

Canyon Lake Hills POA
Regular Monthly Meeting
September 15, 2020

The Regular Monthly Meeting of the Canyon Lake Hills POA was called to order on September 15, 2020 at 7:02pm by President Casey Christian at the Civic Club on Oblate. A quorum was established.

In Attendance: President Casey Christian, Vice President Bette Gilbert, Permits Alicia Castleman, Treasurer William Burkhardt and Secretary Jessica Arceneaux

- I. President Casey Christian
- II. If you need a pool card, please see us after meeting. Nothing to report from last Executive Session.

Motion made and Approved (BG/AC) Minutes from August 18, 2020.

- III. Treasurer's Report – William Burkhardt
 - a. Cash on hand \$329,957.49
 - b. August position Cash Flow of \$5175
 - c. Monthly Revenue \$7,754
 - d. Monthly Expenses \$2,578
 - e. YTD Surplus \$53,031 for fiscal year (since June 1st).
 - f. 1st 3 months is when we collect all our funds.
 - g. **Motion and Approved** (BC/CC) Treasurer's Report.
- IV. Vice President Report – Bette Gilbert
 - a. RealManage, unpaid voluntary contributions were adjusted as 14th.
 - b. RM contract is up Nov. 1st.
 - c. Net cost to board is upfront. A \$6.25 late billing fee is charge to POA but added to the property owner's statement.
 - d. **Motion and Approved** (BG/CC) to allow RealManage to send late notices.
 - e. CC, Thank you Bette for checking up on RealManage and keeping them in line.
- V. Permits, Alicia Castleman
 - a. 2 Tree Trimming Permits
 - b. 3 Building Permits (1 shed. 1 pool, 1 house)
 - c. 2106 Blue Ridge – all off their oak trees have been diagnosed by an arborist as having Oak WILT. Do we notify the neighbors? "It travels through ground and with bugs in Spring". "People who are infected need to take down their trees by Spring". AC will notify neighbors.
 - d. Member John Geurin (2676 Woodcrest) - asked about permits for several projects.

- e. Member Kitty and Harry Schlessman (536 Circlevew) – never received response from their requests to take down a tree that fell on a fence since last big storm.
- f. Member Vicky Higginbotham (1254 Dawn Ridge Dr.) - Do we have a Compliance Officer? A Neighbor emptied trash onto vacant lot. Dawn Ridge Dr.
- g. BG – some things we, the board, cannot handle. Any person can contact Comal County Environmental Health Dept. to report something.
- h. Member Edward Krokzyk (1043 Blueridge Dr.) – reported 1020 Blue Ridge Dr. is a trash house. Can the POA send a letter?
- i. Dumpster Days, usually planned by Rec. Director. Best Waste to be used. In past dumpster was dropped off on Friday and picked up Monday. Problem was that it was usually filled by Sat.
- j. WB – reminded everyone to subscribe to the newsletter at canyonlakehillspoa.org.
- k. BG – had reported a couple of properties to Cty Environmental Health Dept. As a result demolition on Lakebreeze and Stagecoach complete. These issues were originally made aware to by unhappy neighbors the board during a meeting by.
- l. Hearing with be held on property

VI. Pool Director – William Burkhardt

- a. Traci has been unavailable.
- b. Lightning strike at caused damage – 1 pump and \$3,500 of access control and pool card system, 6 cameras, router.
- c. We will submit for insurance.
- d. BG spoke to Taylor. No price yet but around \$1,400 for work. AC said that is reasonable.
- e. **Motioned and Approved** (JA/AC) Brett Parker, Hill Country Snake Removal to inspect pool area for snake and remove any if found for \$50. He can come out for free if one is seen again within 48 hours of inspection.
- f. BG – received few bids for picnic table cover to be replaced and other preventative work.
Motioned and Approved (BG/WB) to accept the bid from Happy Gnome to do the work.

VII. Recreation Director, not present

- a. **Motioned and Approved** (BG/AC) to not hold a National Night Out event this year.

VIII. Other Business:

- a. BG - an audit must be performed every 3 years. **Motions made and approved** (BG/WB) to have Timothy Devault Co. to do the audit.
- b. BG – RealManage gave us a proposed renewal for a year. Were willing to reduce conveyance fees for new buyer from \$310 to \$255 but sneaking those fees in other places. BG wanted to create a pay scale for them to reimburse us off of their charges. When they make a conveyance processing error, then it takes them months to fix it. In the meantime, we are losing money because no one is

getting billed fees. RM is not doing a good at starting and stopping billable properties when sold/transfer of lots etc.. We don't have access of the initial prorated statement that someone receives after sale/transfer/conveyance. We can see the total amount but not how if it broken down. Statement of Account is filled out by RM. We are past the time to renew. They could try to charge us a fee.

- c. Member Sophia Klavon – based on their contract it should have a Remediation Clause. They are required to have one. **WE NEED TO REVIEW the CONTRACT.**
- d. BG – introduces Mel Cunningham. Mel has worked with board in past. Has setup all property owners account billing system from scratch in past. We are thrilled to have her come back to help us.
- e. Program or system to use for accounting needs to be selected. Selection to be led by Mel, Treasurer and Admin who will be using the system the most. QuickBook Pro was used in the past and appeared to work well. QuickBook Premium seems to be the most costly. A comparison needs to be made.
- f. AC – introduces Sophia Klavon. She works in banking, bookkeeping and analytics. Husband is a firefighter and they both can work with Mel to take job away from Real Manage.
- g. BG – Nominates Cynthia Anders for an Executive Position. **Motioned and Approved (BG/WB) to vote Cynthia Anders to the Board.** She takes pride in the pool.
- h. **Motioned and Approved (CC/AC) to vote Sophia Klavon as Treasurer.**
- i. AC will take over MailChimp. CC will take over as admin for website.
- j. BG will follow-up with Taylor to make sure he includes her when he emails Traci.
- k. Member John Gervin – how does it work when a property is bought? MC – lots are recorded with county.
- l. RBFCU – Signatures on RBFCU need to be changed to current Board Directors. **(BG/CC) A motion was made and approved to amend authorized signatures on RBFCU accounts as follows:**

Checking Account #...9778, Money Market #...7546, and Savings #...7564
Remove: William B. Burkhardt , and Thomas C. Huff

Retain: Bette L Gilbert (Vice-President)

Add: Casey K. Christian (President), Jessica H. Arceneaux (Secretary), and Sophia M. Klavon (Treasurer)

IX. Adjourned 8:12pm