

Crossroads Townhomes
Board of Directors Meeting Agenda
Wednesday, April 7th, 2021 – 6:00 PM MDT
Virtual via GoToMeeting

Crossroads Board of Directors

- Lou Gilster
- Eric Northrop
- Jasper Garibaldi
- Laurel Wilkerson
- Shawn Heisdorffer

Alpine Edge Representatives

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

GoToMeeting Access Instructions

Join the meeting from your smart device:
global.gotomeeting.com/join/779130861

You can also dial in using your **phone**:
United States: [+1 \(669\) 224-3412](tel:+16692243412)

Access Code: 779-130-861

1. Roll Call; Determine Quorum

Lou Gilster, Shawn Heisdorffer, Eric Northrop, Alpine Edge Representatives

Steven talked about Lou's email questions. Steven wanted to have back and forth conversation and set up expectations and provide you the Board with a copy of the contract. Seems Kevin did not share it with Board. Steven started with the 4 questions.

Lou stated Jasper had a lot of questions and they got stuck in his outbox around time of signing. He will have more questions.

Steven read owner delinquent email and stated that every month Alpine Edge (AE) does a financial report and sends to Board that includes balance sheet, PnL, outstanding balances. AE also reaches out to all delinquent owners; accounts receivable report is a testament to that. AE was working with her over time.

Lou said AE has to understand looking at Buffalo Mountain Managers' (BMM) stuff. The Board had a previous president that ran the show. When he left, BMM continued to sit back. A whole lot of stuff was messed that should not have been missed. We take our role seriously. If we think something is happening and we do not hear back, we assume nothing is happening.

Steven stated that AE feels a bit like our back is on the ropes. We have made some mistakes, but I look at it as a collaborative team effort, but the emails feel accusatory when questioned with this tone. AE found the loan issue and addressed, did numerous things not involved in our contract. Landscaping looking much better, and we are headed in the right direction. We have made mistakes like the trash billing error. AE understands you need to form this trust from being burned in the past. We are doing collections, following up with Board on monthly status, having quarterly meetings, etc. I hope we can figure out a way for you to trust we are doing what we are supposed to be doing.

Eric added that, on both sides, recommend taking emotion out of emails. Intent not to be accusatory, to make sure we can align expectations on both sides. No one looking for a problem. Align communication, they want to be confident we are doing what we are supposed to be doing. Over communicate. The Board wants AE to feel you will never over communicate. More between both groups. Tone is not negative, just trying to get things done.

Steven said AE's goal is to check boxes and get stuff done for Association. Eric said that overall very appreciative over what has been accomplished. The Board is not here to bring down the hammer month after month, whether our fault or not, but expectations got off guard. The Board thought it was being managed but felt 10 months went by and they didn't think she could dig herself out of it. AE will need to communicate and be proactive.

Steven believes AE and the Board has to get into a rhythm with each other and give Board proof of concept. AE basically rebuilt financial records, and accounts receivables on point except for the one person. AE was working on a plan with her, and she was bouncing back and forth on what she could do.

Brett noted that looking January through March there is not much to discuss except plowing and financials. Spring and Summer will definitely pick up.

Steven added that AE had incorrect understanding on why the trash bill was incorrect. Robin Dew had reached out to their operations manager and was waiting for a response when Lou reached out to them. Mistakes can happen and that is why we do this process every month with the Board.

Lou added that Waste Management takes a picture when they drive up to the dumpster and he had requested a copy of the two pictures that they used for billing overages. One of the pictures was of a completely different dumpster so Waste Management removed that \$120 charge. If Waste Management comes back and says there is an overage, we need to see picture to make sure our dumpster. December 2020 was our dumpster; the January pic was NOT our dumpster. Brett also added that they unexpectedly raised their rates also. Robin Dew noted it took a long time for them to accept our paperwork as the management company. They have now linked Crossroads' account to the AE account. If there are overages Ae will get an email to track them. Steven said the irrigation issue 100% on AE. We did walk through last spring. Lori and Laura. Generally, turn on after Memorial Day, weather pending. Same contractor as last year to get it all going and gen maintenance items, starting with spring cleanup.

Financial Review – Robin Dew

Robin Dew highlighted the Master Association still coming in at \$214 instead of \$226. We budgeted for that based on Master Association, but never got notice after their annual meeting. Association mostly on budget, snow removal tracking over. Also, snow shoveling not budgeted for this year. Will have this dialed in for next year.

Trash removal we budgeted \$350 a month, built in \$14 a month buffer. This year Waste Management increased fees without informing customers. New gas and environmental fee. Coming in at \$366 instead of \$350. We have had a back and forth with them on letting people know.

Comcast has also done such a fee. Increase of \$100 a month broadcast tv fee. Set by regional tv networks, under "other". Comcast has been difficult to work with. Been in touch with their accounting executive but hoping to get a higher up in the company to get more information to see if we can work with them. Maybe we need to revisit in terms to address this increased cost. Board proposed seeing pricing for internet only option and any other options that might be out there.

Lou asked when the loan will be paid off and Robin advised June 1.

Robin advised he tracks every line item from every HOA preparing his reports and the Board requested this information be provided to the Board.

2. Old Business

- a. Snow Removal Report – Steven Frumess
 - i. Plowing

AE is using same plow company as Crossroads has been using. AE is trying to follow up with them on completion and shoveling. We think they are doing a good job. Eric added he felt like plowing in lot comparative from last couple years. They did good job. Sidewalks and stairs not as good. Lou said he would like to get Laurel's comments, she is full time. He has cleaned up his sidewalk but doesn't do whole sidewalk.

Steven said AE was not doing the sidewalk for a while, did not understand that was HOA responsibility. It was later into the season when that got started. Something for us to note and going into next winter understanding what needs to be done.

ii. Roofs / Ice Dams

AE has been highlighting areas damming and prone to ice. We would like to do that during walkthrough so we can point to those areas. Brett showed some photos on GoToMeeting. Steven added that AE more concerned with upper roofs than over garages. Water going into a garage can addressed quickly, but into a house could be much worse.

A roofer looked at the row homes because it was pointed out shingles were messed up from shoveling. He made several repairs before winter. AE does this at a lot of our associations. AE did not do this exercise on circle homes. AE would like to do late summer or early fall as long as Board is okay with that.

b. Pigeon Mitigation

c. Trash / Cameras

3. New Business

a. Spring/Summer Landscaping - Steven

Steven said starts around Memorial Day, weather depending. Irrigation turn on's usually first week of June. AE will have landscape crews clean up winter debris, then Spring cleanup following irrigation turn on. Then look to do noxious or broad leaf spraying, then do fertilization and aeration. Mow and trims as needed. Last year they were on bi-monthly and seemed to work well. Cleanup and trimming in between buildings will be done, anything that looks unhealthy, we will look to do deep root feed. Mulch barriers look bad, we may do some mulch installation. Mulch does not have to be done every year. Then we do fall clean up and irrigation blow outs. Shawn said townhomes have a lot of grass in rocks. Using round up is required licensed application but needs to be done. Steven said we can do that in the cobble areas as well. Steven mentioned the landscaping plan discussed was for xeriscaping and asked if the Board wanted to touch on that. Shawn said it was sent it to AE. Shawn said would be an expensive plan for center and asked if the Association had the money for that. Steven said there is deficiency as dues not increased and we cannot hit the Reserves. Shawn said it has been 4-5 years in the making, one more year won't matter.

Steven said that during walkthroughs we look at CapX projects, then we see what projects do to the plan, then what moves forward for the year. Shawn – suggested focus on late summer early/fall with someone serious, then determine cost and schedule for 2022. Seems to make the most sense.

Eric added that there are still things we can do to make it look reasonable far more affordable, like getting rid of the weeds and grass.

Steven pointed out that the Annual Meeting feedback AE got was row homes got too much attention. Siding work and roofs... AE and the Board need to be equitable on maintenance items. Brett suggested finalizing a date one week in advance of meeting for walkthrough and Board agreed.

b. 2021 Maintenance

c. Spring Walkthrough

4. General Board Comments

Eric said Crossroads did not seal the alleyway on its half. Half got done by master association. He feels certain this is going to come up at annual meeting. Steven asked when it was done but Board unsure. Said the price was communicated by BMM. Eric recalled the price was really high and it didn't happen. Lou mentioned that some paving was on the plan for 2020 but was pushed out. Steven advised AE uses Jet Black and they do good work.

Board discussed parking concerns, especially for one of the end units that is rented out. Parking in the guest spots needs to be addressed. Shawn said the Board has spoken with the Town and there is nothing that can be done about semi's coming down the alley.

5. Determine Date & Time of Next Board Meeting

Board agreed to let Brett send out a window of time to Jasper to see if any time before 6pm MST he could make.

6. Adjournment

Meeting ended 7:19 pm