's? Lighting concerns and requests have not fallen on deaf ears, just a limitation of resources.

Same with the cameras in the clubhouse. Just a matter of financial limitations.

Payson Police Department has stepped up patrols. If anything is stolen, report it. The more reported, the more they'll patrol. Report it to the police, not the HOA.

If you have a problem with a neighbor, contact the police. Not the HOA.

Anybody willing to patrol, please do. All residents should be aware.

Can't have kids in the clubhouse alone. It is a potential liability. If you see kids (under 18) in the clubhouse without an adult, you may take their key.

Clifford and the Wylers helped us with maintenance. Will continue to work on the maintenance. Set limitations because of finances, but every month we'll accomplish goals in maintenance. Board will prioritize these issues.

Time to elect the Board member.

One vacancy. Only 2 people stepped forward previously.

From now on, it's 3 years for each board member.

Richard Bird

Has been here since 2007 - one of the first residents and now the longest standing resident.

Want the community to be better than it is. Has seen more issues - good and bad. Want to offer support where I can. Experience in IT, customer support, project management. Husband of Amber Bird who is the new HOA Manager.

Amber Ringger reading for Katrina Storick

Apologize for not being present. Lives in building 14 since August 2015 with her family (daughter, granddaughter). Worked at district court for 8 years. Teaches criminal justice and science. Self and daughter have had a lot of damage and accidents done. Wants to enforce violations. Turn negative that has happened into positive. Committee member should be on site like I am.

Anybody else volunteer?

No one else stepped forward.

Not enough homeowners here tonight for official vote. Everyone get a ballot before you leave, fill out tonight, and leave it with us tonight if possible. Board will contact each owner not currently here. Will verify homeowners not renters. Specify how many units you have by writing all unit numbers on sheet (we can also verify). Does not have to be a paper copy. Take a picture and e-mail it in.

Need voting on board members, budget approval, and three CC&R amendment proposals.

Have not sent the budget or the board member proposals yet, but it will be sent tonight by Amber Ringger.

Did we give enough notice? Yes. Each item has been on there since October, but the in depth items were recently updated.

Will review budget for 2018 now. Can't operate without an approved budget.

We had to raise rates to cover bills and to build our reserve fund. Last year we were able to save 4,000 in reserve account. Had to spend a lot of it on repairs and the pool.

HOA increase was effective August.

Last year we spent \$180,000 on utilities. That was our estimate. Estimating the same again. Internet and cable - out of contract last year so they required us to sign a new contract and rates went up. One reason we had to increase. Speeds increased 3 fold. We did take bids for that. Estimating \$116,000 because rates are up.

Reserve account planning on \$60,000 for 2018. Fighting for every penny.

Insurance we did re-contract insurance. Switched from Travelers to Nationwide. \$4,000 cheaper, but deductible went up to \$5,000 from \$2,500.

Homeowner asked how much it would cost to stay.

We don't want to encourage incidents, and this was cheaper.

Travelers didn't want to stay at \$2,500. They wanted to increase. Or drop us because a large community is risky.

Operations \$23,000 last year. Estimating \$16,000 this year. Have hired a couple more staff but they're all part time so we're spreading out the workload instead of Amber Ringger doing all of it. We believe that will make a difference. New staff is also on-site, hoping that helps.

Landscaping \$23,000 last year. Had lots of sprinkler repairs. That took up a lot of our reserve from last year. Hoping it's much less this year.

We contracted with MD Property Management this year. Did great once they started. Took us about a month and a half to find companies, get bids, and lock in an agreement.

Are we keeping the same this year?

We will bid.

Homeowners agreed this year the buildings "actually looked presentable" and overall are very happy with this company's work.

Fire monitoring \$16,700. Last year had to do a lot of closet repairs. Not expecting that this year.

This year we think we can stick to this budget better. Especially on maintenance. Have to maintain the property or rates will go up.

New fan installed over hot tub. Hoping this year we don't have big repairs. If they do happen, it should come out of the reserve.

Clubhouse utilities. In the Summer, AC was run too much. Doubled from year previous. We will watch the AC and the heat this year. Believe we can cut this by a third if we watch it. Homeowners can't change the temperature anymore.

We were spending \$1,000 a month for picking up dog poop and picking up trash. One reason for dog DNA we'll discuss. Will cut in half down to 500 for pickup and trash with new program.

Snow - estimating we'll pay \$1,600 less this year.

Asked: Did we get 75% vote for hoa fee increase? Not required.

One homeowner believes the budget is too optimistic. Asked if we can compare to previous years? 2017 compared to others because 2017 seems very high.

Braun said be optimistic or raise the rates. Agrees it would be a helpful idea to put previous years' comparisons on the budget proposal in the future.

2015 and 2016 comparisons won't make sense because we weren't complete until 2016. Stan Goodrich stated there's really nothing to go off of. Suggested it be based off of unit vs cost percentage. 2017 had a lot of big expenses we hope we don't have again.

Homeowner: Budget for reserve is \$60,000. Are you planning on putting \$5,000 away per month?

Vic - yes, but the pool (for example) ate up the clubhouse. Reserve is to take care of the community areas.

Board has spent considerable amount of time researching association laws.

For FHA, need to maintain the reserve account. Board is trying to get FHA approval because there's a lot of interest in the community.

Does FHA approval require a minimum reserve? Yes, 10% of our annual funds

Homeowner asked what is the consequences for people not paying? Legal. When we don't collect, it goes to the attorney. If the attorney doesn't get paid, the property gets a lien. Other residents do not pay for other residents' late payments or the attorney.

Board believe it is everyone's right to pay and to pay equally. We won't settle if they try to settle. It isn't fair. Interest and the attorney fee is also added on for those that don't pay.

There are specific items for which we can use the reserve fund on. Requires 2 signatures on each check to use it. We need to take care of things. It costs money to fix things.

Had to get a new \$3,000 pool cover. Why are so many kids in the pool without a parent?

Concludes the business portion of the meeting

Board Introduction

Amber Ringger - Accounting

Amber R. has been with Ridgestone 8 years. Started when there were only 5 buildings & 60 homeowners. Now with 15 building and 180 units it is a lot for one person to take on. In December she contacted the board to cut back or quit. Lives 15 minutes away. Amber Ringger will be doing the accounting. Auto pay, payments, vendor payments will be taken care of by Amber R.

Flood in unit? Can I call? 801-465-1117

Amber Bird - HOA Manager

Has lived at Ridgestone for almost 8 years. Will take care of complaints, clubhouse scheduling, questions, comments, concerns.

Will put together an FAQ/What goes through the HOA, what doesn't.

Internet or cable issues, call Veracity. If they can't help, call Amber Bird and she'll contact our Veracity Rep.

Debbie - Enforcer

Will be enforcing fines for rule violators. Will identify violations of balconies, dog waste, parking, dumpsters, etc.

If car has tow notice posted, given 48 hours to take care of vehicle before it is towed. We were able to find a tow company finally.

The Board approves the cc&r's but needs homeowners vote to change. Board has the right to establish the rules and regulations.

We have enough dumpsters for our community, but not everything is getting in the dumpster. Kids taking it out, not breaking down boxes, large items like mattresses are an issue.

Clifford states dumpsters are not evenly distributed.

Everyone needs to keep an eye out, but it's a community so take care of the grounds.

Clifford - Maintenance

Lives on site, has been at Ridgestone for 6 ½ years.

Don't call Clifford directly, call Amber Bird to contact the appropriate person.

If you have furniture to dispose of, call Amber Bird. We'll try to get a trailer to take it away, though it's not the HOA's responsibility to take care of residents' garbage. Don't put it in the dumpsters.

Pool - Doug & Amber Burrell

Doug is a master electrician. Both are Certified Pool Operators.

Pool is a dynamic thing. What would help is people showering before they go in and when they come out.

Too many kids coming in on their own. It's a safety thing more than anything else. Don't need a liability in our community. Being in the exercise room is not watching your kids.

There's a phone number in the pool if there's something going on with the pool.

Must have someone 18 years or older in the pool. If lots of children, must be 21 to supervise.

State law is kids under 12 can't be in hot tub at all.

Reasons - kids relieve themselves. Can't monitor and maintain their body temperature. Stay in too long and pass out.

Will start enforcing. Fobs will be shut off.

Pool toys have been pushed through the skimmer. That damages equipment and costs money.

Clubhouse cost roughly \$500,000 to build. That is a big investment and we need to take care of it, and especially don't give keys to kids.

Initiatives for 2018

The grounds cleaner, John, picks up 150 piles of waste a week.

After researching, several HOA's have used Mr. Dog Poop

Every dog must be registered. Need sample from inside cheek. Each dog will get a registration tag.

If you don't register, dog will be \$150 fine. Still not registered, it increases.

If we find poop, it gets sent off. DNA is tested after a sample is taken

If positive, we'll fine the owner. Cannot fine renters. Have to fine owners.

If it's negative then HOA has to pay the company for testing.

Homeowner: If I see poop can I pick it up and sample? If you see it, report it, sample collector will go get it.

Homeowner: Can we get a dog park in the RV parking or try having a specified dog area? Not all pet owners would be willing to walk out with their dog and when they don't clean up, we can't catch them.

With DNA, if they don't pay, we'll send to attorney.

Research says it'll cut waste left on lawn by at least 75%.

Tired of paying for irresponsible pet owners

Homeowner: How will we ensure all pets are registered? Dog will have a tag. If no tag, report.

Will cost to register. Registration \$40 per dog. Dogs are the biggest issue - not looking at registering cats.

Homeowner: Daughter stays a few times a year. What if visiting dog isn't registered? Board says they need to think about a solution for that.

Handicapped Ramp

Painted handicapped stalls this year. Also striping the area by the ramp and the handicapped stall. Waiting for warmer weather. Probably late Spring. Replacing 15 parking spots with striping.

Parking

Issue with people parking under covered parking where they shouldn't, having too many vehicles.

Implementing a new tag system. One color for covered, one color for uncovered parking, one for visitors, one for RV. Still working out the details.

When Debbie walks around, she can see who doesn't have a tag and follow up with who and why to determine if a fine needs to be issued.

2 spots per unit. Won't be assigned uncovered (uncovered won't be stamped).

What if I have 3 cars? Third one will have to be paid for in RV Parking for \$25. First come first serve.

As an owner, I would give my 2 spots to my tenants. What about when I come check in on them? Enforced mostly at night. Maybe have tag for owners who don't live here.

What if I have 4 cars? You can't park them all here. This was all disclosed to you when you purchased. CC&R's does state you only have 2 spots.

Parking is crowded in front. Building 4 doesn't have any uncovered. Not all buildings have equal parking. If you don't have a permit, don't park in front of the clubhouse. In front of clubhouse will be marked for visitors.

Homeowner: Back parking lot has a lot of spaces. Front does not. Lots of theft in the back.

Smoking Policy

Has always been in place.

Utah clean air act states no smoking within 25 feet of building. You can't smoke in breezeways or on balconies. The main reason is because the air conditioning units pull the smoke into homes/building.

Homeowner: Daughter is highly allergic to cigarette smoke and it puts her in the hospital.

Maurice presenting the ballot proposal items

Smoking -

Do we want to make this a smoke free property?

Hasn't moved on this, can make a rule, but when we get sued over this issue, it's easy to overturn a rule. With 75% of approval, we amend our cc&r's and that makes it extremely difficult to overturn.

It is up to you to vote. Maybe your child is allergic, maybe you are a smoker. We need a vote. We did not receive any opposing argument through e-mail before the meeting to be typed into the amendment proposal.

There is a grandfather clause. If this passes and is now a smoke free property then anyone currently a tenant or owner would abide by current cc&r's so they could still smoke on the property. As soon as that renter moves out, the new renter must abide by the new cc&r's of smoke free.

Pets-

Board understands this is a highly political, highly charged subject. Again, that is why these topics go to the homeowners to vote.

Do we want to make this a pet free property?

Homeowner: What about service animals? It is in there (the proposal). Federal law states we must accept service animals that federal and state law, and doctors, have approved.

Pet free also has a grandfather clause. If current renters have pets, new renter cannot have one.

This is being questioned because of pet waste and noise.

Homeowner concerned about market dropping because of no pets allowed.

Concerning for kids to be around dog poop because of the bacteria.

Stan - problem is mainly dogs, correct? Are we outlawing all pets or just dogs? On this one, we are voting all pets.

Have you spoken to an attorney with this? Board has not spoken to an attorney yet. Not worth paying an attorney to write up the proper wording unless the homeowners vote for a pet-free community. If majority vote yes, an attorney would then write the language and Ridgestone would be protected. The sample wording is detailed enough for an attorney to see our intent.

We have done extensive research and looked at other associations. The board is not deciding this, it is a ballot item to be voted on. Bringing before you the 3 top items we have complaints about.

We can ignore and not be responsive or respond and ask what the majority really want.

We'll see if there's a majority. It's only a vote to see how others feel. When issues rise to the top we have to try to find a solution. We tried asking homeowners to be responsible. That didn't work so we're finding other solutions.

It takes the community and the new enforcer to enforce these rules.

Short term rental

Less than 30 days

In most cases, these are rented out for only a few days. There is no value or benefit to the association. The benefit is that the landlord receive a higher profit to keep renting short term.

One short term rental was strictly for a wedding reception. Issue was parking, hundreds of people in our neighborhood, as well as doors being left open.

A child could walk through that door with heavy clubhouse traffic like that, walk into the pool, and have negative consequences that could be a liability for our community.

Short term renters do not have an invested interest in our community.

Homeowner asked about rental fee for large groups. Board currently feels as an owner, as a resident, one reason you're here is for the clubhouse and that you've already paid your rental fee through your HOA fee.

Homeowner opposing view:

How are the STR issues any different than a regular renter or tenant?

What are some examples that you have actually seen because of str's?

Felt it would be beneficial because people aren't moving furniture in and out, up and down.

Board's example: Rent to individual from France, utilize key fob, destroy pool table, catch them on camera. How do you identify them? How do you get financially reimbursed for that damage?

Homeowner: Until monitored and proven, why are we banning out of anticipation? It is no different than residents bringing friends in

Board: It is impossible to identify who was in here or how to track them.

Board is split.

Subletting is one problem. Different than Short term rental.

Homeowner: If marketing, I depend on somebody coming back. I'm more invested in that property.

If this doesn't pass then we will probably look into other options such as additional fees for STR's that would ensure higher security and would help update the cameras.

It's very frustrating to have these things be brought forth by the board, and have no responses. We sent requests in the newsletters several times asking for responses.

Board isn't sure why we don't receive responses and why Ridgestone members aren't receiving the e-mails. Make sure the board has your correct e-mail address. All info is also posted on the website.