

Wednesday, 2/21/2024, at 6:30pm

The Clubhouse - 252 W Rockrimmon Blvd, Colorado Springs, CO

TAR HOA Community Meeting Minutes, 2/21/2024

Board members in attendance:

- Debbie Laney, Vice President/Acting President
- Agnes Romer, Treasurer
- Amy Joy Kagno, Secretary
- OJ Mooneyham, Member at Large
- Alex Kagno, Member at Large

Other notable attendees:

- Jamie Allen, Community Association Manager for Priority Property Management
- Tressa Bishop, Alliant Insurance Services
- Gloria B., homeowner
- Michelle M., homeowner
- Diana S., homeowner
- Robbye L., homeowner
- Carol K., homeowner
- Christine N., homeowner
- Dr. Eric A., homeowner
- Mary M., homeowner
- Patricia O., homeowner
- Paula S., homeowner
- Cathy G., homeowner
- Jane R., homeowner
- Reece S., homeowner
- Tonya S., homeowner
- Susan, homeowner

Minutes:

- Call to order at 6:33 PM
 - Jamie introduced herself to the community.
- Guest speaker, Tressa Bishop, Alliant Insurance Services
 - Insurance is set to renew at the end of March. Tressa is here to explain the current market and its trends. Alliant Insurance Services is an independent broker. In the last year, Tressa has helped 500-800 associations with their insurance in the last year. She exclusively works with HOAs for insurance.
 - The marketplace is in turmoil. There are significant cost increases and many carriers no longer offer the type of insurance we need. Insurance companies also have to carry re-insurance so that they have the funds to pay claims, which also inflates costs. Cost increases are largely due to natural disasters, such as wildfires.
 - The current carrier, Travelers, who had our property and liability policies, will not renew, so insurance must be sourced elsewhere. We are still trying to get a reason from them not renewing. We also have a couple of claims on loss history, which isn't ideal, but even communities with no claims do not always get renewed. For new business, they will only insure up to \$25 million in assets, and our current value is \$43 million.

Wednesday, 2/21/2024, at 6:30pm

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- Alliant lost four or five other carriers in the last two years because they have pulled out of the marketplace. The remaining carriers have many submissions and they prefer newer complexes. We are expecting some proposals in the next few weeks. We're hoping for a value of about \$200,000 for the policy, but it could be up to \$350,000. Tressa's job is to obtain a reasonable premium for us by "selling" our community. It is possible we will have more than one insurance company because sometimes insurance companies only want to insure a certain amount of value. Tressa expects we will have 2-3 property carriers.
- It is necessary to use a wholesale broker for some of these markets, but Tressa is confident that the wholesale broker she uses will fight for us aggressively. The board can expect weekly updates until the last couple of weeks of March, when communication will increase until we have established a company.
- While we are not required to submit our reserve study to carriers, our reserve study outlines a lot of maintenance that needs to be accomplished, and we will be more attractive to carriers if we can present a comprehensive plan to address those maintenance needs.
- Our policy will expire March 31st, and our new coverage will be established March 30th.
- Jamie asked if insurance inspections are becoming more common. Yes, they've been more common in recent years. Carriers usually send an inspector out. The property inspection entails reviewing the general condition of the property. Occasionally, they want to go inside one unit.
- The association's master policy covers the external portions of the buildings, and parts of the interior based on our bylaws. HO6 insurance is for the inside of each unit. Every homeowner should have an HO6 policy. That's the only coverage for liability in the unit, loss of use in the unit, and personal property. It's crucial that homeowners have loss assessment coverage. The association's policy has a deductible for things like hail damage, but it is not always the case that 100% of that type of damage is covered. Homeowners could potentially be responsible for that deductible, but with an HO6, it's covered. Tressa does not sell HO6 policies but can refer homeowners to someone who does. Loss assessment is only for insurable losses.
- Eric A. asked what happens if a homeowner sues because we did not adequately address a maintenance concern. We have general liability coverage which is for third-party property damage or physical injury. We also have a directors and officers liability policy to protect board members from wrongful act violations. There are exclusions in these policies, so it's important to go through the dispute resolution process outlined in the bylaws before running straight to insurance.
- Tressa will be attending our next community meeting to explain which proposals are available and go over HO6 insurance again.
- Jamie thinks we will likely go over budget on insurance. The budget set was \$180,000.

Wednesday, 2/21/2024, at 6:30pm

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- Gloria B. asked why we are not using the same broker we used previously. Jamie said we can only have one broker at a time and the board decided to go with someone who specializes in HOA insurance.
 - Eric asked if we can speak to what informed our decision. Agnes responded that we needed a broker who was more communicative than our previous broker. We moved as fast as we could to secure a new broker and Tressa has been extremely responsive.
- Financials, December 2023
 - As of December 31st, our checking account had approximately \$31,000 and our reserve had about \$367,000. Our annual operating budget was \$789,000 and we ended up spending \$851,000 in 2023. The overages were caused by unexpected maintenance projects.
 - Michelle M. asked if we'll be going over the January financials. Jamie said PPM does have that information and she'll make sure it's on the homeowner portal.
- Approval of minutes, January 2024
- Manager report
 - Transition update
 - PPM has set up quick pay to accept payment and has reached out to all of our vendors from the last six months and sent them a vendor packet. Part of that packet includes W9s and certificates of insurance. Work orders haven't been signed yet because we need vendor information.
 - OJ asked if we know where our check book is. We have incoming bills and reimbursements to pay. Jamie stated that we are waiting on a check from RowCal. PPM requested that it be wired. It was mailed, and has not been received yet.
 - The board does not actually have a "check book." Our accounts are managed by Priority Property Management, so our reimbursements and bills run directly through them.
 - Priority task list
 - The top priorities in the first couple of months is insurance renewal, addressing major building repairs, reviewing all monthly contracts and their scope, and reviewing old work orders.
 - Eric asked if the board could use a special assessment to address the building repairs. Yes, that is an option, but first, Jamie needs to work with the engineer to make a plan for fixing the issue and what the cost would be.
 - Gloria asked what projects are including under "building repairs."
 - 376 A-H
 - Foundation issues
 - 266 G
 - Foundation issues
 - 464 E
 - Chimney issues
 - 226 H

Wednesday, 2/21/2024, at 6:30pm

The Clubhouse - 252 W Rockrimmon Blvd, Colorado Springs, CO

■ Foundation issues

- The board suggests we send out an email requesting people re-submit work orders. We cannot actually address work orders until we get information back on contractors.
 - Debbie Laney, acting president, requested that Michelle Moore, previous president, provide us any documentation she has regarding outstanding and open work orders. Michelle said she would do so.
- Ratify Maintenance Matrix
 - The board voted to move forward with a maintenance matrix. It's a valuable tool developed by our attorney that explains who is responsible for which repairs. In the past, some of our maintenance issues that were addressed by the HOA were technically the responsibility of the homeowner. The board approved Altitude Law to create a matrix, which was \$3,150. The final report will be shared with the board.
 - The maintenance matrix also helps us in obtaining insurance coverage.
 - The matrix will go out to all owners once finalized with the board.

New Business:

- Amenities survey
 - Amy Joy presented the [results of the amenities survey](#).
- Michelle Moore resignation
- Terms of officers
 - Debbie Laney: 2026
 - Agnes Romer: 2025
 - Amy Joy Kagno: 2025
 - OJ Mooneyham: 2024
 - Alex Kagno: 2024
- Financial audit
 - Jamie asked if the board wants to proceed on getting a financial audit. Agnes suggested tabling the issue until March.
- Online vs. in-person conversation
 - While the board did not intend to discuss this, homeowners brought it up. Some homeowners were frustrated that the meeting is online because it is hard for some people to access online meetings.
 - There was no vote regarding whether future meetings will be online or in-person. No rule has been established regarding this matter.
 - Debbie stated that while no one likes change, we have had more homeowners at this meeting tonight than we have at the last seven meetings. We need homeowners to be open to change. Debbie sincerely apologized for not all homeowners receiving notifications about the online meeting and told homeowners we will put out signs/flyers by our mailboxes, in the roundabout, on the bulletin board, etc. to ensure homeowners know if meetings are online, even if they haven't checked their emails.
- Map for water shut-off

Wednesday, 2/21/2024, at 6:30pm

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- Michelle says that one of our vendors, Mac, will have to help us identify which units have the water shut-offs and then we can make a map.
- Emotional support animal policy
 - A civil rights suit was finally settled recently and our attorney asked that we share our policy on emotional support animals. We will distribute the policy by email and mail.
- Our next meeting will be held on Monday, March 18, 2024 at 5:30 pm in the clubhouse. We are shifting community meetings back by one hour to best accommodate the schedules of the board and our property manager.

Unfinished Business:

- N/A

Open Forum:

- Paula S.:
 - The building water-shut off for her building is in her basement.
 - Paula requests access to the minutes from December 30th.
 - Agnes responded that we had no public meeting on that date; therefore, there are not minutes to provide.
 - She wants an update on our reserve study.
 - She also wants to know why two board members are from the same household.
 - The board responded that while it isn't necessarily ideal for two members from the same household to serve, it is allowed by the bylaws, and there has not been much interest from other community members in joining the board. The two board members from the same household, Amy Joy and Alex, were selected for board service because they had specific expertise that would benefit the community. Should there be more applicants to the board than there are positions available, Alex would resign to give other households an opportunity to participate.
- Tonya S.:
 - Tonya needs windows and doors replaced. She has a contract and quote from her builder but does not know where to send it.
 - Jamie advised she should submit it to the PPM portal and then the board will review it.
- Eric A.:
 - Eric wants to draw the community's attention to the clubhouse issues. He thanks the board for the way it was handled, but wants to come back to the way we conduct ourselves in these meetings. If over-talking occurs in this meeting again, we need recourse to address it.
- Susan:
 - For almost two years, Susan has been trying to have work done on her unit. RowCal had an engineer evaluate her property, and the engineer recommended the entire building being reviewed.
 - Susan has been waiting seven months for her issues to be addressed since receiving her engineer report. She has noticed additional issues and wants to know what can be done.

Wednesday, 2/21/2024, at 6:30pm

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- Jamie stated that one of our top priorities is to get work orders straightened out.
 - Susan is concerned about the fact that our community has been built on known mines and the buildings are shifting. Without mitigation, this is getting worse. We will need to get a new engineer report. She asked when that will be accomplished.
 - Jamie has reached out to the engineering company to get an update.
 - Debbie asked Michelle why this has not been addressed. Michelle states that it had been discussed in the past and that Debbie should know about it. Debbie stated that she knew nothing about it until recently. Due to lack of documentation in the past, we cannot verify what people did or did not discuss in 2022 or 2023.
 - Susan is wondering how insurance interacts with her foundation issue. Jamie stated that we are working on getting our insurance squared away and updates on that question can be expected in the future.
- Gloria B.:
 - Regarding building 258 porch roofs, Gloria wants to know by what authority is the board canceling our contract with DRC because the porch roofs are falling.
 - The board canceled the contract with DRC because we ordered work done in October and in January nothing had been done. Additionally, we are entering a new contract with a different company that can do the work for less money and can install EDP roofs, which are superior. So, while the DRC contract was canceled, this does not mean that nothing is being done regarding the roofs.
- Michelle M.:
 - Michelle made a statement about our meeting on 1/17/2024. Michelle states that via the phone on the evening of 1/17/2024, she requested that the board not pursue a vote on new board members, a request with which the board did not comply. Michelle claims that the board disregarded authority and procedures.
 - These claims have been contested by other board members. Michelle's request to delay the vote was rejected by the majority of the board on the basis that the vote had already been delayed once and the board wanted to get board nominations out of the way in order to deal with other matters. Pat Owens, one board member elected on 1/17/2024, has since resigned. Alex Kagno remains on the board. In the cases of both nominations, there was a majority vote of the board, which would not have been affected regardless of Michelle's presence. Both Jamie and the HOA's attorney, Debra Oppenheimer, have stated that these elections to the board are lawful as per our community's bylaws.

Debbie Laney, Acting President/VP

Jamie Allen, Priority Property Management

Wednesday, 2/21/2024, at 6:30pm

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