

## STONEHEDGE ON THE RIM HOA, INC.

### Board Meeting Minutes following the Annual Meeting: October 9, 2023

1. Meeting called to order at 7:35 pm by Dave G.
2. Approval of Agenda, motioned by Anthony, seconded by Sasha and approved by Dave G.
3. Approval of Meeting Minutes for August 7, 2023 motion to approve the Meeting Minutes by Anthony and approved.
4. Secretary Report
  - a. Terri with OnCall came to answer questions and provide information on what she does and can do for our HOA.
    - i. Her and her daughter are partner and off HOA assistance and bookkeeping.
    - ii. Manage 2 associations and assisting and bookkeeping for 7. She has been doing this for 15 years and an office in Bend.
    - iii. They come to Redmond at least 2 times per month at minimum possibly one time per week.
    - iv. What is the minimum can you do for the HOA? We are really looking for someone to handle the violations. We don't want it to be personal.
      1. Terri mentioned it is better to have the neighborly attitude, but when it comes time to becoming the boards responsibility they do and can do that. They will develop an email where homeowners/members can send complaints/notices of violations. They would send a courtesy notice initially and remind the homeowner of the violation and cite they bylaws/rules and regulations. Usually says what is going to happen if it doesn't get taken care of and then they would send out another letter with the notice and fine schedule with the fine and then with another warning would state what would happen next. They would follow the rules and regulations along with the fines.
      2. They are not above making phone calls to homeowners to ask what is going on as there may be some health concerns possibly and help get something figured out to help with compliance.
  - v. How many violations do we get per month?
    1. 3-4 at the most per month
      - a. Parking
      - b. Yard
  - vi. Will she be attending monthly meetings?
    1. Only if we pay her
  - vii. What they do is take on bookkeeping and make sure bills are paid and help with customizing other things—sending monthly financials, board can

still get copies of monthly bills so we can do what is going on every month to stay in the loop.

- viii. They use quickbooks and if they do the billing it will already have the contact information and is a way to create a rapport with the HOA. It is a simple way to have and start a relationship with OnCall and then they can add on other things.
  - 1. Research to help with bids for instance
  - 2. Meeting/minutes
  - 3. Violations
  - 4. Other assistance the board finds they need
- ix. We have 100 members. Do you have an hourly rate? Board assistance is hourly. They are \$60 per hour. Bookkeeping is hourly as well, but they only get paid for what they do. If they work 7 minutes that's what they charge for. After working with the community they can establish a rate per month to help with budgeting. Can establish a budget and bill every month and may or may not use it every month.
- x. If we would budget \$500 per month that is \$5 per month, \$60 per year and would help take a huge load off the board.
- xi. They are 3rd party and they are a company that cares and are an outside source and not into politics and it isn't personal.
- xii. They (OnCall) are licensed and bonded.
- xiii. How do you deal with people who don't pay?
- xiv. Everyone needs to pay something by January 15th at the latest. Depending on the amount she will know if it is annually, bi-annually or quarterly, but then you need to pay at the proper time. Say it is due the 15th and by the 20th they send out a reminder email. May send out a general reminder on the 16th to everyone as a reminder and would expect if they don't send anything they would send out something or call them by the 20th.
  - 1. Would expect people if they can't pay to reach out and talk to them.
- xv. How do you handle a person who isn't paying? Call and email, notify them of late fees and communicate with the person.
  - 1. They are billing for the 5 minutes
  - 2. Any of the fees that are collected as a result of late payment belongs to the HOA.
  - 3. They charge a transaction fee if the home goes into escrow.
    - a. Currently the board has done that.
    - b. Purpose of it is that if they deal with the homeowner with escrow there is a transaction fee for the homeowner because it is specific to that home.
- xvi. Has OnCall had experience with legal entanglements? Has had experience with near lawsuits, but never to court. Picked up another HOA that had a lawsuit regarding short term rentals.

- xvii. How many hours do you think you would spend on an association of our size—100, approximately 10 minutes in general/on avg. per household.
- xviii. Primary concern is enforcement—what would just enforcement cost us and not do billing
  - 1. Typically does the bookkeeping to get the registry of numbers and information for the community.
- xix. May be willing to try doing the violations without taking on the bookkeeping.
- xx. John thinks it is worth it to have someone take over since we are having trouble getting people on the board. He doesn't want to be on the board and for that reason he is willing to pay.
- xxi. What does Marcie think? Bookkeeping is the easiest part and should be the least expensive part. Hardest part, being at the meetings and knowing the rules. Work at going to other things. This is something we tried to do over the years. Bottom line if you don't want to do these things on the board, then we need to pay someone else to do them.
- xxii. Terri's Proposal is \$60 per hour. She will charge what they work. She can say conservatively 2 hours every month for bookkeeping.
- xxiii. Do you charge commute time? Will try and divide drive time between associations to reduce time/cost for driving.
- xxiv. Typically her daughter comes with her—get both of them, but we are not charged for both of them.
- xxv. Can she do a reserve budget/reserve analysis?
  - 1. Yes, they can help with that as they have contacts to do this to help with coming up with a budget.
  - 2. Did the board hire someone—we have an update on that—we will talk about this later.
- xxvi. Final proposal conservatively—3 hours per month.. Approx. \$21.60 per person per year... thinking \$30-40 approximately per year minimum, not including considering extra assistance besides billing and violations.
  - 1. Marcie suggested adding a little more just in case.
  - 2. Can ask for extra assistance from the management later and customize things. She will just need 30 days to bounce/change their responsibilities.
  - 3. \$60 for the year per person is \$5 per month.
- b. Prospects included the Management Trust-proposal was provided, which was more than \$1000 per month, Jim Preholda with Nexus Management Company—emailed him and said he would think about it. We haven't heard back at this time.
- c. Called about other options regarding landscaping and everyone was too busy, therefore, we did not receive any new quotes to consider for the budget. Current guy does a good job.

## 5. President Report

- a. Update on Attorney-Engagement was signed and completed. Bylaws have not been recorded
    - i. Attorney wants to go over the proposal and contract with the HOA management companies and go through it.
      - 1. Attorney not a fan of HOA management companies and wants to review it as you have to be careful what you sign and how proposals are written. He has dealt with a lot of HOA lawsuits that have to do with management companies.
      - 2. Attorney charges \$320 per hour.
  - b. Thank you to Thomas for helping with the pump system and replacing it for us without asking.
  - c. Thank you to Craig and Thomas for loading the tree that fell and getting rid of it for us.
  - d. Sasha and her husband helped clean the clubhouse and windows, thank you to them.
  - e. The pump system needs some upgrades and repairs. Timer isn't accurate, think you are setting up for a certain day, but then it is set for no day.
  - f. Pump will be shut off 15/16th of the month and blow out scheduled for the 1st of November. Will blow out the clubhouse as well. November 2nd Dave and grandson will pull out the foot valve.
6. Vice President Report
- a. Reserve Analysis - as everyone knows we haven't done one in 3+ years and numbers that have been done haven't kept up with inflation. Alan contacted someone to have them do a full reserve study and do a walk through onsite to help us develop a true analysis and what we need in that reserve. \$1650 for them to do that initially and if you stay with them if they review it and they don't come onsite if nothing has changed it would be \$775 just to review it. Fees have changed. There is a 3 year lock for \$1050 a year and you only save about \$50 if you lock them in for 3 years vs. possibility of cost going up each year. Minimum of \$1500 would give us a true uptodate analysis for the reserve. There has never been an unbiased number for our reserve. Just because there is a target number, doesn't mean we need to have it, but we need to have a plan to make sure we are working towards it.
    - i. Do we budget for this and do it next year or do we have the funds to pay that now?
      - 1. Yes, we have the funds currently and the price seems affordable.
        - a. Comments from the community made state they agree to do it.
    - ii. Can he get it done in time for this year's budget? Yes, he can.
    - iii. Why do we have to have them come every year?
      - 1. It is required by the Oregon Statute to have it done every year because the cost changes due to inflation.
      - 2. Just put the floors in the clubhouse, but they need to be put back in the reserve analysis.

3. Statute has to have an appraisal, but nothing states our account has to be fully funded now though.
  4. We need to be honest with homeowners about what our liability is for that.
  5. Sooner we get fully funded the better and then we can adjust what we put in each year.
  6. We have to contribute monthly to the reserve fund which we do \$550 and there is no exact amount that we have to just says we need to contribute something and maybe we can change that amount.
  7. We need to know what we need to work toward for reserve fund before we make any changes
  8. Working on a target that doesn't exist.
  - iv. Motion to hire for reserve analysis by Anthony and seconded by Sasha, all in favor and passed.
7. Treasurer Report
- a. Current account balances for checking and reserve accounts
    - i. Now have in the Reserve Funds: 27,708.86
    - ii. 24,109 in operating funds-chose not to put as much in reserve funds with the option to make another large deposit in order to make sure we have funds to get through the year in operating funds.
      1. We can put more in reserve funds at the end of the year.
  - b. Develop plan and decision on how to pay off Fitch and Neary for approximately \$5500, remaining balance owed.--He has been paid.
  - c. A few payments have not been paid from a few homeowners. Only have 4 more special assessments that have not been paid. Paid up on all our bills at this time and just have monthly bills.
8. Form budget committee to prepare proposed budget prior to December Board meeting to meet in November.
- a. Need a couple board members and 2 homeowners to crunch numbers and develop a proposal for next year's budget.
  - b. Every year hold a budget meeting in November
  - c. Dues typically due by January 5th and no later than 15th for grace period.
  - d. Volunteers for the budget committee for one meeting: Ryan S. and Jim B.
  - e. Will pick a date in November once we can get more numbers from the reserve analysis.
9. Homeowner has had several cats coming to her house. Want to know if anyone is missing a cat? They do not have collars. Pics to be attached to email.--Doesn't belong to anyone at the meeting. Have been cats showing up at the end of Rimrock Way.
10. ARB approvals since last meeting August 7, 2023. Approved ARB for shed discussed at last meeting on August 7, 2023. Homeowner asked when she will put the roof on as she hasn't put the roof on yet. Secretary to reach out.
- a. Two current ARBs requested: one for overhang, no objections and another home for extending their driveway and removal of trees and staining their fence;

eventually. There will be a retaining wall that will mostly be in their backyard. See public comments for concerns regarding this.

11. Violations: 2 were issued for the weeds on 23rd st.. 2 parking violations
12. Public comments: Concern about removing the tree on the side of the property at 2225 SW Kalama Ave. Would create an eyesore for neighbors across the street.
  - a. Problem living on the canyon is there is not a lot of topsoil and the roots have nowhere to go.
  - b. Do you have to plant a tree to remove a tree? Not in the bylaws, it is recommended.
    - i. Homeowner stated there is a city ordinance to replace a tree when you remove one.
13. Adjournment motioned and approved at 9:10 pm.
14. Next meeting is set for December 4, 2023 at 7:00pm.