

Ridgestone Condos Annual HOA Meeting 2019 1/10/2019

Meeting start time 7 p.m.

Owner roll call - sign name on roll call in back

- Richard Bird welcomes everyone to the meeting
- 2018 annual meeting minutes read by Amber Bird
- Vic clarified no smoking rule: Residents new to our community after August 1, 2018 cannot smoke on Ridgestone property. Utah Clean Air Act still applies to all, but some were grandfathered in.
- Vic shows and explains last year's budget vs what was spent. (2018 Final document)
 - The majority of the HOA's expenses are "fixed budget items. Meaning items we have no control over such as utilities and gas.
- One homeowner asked if we can use a different cable & internet company.
 - Vic informed him we put this out to bid last year. Received 5 bids in return and Veracity was the only affordable one who could give us all the speeds and service we needed.
 - Homeowner Nicholas stated because of the large number of units, we receive business class service instead of lack luster residential. Also stated that some older units might need their Utopia box replaced because of age.
 - Homeowner Judy said she can't get wifi and gave up trying years ago
 - If your services are not working properly, call Veracity. Every unit pays for cable & internet and we need everyone's equipment and services to work like we expect.
 - If Veracity is not fixing the issues, let HOA know and we can escalate each case.
- Homeowner asked if we shop around for garbage or do we need to use Payson City?
 - Board is unsure. Probably have to use Payson. Also, Payson is a bundle deal - they won't do water and sewer without including garbage.
- Each time a unit sells, we receive a transfer fee. We also receive income from late fees and violation fines.
 - Because of this extra income, we were able to pay for the 2018 overages.
 - We shouldn't budget based off of what we *might* make. As you can see from the final 2018 numbers, in order to make up our overages from HOA fees, we would need to increase fees by almost \$12 each unit per month.
- Reserves

- Last year we had a Reserve Study done. What they do is come look at all the buildings, roofs, asphalt, etc. They let us know when each item might need to be replaced, which gives us a good projection. Our job is to fund these repairs. To fund this, we use the Reserve Account. If we don't have the money then we must issue an Assessment to each unit to pay for the repairs. If that happened, each unit would be required to pay their percentage of the repair cost.
- Beginning 2018, we had \$11,000 in the Reserves. This year we had to spend \$28,000 on items like plumbing and roof repairs. We are now at \$58,000. Each year we should be putting \$60,000 into this account.
- Richard Bird discusses the biggest challenges
 - Pool
 - Currently shut down for annual maintenance.
 - We replaced a lot of the plumbing. Replaced cartridge filters with sand filters which will help the pool be easier to maintain.
 - Pool lights were fixed and spa has finally been repaired.
 - The pool has been drained, acid washed and scrubbed, finished filling back up today and is currently coming back up to proper temperature.
 - Waiting on Health Inspector now and if all goes well, pool and spa will be open next week.
 - There has been a lot of neglect over the years by users. When we do see a violation, we look through cameras, check keyfobs, and we do suspend keyfobs. If you see a problem, report it right away to help narrow down the timeframe to search. It's everyone's pool and clubhouse so keep it nice and, again, report issues ASAP.
 - Snow Removal - If the roads are plowed, the sidewalks get done also. If you're missing a shovel or salt, let management know.
 - Homeowner Judy: It's frustrating that only the handicap or disabled are shoveling. We need the community to pitch in and help out.
 - Homeowner Braiden: Can we incentivize a member at each building to take care of their sidewalks?
 - We've tried in the past to get building representatives with not enough interest. Everyone needs to help with the shoveling and salt.
 - Homeowner Skip said it's difficult to get around the sidewalk in the snow when big trucks are backed up over the sidewalk or their hitch hangs out over the sidewalk; Especially in the NorthEast corner.
 - Homeowner: What's the liability if someone falls? How much would a claim be vs hiring someone to do that?
 - It's unreasonable to hire someone. Often, shoveling needs to be done multiple times during a snowstorm and no business is going

to come out multiple times. Often, ice needs to be salted constantly (like shaded parking areas) and a business won't come salt all day for us.

- The Board puts out salt and shovels so everyone can help. This is the responsibility of 180 units. If someone fell and tried to sue, they'd be suing themselves for not utilizing the salt purchased by the HOA.
 - Katrina said last snowfall, Dudley was using a bucket not a plow. How good is that for our asphalt?
 - He was likely using this to get through the ice since the snow was so packed down. Board will follow up with him to discuss.
 - Board will look at cost for snow removal on sidewalks
 - Homeowner Glen, offered to give us a snow blower. Vic concerned that's a larger liability. Need to discuss.
- Facebook
 - We're hearing that issues are coming up on Facebook.
 - The Board does not use a Facebook page. Tried in the past and it didn't work out.
 - The Board and Management are not on any page so they do not see issues that are posted. Facebook is not the place to post issues.
 - Instead of posting to Facebook, reach out to Amber B. She is responsive but doesn't even have a Facebook page. Call or e-mail the Board or Management, but do not communicate on Facebook.
- Open Board Member Position
 - Only qualification for Board member is to be a homeowner.
 - Debbie: I've lived here for 3 years. I've been to every Board member in 2018 and have been the Enforcement person for Ridgestone this year also. My goal in Enforcement has been to make Ridgestone a clean, beautiful community that we can all be proud of. This year, I cleared up parking spaces by getting inoperable vehicles off the property, I helped to find a solution for the pet waste, and I help to ensure common areas are kept clean. I have experience as an Office Manager, a Site Supervisor, and in Accounting. I know I'd be an asset to the homeowners here because I've become well informed of the rules and already know what is going on at Ridgestone by walking around the complex daily, attending all meetings, and I've built many relationships by being in the complex.
 - Lynn: I have been here for 10 years and. I know many of you. I applied as soon as they said there was an opening. I want to create a family centered community. I've sent my information which states I am a founding member of Self Help Homes and Rural Housing Agency, I've been involved for 30 years in helping create communities in Payson and southern rural areas. Would love to be involved and help see what you want created.
 - Homeowner asked if Lynn lives here. Lynn responded that she does not but is here all day.

- Braiden: We moved in in May. I applied because I want to help. I run a business and I want to help the budget, though I see now that it's pretty thought out so I want to help utilize the budget. I think I could add to that. I also want to make this more of a community feeling.
- Vic thanks all who wish to participate. Unfortunately, not many do. If you want to really understand and influence, you ought to try to get on the Board. We meet quarterly. Most communication is through email. Next year we'll do the same thing so keep being a Board member in mind.
 - Homeowner: How many currently? There are 2, we have to have 3. Same homeowner asked why not put more in? Board stated they will entertain the idea of having more in the future.
- Richard asks if there are any other homeowners here tonight who would like to be on the Board before we move on. One homeowner does say yes he'd like to put himself in as a candidate.
- Nicholas Macy: I am new to Utah and new to Payson. Most of my life I've been involved with many projects so I am pretty handy and have a lot of knowledge, especially with technology. My dad runs a youth camp and I've helped out there and helped run the camp since I was young. I do technology as a living and I enjoy numbers and discussing opposing views. I feel like there's another opinion or another viewpoint and I like to discuss them all.
- Does anyone have any questions for these 4 members?
 - Homeowner asked if we can change the CC&R's to require the Board members live at Ridgestone.
 - A few stated opinions; Some agree it should be a requirement and some have stated they feel it's better to not have the requirement so we have more opinions and more viewpoints.
 - Homeowner Mike: Certain people move into condos and decide to do short term. They don't care about the future, the roof repairs, etc.; To have a combo is helpful.
 - Legally, we cannot exclude a homeowner from the HOA Board.
 - One reason we vote is so if you don't want someone on the Board that isn't a resident, you don't have to vote for them.
 - Homeowner stated Lynn doesn't live here but she's here sometimes from 6am-10:30pm.
 - Homeowner Bernie asked if candidates are really committed or if they're stepping up to be on the Board on a whim? If we elect you, are you going to commit to Ridgestone voluntarily for 3 years or will you decide this isn't for you?
- Vic asked when you send out ballot, would you like to increase to 5 members instead of 3?
 - CC&R's currently state "Management committee shall be composed of 3. Only homeowners, spouses, or agents of Unit Owners shall be eligible for eligible for

Committee Membership.” Each Unit Owner has one vote per membership vacancy.

- Will add to ballot.
 - Need 75% to vote with majority saying yes. Will also have to pay attorney fee to change this.
- Budget
 - Unit Owners must approve or not approve the 2019 budget.
- Proposing to increase the HOA Fee based off of 2018 expenditures.
 - Will add ballot line item to get feedback for an increase.
 - Board doesn't need majority vote for an increase, but they'd like homeowner feedback.
- Reserve fund: Last year started with \$11,000. We add \$5000 a month.
- Grounds - much better than they have in a while. The company we've used for two years has been great. We got bids the last 2 years and MD was the least expensive and has shown us they are worth keeping.
- Clubhouse cleanliness: Kellie has done a great job at keeping the clubhouse clean this year. Looks and smells better than in years past.
- Management committee (Operations budget) has done a great job and came under budget
- Debbie: Got rid of a ton of cars by having owners move their broken, inoperable, or unregistered vehicles off the property. Took a sign off handicap spot to open that stall (leaving one handicap stall still at that building).
 - Handicap parking: if you don't have a placard or a plate, don't park there; You will be towed. I do give notices for parking violations but not for parking in handicap. Not required to give a notice, but I do.
 - Balconies are getting cleaned up, not very strict but no curtains, no excess clutter.
 - The dog mess is probably 80% better than previous years. Can't keep up with every dog so please report a new dog.
 - Homeowners, make sure renters are informed. Fines go to homeowners not renters
- Cut grounds maintenance cost by half this year because of dog DNA program.
- Smoking: lots of smoking, especially on balconies. If someone smokes on their balconies or too close to buildings, report them. It's hard to catch them so please report it. Rental agreements should have smoking rule in them.
- Breezeways: Cleaned up a large majority.
 - Biggest problem is chaining bicycles to the outside of the railing which is a fire code violation. Seats were also sticking through the steps and causing residents to trip. Not sure who the breezeway violators are so everyone had to clean up.

- Have not been enforcing electric wheelchairs, but walkers need to be taken inside.
 - Keep breezeway clear for safety and fire safety. Most buildings did a great job cleaning up their breezeways when the notice went out in November.
- Trash outside peoples doors, let Amber or Debbie know if garbage, furniture, or dog waste is left outside unit. Management goes out and checks the grounds but can't catch everything without residents' help.
- Homeowner Liz stated dog waste has gotten better but not everyone is cleaning up still.
 - Like with garbage, if the dog doesn't have a tag or if the dog is new, inform the HOA so we can get them registered.
- Open Positions
 - HOA Manager position: kind of open
 - Amber B: If someone would like to apply for the position, the Board can interview them if they e-mail their resume. If someone interviews is qualified and a good fit, I would resign.
 - Aside from the threats, getting hung up on, the silly things I get called to do that aren't part of my position like throwing away someone's dead dirt or Christmas tree; I enjoy the position. I enjoy getting to know the community and building relationships. It isn't a lot of hours but it is stressful, especially with 2 kids; One being a toddler.
 - Only about 20 hours a month, basically on call at all hours.
- Skilled maintenance position
 - Clifford has been doing smaller tasks for us for some time. He replaces exterior vents, fixes clubhouse doors, replaces light bulbs, does minor plumbing, etc.
 - What we're looking for is skilled labor. Masonry, plumbing, heating, handymen, and general contractors.
 - We have a long list of maintenance jobs, especially masonry, that we would be consistently giving to this position to complete.
- Homeowner asked: In case Debbie is elected as Board member, is she still the enforcer? Yes, she would still do our enforcement. She's done a great job and it isn't an easy one.
- Additional lighting and cameras (Richard). Most requested item is lighting followed closely by cameras.
 - To put all the lighting in, it's a lot of work and a lot of money. We need to get bids on lighting.
 - I'm aware the light at the south entrance is out. It's on the maintenance list.
 - There are a lot of very dark areas. The center grassy area, corners, carports, and parking between 4 & 7.
 - The Board looks at this every year but it's thousands, upwards of \$5,000 to \$10,000 for exterior lighting.

- An assessment could be done to pay for amenities. Assessments can be made by vote.
- . Cameras - we're in the same position.
 - Only cameras on site are inside the clubhouse right now..
 - We're aware of the vehicle damages and thefts. Cameras would be nice, but we need lighting for them. If we get lighting and no cameras, it might make vehicle damages increase so we need both.
 - Suggestions for corners, entrances, carports. Any feedback welcome on lighting locations and thoughts on cameras.
- Paint parking stall lines in the Spring
- Parking tags - We talked about tags last year.
 - Each unit would get 2 tags; One covered, one uncovered.
 - Visitor tags for overnight but short term parking.
 - This would be to control the amount of cars on our property.
 - Each unit is allowed 2.5 spaces, but some units have 3+ cars.
 - Homeowner concerned with families that have a teenager at home with a vehicle or 2 families in one home that have 4 cars.
 - This situation is tough, but they are violating the CC&R's.
 - There are only about 30 extra stalls if each unit took their 2 stalls.
- Changes are being made to the ballot since this meeting. Management will send an updated ballot by e-mail once the Board discusses the additions and ballot gets finalized.