

Sunridge at Avon II
Board of Directors Board Meeting
Online Meeting via Zoom, hosted by Mike Valigore
November 5th, 5:30 PM

- Meeting called to order at 5:32 pm
- Roll call, verification of quorum: Board members: Aisha, Drew, Eugene, Jonathan, and Mike

Quick recap

The meeting focused on interviewing three potential HOA management candidates - Karen, Jeff, and George - to discuss their management approaches, services, and transition plans for the Sunridge property. Each candidate presented their proposals, including maintenance services, billing practices, and operational strategies, with the board evaluating their capabilities and experience. After discussing concerns about availability and costs, the board decided to explore a hybrid approach with Karen as primary manager and George as secondary staff while keeping Ricardo in maintenance, with a final decision to be made at next Wednesday's meeting.

Summary

HOA Management Interview Overview

The meeting focused on interviewing Karen Parra w/Slifer Management 1st, Jeff Lineback w/Avon Property Management 2nd, and George Merritt 3rd.

Karen discussed her company's management approach and services. Karen explained her company's 30-year history, their no-markup policy, and their in-house maintenance team led by Vincent. She detailed their process for handling maintenance, including daily checks, emergency responses, and a three-bid system for larger projects. The group discussed potential maintenance needs, especially during bear season, and Karen confirmed her team could handle these tasks. The conversation also covered rule enforcement strategies, with Karen explaining that they tailor their approach to each HOA's preferences.

Property Management Billing Clarification

The meeting focused on clarifying billing practices for property management services. Karen explained that regular weekly walk-arounds are included in the contract and are not billed at \$50, unless additional work is required. She detailed their process for logging maintenance work and using photos to document issues for the HOA board. Karen also outlined their after-hours answering service and billing structure, which includes time-and-a-half charges between 5 PM and 10 PM, and double charges between 10 PM and 8 AM. The discussion concluded with Karen describing her familiarity with the Sunridge property and her team's language capabilities, including Spanish fluency for some staff members.

Property Management Transition Discussion

The meeting focused on discussing the transition of property management responsibilities from Steve to Karen's company, Slipher Management. Karen addressed the board's expectations,

emphasizing her commitment to providing regular reports, maintaining accessibility, and supporting the board's role. She clarified that while there are no immediate plans to hire additional staff, she would manage Sunridge personally and potentially expand the company in the future. The board inquired about ongoing projects, including painting and siding, and discussed potential future initiatives, such as updating bylaws and declarations. The conversation ended with an agreement that candidates could start as early as the following week, pending final decisions.

HOA Management Service Proposal Review

Jeff presented his proposal for HOA management services, including a 6-month contract with comprehensive maintenance and emergency response coverage. He outlined plans for drain-cleaning programs, snow-removal services, and property inspections, with Darwin handling maintenance 5 days a week and Svetlana conducting random walk-arounds. The team discussed transitioning storage access and management systems, with Jeff requesting 6-7 passwords for operational control, without needing to work with Steve. The group agreed to plan by Friday to allow for a Monday start date, with Jeff planning to train Darwin and his assistant during the initial two weeks of service.

HOA Management and Leadership Discussion

Jeff discussed his management approach, emphasizing his effectiveness from a central headquarters rather than being on-site, and his commitment to being available via phone and digital tools. He addressed concerns about his ability to handle both Sunridge and LiftView properties, explaining that he stepped back due to overwhelming workloads and the need to focus on his primary contract. Jeff assured the board of his continued involvement and commitment, despite not being on-site, and highlighted his extensive knowledge of the properties and bylaws. He also clarified his approach to ongoing projects, stating that he would provide support but not take responsibility for unfinished tasks due to liability concerns. The board discussed Jeff's management style and his potential role, with some members expressing mixed feelings about his return. George joined the meeting late and introduced himself, outlining his management philosophy and approach to HOA management, emphasizing collaboration with Ricardo for bilingual communication and a proactive stance on maintenance and enhancements.

Property Management Leadership Discussion

George expressed his ability to handle property management responsibilities, including coordinating contractors, overseeing daily maintenance, and overseeing larger projects, with Ricardo as his partner in a shared management role. He emphasized his experience and dedication, highlighting his proactive approach to addressing issues and his desire to focus on one primary job while maintaining some side tasks. George also proposed improvements in communication strategies, such as bilingual notices, and discussed the need for better documentation and tracking of water-related issues. Drew and Aisha inquired about George's availability and schedule, with George confirming his readiness to start immediately and his availability from 6 a.m. to 6 p.m. daily, including weekends for on-call duties.

Sunridge Property Management Proposal

George presented his proposal for managing the Sunridge property, emphasizing his extensive knowledge of the property and his commitment to the role. He offered to have the proposal ready by December 1, with a contract already in place that only needs names changed. The board members were impressed with George's presentation and his thorough understanding of the property. Drew mentioned that Karen's proposal was also intriguing, with a higher base rate of \$85,000, but the board's current property management budget is \$122,000, with an additional \$37,000 for Ricardo.

Property Management Candidate Evaluation

The board discussed three potential property management candidates: Jeff, Karen, and George. Jonathan expressed concerns about Jeff's availability and commitment, while Eugene and Drew highlighted Karen's experience and George's knowledge of the property. The group considered combining Karen's management oversight with George and Ricardo's ongoing work for \$85,000. Drew agreed to follow up with George about his willingness to continue in his current role under this arrangement. The board decided to take more time to evaluate the options and reconvene via email.

Property Management Candidate Evaluation

The board discussed three potential property management candidates: Jeff, Karen, and George. They decided to explore a hybrid approach with Karen as the primary manager and George as a secondary staff member, while keeping Ricardo in maintenance. Drew will follow up with Karen about ancillary costs, water meter readings, and newsletter responsibilities. The board agreed to make a final decision at next Wednesday's meeting after receiving George's proposal by Monday and confirming Jeff's availability for a later start date. They also discussed a painting and siding project, with Drew noting that Jeff had connected them with a painter named Darwin.

Meeting was adjourned at 7:20