

## **SHADOWCREST HOA MEETING**

### **August 3, 2023**

#### **Opening**

The meeting was called to order at 8:05 p.m. on the Zoom meetings platform by President Drew Casey.

#### **Present**

Drew Casey  
Kathryn Neal  
Ann Savell  
Colton Riedel  
Melanie Harry  
Kyanne Hoak  
Kelli Martin  
Nicole Mack  
BHHS HOA Management

#### **Approval of Minutes**

The minutes for the July 6th meeting were unavailable at the time of the meeting. Approval will be postponed until the next HOA meeting.

#### **Old Business**

1. Irrigation Update
  - The board is seeking a new irrigation maintenance company. Rise Irrigation will provide a quote.
2. Search for new HOA management company
  - The manager of Berkshire Hathaway Home Services (BHHS) HOA Management joined the meeting to answer questions from the board.
  - Topics discussed included:
  - Procedures for drive-throughs/code monitoring/violation warnings:
    - They go through our Deeds & Restrictions (D&R's) and create a spreadsheet of what violations they should be looking for. They schedule the drive bys for code monitoring around our neighborhood's trash pick-up schedule.
    - The option of sending violations directly to the resident or running it by the board is up to the HOA.
    - There is an optional software called HOA Life that they can implement for us at an additional cost that provides the following features:
      - Uses a portal on the computer and phone and allows them to snap a picture of the code violation, insert the picture into a letter, and the letters go out within 24 hours to ensure timeliness.
      - The board gets a report with all the pictures.
      - The violators can respond on the portal with their notes.
      - For repeat offenders, a letter with a file can be exported to send to the HOA's lawyer.

- Tax Preparation procedures:
  - They will do the prep work and send everything needed to the HOA's CPA.
- Pool Access system:
  - Their company will run the pool access system for us.
- Typical monthly reports the board would like to see:
  - Financials
  - Inspection report with any violations
- Check signing for our suppliers:
  - Out of 68 HOAs that they work with, no others sign their own checks.
- Newsletters:
  - They can help with formatting a newsletter at no extra charge, but they do not write the content.
- Hosting Annual Meeting -
  - They host the meeting and create the meeting packets, sign-in sheets, and ballots.
- Communication:
  - They have an employee designated as the point of contact to handle day-to-day questions for each HOA they manage.
- Contract questions:
  - The cost is \$4 per door in the neighborhood.
  - There is an initial setup fee of one month's management fee.
  - There is a 2 year contract commitment.
- Process to change companies:
  - If/when we switch HOA management companies, they recommend the board give our current management company a 30 day notice.
- Move to change:
  - After the manager of BHHS departed the meeting, the board discussed. Other HOA management companies had been asked for information and invited to attend, but were not as responsive or as cost effective as BHHS. The cost of BHHS, the services they provide, and the fact that they are a local company are all favorable points. A motion was made and seconded to proceed with the change from Association Services to BHHS. None opposed, the motion passed.
- Action items:
  - With our Annual Meeting approaching, our current company needs to:
    - Send the mailout to the members.
    - Prepare the packets, sign-in sheets, and ballots.
  - The board needs to review the D&Rs to determine the procedure for fines for code violators.
  - Drew will work on the contract with the BHHS manager.

### 3. Shadowcrest Annual HOA Meeting

- The meeting is scheduled for September 5th, 6:30-8:00pm.
- Kelli confirmed Our Savior Lutheran Church can be the meeting location.
- Action items:

- Drew, Kelli, and Melanie will work with Association Services to prepare documents for the meeting and have them send a mailout.
- Ask the manager of BHHS to speak at our HOA meeting to inform neighbors about changes coming.
- Melanie will pick up gift cards for the drawings and add the meeting information to the website..
- Gabe will put out the signs with the meeting information around the neighborhood.

**New Business**

1. Salt Water Conversion for Shadowcrest pool
  - This conversation will be postponed until after the Annual HOA Meeting.

**Adjournment**

The meeting was adjourned at 9:10pm.

Minutes prepared by: Ann Savell