
IN ATTENDANCE

HOA Directors - Vicky Markussen, Diane Grecco, Cody Koppenstein, Zac Scott, Byron Koch

Rockwood Property Management (RPM) - Tisha Goodman, Gil Pierce

Homeowners - 9 members

There were no online attendees using Zoom.

CALL TO ORDER

The meeting was called to order by Vicky at 7:00pm.

Vicky announced that the meeting is being recorded. Vicky noted the purpose is to help the HOA secretary produce accurate meeting minutes, and once the minutes are drafted and approved that the recording will be destroyed. Vicky asked if anyone in attendance had an issue with the meeting being recorded. There were no objections.

The minutes from the January 21, 2024 board meeting were approved.

Vicky noted there were four items reviewed and acted upon by the Board via email since the previous meeting.

- a. Two delinquent accounts were sent to collections.
- b. A CC&R exception was approved for a homeowner to keep a portable storage unit (POD) in front of their home while repairs are being complete (targeted for April).
- c. HOA insurance was renewed with the current insurance carrier.
- d. Minutes for the annual member meeting held on November 15, 2023 were approved.

REPORTS

Financial Report

Cody reported on HOA financials.

- HOA financial reports for January are expected on Friday.
- The 2023 tax return is prepared and signed.
- There were 16 CC&R violations in January: 14 trash can, 1 animal, and 1 flag.
- HOA insurance coverage was renewed. Multiple bids were obtained. The current carrier bid the lowest cost and was selected. Insurance costs will be \$1100 over the budgeted amount.

OLD BUSINESS

Property Management Company Selection

Cody noted over the past month and a half, the Board restarted and completed due diligence in the selection process. Presentations were made to the board by the property management companies under consideration.

Vicky noted the Board solicited feedback from the community on the property management companies under consideration. 57 responses were received, with 32 positive responses about a specific company, 11 negative and 14 with general comments not specific to any of the companies. Presentations over Google Meet were made to the Board by WEB, Ponderosa and RPM. Proposals were evaluated using a spreadsheet created by Cody, comparing each company's response against the scope of work requested by the Board. Vicky commented that the spreadsheet helped the Board complete its due diligence, analyzing each company to make sure it would meet the HOA's needs, with cost being a big component. She added that Cody negotiated two year contracts with no cost increase for the second year with two of the candidate companies. Vicky thanked Cody for being the point person for the selection and his efforts. Vicky also thanked the Board for the communication during the process in deciding what is best for the HOA. Vicky noted she feels the Board has done a thorough job in analyzing the community's needs, considering financial needs as well as working relationships, controls, and all of the things that go into choosing a property management company.

Cody moved to renew the property management contract with RPM. Diane seconded the motion.

Byron commented that in his opinion, it was clear that RPM was the best choice. He noted there were two topics that came up during the process he believes should be discussed at future board meetings.

- a. Enforcement of of CC&R and how complaints are handled, for example when people think CC&R aren't being fairly enforced.
- b. How homeowner information is being handled, specifically information that might be considered "sensitive"; i.e. payment information, homeowner contact information, and personal information shared with the Board or property management company.

The Board unanimously voted to renew the property management contract with RPM.

Gardens Monument Project Update

Gil provided an updated on replacing the Gardens entry monument, located at Settler Drive and Liberty Lake Road. Pictures of 3 lettering options were presented. Gil noted this is a starting point, and there are further discussions needed concerning installation and mounting (landscape and irrigation changes, number of mounting posts, mounting height), along with a building code review with the City of Liberty Lake. There was discussion about how long the new monument will last, and

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what on-going maintenance is required. RPM would like to meet at the site with the Board to firm up the final plan. After the meeting, Gil can get a firm quote on cost and timeline.

The Board unanimously selected option 1.

RPM will reach out to the Board and set a date/time for a site visit.

There was a question from a homeowner on where the monument is located. The monument is located at the corner of Settler Drive and Liberty Lake road, next to the trailhead on the right side entering the Gardens on Settler Drive.

Community Laptop

RPM delivered the laptop and projector owned by the HOA to the Board. The devices were purchased by a previous HOA board and have been held by RPM. RPM prefers to not be in possession of the devices. Byron will review the laptop and assess its contents, and report back to the Board.

Community Map

Tisha provided an update on the community map. An initial map had been created but not completed because the final phases in Rocky Hill were still being built out. The Board previously requested RPM update the map. Now that the Rocky Hill phases are complete, RPM presented an updated map at the meeting which includes all homes in the association. The map is posted on the HOA website under Governing Documents.

Tisha shared that an additional map is available on Google Maps. RMP will share the link with the Board. The map was created by RPM under the direction of the Board, and is currently maintained by RPM. Gil noted that the map provides important details related to landscape irrigation (e.g. irrigation clocks/controllers, water meters, and junctions). It is primarily used by the landscaping companies providing services to the HOA. Gil suggested it could also be used by homeowners to report issues. The Board will review the map and discuss if it will be posted on the HOA website.

Reserve Study

Gil brought up the reserve study that was sent to the Board. He asked if the Board was ready for the reserve study to be posted on the HOA website. Several Board members indicated they had not reviewed the information. The Board committed to reviewing the information and providing feedback to RPM.

NEW BUSINESS

Communication Committee

Vicky shared her thoughts regarding HOA communication and forming a communication committee with homeowner volunteers. She noted the discussions from previous meetings regarding updating the HOA website FAQ, and having a community newsletter. In general, she sees the committee advising the Board on how to best engage the community. Vicky asked those in attendance for volunteers. Linda Ball volunteered to help with the newsletter. Denyse Erdos and Barb Farrell volunteered to participate. Vicky will draft an email to the community regarding the committee and ask for additional volunteers. She also mentioned putting a notice on the HOA website.

There was discussion regarding the number of homeowners who have opted in to receive emails for social information, and for formal HOA notifications. Tisha noted that approximately 275 homeowners out of approximately 1300 have opted in to receive communication via email. She walked the Board through how homeowners can make email selections using the online portal. She noted that having more homeowners opt in to receive formal HOA notifications via email will reduce mail costs. There was discussion about automatically opting homeowners in to email communication, however it was noted there are legalities to be considered. Vicky will draft a communication with the intent on increasing homeowner participation in email communication, and decreasing mailing costs. Tisha will provide mailing hard costs.

There was discussion on setting up other committees, including a financial committee and an architectural review committee. Regarding an architectural review committee, Tisha shared some of the history with the process, RPM involvement, and the involvement of Joe Frank at Greenstone . Gil noted it is his understanding that Greenstone will control the architectural review process until they give it up. Vicky will follow-up on this topic.

MEMBERS FORUM

Vicky opened the floor for HOA member questions and comments.

Linda Ball

- Asked about the location of the homeowner storage unit that was approved for a CC&R exception.
- Asked for the name of the HOA insurance company. Tisha provided the name (Western National Mutual Insurance Company).
- Requested a hard copy of the updated community map, which was provided.
- Asked if the snow removal contractor equipment had snow gates to control snow flow. Gil responded that contractor the equipment does not have snow gates.

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John Nagel

- Asked about homeowner votes on decisions having a material impact on the homeowners. For example, if the homeowners should vote on the management company selection, or vote to approve budgets. There was discussion on ARTICLE II of the By-Laws.
- Brought up snow removal at Rocky Hill, and expressed some dissatisfaction on the services provided during the last 2 snow storms. He asked how the snow removal contractor bills the HOA. Gil responded that the contractor only bills for services provided. Tisha added that the snow removal contractor is not obligated to provide services until 8 hours after a snow event has ended. The contractor determines the best time to provide services. Tisha further noted that the contractor tries to take a cost conscious approach (i.e. not plowing snow if the weather is expected to warm up). In some cases, RPM assists with these decisions. Vicky suggested the Board form a committee to review snow removal services when the contract is due for renewal.
- Asked why the annual budgets (MeadowWood Main, Garden Ridge, and Rocky Hill) don't align with the community development areas (Meadows, Cottages, and Gardens). Gil and Tisha explained that the budgets are setup according to service areas. The three development projects, which are the Meadows (includes Rocky Hill), the Cottages, and the Gardens (includes Garden Ridge), are all part of the MeadowWood HOA. The MeadowWood Main budget includes expenditures for services provided to the entire HOA, while the Garden Ridge and Rocky Hill budgets include expenditures for services provided specifically for those areas.

Rod Holbrook

- Brought up snow removal, and expressed dissatisfaction on the snow removal provided during the recent storm: 18-20" of snow was left on each side of curb, and they left a berm in front of driveways. Rod would like to be on the snow removal committee when it is formed. He also asked where the city's snow removal responsibility ends and the contractor's responsibility begins.
- Brought up lawn mowing, specifically that the use of a riding mower on hills doesn't do a good job (the result is uneven). Tisha commented that RPM tracks these types of issues, and it is helpful to have people report them to RPM.
- Commented he is grateful for the board and believes that RPM is a good management company.

Marcia Binder

- Shared that she thought the Board made a good decision to renew with RPM.

ADJOURNMENT

Vicky asked if there was any additional business. None was noted.

The meeting adjourned at 7:56pm.

The next meeting is scheduled for March 20th at the Liberty Lake Library.

Respectfully submitted,

Byron Koch, Secretary, MeadowWood HOA