

The Willow Creek Homeowners Association No. 3

Board of Directors Meeting

January 12th 2023

Minutes

Meeting held at the Willow Creek 3 Clubhouse

Call to Order/Roll Call

- a. The Willow Creek HOA3 Board of Directors Meeting was called to order at 6:04 PM
- b. Board members attending were; Aidan O'Shea, Steve Lubell, Jerry Grant, Mary Beth Doerr, Diane Kohler, Luke Adeline was attending via Zoom and Eric Sinclair was not in attendance.
- c. Row-Cal attendees were Tom Hobelman & Jason Stephenson

Homeowner Forum

Many homeowners in attendance were frustrated with not receiving coupon books, and poor responses from Row-Cal's care team. Row-Cal's Jason Stephenson assured that coupon books would be mailed to all homeowners immediately and that all homeowners would not receive late fees.

Several complaints from homeowners in attendance on Row-Cal's lack of follow through, Jason stated that these are going to be addressed immediately.

Poor snow removal services with regards to the recent December 28th snowstorm was also a topic. Snow removal contractor, Paul Coppola from Brightview attended via Zoom, stated that this past storm of 8 + inches was difficult to manage because of its duration, lack of manpower because of the holiday season all of this combined caught them off guard.

Homeowners asked why garbage was not collected over the holiday period, Waste Connections failed to provide trash pickup on 12/30. Tom Hobelman was asked to seek a refund from Waste Connections.

An ongoing issue with a homeowner on late fees and incorrect assessments charged to their account was discussed at length, Tom Hobelman has asked Row Cal's accounting department to look into the homeowners concerns consistently over the past few months . Aidan will help the homeowner get to the bottom of the issue. Homeowner also asked if their address on the Willow Works could be changed from the previous homeowners to the correct one. Row Cal stated they would contact Porch link.

Committee Reports:

Landscape: Kevin Johnson introduced himself as the new project manager for JBK. Fall cleanup was not completed because of the early snowstorms, Kevin stated that JBK would perform 2022 fall cleanup as soon as weather permits.

POOL: Shauna from Perfect Pools attended via Zoom, it was asked why pool shades and umbrellas were not taken down as part of their season closing, Perfect Pools stated that they are unaware that this was part of their contract, Tom will follow up with them.

Welcoming: Bonnie Baker has made 12 welcoming packages 6 of which have been delivered to new homeowners. Tom Hobelman committed to sending Bonnie quarterly updates of new homeowners.

Tennis: The MOU discussion will be addressed in new business.

Amenities/Grounds: Dick Boevingloh gave an update on the county line fence. Dick & Steve Lobell have successfully engaged Centennial councilmen to address everyone's concerns on the County Line fence. Their persistence with the City of Centennial has resulted in ongoing replacement/repairs of the fence. Discussions are ongoing on the future goal of replacing the fence with a proper sound barrier. Dick & Steve were thanked for their perseverance on this.

Donna Veatch, who is spearheading landscape and tree replacement throughout Willow Creek 3 has engaged with vendors. Kevin Johnson with JBK will help. Donna has received quotes and will work on a presentation for next month's meeting. Donna was thanked for her help on this.

Steve Lobell gave an update on a recent meeting that Aidan O'Shea and he had with Row Cal's Matt Egan. An agenda of projects, prioritizing each was created. Alley asphalt, sidewalk grinding, pool deck resealing, green belt pathway replacement and the Quebec fence are all **on** the lists. Aidan, Steve and Matt will walk these projects once weather permits.

Luke updated the clubhouse bathroom remodel. A bid from 1 contractor is in hand, Row Cal's Matt Egan is also putting together a bid. A decision needs to be made soon so that work will be completed by opening day.

ACC: December ACC meeting was cancelled due to snow. There was 1 application submitted for window replacement which was approved. February's meeting the ACC will review modifications/updates to our policies.

Approval of Minutes:

The December minutes were approved over email in early December and were published in the Willow Works and the website.

Financial Report:

December financials were approved, Jerry Grant made the move, Mary Beth seconded, and all were in favor.

The attorney report was reviewed.

Delinquency reports were reviewed, and it was noted that the overall delinquencies have dropped by \$11,800 from last month's report.

Management Report:

Row Cal is working on a better system with clubhouse reservations. Many complaints of no follow up with clubhouse bookings by homeowners. Jason said this would be corrected. Clubhouse access and the need for it to be digitized was discussed. Tom will look into this option and will report back to the board on his findings.

Old Business:

Email approval of a homeowner payment plan was ratified.

New Business:

Clubhouse manager: Tom will reach out to the one applicant.

Coupon Books: As discussed in the homeowner forum Row Cal will mail out coupon books. Tom will email blast the community asking homeowners to reply if they do not wish to receive a coupon book. Row Cal will bear the cost of this per Jason Stephenson.

Tennis MOU: The MOU that was presented earlier to the board over email had several red lines from board members. The concerns were addressed at length. Board members discussed the need to follow our governing documents, possible homeowner concerns with the use of pickle ball courts being used for sanctioned league matches and prohibiting the use of our facilities as a source of income for instructors hired by WCTC. Mary Beth agreed to address these concerns with Willow Creek Tennis club committee, modifications to the MOU will be presented and hopefully approved at next month's meeting.

Executive Session:

The BOD entered executive session.

Upon exiting executive session. A move by Jerry that was seconded by Steve to erase the late fees and assessment to a homeowner. All were in favor

The January 12th meeting was adjourned at 8:45pm