

The Willow Creek Homeowners Association No. 3

Board of Directors Meeting

December 8, 2022

Minutes

Meeting held at the Willow Creek 3 Clubhouse

I. Call to Order/Roll Call

- a. The Willow Creek HOA3 Board of Directors Meeting was called to order at 601 PM
- b. Board members attending were: Aidan O'Shea, Steve Lubell, Jerry Grant, Mary Beth Doerr, Diane Kohler, and Eric Sinclair. Luke Adeline was not in attendance.
- c. RowCal attendees were Codey Bolte and Kendall Johnson

II. Homeowner Forum

- a. Homeowner 1
 - i. Concerns were mentioned around a clubhouse refund, and lack of or/insufficient responses from RowCal.
 1. RowCal advised that this the refund was processed earlier in the week.
 - ii. Homeowner inquired about the status of driveway paving in townhouses, particularly for a partially completed driveway that was started last fall.
 1. Aidan advised that funds have been set aside to conduct further milling/paving of townhome driveways, but that this will have to be conducted in the spring due to weather issues.
- b. Homeowner 2
 - i. Homeowner echoed concerns over driveway paving.
 - ii. Homeowner brought up a sidewalk that is 'disintegrating' and in need of repair. She advised that the ground below the side-walk appears to be hollow and that it might be causing water issues
 1. Aidan advised that sidewalk repairs have been budgeted for, but are tabled until the weather improves. In the spring sidewalks will be assessed for repair or replacement
 - iii. Homeowner asked about the status of the townhome paver project
 1. Aidan advised that funds for this improvement have been set aside and that the board expects to complete 4-5 rows in 2023
- c. Homeowner 3
 - i. Homeowner inquired about the restricted vehicle policy with respect to trucks and vans
 1. Aidan advised that the ACC is updating policies and procedures to clearly outline the commercial vehicle policies. Eric noted that enforcement needs to comply with updated laws and regulations that Colorado approved this past summer.

- d. Homeowner 4
 - i. Homeowner discussed a Crab Apple tree that appears to be on HOA property, but is causing issues for two homeowners. Further, homeowner noted that outreach to RowCal went unanswered for many months, and she felt that maybe she was doing something wrong in reporting the matter.
 - 1. RowCal advised that she did follow the appropriate guidelines and that she should have received a response
 - 2. **Work Order:** RowCal was advised to have a vendor review the tree and determine if it needs to be removed or treated to prevent future issues
- e. Homeowner 5
 - i. Homeowner expressed frustration with how long it took to repair a set of sidewalk lights. This issue has been discussed at multiple meetings and several unanswered requests to RowCal were submitted by residents and the board. Homeowner noted that the light was fixed earlier in the day.
 - 1. Mary Beth noted that action was taken following her outreach to the CEO of RowCal.
 - a. RowCal stated that was a coincidence, but apologized for the amount of time these repairs took.
- f. Homeowner 6
 - i. Homeowner requested signs be placed on the athletic courts to request that homeowners empty the court trashcans if they're full and to remind homeowners to close gates when leaving the courts
 - 1. **Work Order:** RowCal was advised to enter a work order for gate closures
 - 2. **Work Order:** RowCal was advised to enter a work order for the appropriate signage
 - ii. Homeowner asked the board to consider making all 4 courts available in the online reservation system
 - 1. This was added to the nights Agenda under "New Business"
 - iii. Homeowner noted that there are some minor issues with the Pickleball nets, but they are working.

III. Minutes

- a. November 2023 minutes will be amended to include Steve Lubell's attendance
 - i. Minutes were initially approved immediately following the November board meeting.
 - ii. Updated minutes will be posted to the website

IV. Management Report

- a. Codey Bolte, RowCal VP of Management was present to address board concerns.
 - i. Key concerns included lack of responsiveness to the board and homeowners, failure to timely address issues, vendor selection issues, and a major backlog of unanswered work requests. The board expressed the urgency with which these items needed to be addressed.
 - 1. **Action Item:** RowCal apologized for the issues and committed to sending the board an action plan prior to December 13th which will

address areas where communications and work order processes have been failing.

V. Financials

- a. Jerry advised that he reviewed the financials and requested a correction which was not included in the board packet that was done by RowCal. Jerry made a motion that we approve the amended financials, Mary Beth seconded.
- b. Delinquencies were reviewed by the board.
 - i. Notices are going out as follows:
 - 1. Late Letter: >30 Days late and > \$295 Due
 - 2. Demand Letter: > 60 Days late and > \$590 Due
 - 3. Attorney Referral: > \$895 Due

VI. Committee/Project Reports

- a. Social Committee:
 - i. Diane reported that the wine tasting event has around 40-50 attendees and came in approximately at budget.
 - 1. Additional cleaning costs were incurred prior to the event as the clubhouse was in an unacceptable condition
- b. JBK was not in attendance
 - i. **Work Order:** RowCal was instructed to follow-up with JBK on the status of leaf cleaning
- c. Perfect Pools- Perfect Pools was not in attendance as the pool is closed
 - i. **Work Order:** RowCal was instructed to follow up with Perfect Pools on storing the umbrellas and shade.
- d. Tennis Committee – The Willow Creek Tennis MOU (between WC1, 2, 3) is still in progress. Mary Beth requested that the new MOU, when completed, be sent via email to board members so that they may read it over and vote on approval.
 - i. The middle gate has been repaired
- e. Quebec Fence
 - i. There is a review of the fence scheduled for December 28th to determine repairs and costs.
- f. Welcoming Committee
 - i. RowCal was asked to send the new-resident list to Bonnie.
 - 1. RowCal noted that new resident information is delayed by a couple of months due to nature of the report, but it will be sent monthly to the Welcoming Committee
- g. Pool Bathrooms
 - i. Eric advised that he and Luke met with a contractor to start the bidding process, and that RowCal's construction unit will be re-engaged now that outside projects have stopped for the season
- h. Tree Planting/Trimming
 - i. Further updated will be provided in February
- i.

VII. Attorney Status Report

- a. The attorney report was reviewed, there is only 1 outstanding item on this report.

VIII. Unfinished Business

- a. County Line Sound Barrier
 - i. A homeowner provided an update on the discussion with the County around the County Line fence.
 - 1. The fence is owned by Arapahoe County, but the City of Centennial handles maintenance.
 - a. There is no funding to do anything more than repairs on that fence.
 - ii. Homeowner requested the board set aside money to carry out repairs should the city fail to do so.
 - 1. The board recognizes that this is an issue but cannot use current funds to do this as the board believes that it's not our property to repair.
 - iii. Further discussions with the City/County are necessary and will be ongoing
- b. JBK Irrigation Contract
 - i. Jerry has been negotiating with JBK to handle the irrigation system, repairs and maintenance for 2023, and noted that the proposed contract has been favorably amended beyond what the board has seen.
 - ii. Aidan requested that the contract be amended to include the annual Backflow Certifications.
 - iii. Mary Beth motioned to approve the contract as amended, Diane seconded this motion.
- c. Reserve Study
 - i. A reserve study report was previously ordered on an expedited basis but has not been received.
 - ii. **Action Item:** RowCal committed to following up with the reserve study for the status of the report and requesting a refund for un-timely delivery of the report.

IX. New Business

- a. Clubhouse Manager
 - i. The position will be posted in this month's Willow Works.
 - 1. A draft job description was in the board packet but did not include the full scope of work.
 - 2. **Action Item:** RowCal is working on a revised description of the Clubhouse Manager role
- b. Court Reservations
 - i. Following a homeowner comment earlier in the meeting, the board decided to maintain the current reservation process and leave one court available for walk-on play.
- c. Reserve Investments
 - i. Jerry proposed partially investing reserve funds now that interest rates have increased.
 - 1. Due to the number of pending projects in the pipeline, the board decided to hold-off until the reserve study is complete.
- d. Payment Plan Proposal

i. A resident requested a payment plan for back-dues, but the board had insufficient information to review.

1. **Action Item:** RowCal will send the board the necessary information to consider this payment plan

X. Meeting Adjourned: 8:38 PM