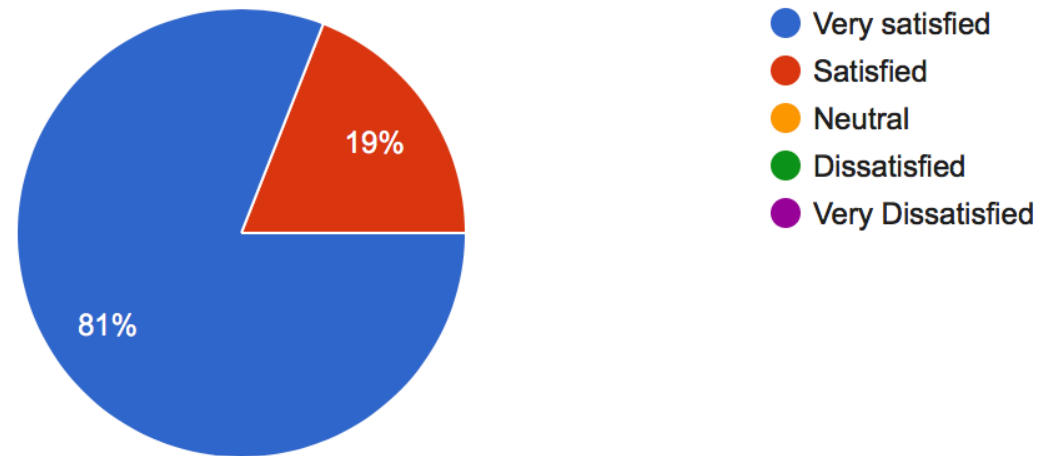


Somerset Estates Homeowners Association
Feedback: Comments and Responses
October 1, 2018

Starting in May 2018, SEHOA homeowners had the opportunity to submit comments to the executive board via a link to an anonymous Google survey. The survey asks for an overall level of satisfaction with the board and two open ended questions. There has been a total of 21 comments submitted via this mechanism to date. Some respondents chose to give their contact information, others remained anonymous. This report summarizes the comments from homeowners and responses from the executive board.

I feel _____ with the performance of the SEHOA Executive Board so far

21 responses



General comments/suggestions regarding the SEHOA

Homeowner Comment	Executive Board Response
<p>1] 5/23/18: We are "new" to the community, so all the issues, drama, and Legal complications, quite frankly, have come as a major surprise to us. That said, the new Board should be applauded for all your efforts to communicate these complex issues via the mailings, the new webpage, and these What's Up communications. Thanks! Like most, our lives are very busy, so making the meetings has been a challenge for us, but we have been keenly keeping track of what is going on. We generally intend to support the New Declarations, barring some major surprise between now and the official vote.</p>	<p>It was helpful for us to know that even though attendance at board meetings is often small, our efforts to convey information were well received.</p>
<p>4] 5/23/18: Walk before you run. The previous board overreached and the update to the bylaws was defeated, which then let to this mess. Don't overreach again!</p>	<p>We took this wise advice and made sure to avoid "overreach" in the 2018 Declarations.</p>
<p>5] 5/23/18: Glad that they changed the name from "shooting" to "getting".....</p>	<p>Initially, we titled the community meeting to discuss the proposed Declaration, "Shooting for 60" (a reference to the required number of affirmative votes we needed for passage). Tragically, there was a mass shooting in the news and this homeowner thoughtfully pointed out the meeting name was insensitive. We switched the name to "Getting to 60".</p>
<p>8] 5/23/18:The plan and progress against plan seems to be excellent</p>	<p>Much remains to be done. We will continue to layout our objectives in text and graphics to communicate our plans and then report our progress against those goals.</p>
<p>10] 5/24/18: Thanks!!!!!!!!!!!!!!</p>	<p>You're welcome!!!!!!!!!!!!!!</p>

<p>13] 8/16/18: Thanks for doing this. It is very necessary. The common areas are under maintained and we need more funding.</p>	<p>We look forward to making visible progress toward restoring and upgrading the appearance of our common areas. As we became educated, we learned of fundamental issues facing our HOA which have to be addressed before we can fully focus on more 'normal' issues. Passing the Amended Declaration was a key first step. We appreciate the community's support and understanding as we now focus on finding solutions and clarity regarding matters of Water, Land and Money.</p>
<p>15] 8/16/18: Awesome job. Congratulations!!! Once again, such a clear and well written communication. But mostly THANK YOU!</p>	<p>You're welcome!</p>
<p>16] 8/17/18: I'm a little concerned about the comment about a special assessment in the newsletter. As you know, this could impact the saleability of properties. I feel it is too soon to notify people about whether a special assessment is required because we don't even know what we own yet or anything else - we don't have a budget and it's possible that most of the increase can be dealt with within the dues framework. Anybody selling is going to have to disclose the details of a possibility of a special assessment which will confuse potential buyers since there is no \$\$ figure or rationale at this point. I mean buyers can probably deal with a \$2,000 special assessment but an unlimited amount?</p>	<p>Thank you for your astute comment. We have been very alert to the possibility of influencing home sale transactions during this transitional period. On the one hand, we don't want to hide potentially negative information. On the other, we don't want to overstate the magnitude of the issues ahead. The 2018 Budget is now approved and a process is underway to establish a Budget and corresponding dues for 2019, which will add a degree of clarity. Given the unsettled and novel issues confronting our community, there will still be significant uncertainties and contingencies.</p>
<p>17] 8/30/18: Please offer an option for electronic communication only. I read all of the emails and have to recycle all of the paper mail you send. I'm assuming I'm not alone and we can save on paper, postage, etc.</p>	<p>This was a good suggestion and we implemented an "Opt In" policy. This means that physical newsletters are only mailed upon request. Thank you.</p>

<p>19] 9/5/18: Congratulations on the success of fixing the HOA! We appreciate your hard work.</p>	<p>So far, so good. Lot's of work remains!</p>
<p>20] 9/18/18: Thank you for turning on the Water feature. I hope we can keep it running. Looks great!</p>	<p>Credit where credit is due: This was primarily the work of Al Orendorff and Garrett Quackenbush. It was good to see it running and the Draft 2019 Budget has earmarked money to operate the pumps next year. Whether there will be sufficient water to keep it going, however, is unknown at this time. There are several factors and some are out of our control. We hope to address that as part of our Water Plan.</p>
<p>21] 9/28/18: I applaud everything the new HOA board has done. Great progress</p>	<p></p>

Priorities for the board continue to evolve over time. Do you have thoughts or suggestions regarding topics that should be getting more (or less) attention?

Homeowner Comment	Executive Board Response
<p>1] 5/23/18: A) Recognizing this may be difficult to predict, but is there any idea of a) how much of an increase in dues and b) how much any special assessments, might be needed, to bring our SEHOA community into financial stability?</p> <p>B) While on one hand, I / we don't really care (given merging with SHOA seems increasingly unlikely), what are the Legal ramifications for SHOA if in finality they never adopt CCIOA?</p>	<p>A) Our community has been chronically underfunded for decades. Work is underway to establish a rational budget for next year. The Draft 2019 Budget should be ready October 9th. While this budget will be a step in the right direction, we foresee a period of instability as we deal with one-time expenses associated with establishing a firm foundation for SEHOA (ie. clear title to our common property, a reliable source of water, and access to our financial assets). Once these are behind us, we look forward to a stable financial plan with less uncertainty.</p> <p>B) Actually, adopting CCIOA is only one of several hurdles to merger. SHOA also needs to adopt a new Declaration that closely resembles SEHOA's Declaration. The two boards need to approve a joint Plan of Merger, then both communities need to approve the merger by super majorities. If either community fails any of these hurdles, we will continue to operate as we are now... as "separate and distinct legal entities".</p>
<p>2] 5/23/18: If a merger fails, is there a plan (study in the works) to completely be independent from all SHOA facilities?</p>	<p>Yes.</p>

<p>8] 5/23/18: Clarification of all aspects of the Somerset Swim & Tennis Club (from explanation of the original authorization and requirement for membership by all Somerset Estates homeowners to what can be done about changing the mandatory membership requirement for all homeowners, as well as presentation of the detailed financial records for the Swim & Tennis Club).</p>	<p>SSTC is a separate entity. For all intents and purposes, the list of SSTC Members (some active, some inactive) is the same list as SEHOA homeowners. All communication between SEHOA and SSTC has been cordial and we look forward to closer collaboration. Your request for detailed financial records should be directed to SSTC.</p>
<p>9] 5/24/18: A survey to assess the current consensus as to merging would be useful.</p>	<p>This is a possibility, but we are reluctant to ask for homeowner opinion until we can nail down some of the bigger unknowns. We are working diligently to firm up a picture of 'what it will look like' to remain separate versus merged so homeowners can make an informed decision.</p>
<p>11] 7/2/18: The Board should focus upon merging with SHOA</p>	<p>We remain hopeful an informed vote can be conducted in March, 2019. There is much to be done by both HOA's to get to this goal.</p>
<p>13] 8/16/18: Funding for common area maintenance</p>	<p>We agree this is a priority. Nevertheless, the reality is that we have to deal with a number of basic issues before we can fully focus on common areas to the extent we would like. At the risk of oversimplifying the situation, the following priorities are competing for our attention: 1) sort out Water, Land and Money issues with SHOA, 2) bring the option of merging to a vote, 3) establish a viable long-term irrigation system, 4) perform a reserve study, 5) establish a sound financial plan.</p>
<p>14] 8/16/18: It seems like the priorities are somewhat self selective for the near future. Your work reflects some great qualifications and expertise. Keep up the good work.</p>	<p>Thanks. Our board works well together and our skills seem to be very complementary. We are doing the best we can. We appreciate the kudos.</p>

<p>15] 8/16/18: None, you've nailed it so far.</p>	<p>Ha, ha. Thanks!</p>
<p>17] 8/30/18: We need to fix the waterfall and ponds by the pool. The state of that area reflects poorly on our community. Most of us pass this every day and it should be a wonderful feature in our neighborhood, but instead it's an embarrassment. Can we get some information on what is being done? Thanks again for all of the hard work! You are all doing a fantastic service for our community. Happy to chat about any of the above, so feel free to reach out if you want.</p>	<p>Agreed. The waterfall can and should be an important feature of our neighborhood. Preliminary contact with landscaping firms suggests there are creative ways to update and enhance this feature. Unfortunately, we do not have clear title to the property nor a reliable and sufficient source of irrigation water. Common sense requires that we deal with "first things, first". Thank you for offering to help. There are numerous landscaping and irrigation questions to be resolved. Volunteers are welcome!</p>
<p>18] 9/5/18: Need to address sight-lines. We can barely see the front range during the summer.</p>	<p>This matter is being discussed among the newly appointed ACC members and will be addressed in the new Landscaping Standards.</p>
<p>19] 9/5/18: Keep upper Somerset HOA separate. Increase funds for beautification of grounds and holiday decorating.</p>	<p>The merger vote will offer you an opportunity to vote to remain separate. It may take us a while, but we are on a path to establish a financial plan that will support beautification throughout the year.</p>
<p>21] 9/28/18: On the top of my priorities list for Somerset Estates is to dramatically upgrade and improve the common areas so we can cease looking like a 3rd rate development. #2 and in the same vein, please replace the lights in the street signs that are unlit. Some have been out for years - unbelievable!</p>	

THANK YOU FOR TAKING THE TIME TO SHARE YOUR THOUGHTS!