

**Augusta Ranch Homeowners Association
c/o FirstService Residential
Mesa, AZ 85209**

**Board of Directors
General Session Meeting Minutes**

May 18, 2020

VIA ZOOM VIRTUAL CONFERENCE

Present:

Board Members:

Lisa Quedens, President
Jeff Brown, Vice President
Barry Matlack, Secretary
David Kovach, Director
Beth Patton, Director
Greg Pifer, Director
Jan Wallace, Director
Brad Whitehouse, Director

FirstService Residential Representative:

Kamin Havens, Community Manager

Six Homeowners were Present

I. Call to Order

President Quedens called the General Session to order at 7:16 P.M.

II. Review and Approval of April Meeting Minutes

MOTION: Jan Wallace moved to approve the April 20, 2020 meeting minutes as presented, seconded by Beth Patton. Motion passed 8-0.

III. Review of April HOA Financial Statement

Jeff Brown reported on the April HOA Financials.

Income: We were over budget \$18,350 in assessment income. Last month this was negative and it is balancing out now with our estimates. Over budget \$900 in working capital for April as there were a few more home sales than we estimated. Over budget \$4,500 for violation fines. Such a sizable amount usually tells us that a home was sold that owed fines. Over budget \$1,725 in reimbursement expenses for April. YTD Income was over budget \$30,000 (positive).

Administrative Expenses: \$350 under budget in management fee. This is a recurring item that we will continue to see, although it is where it should be. \$2,900 over budget in management salaries as we paid three billing cycles. \$2,000 over budget for rebill expense from the January assessment. It will balance itself out. \$1,800 under budget in legal expense in April. \$3,200 under budget due to a credit from a

delinquent account. \$3,500 over budget for audit as it was budgeted for May. \$7,000 under budget in social expense as events had to be cancelled. \$3,000 over budget in insurance, which has since been transferred to the Golf Course side.

Utilities: Water was under budget \$1,250 for April. That will ramp up with higher temperatures. Utilities were under budget \$19,000 YTD.

Landscaping: Irrigation repairs were over budget \$200. Dan is making repairs as the system is turned back on. Fertilizer was under budget \$1,400 in April. That is just an estimate. Tree trimming was under budget \$16,000 for community tree trimming as it has not been scheduled yet. Dump fees were under budget \$650, reflecting the 25% reimbursement from January and February. That has balanced out.

Security: We are still under budget \$2,700 for Security YTD.

Common Area: \$350 over budget as we had to replace the carpeting in front of the office. \$2,100 under budget YTD in Common Area maintenance (positive).

TOTALS: Under-run of \$45,000 for the year. Surplus/(Deficit) before Reserves had an over-run of \$75,000. Reserve contribution YTD over-run of \$4,000. Surplus/(Deficit) under-run of \$82,000 for the year. Overall, the numbers before the Reserves are looking really good for the year to date.

MOTION: Jan Wallace moved to accept the April HOA Financial Statement as presented, seconded by Greg Pifer. Motion passed 8-0.

IV. Review of April Golf Financial Statement

Jeff brown reported on the April Golf Course financials.

Income: Golf Course lease was under budget \$1,000 as March and April will be invoiced in May. \$800 under budget for insurance as we changed the timing of the payments and that will be reflected in the May financials. Income YTD was under budget \$3,500. The Golf Course has fought their way through this year and is looking good.

Administrative Expenses: Insurance was under budget \$2,800 as it was put under the HOA financials. YTD under budget \$5,350 (positive).

Totals: Expenses were under budget \$5,350. Surplus/(Deficit) before Reserves had an over-run of \$39,000. Reserve contribution had an under-run of \$1,454 (\$2,000 under for CIF, \$550 surplus for interest). Reserve expense of \$750 to run a camera through the pipes. Total Surplus/(Deficit) had an under-run of \$2,200 for the year. With everything that has gone on the last few months, the Golf Course has done a phenomenal job of keeping up their end of the bargain.

MOTION: Jan Wallace moved to accept the April Golf Financial Statement as presented, seconded by Greg Pifer. Motion passed 8-0.

V. Homeowner Forum

Pamela and Brad Nothnagel, 9355 E. Nopal Avenue, had their house professionally painted in April. The colors were approved, Parcel 7, with Coral Clay as the body color, Ball of String for the bump outs, and Outer Boundry as the accent color. They are invested in their home and in the community and felt it was important to keep the property value up. They used the accent color on the front door as well as the fascia, and asked that the Board approve leaving it that way. She felt the colors were very tasteful.

President Quedens stated the Board will discuss that under the Architectural Request portion of the agenda.

Barbara Ezyk noted there were a lot of comments on the Next Door app and it seems that some residents don't understand why we have security and what their role really is. They are not the police. She suggested an article about our Security team in the newsletter.

Kamin Havens felt that was a good idea for the newsletter.

VI. Golf Course Report

A. Financial Update - Lisa Quedens felt we were lucky that the Golf Course was allowed to stay open and operate through the pandemic. They have done a good job keeping revenues up. The restaurant was only open for takeout and delivery. They are now open and she invite everyone to visit the restaurant and help with their revenues. It is our restaurant in our community. Don did have to lay a couple people off and hopefully he will be able to bring them back as the economy starts rolling back in.

VII. Manager's Report

Administrative Update: FSRConnect Reports:

122 Total calls for April.

17 New homeowners in the community for April.

11+ Architectural requests received for the May meeting.

132 Violations were sent out in April.

A. Reopening of Parks - Kamin asked the Board to consider whether they want to reopen the parks. She provided examples of signs to post in the parks if they do reopen. There is work that will be done on the tot lots as soon as they receive direction from the Board. They will need to install new parts, take down the temporary fencing, clean and disinfect the equipment, and put up temporary signs until the permanent signs are ready.

President Quedens noted that the City of Mesa is opening their parks and pools June 1 because of budget concerns as some of their park rangers and aquatics staff had been laid off. A lot of other cities have already opened their parks.

Jeff Brown noted the park at the school no longer had the caution tape up. Lisa thought the city just gave up replacing the tape as people kept taking it down.

Kamin advised that the signs will state to use the parks at your own risk and will list the CDC guidelines. Notification will go out through the community email and the newsletter to make sure everyone gets the information.

LeeAnn Bohman stated the parks get so hot in the summer, even if we reopen them now, they won't get a lot of use until the fall. With the signs posted, it should be fine.

Lisa noted that we are looking to provide hand sanitizer stations at the ramadas, although that is in very short supply right now. We will have to wait until it becomes available.

MOTION: Beth Patton moved to reopen the parks with the appropriate signage as each one is finished with repairs and cleaning. Jeff Brown seconded the motion. Motion passed 8-0.

The Board reviewed the signage options provided. The majority of the Board preferred the sign without the social distancing title.

Kamin will have temporary signs laminated to post as the parks are reopened. The permanent signs will be ordered and will take a week or so. Once she gets a timeline from the tot lot inspector, she will notify homeowners by email tomorrow along with the election results. Notification will also be posted in the June newsletter.

VIII. Landscape/Irrigation

Dave Kovach reported that Dan has had to make a number of landscape repairs, which we expected, and also had to bring in some extra help. Those repairs are continuing. Over the last month, trimming was done on the beech and purple vitex trees. We had some homeowner requests to trim HOA trees that were hanging over their property line. We had to enter their property to complete the trimming.

A. Water Savings - Dave reported the water numbers for 2020 were basically right on par with last year.

B. Overseeding - Dave asked the Board to consider skipping another year of overseeding to save on costs. A decision needs to be made before we would need to order seed at the end of June.

Kamin noted that we did not overseed for the past two years as planned. That gave the crew an opportunity to work on other projects. Dan was able to keep the grass green until December and he woke it up the end of March. Kamin stated the Bermuda has definitely been better having that break and there have been no complaints from homeowners. Last year we did a several-year cost comparison on overseeding, dying, or doing neither and the savings was between \$5,000 to \$7,000 including the water and seed.

MOTION: Dave Kovach moved to skip overseeding this fall to provide some cost savings; seconded by Beth Patton.

Board Discussion:

Barry Matlack felt if it was an agronomy issue, it would be fine to skip overseeding. We spend a lot of money to make the community look as good as we can so that people coming in over the winter months will see the quality of the community and consider living here. He felt it was a small price to pay in the grand scheme to make those areas look good. It makes a big difference. If all the homeowners didn't overseed their front lawns, imagine what the community would look like.

A preliminary vote showed 6 in favor and 3 opposed.

LeeAnn Bohman noted the winter is the one time people can actually enjoy playing on the grass. Lisa Quedens was concerned with how the pandemic would affect the assessment revenue and the budget for next year. Dave stated the reason for this suggestion is to provide cost savings due to the potential impacts from the coronavirus. Kamin suggested only overseeding Baldwin Park where people like to play in the grass.

Jeff Brown asked about dying the turf again. What was the cost savings with the dye and did people like the look? Homeowner Keith Gibbons asked how long the dye lasts compared to overseeding. Jeff noted the dyed areas were green through April. Barry would like to do the dye again in certain areas like Baldwin Park. Brad Whitehouse did not like the dye at all and felt it looked cheap. Kamin stated there were mixed reviews from the homeowners.

Kamin will pull up the cost savings report from last year and send it out to the Board, although there was not a huge difference in cost, between \$5,000 to \$7,000.

President Quedens suggested tabling the item to the June meeting to allow time for the board to review the cost savings report.

Kamin will get that report out to the Board. She will ask ProQual for the latest date they will need an answer and will get a cost estimate on overseeding in case the prices have gone up.

TABLED: The Board agreed to table the item to the next meeting.

IX. Website Report

Dave Kovach reported that the numbers were basically the same year to year. Visits were up 1.9% compared to this time last year. We gained 7 new users in April. In popular pages, the Board dropped down to number 14. The countries and metro areas did not change much.

X. Security

A. Security Report - Jeff Brown reported that the new security truck was good. There has already been a recall on it, which was taken

care of. There were reports on Next Door of vehicle break-ins and a little white car was captured on Ring doorbell videos. Some of the vehicles may not have been locked. A lot more people are at home during the day with the stay at home orders and there were a few more complaints about noise. Security is doing their best to resolve those issues by talking to people.

Jeff advised that Security has a vacation log where people can notify security when they will be on vacation so they can keep an eye on their property. He suggested adding that to the newsletter as not a lot of people know about it. There have been a few garage doors left open recently. Security does their best to contact people or try to close the door, otherwise they will patrol the area, which takes up their resources.

Javelinas have been seen roaming around the neighborhood and golf course. They can be ornery critters and will charge if threatened. People should not try to approach them, but report it to security or management. There was an issue with quads and dirt bikes screaming through the neighborhood. Those kids were spoken to and that should hopefully be resolved.

Greg Pifer saw the dirt bikes out on the golf course last Saturday.

B. Dispatch for Security - Kamin has had reports from homeowners who called security and didn't get an answer or a call back. Kamin notifies Security each time she gets a complaint and their supervisor looks into the matter. VWS does have a dispatch operator, although that person has five other jobs. That may be why some of these phone calls are getting dropped.

Kamin talked to the supervisor about how we can improve the service. He suggested bypassing dispatch and having all homeowners call in to the phone in the truck. That would allow security to respond faster, rather than waiting for an email from dispatch. Our Security is not on 24 hours a day. Once security was off their shift, calls could be forwarded to their personal cell phone. When the next shift starts, the calls can go back to the truck. They asked to work with Kamin on the hourly rate.

Board Discussion:

Jeff Brown had suggested not forwarding calls to their personal numbers, but leaving a voice mail for the next shift. There is not a lot they could do if they are off duty. Beth liked the idea of calls not going to dispatch as that is annoying. Kamin stated the 18 hours security is on duty, the calls would go directly to their truck phone. Greg asked if that would tip people off to when they are not on duty? Jeff noted that their schedule varies, it is not the same every day. The voicemail could state to leave a message and if it's an emergency, call 911. If it's Monday to Friday 9 to 5, contact Kamin. Eliminating the middleman just makes it more efficient

Kamin noted the voicemail could simply state they will return the call ASAP. We would have to get the number posted on the truck through Fast Signs. The contract would have to be revised as it includes the 24-hour dispatch service. We could have magnets made with the new number to give to residents. Jeff noted an Eagle Scout project could be handing out the magnets to homeowners.

MOTION: Jeff Brown moved to change the Security protocol for calls to go to the phone in the security truck, with proper notification of that change to residents; seconded by LeeAnn Bohman. Motion passed 8-0.

XI. Architectural Requests

Beth Patton reviewed the following Architectural Requests:

- A. 2202 S. Duval - Garage Door
- B. 2218 S. Duval - Landscape
- C. 9349 E. Kiva - Paint
- D. 9423 E. Natal - Shed
- E. 9438 E. Kiva - Paint
- F. 9455 E. Meseto - Boulder
- G. 9462 E. Monte - Paint (Denied)
- H. 9616 E. Navarro - Stone Veneer
- I. 9620 E. Los Lagos Vista - Driveway
- J. 9923 E. Monterey - Screen Door
- K. 2422 S. Sorrelle - Paint
- L. 9718 E. Natal - Awning
- M. 9907 E. Natal - Paint
- N. 9462 E. Monte - Paint (Garage & Front Door)

Board Discussion:

2202 S. Duval, Request to replace third garage door with French doors. This is not something that has been done before in the community and it is not mentioned in the guidelines. Beth felt it would look nice.

The CC&Rs do not allow the garage to be converted to a living area and that stipulation would have to be included as part of the approval. Some people use the area as a workshop or home office. The Board questioned what would define it as a living area. Homeowners would be responsible to secure the doors or cover tools or other equipment to avoid break-ins. Lisa noted that garage doors are easy to break through. If we approve this request, we may see a lot more people requesting the same thing. The Board liked the look and agreed to allow it.

MOTION: Beth Patton moved to approve the request to replace a single garage door with double French doors at 2202 S. Duvall, with the stipulation that it will not be converted to a living area; seconded by Jan Wallace. Motion passed 7-1.

9455 E. Meseto - Request for large boulders in front yard with name, address and golf symbols. The largest boulder would be 3 by 4 feet, and the smaller one would be approximately 1.5 by 2 feet. There would also be plants around the boulders.

The Board was concerned with the large size of the boulder and the possibility of more requests like it in the future if approved. There is nothing in the CC&Rs, but the Architectural Guidelines mention yard art, subject to Board approval. Greg Pifer reported seeing similar boulders in the neighborhood with a name and address, although those were around 2 by 3 feet. He felt they looked good. Kamin suggested asking the homeowner to reduce the size of the boulder to 2 feet. Barry would like to see a detailed rendering showing the placement in the yard with the landscaping and the house in the background for context. Beth requested photos of similar boulders in the neighborhood to keep it consistent.

Kamin will request a detailed rendering and ask the homeowner to consider a smaller boulder up to 2 feet in height. This request will then go back to the Committee or to the Board at the June meeting.

9923 E. Monterey - Request for security door and to paint front door and trim Dark & Stormy color. Kamin stated the security door was approved. She noted the Dark & Stormy color is only for the new palettes and the homeowner painted the house one of the original builder colors. Dark & Stormy is very similar to a dark brown in the new palette. She noted the front door would have limited visibility behind the security door. The Board agreed to using Dark & Stormy for the front door and trim.

9616 E. Navarro - Request for new desert landscape: remove turf, add river rock with mounds, and desert plants. Kamin recommended approving with the stipulation to have a tree. The Board agreed.

New Request:

9355 E. Nopal Avenue, Pamela and Brad Nothnagel - Request to approve accent paint color on front door and fascia. The paint color scheme had already been approved and professionally painted. Kamin noted that the accent color Outer Boundry was also used on the fascia which is a small trim piece under the roofline. The Board felt it looked fine and approved leaving the colors as painted.

MOTION: Jan Wallace moved to approve the Architectural Requests as recommended and discussed; seconded by Brad Whitehouse. Motion passed 8-0.

Barry asked about a ramada going up that appears to be higher than 12 feet. He felt it was monstrous and looked out of place. Kamin noted there were different guidelines and restrictions for structures over 9 feet in height, and we have approved pergolas over 12 feet. The dimensions on this one list the height as 12 feet. Brad mentioned this one at the last committee meeting and felt it was too high.

Kamin can give the homeowner a call to verify that it is 12 feet.

XII. Next Meeting Date

The next Board meeting will be held on June 15, 2020. As of right now, we cannot use the conference room at the Police Station. The meeting will be held either on the patio or in the restaurant, keeping proper distance. Homeowners will be able to phone into the meeting.

XIII. Adjournment of Open Session

With no further business before the Board, President Quedens adjourned the meeting at 8:27 P.M.

Respectfully Submitted,

Dana Desing (TE: 10482507)
Acting Recording Secretary