

# CROSSROADS TOWNHOMES ASSOCIATION

## 2021 ANNUAL MEETING MINUTES

Virtual via GoToMeeting

Wednesday, December 22<sup>nd</sup> – 6:00 PM MST

### Crossroads Board of Directors

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

### Alpine Edge Representatives

- Steven Frumess – General Manager
- Brett Gunhus – HOA Manager
- Robin Dew – HOA Accountant
- Jessica Martin – HOA Administrator
- Kimberlyn Bryant – HOA Administrator

### AGENDA

#### **I. Welcome / Determine Quorum**

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

##### 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 provided Alpine Edge's contact information. The best methods of communication for owners will be the HOA@AEPropertyManagement.com email address and 970-453-2334 HOA ext. 3 for the HOA line. The 24/7 Emergency line is ext. 5 and Accounting is ext. 4. Please contact Management through these channels for any questions, concerns, or emergencies. Brett also introduced the Alpine Edge Management team and the sitting Crossroads Board of Directors.

Brett informed owners that there are two seats available on the Board, each holding three-year terms. Shawn has nominated himself to remain on the Board for another term, while Laurie Antolec has volunteered if no others are interested in joining. At the time of this meeting, it is a non-contested election. There are no legal requirements to being on the Board other than the fact that you live within the Association.

Eric Northrop addressed owners and thanked them for allowing him to serve on the Board. He reminded anyone interested in joining the Board that it is a commitment and takes time and energy.

It was suggested that owners that live in the “circle” join the Board so there is an accurate representation for that side of the Association.

## **II. Review and Approval of 2020 Annual Meeting Minutes**

Brett informed owners that the 2020 Annual Meeting Minutes were provided via email and can also be found on the Association’s website. No changes or modifications were suggested by the owners. There was a motion to ratify the budget by Laurel Wilkerson and seconded by Dustin Young. All in favor. None opposed.

## **III. Review of Web Election Process**

### **IV. Policy Review**

#### **A. Snow Removal**

Steven informed owners that the Association is contracted with RKR for plowing and AAA for snow shoveling. They are contracted to remove snow from the driveways in Phase 1 (line homes), sidewalks, concrete walkways. Plowing will be roadways and alleyways. This winter has been mild so far but if there are times that there is a heavy accumulation of snow, the contractors will be out there to work as quickly as possible.

It is not ideal to use two companies for snow removal servicing and AE will work with the Board to rectify this in the future. It is more economic and efficient to have one company doing both services. AE has built a good relationship with Bobby Cat, which services many HOAs in the area. Last year, shoveling was not budgeted for so owners will see that addition in the budget for next year.

#### **B. Trash**

Trash pickups occur twice a week on Monday and Thursday. The BOD has brought to management’s attention that there are serious issues regarding trash, mostly due to poaching. This issue stems from not having an enclosure for the trash. Building trash enclosures are expensive so the BOD wants to start with the least invasive option which is putting up a fake camera. This camera would not be recording; however, would look as if it were due to having a blinking red light. Signs have also been placed around the trash area warning those of the cameras. Steven asked the owners for any suggestions on how to remedy this issue. Lou Gilster mentioned that if there is any trash outside and the driver has to get out of the truck to pick it up, it is a \$125 fee. Brett said he was aware that Lou has helped pick up trash to avoid that fee. Nothing can be done about the fee if the Association receives one even though the Association is doing everything it can to

mitigate it. AE and the Board are extremely sensitive to that, and it is budgeted for every year.

Laurel informed AE that she noticed the flashing light in the fake cameras located over her unit is out. On two separate occasions, she has also noticed people from the commercial side coming over to throw their trash away. She asked AE to remind those businesses as to where their designated trash area is. Laurel addressed owners telling them they have to self-police the area and to not be afraid to ask people who they are. Laurel would also like to remind owners to please recycle.

Shawn thought that the excess trash is coming from the neighborhood near Walmart and believed that STR's are not informing their tenants of their designated trash areas.

Trish Gilster stated that building an enclosure will only prompt people to leave trash outside. Steven informed everyone that the enclosure would be approximately \$30-40K. There is not enough money in the budget to construct a trash enclosure with all the other projects happening currently.

Brett reminded owners of an idea brought up at last year's Annual Meeting about adding a gate; however, the installation would be a big expense. He also believes the operational expense would be hefty. The steps the Association has taken have already made a big improvement. Owners are advised to reach out to AE if there are any other concerns about trash.

#### C. Collections

This is referring to the collections of assessments and dues. Steven gave kudos to everyone for getting payments in before the 10<sup>th</sup> of every month. Robin does a fantastic job of communicating with everyone and owners are prompt with their payments. He also reminded owners that any payments made after the 15<sup>th</sup> of the month are subject to a \$50 fine.

#### D. Updates to Rules & Regulations

Just a reminder of what the policies are in the Association. Lou Gilster put in a lot of work to review and revise some of the rules in place. The new policy may look like it has a lot of changes but there are not that many. The new rules were sent out to owners on the day of this meeting. Owners must comply with new rules starting Monday, December 27<sup>th</sup>.

- i. Parking – The previous property management company issued stickers to owners in “the circle” homes to indicate residency. AE has distributed new placards via USPS so owners can throw away any old parking stickers they may have. These new parking placards can be transferred between vehicles, which will be convenient for STRs. Owners were warned that AE will have to be more aggressive with towing vehicles in violation. If there are any violations, AE will have to render a fine to the homeowners regardless of whether the vehicle

belongs to the owner, renter, or guest. Owners were advised to please inform renters (STR or LTR) of this new information. Each placard has a number and is assigned to a specific owner(s). AE will be reaching out directly to the owner of the placard for any parking violations.

Eric reminded owners that there is not enough excess parking, so the Association must do everything possible to use designated garages and create spaces for those who need them. There is only one vehicle per residence permitted to be parked outside. Laurel mentioned that any owners renting out their homes to others need to be aware due to violations being consistent with renters. It is a good idea to send the rules and regulations to rental management at least once a year, so they are updated and informed.

Susan noticed there are new signs right by the circle area warning owners to move their cars within a certain time frame for snow removal or those vehicles will be towed. Steven informed the owners that AE did not put any signs up so it will have to be investigated but they may have been placed in the area by RKR without permission. The signs could also be from the Master Association; however, they should have made AE aware before doing so.

- ii. Nuisance Policy – A nuisance applies to any sounds, smells, or anything intrusive to the senses. STR/LTRs may not be as considerate of these new rules as owners would be. AE is ready to apply fines to anyone that has behavior that is not in compliance with the rules of the Association. Send details and/or pictures to the AE HOA email. This is the best point of contact for Alpine Edge. If the concern is urgent, owners are encouraged to use the AE emergency line (ext. 5) as well as reach out to the non-emergency dispatch line for Frisco. It is recommended to reach out to the non-emergency line for concerns with noise, parking, or trash so that it is documented. Owners can also contact AE through the HOA line on ext. 3.
  
- iii. Exterior Modifications – This does not come up often but if any owners are interested in making modifications to their homes (for example, adding a hot tub), reach out to AE. Any modifications to homes require approval from the Board. AE and the Board want to make sure the aesthetics of the Association are nice and uniform and require that the right permits are pulled, a professional contractor is retained, and a structural report from an engineer is obtained. If an owner wants to add a hot tub on their deck, there are no issues with decks supporting one but will need reassurance from an engineer saying it will hold up. The weight of hot tubs on the deck can cause damage to the structure of the deck. Getting exterior modification approval is a process but the BOD is

on top of it. Lou informed owners that the HOA oversees exterior modifications having to do with siding and exterior. He also questioned if an owner adds a satellite dish to their unit and there is damage, who is responsible? The BOD is concerned with this uncertainty, so Lou added text into and updated the exterior modification section of the Crossroads Rules and Regulations.

iv. Penalty Schedule – This is a reminder to owners of the penalty schedule for any violations in the Association.

- First Violation = Warning.
- Second Violation = \$100 fee.
- Third Violation = \$200 fee.
- Fourth Violation = \$300 fee.
- Fifth Violation = \$500 fee.

This is not a money-making scheme for AE, it's just a way to ensure that everyone is staying in compliance with the rules of the Association. This is also to make sure rental companies know there are consequences to renters being non-compliant.

## **V. New Business**

A. General Maintenance Through 2021- The Phase II section of the Association has low-bearing, structural entry posts that had many issues including splinters and the posts coming off the concrete. These posts were repainted and replaced where needed, and AE is confident they will hold up for a long time. AE also addressed the replacement of joists under the decks in Phase II. There were some issues regarding rotted boards that required additional structural support. This replacement happened at the majority of properties. The back siding was nailed back in and replaced in certain areas with rot. The repainting of the outside of homes is set to happen soon and is a large scope of the exterior maintenance project.

In Phase 1, AE repainted the trim pieces over all of the garages. It was relatively inexpensive to sand and stain all of the trim. AE will have to keep an eye on the trim year to year due to snow and ice. The railings on balcony decks were also sanded and stained. Railings were replaced entirely at two homes. Two properties in Phase I contacted AE with leaking and flashing issues. A roofer came out and took care of both properties and the owners have not reported any leaks since. Any owners having moisture issues, not as the result of an interior pipe, please reach out to AE right away. AE will send someone out to investigate the source of the leak. If it is determined to be an interior problem, AE will put you in touch with local contractors to remedy the issue. Last year, the previous management completed roof shoveling in

Phase I and AE came in to repair any damages caused. There have been no reported leaks since. Preventative maintenance will occur regularly to make sure this holds up. There have been heat-tape issues in some of the valleys in Phase II so AE will keep an eye out this year and add heat tape for next year if needed.

- i. Landscaping – Sunrise landscaping has been servicing the Association and AE has noticed a major improvement. The grass is greener, there are fewer weeds, and the areas with spruces were pruned. They did a great job on the eradication of broadleaf weeds. AE is confident in how it has turned out. Kathi Thomson told AE that most of the lawn care maintenance applied to Phase I and that the front of all the units in the cul-de-sac have gone downhill. She mentioned that she has brought this up in the past and wanted to know what plans are to fix this. Steven informed owners that when AE took over as the property manager, there was no grass there but there can be a discussion on improving what is there. It would be a big project and the BOD would have to decide as to whether they want to take it on with all other CAPEX projects. The Board will have to prioritize what is a necessity. Trish agreed to do something about it but not until there is funding for it. She added that Phase II had been seriously neglected in the front yards and that they need some love, but the Association does not have money at this time. Kimberlee said that there is scorched earth there right now. Kathi suggested that owners oversee their own individual yards and Kimberlee agreed that would be a good idea. Steven agreed that Phase II had been neglected and said a plan needs to be set in place, but the plan needs to hold up the aesthetic of the Association.

AE can come in and install native grass, which is relatively inexpensive, but it seems that owners want zero-scaping. Jasper said the last time the BOD looked at this idea seriously was a few years back and it was decided as a Board that the homeowners can do their own thing. Kathi did not recall this taking place but wanted to discuss it in the next BOD meeting; however, reiterated that it does not make sense to produce a plan if there is no money to execute it. The Board would need consensus from everyone that lives in the circle to move forward. There was a brief discussion about the feeling of inequality in money spent between the two phases. Jason Berman said that in Phase I, there were trees that needed to be removed due to structural issues but that was not allocated as a landscaping thing. Kathi suggested that the full-time owners in “the circle” get together to see what type of landscaping they would like to see there. Zero-scaping requires a concept to form a committee for. Bonnie, Jordan, Trish, and the Youngs volunteered.

ii. Siding, Deck Repair, Roofing

Kimberlee Young mentioned bird control and that there are no longer birds in the Phase II section of the Association. The pigeons tend to be attracted to the units in Phase II and leave droppings everywhere. AE did an excellent job getting rid of them.

Susan got an email stating AE was looking at the bird situation. She was out of town at the time but has not noticed a difference and still has a bird problem at her house. Brett requested that she send photos to AE, and it will be taken care of. Brett asked if any other owners have issues to let AE know. Brett added that he will bring this issue up at the BOD meeting and reminded owners that all meetings are public and open to all who would like to attend. Owners are welcome to send thoughts to AE now to be brought up at the meeting. Kathi mentioned that it is a promising idea to pose to the Board, but cul-de-sac owners should join also. The annual spring walkthrough is a good chance for owners to be involved and point out anything that needs to be repaired. If the circle owner comes to a consensus, Steven will get a bid and the Association can use reserve funds. Laurel suggested plants that do not require much watering.

The Association will put a committee together so when summer comes around, they are on the ball.

- B. Upcoming Capital Improvements – The CAPEX projects revolve around asphalt and resurfacing asphalt in an alleyway which requires a 2-inch overlay. This project can be priced anywhere from \$40-50K as asphalt prices have increased significantly but AE is looking to split this cost with the neighboring condo association. The Board is also looking to repainting all of the buildings; however, there is only enough money in the reserve fund for one project at this time.

The Association will have a large spend whether asphalt or painting is completed. There is always the option to raise dues or push off projects of special assessments. The Board must figure out what is the number one priority for the Association. Susan asked how often the painting of the exteriors needs to happen and was informed by Steven that it needs to be redone every five years. There is likely another year or two to go before it needs to be redone but can be touched up in places that require it. Kimberlee informed AE that she has rotting siding over the roof of the deck and the bathroom window. Brett was aware and said AE is actively working on this. AE will be completing a walk-through and will need to get approval from the BOD, but this is on the shortlist to repair. Lou told AE that he has roofing concerns and gave the opinion that the building exteriors are more important than landscaping. Lou said there was a discussion about delaying the repainting of the buildings, but owners need to look at their units to see what areas need a touch-up now. This needs to happen especially in the “circle” homes due to a lot of weather exposure. The Board is looking for feedback on

all areas that look bad. Lou felt that when the previous painting was done, adequate preparation of the wood was not done correctly so it did not hold up and looks bad now.

## **VI. Financials**

Lou addressed owners and informed them that last year the Association paid off a large loan. The Board did not want to increase dues but when the current contracts (Comcast, snow removal, etc.) were examined, it was found that the contracts make up 71% of the budget. This means there is not a whole lot of room to play around with the money the Association has.

- A. Review FY2021 Financials – There were a few overages in the budget, aside from shoveling due to not being budgeted for. Shoveling has been budgeted for in 2022. Fuel costs are higher than ever so trash services increased for this Association. AE recommended that dues continue to be increased to meet the reserve expenditures that we have touched on. The more the dues are raised, the less money that will come out of pocket when these projects spring up down the road. Brett pointed out that CPI has been higher this year and our area went up 7% due to inflation and cost of living. Every line item in the budget is increasing except for the AE management fee which will remain flat to last year. The BOD has tried to cut down on expenses as much as possible. Jasper told owners that a large expense comes from insurance. The BOD looked at the coverage and decided to increase it so that they are covered. Brett said local brokers will be providing a report of housing valuation in the area. Susan informed AE and the Board that the higher the dues, the harder it is to sell and suggested more assessments to keep dues low. Lou said one thing they suggest cutting in Cable TV (15K) but replacement of that with owners getting their own individual cable would be significantly higher. Kimberlee asked if AE has researched replacing cable with just Wi-Fi. Eric replied that it has been looked into and to have high-speed internet to be able to stream would be more costly. The Board is looking for more cost-cutting measures than cost-increasing measures and ultimately decided to keep cable tv for now.

A motion to approve the 2021 budget was made by Laurel Wilkerson and Kimberlee Young seconded. All were in favor. None opposed.

- B. Review of Board-Approved FY2022 Budget  
i. Vote to Ratify FY2022 Budget

## **VII. Open Forum**

Laurel said thanks to Lou for explaining the budget and reminded owners that if they live in the Association full time and see something, say something. Nothing can be fixed if it is not brought to the Board and AE's attention.

Dale appreciated all the information that was given and would like the BOD to consider sending out notifications of the BOD meeting, or what was discussed in those meetings, to all owners. Steven informed him that AE does have minutes for every meeting and they can be requested at any time. Brett said once the agenda for the Q1 BOD Meeting is fleshed out, AE will send it out to owners. There will be a review of the annual meeting during the first BOD meeting.

Bonnie asked the other owners if they are interested in doing a summer BBQ. Everyone, including AE, is very interested.

Lou asked AE if homeowners need to increase money for ACH payments and Brett replied that it is all done on AE's end.

### **VIII. Adjournment**

Brett reminded owners that there are two open seats on the BOD and asked for volunteers. No one spoke up that the time, so Laurie and Sean were elected as members of BOD.

There was a motion to adjourn by Laurel Wilkerson which was seconded by Kimberlee Young. All were in favor. None opposed. The meeting was adjourned at 7:47 pm.