

RVRMA EXECUTIVE BOARD
Record of Proceedings
Regular Monthly Meeting
Wednesday, June 24, 2015, 5:00pm
The Ranch House Meeting Room

A regular meeting of the Executive Board Members of the River Valley Ranch Master Association, in the county of Garfield, State of Colorado was held on Wednesday, June 24, 2015 at 444 River Valley Ranch Drive, Carbondale, Colorado 81623 with the following people present:

Executive Board of Directors

Jim Noyes, President
Bob Schoofs, Treasurer
Yvonne Perry, Secretary
Lani Kitching, Director-at-Large
Ron Rouse, Director-at-Large

Management Representatives

Ian Hause, Executive Director
Suzie Matthews, Director of Finance
Brenda Bamford, Member Services Manager
Patrick Boas, Special Services
Pamela Britton, DRC Administrator

Homeowner Attendees

Rick Galli

Call to Order

RVR Executive Board President, Jim Noyes called the meeting to order at 6:00 pm. A quorum was established.

Approval of Agenda

Directors Schoofs and Rouse moved and seconded to approve the agenda. The motion passed unanimously.

Consent Agenda

- Directors Schoofs and Kitching and seconded the adoption of the meeting's consent agenda and to approve the Board Meeting minutes of May 27, 2015. The motion passed unanimously.

Public Comment

- None

Announcements

- **Artist of the Month** – Ken Krehbiel, wildlife photography
- **Candidate Declaration Ends** – June 12th
- **Habitat Workday** – June 18th
- **Hoe Down** – June 19th
- **Tennis Margarita Mixer** – June 20th, 11:00am – 2:00pm
- **Board Meeting** – June 24th, 5:00pm
- **18th Annual RVR Classic USTA Tennis Tournament** – June 26 – 28th

- **RVR 4th of July Jubilee** – July 4th, 5:00 – 9:00pm
- **DRC Meeting** – July 9th
- **Habitat Workday** – July 16th
- **Habitat ‘Bike to Build’ Barbeque Reception** – July 17th
- **DRC Meeting** – July 23rd
- **Board Meeting** – July 29th, 5:00pm
- **Community Gathering** – July 29th, 6:30pm

Committee Reports

- June 4th Meeting

There were no comments on the DRC minutes.

Executive Director’s Report

- **General Update** – The organization is operating within the Board adopted, Member ratified 2015 Operations Budget and Capital Expense budgets. However, our “high season” is just beginning. It should also be noted that additional outside seasonal staff were brought on a month early due to hot and dry conditions. This additional labor cost was not budgeted.

The RVR Trash and Recycling program is underway with same day, single provider service that commenced April 1st. All aspects have gone smoothly. We are working to get all recycling containers in a consistent color.

Patrick Boas, Special Services, is handling all special requests on a case-by-case basis. Comments regarding the program have been universally positive. Our first reconciliation with MRI was satisfactorily completed. The reconciliation process is done each week immediately after the service provision and then confirmed monthly.

We are fully involved in Summer Camp operations. Seasonal staff for swim and juice bar have come on Board as planned and budgeted. Our function and event schedule for the high season is the most robust it has ever been with a function or an event every week through mid-September.

Please see the Member Services section for details for activities, functions, and events.

Tennis, swim, fitness and soft programming are all running smoothly; customer participation and satisfaction is high.

Tennis Membership sales have exceed the budgeted revenue with more revenue anticipated with the sales of the 3 month Peak Memberships (June, July and August).

Despite very unusual weather, irrigation operations are running smoothly. The Irrigation Reimbursement Assessment, which has remained the same for the fourth consecutive year, is at a 99% collection rate.

The Thompson Park PUD has received Master Plat approval from the Town Trustees. There were several conditions the RVRMA had for this approval, all of which were placed on the Master Plat, in the Subdivision Improvements Agreement or both. The ED will update the Board at the June meeting if need be. Through following the process and multiple plat revisions, our interests were protected and a spruce tree planting buffer was installed at the developer's expense.

Gould Construction is performing the subdivision backbone infrastructure and the site work for Ross Montessori School. The ED has a long standing relationship with the contractor and will continue to monitor the construction activities for the duration of the project.

The Concept Plan for the Crystal River Restoration Project was very well received and is moving forward as planned. We have three grant applications submitted to complete the construction plans and obtain the necessary permits from referral agencies. Once the project is "shovel ready" many more grants become available. This is the stage at which we will begin hard pursuit of private donations as well.

- **RVR Irrigation H2O** – RVR Irrigation H2O is operating per plan and budget to date.

All Community, Old Town, Settlement and Private Irrigation Systems are fully operational.

The limited snowpack suggests this could be a very challenging irrigation season.

In partnership with golf, we are purchasing a new computer as the existing machine continues to kick out and not re-set.

- **Member Services, Hospitality, Media and Public Relations** –RVR Homeowners Marcie Reed and Cheryl Bumgarner will be the featured artists for July and August. The featured artist wine tasting will be held on Friday, June 5th at 6 pm.

RVR owners and residents continue to donate their time and talents to the Third Thursday with Habitat build days! RVR is also hosting a special barbeque for the 'Bike to Build' group that will be participating in a local Habitat build day on July 16th.

The rec and wader pools opened on Friday, May 22nd. Considering this is an early Memorial Day weekend and we have had many days of rain, our hats are off to the maintenance team for pulling the proverbial "rabbit out of the hat" and delivering the pool on time, as planned and within budget. The crew certainly deserves a pat on the back! The Free Hot Dog give away was held on a rainy Saturday, May 23rd. We didn't give away as many hot dogs as previous years, but everyone still had a good time! 156 hotdogs were given away to happy campers. The Annual Garage Sale on Saturday June 6th, was a great success with the most participation we have ever had, 128 maps were handed out with coffee and doughnuts.

The Second Annual, Way Past the Last, RVR Wild West Hoe Down and Chili Cook-Off was held on Friday, June 19th, from 5:30 to 8:30pm. This event was a huge success last year and even better this year! All attendees are encouraged to "Cowboy Up" as they deem appropriate for this fabulous event.

The 2015 Meeting, Event and Function Calendar is on the white board in the admin office. All dates are subject to change.

- **Operational Refinement** – At the request of a few owners, we have placed additional grab bars in the ladies shower area.

Due to “signage creep” we are fabricating a bulletin board which will be placed to the left of Suzi Mathew’s door where all pool and locker room information will be placed.

We have placed decals on the new half-light on Suzi’s door and have updated the admin office door to include Pam Britton’s name. Shades will be placed on Ian and Suzi’s door when they need private time to complete certain tasks.

Staff has created and printed the ‘Ten Ways to Be a Good Neighbor at RVR’ brochure which outlines 10 keys areas for neighborly and responsible citizenship at RVR including: cleaning up after pets, asking before making exterior changes to a property, and parking appropriately. Additionally, in the Weekly News we are now placing “This Week’s Top Three” items in pursuit of positive neighborly relations.

- **Special Services (FAC)** - The Friday Afternoon Crew (FAC) has performed numerous special services during the period. We now have several projects in the hopper and will complete as time and resources allow. There is a very high level of customer satisfaction with this program.
- **Social Media (Website, Weekly News, Surveys, Facebook)** – The website continues to receive significant use by our members. The system permits us to track what areas are being accessed both on the Website and in the Weekly News. This provides valuable information that helps guide our communication efforts. The service provider directory has expanded and is going through a restructuring of the index to be more user friendly and to reflect new service provider categories. Website ad sales are behind budget as Patrick Boas time has been consumed by the RVR Trash and Recycling Program and Swim Instructor Training. Once he is ahead of the curve on those items he will be able to focus on ad sales.
- **Technical - Ranch House Mechanical** – The current utility charts and notes are not included in the Board packet for the period. Costs and usage for the period are within budget. We are updating the utility tracking chart and it will be included in next month’s packet. We had to switch consultants mid-stream in the process due to non-performance of the original consultant.

In the Capital Expense Budget for this year we had budgeted for replacement of the Juice Bar reach in coolers due to three failures last year. We have had no failures to date this year so that project will likely be deferred.

- **Ranch House Pool** – The annual deck repairs are complete. The deck has been sealed and furnished. Life Guards are staffed. All systems are a go! Attendance has been massive now that the rainy weather has turned in to very hot days.
- **Tennis facility and Programming** – All hard courts and all clay courts are open for play. The tennis staff is providing a full menu of professional services. There is a very high level of customer satisfaction. The 18th Annual RVR USTA Tennis Tournament will be held June 26th thru June 28th. We are currently confirming volunteer staff and sponsors for the event.

In the Capital Expense Budget for this year we had budgeted for a revision of the easterly tennis courts fence/wind screen. For a variety of reasons we have determined that project does not meet a meaningful cost/benefit equation.

- **Ranch House Building** –We have replaced many veneer stones that had failed over the winter and tucked all compromised masonry joints. We had stone failure in all RVR masonry locations. It is the ED opinion that this is due to the very odd winter we experienced with extreme wet/cold and hot/dry conditions have caused these numerous, unanticipated failures.
- **Site work and Landscape**

Snow Removal- Services are completed for the season.

Turf Grass –The turf grass is in the best condition it has been according to Owner comments and tenured employees. Broadleaf spraying is complete. We have incurred additional, unbudgeted costs due to having to bag clippings in common areas which historically have not required bagging.

Trees – We will commence treatment of poplar borer, aphids and spider mites the week of 6/21.

Flowers – Annuals were placed the first week of June. The beds are serviced weekly each Thursday. The 2015 capital expense plan and budget includes installation of flower beds at the south entry.

Noxious Weeds –2015 Noxious Weed control services on RVRMA Open Space are now underway. Prima Plat Care has completed 75% spraying of vacant lots. The service opt-out was been noticed in the Weekly News several times and will the deadline has passed. We will monitor the situation as listed species have not yet presented due to colder temps and heavy rain. Now that we have hot sunny days and warmer soils, noxious weeds have flourished to a greater extent than past years.

Beautification and Mitigation – Pond 11 improvements, near the North Bridge are complete. The project looks great and provides much greater curb appeal to that MCA.

We have finally completed the fine grading, irrigation and sod placement at the north entry. There is now cost recover from CDOT as this is within their ROW and the project has been closed out. We have maintained a positive relationship with the CDOT local staffers which will be of benefit going forward.

We have also obtained at no cost several large boulders from a Town project which will be used for various landscape and river restoration projects over time.

We have replaced stone and re-grouted all masonry throughout the community due to the conditions stated above.

Special Projects – Nothing new to report during this period other than what was previously stated.

Infrastructure – The Town of Carbondale has completed the water main repair at Crystal Bluffs

- **Settlement and Old Town 2014 Paint Program** – Painting services have commenced in both The Settlement and Old Town. Both neighborhoods are 75% complete. The target completion date will likely be August 1st instead of the contractual date of July 1st due to heavy rains.
- **Budget and Finance** –April 2015 Financials are included in the Board books. The utility tracking sheet is under a rebuild by Lucks Digital. Once that is complete, staff will take that process over from owner/volunteer Roy Davidson. We appreciate all of Roy’s help over the years in our energy efficiency initiatives. It should be noted that all operational energy use nuisances remain tracked and costs are within budget for the year.
- **Capital Reserve Expenses** - We are on track and within budget for planned and completed capital expenses. There are two planned projects that will not occur this year or at all. The Reach-In Cooler Replacement has been deferred and the East End Tennis Court Fence and Screen has been determined as no added value and will not happen. These two projects had a planned expense of \$11,000. However, there is approximately \$10,000 in unanticipated capital projects completed to date that were not planned for when the capital budget was produced in August of 2014. Additionally, we have procured two spruce trees and 150 padded new event chairs at no cost for a value of \$12,500. The ED suggests that going forward we simply place an allowance in the annual capital expense³ budget for unanticipated projects. Please see the 2015 RESERVE SPENDING TRACKING SHEET I the Financials for the detail.
- **Licensing and Registration** – Ian, Suzie, Pam, and Brenda have each passed the State of Colorado HOA licensure exam (and all the preliminary requirements including the M-100 exam, CMCA certification exam, fingerprinting/background check) and their applications for HOA Manager License have been submitted are pending State approval. We anticipate receipt of licenses by June 1st. The statutory deadline is July 1st.
- **Continuing Education and Training** – Now that the State mandated licensing process is complete, the management team will then be required to perform 8 hours annually (each) for continued certifications and licensing. We continue to take the monthly HS webinars which count towards our CMCA continuing education requirements, including “Boost Morale and Banish Negativity in your Workplace” and “Committees: How and Where to Create t hem”. We have also completed the Kiplinger webinar “Improved Morale and Banish Negativity in your Workplace” program.

Pam and Brenda are heading up an integrated staff training and development effort that will include hospitality education, and skills-related training. Pam and Brenda have completed training on Studio 13 software which will enable them to create 'stand-alone, on-demand' learning modules that use power point, video, interactive elements, and skills/knowledge testing to train staff on all aspects of their jobs. Modules will be brief (3 – 10 minutes). They will be archived and can be accessed at any time by staff and from remote locations via the internet.

The management Team has purchased the DVD Kiplinger webinar, "Boosting Sales by Mastering the Lost Art of Cold Calling" and will review at a regularly scheduled staff meeting.

- **Notary Services** – Pam and Brenda continue to offer Notary services regularly, without charge, to RVR Members and Residents. Over 75 notarizations have been completed and community members seem to genuinely appreciate this additional service.
- **US Postal Service** – Ian indicated that we are working with the USPS to alleviate the issue of people not picking up their items from the parcel boxes in the Mail Room. We will be communicating via the Weekly News to encourage everyone to pick up their parcels within 72 hours in order to release those boxes for use for other people's parcels.
- **Going Green** – Starting in July meeting, the Board Books, including financials, will provided to the Board members and Management team digitally. We will provide a hard copy to anyone who wants one.
- **Photo Shoot** – Local photo-journalist, George Hendrix, did a two-day photo shoot at RVR to create a library of current RVR imagery. Members of the community served as the 'models' for the shoot and were provided digital copies of the pictures that they were in. RVR will have approximately 800 photographs to use for promotions, and website/weekly new imagery.

Old Business

- None

New Business

- None

Executive Session

The Board entered Executive Session at 5:38 pm. The Board returned from Executive Session at 6:06 pm.

Adjourn

It was moved and seconded to adjourn the meeting. The meeting was adjourned at 6:07.