

**RVRMA EXECUTIVE BOARD**  
**Record of Proceedings**  
**Regular Monthly Meeting**  
**Wednesday, October 26, 2016, 5:30pm**  
**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, October 26, 2016 at 444 River Valley Ranch Drive, Carbondale, Colorado, CO 81623 with the following people present:

**Executive Board of Directors**

Ron Rouse, President  
Yvonne Perry, Secretary  
Todd Richmond, Treasurer  
Scott Darling, Director-at-Large  
Jack Gausnell, Director-at-Large

**Management Representatives**

Lani Kitching, Interim General Manager  
Suzie Matthews, Finance and Fitness  
Pamela Britton, Governance and DRC

**Homeowner Attendees**

Barbara Grant  
Bill Grant  
Sandy Kister  
Caroline Kleban  
Stan Kleban  
Dave Kolquist  
Karen Harvey  
Dick Heinz  
Steven Wolff

**Call to Order**

RVR Executive Board President, Ron Rouse called the meeting to order at 5:31 pm. A quorum was established.

**Approval of Agenda**

Directors Gausnell and Richmond moved and seconded to approve the agenda. The motion passed unanimously.

**Consent Agenda**

Directors Perry and Darling seconded the adoption of the meeting's consent agenda and to approve the Board Meeting minutes of September 28, 2016. The motion passed unanimously.

**Public Comment**

- Ron welcomed the members of the community in attendance. He invited all to participate in future Board meetings as well. He asked that we take the public comment 'topically' beginning with an update on hiring a new Executive Director.

- **Topic: New Executive Director**

- Homeowner Bill Grant expressed his appreciation to Staff and the Board Members for the job they do. One thing he has noticed is that some things seem to be slipping a bit around RVR. He suggested that perhaps the underlying reason is that we are missing an Executive Director that can take a comprehensive look at some of these details.
- Homeowner Stan Kleban offered that he would be interested in understanding the time line for filling the ED position.
- Homeowner Dave Kolquist asked if we have any financial obligations to the former Executive Director. Board President Ron Rouse stated, "No longer."
- Ron Rouse explained that when the vacancy occurred in the Executive Director position, the Board was very interested in having a thorough understanding of what type of leadership was needed in order to managing this community to everyone's benefit. When the former Executive Director resigned, one top priority was to help staff regain their equilibrium which has been accomplished. Much of this was thanks to the very diligent effort of Board Members and now Interim General Manager Lani Kitching. Ron stated that we intend to now consider how to further address the need for leadership of our Association.
- Board member Scott Darling reinforced Ron's comments.
- Homeowner Carolyn Kleban asked if the Board plans to use a 'Search Committee' in the next ED search or would the Board make the selection.
- Ron stated that we are still focusing on getting successfully through this year. It seems likely a Search Committee would be created, but it is a bit premature to make that determination.
- Homeowner Barbara Grant offered that since the Board is trying to fulfill their role and the role of an ED at the same time might be part of why things are falling through the cracks. Barbara expressed concern that there is not a specific process and timeline in place for filling the ED position.
- Ron stated that those were fair comments. He stated that in the history of this Association, seldom has an ED lasted more than just a few years. This was of concern and perhaps suggested that a deeper look at how to approach this might be warranted. The Board has put in many, many hours and many meetings in an effort to make sure the Board is looking at this responsibility thoroughly to create the greatest chances of lasting success.
- Homeowner Dave Kolquist, in 2014 our HOA was voted HOA of the Year, morale was high among the staff. Would leaning on the staff that was present at that time be effective?
- Ron expressed that this is not an appropriate venue to address personnel issues.
- Homeowner Stan Kleban asked if a more solid timeline could be provided to the homeowners.
- Homeowner Bill Grant offered that in the past, committees were utilized for various areas such as landscaping. He offered that if that seemed like a viable model, there are probably community members who would be willing to volunteer to assist.

- **Topic: Events**

- Homeowner Caroline Kleban pointed out that some of the events in particular the art show/wine tastings that used to be held have diminished.

- Yvonne expressed that staff and the Board want to provide the kinds of events that the community wants to see and appreciate and value the community input.
  - Ron reminded everyone that our community foots the bill for all of the things the community wishes to have and do. The Board works to balance those interests and the money required to support all those interests.
  - Board Member Jack Gausnell also suggested that we are in the next decade of the life of our Association and we have to be attentive to infrastructure needs.
  - Homeowner Barbara Grant asked, “Do we have adequate Reserves to fund those needs?”
  - Ron Rouse stated he wanted to make 2017 “The Year of Reserves”. Part of what he and the Board are really trying to get on top of is the condition of our infrastructure. In the first decade of our existence, there weren’t the same concerns about infrastructure. It is something that now we need to pay close attention to.
  - Homeowner Carolyn Kleban asked if the Board sees the need for a Special Assessment anytime in the near future.
  - Ron stated, no; from a philosophical position he would prefer that the Association look at incremental increases in dues if needed rather than a Special Assessment.
  - Jack Gausnell stated that between he and Lani they have been on an RVRMA Board for a significant number of years. And never has he seen a stronger Board and one that has performed their due diligence.
  - Board Member Todd Richmond offered that he understood a possible sense of ‘being in the dark’ by community members. He stated that the recent ED experience brought home the idea that hiring the wrong ED causes more damage than not having an ED. He also suggested that having committees requires time in order to work with and meet with committees and right now the Board is really focusing on the nuts and bolts of the operations. He stated that he can assure community members that the Association is in a sound financial position. He understands the community’s interest in understanding where we are going.
  - Homeowner Dave Kolquist stated that he was not aware of much of what he was hearing tonight. He wondered if there was a way that some of this could be communicated more fully to community members.
  - Ron indicated that once the Board needed to be sure of where we are, where we are going, and what the message should be to the community, we are prepared to increase messaging.
  - Scott offered that the feedback was appreciated and that the Board heard the homeowner guests loud and clear tonight. He said that the feedback is valuable and that continued communication is important.
  - Lani asked who the community members want to hear from. Stan suggested both the Board and Lani as the Interim General Manager.
- **Topic: Leaf Pick Up**
    - Steven Wolff asked that community members be kept better informed about terms of the contractors providing the services to the Settlement and Old Town so homeowners have an opportunity to understand what to expect and what they need to take care of themselves.

- **Topic: Contracts**
  - Lani provided a brief overview of the status of contract bids for painting, landscape, and other services.
  - Karen Harvey reiterated that what matters most to homeowners is communication and transparency.
  
- **Topics: Posting Financials on the Website**
  - Stan asked that the monthly financials be posted on the website. Suzie indicated that since our website is an open website, financials were not posted at this time. We will take the necessary steps to create a secure way for the homeowners to access those financials.
  
- **Topic: Staffing**
  - Barbara Grant asked why, when Brenda went part-time, we didn't re-fill that position?
  - Yvonne suggested that rather than rushing into hiring, the Board wanted to consider the best staff configuration.
  - Lani said there are a lot of moving parts to running this organization and staff members really are the ones who run those moving parts.

Director of Finance, Suzie Matthews and DRC Administrator Pam Britton each added to the conversation their perspective as staff members and homeowners. Suzie and Pam both stated that they valued the way the Board members have all been working with staff during this transition, ensuring that each staff member had the information, support, and resources necessary to do their job.

Suzie and Pam both commented on the thorough and diligent manner with which the Board has addressed this year's budget, operational needs, contracting, and other important areas. They each stated that they felt significant confidence in the Board and the direction of the Association. They both indicated that the morale among staff was good.

## Announcements

- **November Art Installation** – Dale Petefish Wildlife Photography
- **DRC Meeting** – October 27<sup>th</sup>
- **Halloween** – October 31<sup>st</sup>
- **RVR 'Trunk or Treat' Halloween Event** – October 31<sup>st</sup>, 6:00 – 7:00pm
- **DRC Meeting** – November 3<sup>rd</sup>
- **Game Night** – November 11<sup>th</sup>, 6:00 – 8:00pm
- **DRC Meeting** – November 17<sup>th</sup>
- **Budget Question and Answer Session** – Tuesday, November 29<sup>th</sup>, 5:30pm
- **Executive Board Meeting** – November 30<sup>th</sup>
- **Holiday Party** – December 10<sup>th</sup>
- **Executive Board Meeting** – December 14<sup>th</sup>, 5:30pm
- **DRC Meeting** – December 1<sup>st</sup>

- **DRC Meeting** – December 15<sup>th</sup>

There will be a community ‘Game Night’ on November 11<sup>th</sup> from 6:00 – 8:00pm at the Ranch House. Bring your favorite game (we will also have a variety of games available) and join your neighbors in a fun evening of socializing! Refreshment will be served.

### Committee Reports

- DRC Meeting – September 29<sup>th</sup>
- DRC Meeting - October 13<sup>th</sup>

There were no comments on the committee reports.

### Staff Report

#### General Update

Operations are proceeding smoothly. Irrigation blow-out is winding down. The tennis courts will continue to be available, based on weather and court surface conditions. The Halloween Trunk or Treat event is coming up shortly. Real estate activity remains fairly high. The level of DRC new home construction applications remains high. In addition, requests for Administrative approval for home improvements continue to be received.

#### Finance

- **Budget** –See budget to actual notes.
- **Financial Reports/Capital Reserve** – Enclosed

#### DRC/Governance

- **DRC** – DRC remains very active.
  - New home construction – 7 new homes are currently under construction; 5 new homes have received final approval DRC; 2 additional new home applications are in the review process.
  - Remodels – There is one significant remodel taking place and 3 additional remodels have received final approval.
  - Administrative Reviews – Administrative requests have dropped off.
  - Certificate of Completion and Compliance was issued to Lot AA-01.

- **Governance –**

- The annual meetings for The Settlement and Old Town have been conducted. Other sub-associations including the Boundary and Crystal Bluffs have held their annual meetings as well.
- *A Revised Policy for the Examination, Inspection, and Copying of Records* is in the final days of the 30-day comment period. It will be presented at the November Board meeting for approval consideration. No comments have been received to date.

## **Human Resources**

- **Staffing** – Recreational staffing has ended for the season. Seasonal maintenance staff will continue until the end of irrigation blow out.
- Organizational modeling is being done by the Interim GM at the direction of the Board in order to optimize staff composition and staffing levels to better meet overall Best Practices.
- Employee benefits packages will be reviewed in early November when 2017 Healthcare Plan products and costs are expected to be released
- Adopting an Ellis and Associates Aquatic Risk Management hands on and proactive approach to lifeguard training is being explored to enhance the competency of our seasonal lifeguards and to position RVR to become eligible for liability insurance cost savings

## **Member Services**

- **Art** – Dale Petefish, wildlife photographer will make a return visit as the Art Installation for the months of November – December. Our own Marcie Reed and Cheryl Bumgarner along with several other local artists will be featured in January and February of next year.
- **Communication** – The Weekly News, Tennis News, and Business Buzz are all being produced on schedule and continue to serve as important points of communication with our owners along with select Public Service Announcements of topical importance.
- **Programming** – The tennis courts will continue to be available while the weather is favorable. Fitness programming continues per the monthly schedule.
- **Events** –The next RVR event is the Halloween ‘Trunk or Treat’ event on October 31<sup>st</sup> at the Ranch House. Homeowners are invited to decorate the trunk of their car, and bring it to the Ranch House parking lot to distribute treat to the little ghouls and goblins of our community!

## **Operations**

- **Maintenance** – Regular maintenance is proceeding as scheduled. Irrigation blow-out will be close to completion this week. The pool deck and front entry have been sealed. Repairs to Ranch House hot

water plumbing and electrical controllers will be scheduled to occur in Q4. Air duct cleaning will be done prior to winter HVAC programming changeover. Pools and Spas sand filter replacements to occur in Q1-17 which will require the Ranch House to be closed due to water shut off for approximately one week in February, 2017. During the proposed closure other Ranch House cosmetic improvements and maintenance projects will be performed.

- **Settlement and Old Town painting services** - Are under review for the 2017 schedule. Bid preparation will take in to consideration the input received at each respective neighborhood's Advisory Committee meeting. Pre-paint inspections of scheduled homes in both neighborhoods have been completed.

### **Lawn and turf maintenance**

- Complete irrigation blowout of RVR's main trunk and lateral lines was completed yesterday, Oct. 26<sup>th</sup> two days behind schedule.
- The delay was caused primarily by compromised access to ground level control valve boxes due to aggressive deer fence placement as well as three homes requiring 4 to 6 hours of labor each to establish a work-around for faulty irrigation timers or those in known disrepair.
- Staff recommendation in these cases is to levy either a unit (home) charge for time and materials that the property owner pays back to the Association or to impose an owner non-compliance fine.
- The Bowles and Holland head gate is expected to fully close this coming Friday when irrigation of the Golf Course is anticipated to conclude.
- A more detailed analysis of homeowner irrigation calls will commence with the implementation of Maintenance Work Orders that will track time and materials per unit (household). This data may support the addition of a seasonal irrigation technician and/or ensure that the cost associated with custom work calls is borne by the requestor and not subsidized by the Association.
- Turf Maintenance and Lawn Care RFPs were issued in the first week of October and service provider bid sheets are due in this coming Friday the 28<sup>th</sup>. Detail meetings have occurred with each interested vendor to include a drive around the property to ensure RVR expectations can be met.
- Added to the 2017 specs is a Lawn Care component specific to those neighborhoods requiring a more customized level of detail than the basic "mow and blow" service that RVR has historically subscribed. This will likely result in a cost increase, however, given the nature & number of owner complaints tracked on an annual basis since 2012 it seems necessary to include a private lawn service scope to meet growing expectations.
- The Turf Maintenance component of the bid for the first time also included the management of the close to 900,000 sq. feet of native grass that RVR is required to maintain. On balance, this will provide

the option to call on our professional vendor for support during the busy summer months rather than rely on Temp Labor which comes with associated ramp up time and quality workmanship uncertainty.

### **Facilities**

- Repairs to Ranch House hot water plumbing and electrical controllers have been completed. It was pointed out by one plumbing vendor that our use of salt instead of denatured chlorine (also NaCl salt based) continues to cause corrosion to our plumbing infrastructure. Although the membership appears to prefer the inert salt compound over chlorine it is proven to be unhealthy for our pipes. Bromide will be considered as an organic replacement.
- A second vendor's bid for the 5 sand filter replacements was received this week, however, the recommended product was the same as the Astral filters currently in place that have the same 15-year warranty. Additionally, despite this being a local provider, their experience in performing this type of major work seems limited. The inclination is to remain with our longstanding pool service provider despite that company being out of the immediate area. Costs were comparable.
- The Juice Bar refrigerator has been deemed functioning properly after an overly warm reading was noted by the State Inspector during the summer. No perceptible Freon leak has been detected and I will continue to periodically check the Freon lines with a black light in the basement crawl space.
- Winter facilities work will be window washing, carpet cleaning, ductwork vacuuming, surface refinishing of the Juice Bar counter and hardwood floors and re-grouting of one of the men's shower room floors and possibly the steam room. Heat tape and/or drain pipes and gutters will be looked into to prevent the risky 6 ft. icicle formation that routinely occurs in the corners of the Ranch House poolside roofline.

### **Settlement and Old Town Painting**

- Walk arounds of all paint eligible homes in each neighborhood have been completed by Interim General Manager Lani Kitching accompanied by an industry professional.
- Feedback from both neighborhoods Advisory Committees is expected back this week at which time the RFPs may be re-calibrated per any well founded adjustments. The deadline for this input is Friday October 28<sup>th</sup>.

### **Seasonal Snow Removal**

- Four Seasons has declined to bid on our snow removal work as, under their new ownership, service line extensions have changed which gives their management little confidence they're currently equipped to meet RVR's snow removal demands.
- Bids are still outstanding to Aspen Grove and The Daly Company may be entertained as a second prospect.

### **Tennis Courts**

- The courts were officially closed on Monday with the nets to be taken down on Wednesday afternoon when the clay is thawed enough to get them unstuck from the playing surface.

### **Flower Bed, Entryway and Ranch House landscaping**

- Will likely be awarded to “The Green Company” for 2017 with the caveat they do not tinker with any part of the irrigation system when doing either RVR contracted or private residential landscape work.

### **RVR Trees**

- We’ve experienced an ever increasing number of perceived tree failure calls each week. This is principally due to trees having reached their mature size and either showing signs of potentially damaging property encroachment, actual disease or frailty or view plane impingement. We plan to set a meeting with Aspen Tree Service to develop an internal protocol with which to reasonably address this recurring issue.

### **Crystal River Initiative**

- Four groups met with us last week, each of which are interested in participating in riparian restoration of the reach of Crystal River that runs through RVR.
- We participated with CPW in a fish count and water quality check between the North Bridge and the Fish Hatchery. Once available, they will share their results with us which will be published as part of the next available RVR newsletter.
- We visited with Carbondale Fish Hatchery personnel on the 2015 Rosgen development proposal and are in agreement that, being the last freestone river in Colorado, the Crystal deserves to stay wild. Given the nature of the Crystal’s “live heavy bed load” it’s highly unlikely to keep what’s been described in-stream improvements in place on a year over year basis. This would potentially mean having heavy equipment in the river on a cyclical basis. We will plan to discuss these findings with Town of Carbondale officials and AVLT while furthering our working relationship with Colorado Parks and Wildlife.
- The local Audubon Society expressed an interest in promoting the Riverfront Park Trail as a designated viewing area for certain rare avian species. The perspective shared by RVR was that as long as it didn’t interfere with fishing or other public access **and** that no maintenance responsibility was placed on RVR due of the location of the trail we would be agreeable.
- Rocky Mountain Volunteers / Youth Corps is looking to continue its work on the stream bed fortification they started last summer for which RVR was recognized for its labor contribution in partnership with the Town of Carbondale and the dozen or so boxes of popsicles provided to the young workers.

## Old Business

- None

## New Business

- **Trash Collection Policy and Procedure**

The following **Draft Motion A** was moved and seconded by Directors Perry and Gausnell. The motion passed unanimously.

**Draft Motion A:** Resolved, that the RVRMA Executive Board hereby adopts the proposed RVRMA Trash Collection Policy and Procedure as written.

- **2017 Budget**

The following **Draft Motion B** was moved and seconded by Directors Gausnell and Richmond. Discussion was held. Ron Rouse provided some minor updates to the working draft budget. The motion passed unanimously.

**Draft Motion B:** Resolved, that the RVRMA Executive Board, adopts the proposed 2017 RVRMA budget as presented.

## Executive Session

The Board entered Executive Session at 7:44pm. The Board returned from Executive Session at 8:00pm.

## Adjourn

It was moved and seconded to adjourn the meeting. The meeting was adjourned at 8:00pm.