

CROSSROADS TOWNHOMES ASSOCIATION

2020 ANNUAL MEETING MINUTES

Virtual via GoToMeeting
Thursday, December 10th – 6:00PM

Crossroads Board of Directors

- Eric Northrop
- Lori Antolec
- Jasper Garibaldi
- Lou Gilster

Alpine Edge Representatives

- Steven Frumess – General Manager
- Brett Gunhus – HOA Manager
- Robin Dew – HOA Accountant
- Robin Hoffmann – HOA Administrator

AGENDA

I. Welcome / Determine Quorum

Quorum was met between a combination of homeowners present at the meeting and those represented via proxy.

Attendance:

Board of Directors: Eric Northrop, Lori Antolec, Jasper Garibaldi, Lou Gilster

Alpine Edge: Steven Frumess, Brett Gunhus, Robin Dew, Robin Hoffmann

Owners in Attendance: Dale Deardorff, Laurel Wilkerson, Scott Novogoratz, Wendy Miller, Susan Axtell, Mark and Kathi Thomson, Trish and Shawn Heisdorffer, Jason Berman, Jordan Strub, Lynn Sustad, Kimberlee, and Dustin Young

A. Review of GoToMeeting Protocol

Brett Gunhus announced the standard protocols for GoToMeeting and advised attendees that there would be a period after each topic to ask questions, and an Open Forum section at the end for owners to mention any topics that were not otherwise listed on the agenda.

B. Introduction of Board Members & Alpine Edge

Brett Gunhus introduced the current sitting Board of Directors. Lou Gilster requested time to speak directly to attendees.

Lou Gilster: The Board chose to move to Alpine Edge Property Management (AE) after ongoing non responsiveness by Buffalo Mountain Managers (BMM) in 2020. BMM was not attentive to Crossroads' needs and did not provide routine financial information to the Board. In 2019 BMM sent out the new budget and that included an increase in dues but had not provided it to the Board for review.

Crossroads moved to AE June 1, 2020. The Board spent time scrambling to get AE up to speed on the landscaping and general maintenance which was lacking.

Crossroads did an expensive roofing project. Crossroads took out a loan and it will be paid off in 2021. The budget got tight as expenses went up and the loan payments.

Instead of reducing the dues, the Board decided to leave the dues assessment amount as is. This will aid in attention to general maintenance, landscaping, an increase in insurance coverage and work to improve the reserves.

Brett Gunhus also noted that AE emailed out the Board report to owners a couple of days ago. It is comprehensive, but a lot has been done in 2020. Also, the 2019 Annual Meeting minutes mailed sent out to owners. There is not a lot on context for AE but would appreciate owners' review to see if it matches their memory.

II. Review and Approval of 2019 Annual Meeting Minutes

Lou Gilster stated he was not sure about the one sentence that appeared cut off, does not remember what it would have been. Brett Gunhus advised that AE can remove that one sentence if the Board would like to ensure approval.

Lori Antolec motioned to approve removal of the one sentence. Eric Northrop second. Attendees unanimously approved.

III. Review of Web Election Process

Brett Gunhus stated the Board had invested a lot of time getting AE up to speed on various aspects, thank you to the Board for their time and effort.

Brett Gunhus introduced the AE HOA team and provided the AE phone number (970) 453-2334. Steven Frumess included that AE appreciates Crossroad's takin on our HOA services and provided a background on our parent company, Breckenridge Lands, and how AE was started. He also provided our contact information:

(970) 453-2334 also have a 24-hour emergency line.

HOA@AEpropertymanagement.com

Brett Gunhus advised attendees there are two seats open on the Board. The web ballot has been open for several days and will close at the end of the meeting. There was also a very recent update to Lou Gilster's auto-biography.

The same URL will be repurposed to a Crossroads Townhomes landing page that will include the governing documents and budget. AE will send an email to all owners when it is complete. Scott Novogoratz requested an additional 15 minutes after meeting ends to vote. Board members Lori Antolec and Lou Gilster approved.

Trish Heisdorffer added that her and Shawn should have added to Shawn's bio that they live in Phase II and want to have adequate representation on the board for Phase II.

Brett Gunhus advised attendees that AE would provide the exact time the meeting ends, and owners will have an additional 20 minutes to vote. AE hopes to have voting results on Friday.

IV. Policy Review

A. Snow Removal

Brett Gunhus: AE spoke with the Board and consensus was to stay with RKR as the plow and shovel contractor. Owners should not see a change in scope. Please reach out to AE if there are concerns or issues.

Kimberlee Young asked if the plow company does the circle and driveways. Steven Frumess said the prompt for shoveling and plowing is 3-inches. AE should be following up after plowing and shoveling is finished by RKR to ensure completed to standards. If the plowing or shoveling is not adequate, AE will reach out to RKR to address or begin looking for new contractor.

Lou Gilster added that half the alley belongs to the Master HOA, so it can be a struggle to use different contractors. A Lot of snow was dumped at the end of alley, and we lost four parking spots. Brett Gunhus added that he had told RKR to pay particular attention to that area.

Also, if snow is getting too packed, AE will reach out to owners to move vehicles so snow can be scraped and hauled away.

Steven Frumess also adds if cars are not moving from those spaces for extended amounts of time, AE may have to address that. Please tell guests to not obstruct plows or the Association will get ice build-up and deficiencies.

Kimberlee Young stated their driveway gets ice build-up and they cannot get into garage, as the residence is north facing. Years past have been a nightmare.

Jordan Strub added there was 4-inches accumulated in his driveway. Now icy tracks from snow on top of snow.

Steven Frumess added that the 3-inches prompt is an industry standard. If owners or AE notice areas, we can collaborate with contractor to get this addressed so area is not an ice rink. We can discuss with board if current contract not adequate or more is needed. Bret Gunhus also asked if owners could send pictures of any area of concern to HOA@AEpropertymanagement.com.

Steven Frumess asked if ice and snow build-up has been an ongoing issue. Kimberlee Young stated the last two years has been bad.

Eric Northrop: With open communication between AE and RKR, AE may need to stay on top of RKR. When the Board would contact BMM, BMM did not seem to take any action; the contract may not have really taken place. If AE stays on top of RKR, let's see how plays out for this season.

Steven asked that if owners have grievances, please let AE know so it can be corrected it as soon as possible. AE will keep open communications with Contractor. If extra scraping is needed, AE will talk to Board. To Eric's point, if applicable plow day, AE will check on them.

Jason Berman asked the Board's position on this. Eric Northrop said this is the reason he spoke up.

B. Trash

Brett Gunhus also mention that the trash fills up quickly. Tough to say how, but not everyone using it is an owner. The Board is discussing ideas to address including adding a fake camera, more pickups, etc.

Laurel Wilkerson said her kitchen window faces the dumpster. Several times she has seen tires, big bags of garbage on top of dumpster, and that trash blows out into communal area. She suggested maybe an enclosure with a lock to be considered.

Jason Berman adds this has been an issue for 10 yrs. An enclosure would be expensive, could be concerns with snow removal, bears. Maybe a camera or sign escalation might help. Have mentioned this for years. Possibly a sign stating camera is recording, and the Association could notify and provide video to Frisco Police.

Jen Wollnetz added she is full-time also and always sees the cardboard boxes not broken down and general recycling. Maybe a sign would help.

Eric Northrop said it is frustrating and no easy answer. The Board did add another pick up. A real camera could open the Association up for liability. If a crime is committed and the Association has signage that there is a camera, but no camera, that could also create liability issues – **per lawyer**. The Board has talked about this a lot and will continue to talk about it. He believes the Board has talked to attorneys and there are reasons they have not been done.

Shawn Heisdorffer included that the dumpster is not on Crossroad's property, makes it sticky situation.

Brett Gunhus said the Board is very aware. AE has reached out to master association to asked that they talk to their people about this not being a public dumpster.

C. Collections

Robin Dew stated that the collections policy, by and large, not an issue. Checks and ACH have been timely and suggests ACH if owners are not already signed up. Asked that any owner interested, please reach out to HOA@AEpropertymanagement.com. If an owner prefers to send check, please mail to:

Crossroads Townhomes, PO Box 2632, Breckenridge, CO 80424

Robin Dew read part of the collections policy and reiterated:

- Assessments are due on the 1st of each month and considered late after the 15th. Late fee of \$50 will be applied to payments received after the 15th.
- AE may send periodic statements, but this is a courtesy only, assessments are the owner responsibility. Owners must also notify AE of any address or email changes.
- Suspension of voting rights automatically if owner becomes delinquent.

Steven added that if assessment dues are delinquent, it affects the overall operating finances for the Association.

V. New Business

A. General Maintenance

Steven Frumess stated that hopefully owners have noticed improvement in the landscaping, as the Contractor replenished the mulch in circle and island and removed weeds.

The general landscaping contract includes aeration of grass, fertilizer, deep root feeding of trees and shrubs, mow and trim every other week, irrigation and blowouts. There was an irrigation issue on north side of alley in Spring and AE got it taken care of. AE is hopeful that by addressing several of the landscaping issues summer 2020 and 2021, spend in future years will be less than this year.

Kathi Thomson stated they live in the cul-de-sac. There has been mowing and trimming but the landscaping did not survive. There are mainly weeds, some rocks, and mulch in center island.

Steven Frumess agreed there was no grass. To bring back it would involve formal improvements, seeding and mulch. AE spoke to Board about front lawn areas. Unless there is proper irrigation, the Association would need to spend a lot of money. There is weed barrier showing. AE had the area spruced up as best as we could. AE will work with the Board on whether owners will maintain their own or the HOA will spruce up. The Association maxed out the current budget and spent more than in last three years. The landscaping has been neglected for many years and has no grass.

Kathi Thomson pointed out the budget for landscaping has gone to phase I, irrigation, replacement of trees. The corner at the cul-de-sac has been neglected.

Lori Antolec said thank you for bringing up the corner. Trish Heisdorffer created a proposal for cul-de-sac. The Board could not proceed with this year. The loan and budget line items caught Board by surprise. The Board noted her proposal. It is great and it is in the 'parking lot'. We can increase the dues or keep the proposal noted.

Kathi Thomson said that at the beginning of meeting it was said that with paying off roof loan, some money could be going into these items.

Steven Frumess said he would be happy to go over financials and projects that are scheduled for the future including asphalt overlay, seal coating, staining, insurance increase. As far as spending thousands, AE did not have the go ahead. We have contractors that can xeriscape or grass, but it must be approved by board. We tried to maintain what was presently in place. Mulch is typically \$150 per yard. The Association spent \$10K this year in landscaping. We will be chipping away at it. We can get it taken care of, but the budget only allows so much in improvements in one year. Board was worrying about the loan, but the Association financials were not well documented. Until recently, Board thought owed \$90K on the loan. It is about \$12K and will be

paid off in 2021. Board knows now.

Lori Antolec added that the list of items being considered to help with ice in the driveways includes heat tape and gutters in that cul-de-sac. Board is discussing and do have parking lot of things to address. The Board acknowledges the ice dams and landscaping.

Eric Northrop also added that the flood gates of money do not open when loan is paid off. There must be more funds put in reserves to replace money taken out to address roof holes from previous shovelers.

Steven Frumess added that 2020 summer it was discovered the lower roofs on row homes had several missing shingles and holes. This could have led to key issues. Though repairs not done in cul-de-sac, property damages would affect the Association if insurance were used. The Board determined this was the best use of funds at that given time. AE addressed every roof to some degree in Phase I. There were rotten boards, missing shingles, holes in siding, fascia. We did it relatively cheap and damages could have led to much bigger items. We chipped away at it and got it off the list. We are making progress and we will work with board on prioritizing all these matters and allocation and meet reserves requirements to avoid special assessments or out of pocket.

B. Upcoming Capital Improvements

Steven Frumess said there are two components to creating an HOA budget, the operating and the reserve. The first thing is to determine reserve allocation at beginning of budget creation. Reserve plan Crossroads has is comprehensive. In 2020 we need to make \$47K contribution, 2021 is \$86K. This is to meet landscape improvements, overlays, siding repairs, exterior painting. If we do not follow the reserve study, the Association will fall behind and lead to special assessments. Items on the Reserve Study:

Asphalt overlay (\$70K)

Exterior paint of all homes (\$70K)

The Association must make sure we can meet these costs. That is what determines the dues each year.

Then we create the operating budget. The 2021 budget everyone should have received in emails. Total assessments are \$109K.

VI. Financials

A. Review FY2020 Financials

Robin Dew walked through items from 2020 budget versus actual spend.

As AE was advised by the Board about the lack of transparency with BMM. AE works to provide full transparency and has found difficulty in evaluating some of the budget lines developed by BMM. With this, AE has used summer and fall 2020 to get back on target. All

2019 and 2020 records are now in QuickBooks. It will take some time to get fully dialed in, as the Board was essentially kept in dark.

Some of the items on the budget that did not line up with actual spend were.

- Budget was short on trash removal, snow removal, cable.
- There were also overages in landscaping.

Due to overages, there will be less Reserve contribution, but back on track for routine maintenance costs.

B. Review of Board-Approved FY2021 Budget

Board ratified budget and noted the loan balance much less than anticipated. The Board was advised there was approximately \$91K left on loan. Audit showed journal entries were missing. The loan will be paid off May 2021.

For transparency, Robin Dew walked through 20201 budget line by line item.

- Legal was upped
- Insurance coverage was upped to ensure adequate coverage
- Meeting line item remained flat as hope to do in person next year
- Loan is now following the amortization schedule
- QuickBooks - AE breaks this out for transparency – we do not lump into administrative. QuickBooks is a modern platform, is easily accessible, and will move with the Association
- AE deleted the old administrative line. AE uses line items and avoids don't nickel and diming the Association
- Upped Supplies – This covers the po box, stamps, parking passes and stickers, etc.
- Upped the 'Master Association' line item as AE received notice from Master moving to \$226 a month
- Cable was mis-budgeted for even though there was a stable contract, we will come in a little higher to match actuals.
- Gen building maintenance was brought up almost \$3K more – there was \$2,300 actual but want to make sure there is enough to cover what is done.
- Landscaping was brought up trying to stabilize in 2021. Higher than previously budgeted for.

- Irrigation – three reimbursements to end units and Master. Will get more dialed in over time
- Trash – brought up to reflect actuals. We went off actualizing about \$350 a month
- Snow removal - AE changed name as it seemed to be lacking in transparency – AE proposed change to \$1,000 based on historical, just changed name
- Snow removal contract. Our year to assess if they are doing what they are supposed to. Give management feedback so we know.
- Snow removal for roofs – truly blown out of water \$7,300 spent by BMM and not known by board.
- Reserve contribution – basically net operating income – around \$9K for 2021. Less than member contributions recommended on Reserve Study, but when analyzing, there has been less spend than on books. Some items are cheaper than listed in study. Approximate \$4K difference should put Association on strong footing.

C. Vote to Ratify FY2021 Budget

Lou Gilster motioned to ratify the FY2021 budget, Eric Northrop second. Attendees were unanimous.

VII. Open Forum

1. Pigeon Poop

- Dustin and Kimberlee Young stated they have pigeon poop in epic amounts
- Dale Deardorff 2nd their comments. Stated this is a public health hazard and we are placing ourselves in jeopardy. That standpoint will lower prop values as well. Asked how to mitigate these pests.

Brett Gunhus stated Dale has reached out to AE numerous times and asked if this was a new issue or were pigeons an issue from the past.

Several owners commented:

- The netting needs to be fixed, there is a hole in net
- The pigeon issue is new to this past summer
- First summer in 20 years to see pigeons
- Are they pigeons or mud swallows?

Brett Gunhus said he was quite surprised but can confirm they are pigeons

- Kathi Thomson added that there was a swallow issue number of years ago. Said she is from New York, and they are pigeons.

- 2-inches of poop on our deck every week. We have tried nearly everything; it is bad – and is not a springtime thing.
- Pigeon poop all over front stoop

Steven Frumess added that AE had discussed with Board over the summer and didn't have enough information. We know what to do. Netting helps block nesting. Board must approve, and we will manage and get addressed

Eric Northrop said they make devices that have high frequency sounds. Called a Stop Bird Pro Box. Asked if anyone had tried it.

Justin Berman said he had not tried that, but has tried nets, spikes, etc.

- Also saw in other townhomes – light reflective mobiles that are supposed to scare them away. We are open to anything. They will come to your place.

Dale Deardorff stated the pigeons are not protected and there is a hunting season in Colorado. They are pests.

Brett Gunhus stated AE have been taking notes, but please send us your address, send photos, helps us analyze which areas are being hit and the trend. We hear you loud and clear.

Trish Heisdorffer heard a comment about dumpster and whether it may be contributing to the pigeons. She doesn't believe so. Her deck faces dumpster and has never seen birds hanging around the dumpster.

Kathi Thomson said they don't see pigeons on back deck by dumpster, they see them fly across to cul-de-sac and back. They are supportive for camera on dumpster.

Steven Frumess said this was a terrific way to hear grievances so AE can focus on items to address. We must have a conversation with board on dumpster and a fake camera could be a workable solution and financially sound. Some poachers see a camera and it may deter some people. We have winter to come up with ideas, talk to contractors.

Eric Northrop added that they are even seeing the pigeons in winter. Hoping easy fix. Try to address quickly.

AE advised that two summers ago at another association there was a swallow infestation. Orkin used scented pucks and it worked almost 100%. The swallows did not come back following year but was expensive as Orkin must use a boom to access those areas. With the pigeons still active even in winter, mitigation may be affected by snow and ice. AE has spoken with Orkin and will find out.

2. Camera at Dumpster

Jason Berman said he wanted to understand what the Board was stating about liability for a camera.

Eric Northrop stated the Board was told that but did not hear it directly from the attorney. Someone on the Board at the time told them that.

Shawn Heisdorffer said he never got definitive answer when he was on the Board previously, so doesn't know if good or bad. But one thing that came up in the discussions was who was going

to monitor the camera.

Jason Berman stated why complain about trash at all if the Board is doing nothing and wanted to know if a camera was a legal issue. Added that when he first moved in, all these issues were there. Steven – camera – we know attorneys. If board interested, we could find out about that. Assoc has GL for that.

Eric Northrop said he was all for putting up fake camera and a sign if not a liability issue, but live camera could be an issue.

Jason Berman said there should be some path to address.

Trish Heisdorffer said the Association needs to see if the Association would be held liable. Then try fake camera to try to deter.

Jason Berman stated he would be willing to research cameras further.

3. Ice Damming Roofs

Jason Berman asked why there is an ice damming issue if the Association spent a bunch of money to redo the roofs. He would like to know how much of an issue is ice damming and know if the Association has a warranty

Steven Frumess stated he believes prior roof issues were just the roofs.

Jason Berman reiterated the work done was to prevent these issues. Happy that AE is putting this together online and archiving. Some of these issues were addressed in the past and owners not aware of it.

Scott Novogoratz said he had water coming into the ground floor around window frame. He contacted AE but heard no final resolution. Asked for an update. Steven Frumess responded he went inside Scott's unit with contractor and there were a bunch of rotted boards, contractor did side repairs in September. Scott said no more leaks, just needed to know resolution. Steven responded that everything we saw as an issue was fixed.

4. Management Response

Dale Deardorff commented on Scott not hearing back from Management. Wanted to know does AE give a ticket number for issues brought to AE's attention.

Steven Frumess stated that when it was brought to our attention, we address the issue, and we should have followed up with a response. Our maintenance system StreamLine is used to log. Process is when repair completed, we follow up with homeowner. Sorry to Scott for not following up. I was personally there and collaborated with contractor on siding issues. We should have followed up.

Kathi Thomson agreed with Dale that an owner should receive a ticket number for maintenance request. Has reported repairs needed on stonework and not getting anywhere. Several phone calls made and the faux stone that fell off was not done by beginning of this week. Wants to know there is a more concrete complaint system and a resolution. Brett Gunhus stated that he had left a voicemail and the stone was replaced, though a temporary solution due to temperatures.

Dale Deardorff would like an email response and a work number. email not an issue if you

would send back response with a work number. Kathi Thomson agreed.

Steven Frumess stated AE should always respond back and that we will process it and that we must follow up when completed. Apologize if not getting that service. Will collaborate with HOA management to make sure this is fixed.

5. Stonework

Kathi Thomson asked how stonework on Phase I was considered a priority when Phase II stonework was not addressed.

Kimberlee Young stated all work done on Phase I siding while Phase II is falling off. And wanted to stress that they had no idea this work was even being done on Phase I.

Steven Frumess said he understand their frustration. The Board asked AE to get those items addressed. This will be done for entire community, but AE is working to do what we can do.

Lori Antolec stated that a maintenance person walked through and built a visual assessment. Brett Gunhus added one of our contractors did walk through with several Board members and a few owners, including the ring. The only thing identified was a rock fell off on Kevin Skruch's home. First thing in spring AE will start a lot of the ring. We understand it seems lopsided, but the contractor identified most pressing issues.

Shawn Heisdorffer add that the faux stone disintegrates. The Board stopped repairing it after years. The Board needs to go back to repairing every year. Kathi Thomson agreed and said there needs to be a more permanent solution.

Jasper Garibaldi said he appreciates the points of view. The Board always does a spring walk through, but does not think it happened in 2020, so he pushed for a fall one. If owners are interested in joining the walk throughs, they are welcome and can assist in pointing out problems and issues. This will allow the Board and AE to make a list. It was standard to repair faux stone every year and the Board needs to get back to it. With AE being supportive, we need to get back to the old ways.

Kathi Thomson asked that at least a few weeks' notice on walk through date and time would be appreciated so owners can plan.

Steven Frumess said AE will send a community-wide email once a date and time is set. We can go through issues and address each item, then go through list with the Board, get estimates, and get a priority list.

Steven Frumess went on to say that part of it is AE is new and we hear the skepticism. We must prove ourselves and gain trust from the owners and the Board. We will work to build that over 2021. Feedback is extremely helpful to us.

Jasper Garibaldi added that he suspects longer term owners were used to original team which had their own staff that looked at and took care of everything. A lot of people considered that the standard and normal. HMI and BMM changed. Some may look back on those days as rather good. Looking forward to working with AE on challenges and expectations.

Brett Gunhus reminded attendees that from the conclusion of the meeting, they would have 20 minutes to place their votes and gave the link in the chat.

Kathi Thomson asked that the voting process be gone over, as there are two positions up for election, but Kevin Skruch, Board President, is stepping down.

Brett Gunhus said there are two open seats on the Board, as term was reached. This is what the owners are voting on. Kevin's replacement will be determined by the Board, and someone will be chosen to fill the remaining one-year term for Kevin.

Lou Gilster said the Board is looking into the Association's Rules and Regs to make them clearer.

He also pointed out that over \$14K a year is paid for by the Association for basic cable. There are options being discussed.

- Everyone could get their own
- Possibly ditching cable and getting Wi-Fi.
- There are a couple of owners with dishes so that would have to be considered.

Lori Antolec said that AE and the Board is working on a survey for owners.

Jasper Garibaldi also stressed that the Association is in a contract with Comcast and there is another year left on the contract.

VIII.Adjournment

Motion was put forward and carried to adjourn.

8:05 pm and voting will be counted until 8:25