

**MINUTES OF THE MONTHLY MEETING  
 MASTER BOARD OF DIRECTORS  
 VALHALLA MANAGEMENT ASSOCIATION  
 June 20, 2017**

- I. ROLL CALL & CALL TO ORDER: The meeting of the Master Board of Directors was held June 20, 2017 at the Valhalla Recreation Center. Brian Kroeger, President called the meeting to order at 7:00 p.m.

The following Directors were Present as indicated below:

<b>Name &amp; Assn.</b>	<b>Present Absent Sub</b>	<b>Name &amp; Assn</b>	<b>Present Absent Sub</b>
Delores Robertson, Assn 1	Present	Mike Chafee, Assn 9	Present
Mike Fenske, Assn. 2 Vice President	Present	Elaine Wiegert, Assn 10	Present
Brian Kroeger, Assn 3 President	Present	Linda Castiglioni, Assn 11 - Secretary	Present
Mike Laude, Assn 4	Present	Bob Retzlaff, Assn 12	Present
Xavier Frigola-Baro, Assn 5	Absent – (Mike Chafee sub for Assn 5)	Jim Iverson, Assn 12	Present
Louis Ohly, Assn 6	Present	Jan Bailey, Assn 15	Absent – Carol Sabatke Sub Assn 15
Laxman Rajput, Assn 7	Present	Wayne Jaspersen, Assn 15 - Treasurer	Present
Jacob Petersen, Assn 8 (Jan Kauphsman will be replacing Jacob Petersen for remainder of 2017 )	Present	Stacy Hrtanek, General Manager Matt Brown, Supervisor	Present  Absent

II. VIOLATION HEARINGS:

- A. Unit A violation – Third smoking violation – renter. Owner has been notified of third smoking violation. Owner not present. Executive Committee reviewed violation and recommended \$500 fine to owner. A motion was made and seconded to assess \$500 violation to owner. No further discussion. Motion carried.

- III. READING OF MINUTES: Minutes from the May 16, 2017 meeting were presented. A motion was made and seconded to waive the reading and to make two corrections. Motion was made and seconded to approve the minutes as written with two corrections. No further discussion. Motion carried.
- IV. TREASURER'S REPORT: Stacy Hrtanek reported June 2017 Delinquency Report – attached.
- V. STANDING COMMITTEE REPORTS
- A. Finance Committee. Wayne Jasperson reporting. No meeting in May & June 2017. Next meeting in July 2017.
- B. Building and Grounds Committee. Stacy Hrtanek reported – Clarification of “estimate from 10/02/2015” was for the contractor’s scope of work within the contract. Discussion followed. A motion was made and seconded to approve the minutes of June 7, 2017 committee. No further discussion. Motion carried.
- C. Pool and Recreation Building Committee. Kathy Schwartz – National Night Out Annual event discussion. Pool and Rec Committee recommends every Valhalla Committee donate a basket for Valhalla’s National Night Out (NNO) drawing on August 1, 2017, First Tuesday of August is NNO. A motion was made and seconded to approve the minutes of June 7, 2017 committee meeting and the recommendation for each Valhalla Committee donate a basket for the NNO. No further discussion. Motion carried.
- D. Executive Committee. Brian Kroeger – Clarification to minutes of June 15, 2017 meeting; Executive Committee is proposing violations are first heard at the Executive Committee and Executive Committee would make a recommendation regarding the violation(s) to the Master Board, who will make the final decision. Any Master Board member may attend these violation hearings, if they wish. Any Building HOA Board Member may attend the Executive Board Meeting. Discussion followed. A motion was made and seconded to approve the minutes of June 15, 2017 committee with proposed changes regarding violations will be heard at the Executive Committee first, then will be brought to the Master Board for approval. No further discussion. Motion carried.
- E. Wage & Benefits Committee. Bob Retzlaff. No meeting.
- F. MANAGER'S REPORT: Stacy Hrtanek. See attached Manager’s Report dated June 2017. Recommendation, Valhalla Office set up PropertyWare to accept e-checks (on-line payments) and Valhalla Management Association will absorb the cost of these transactions \$1.95, as a cost of doing business.

Recommendation, effective August 1, 2017, Valhalla would not accept any NEW ACH accounts processed through Merchants Bank. Currently, there are approximately 275 ACH transactions processed monthly through Merchants Bank. It is recommended these

current ACH transactions (Merchants Bank) would transfer to the PropertyWare portal no later than January 1, 2018.

A motion was made and seconded to approve the changes to discontinue accepting NEW ACH accounts through Merchants Bank effective August 1, 2017 and to set up PropertyWare to accept on-line payments for monthly HOA dues with Valhalla Management Association absorbing the cost of these on-line transactions (estimated \$1.95 per transaction). No further discussion. Motion carried.

- VI. MAINTENANCE DEPARTMENT REPORT: Stacy Hrtanek reported for Matt Brown Supervisor - A motion was made and seconded to approve June 2017 report. No further discussion. Motion carried.
  
- VII. UNFINISHED BUSINESS: None.
  
- VIII. NEW BUSINESS: none
  
- IX. ANNOUNCEMENTS: none
  
- X. OPEN COMMENT TIME: none
  
- XI. ADJOURNMENT: A motion was made and seconded to adjourn the meeting. No further discussion. Motion carried. The meeting was adjourned at 8:03 p.m.

Respectfully submitted, Linda Castiglioni, Secretary

# *General Manager's Report*

*June 2017*

## *ACH Request*

There are two ways Valhalla Management Association collects payments for Homeowners Association dues, maintenance expense, garage rentals and fines. The first is through cash or check while the second option is through an ACH debit (Automated Clearing House) via our Merchants Bank portal. The bulk of our payments (roughly 275 ACH transactions per month!) are collected through this process, costing Valhalla \$12 per ACH debit. Please note this is a fee that Valhalla absorbs, not the owner. This fee averages \$36 per month, \$12 for ACH debit process and 2 ACH receipts for paying our Valhalla employees.

Moreover, this process for collections is time consuming and ineffective. The office staff is burdened with constantly having to keep the amount authorized to be withdrawn from an owner's account accurate, a task difficult to do when accounts are constantly changing with aforementioned collections. What is paramount is this process is time sensitive and places heavy responsibilities on Valhalla Management regarding vulnerability to cybercrime. Couple that threat with the absence of cyber insurance. Valhalla could face serious consequences. It was mentioned at our last Master Board meeting that we have multiple delinquent accounts and the only way we are receiving payments is through the outdated payment agreements using the ACH debit process. These debits are set at an old or incorrect rate, but at least Valhalla is collecting something toward the delinquent account.

I am proposing we open up the portal through Propertyware, giving Valhalla residents the capability of making their own payments. There will be no increase to our current Propertyware statement as this feature is already offered within our current bundle. Through the Propertyware portal, residents can have the option of using a credit/debit card with a processing charge of \$11. Another option can be processing his or her ACH payment with an e-check, costing \$1.95 per transaction. This means we no longer need to use authorization forms, process insufficient funds payments, or rely on banking time frames for payment processing- a notable time saver for me and my office team. The residents will have the option to choose the payment amount, payment method, and the transaction date.

My proposal also entails that Valhalla Management no longer accept new ACH debits through Merchants as of July 1, but still honor the current agreements. This will force the new owners to access the portal and review their account regularly. Then, as the new year starts and rates most likely change, we will not update their ACH agreement, but urge owners to utilize the portal instead.

Thank you for your time and consideration. I see owners/tenants benefitting from the proposal. No need for embarrassing insufficient funds letters- it's all there on the Propertyware portal.

With Respect,  
Stacy Hrtanek