



RIVER VALLEY RANCH

RVRMA EXECUTIVE BOARD

Monthly Meeting

Wednesday August 25, 2021, 5:30 p.m.

Ranch House Conference Room

Executive Board of Directors

Gary Lesser, President
John Lund, Vice President
Todd Richmond, Treasurer
Ben Johnston, Secretary
Laura Hanssen, Director
RJ Spurrier, Director
Michael Banbury, Director

Guest Speaker

Jeff Conklin, HOA Attorney

Management Attendees

Sterling Page, General Manager
Kendra Ford, Community Services Manager
James Maguire, Accounting
Travis Green, Landscape Superintendent

Homeowner Attendees

Sarah Murr
Steve Laverty
Richard Sills
Frank Goldsmith
Richard Sills
Richard Rogers
Jillian Banbury
Wolf Gensch
John and Cathy Shoenecker
Ken Wanko
Krys Greenwood

I. Call to Order- Establish Quorum

Board President Gary Lesser called the meeting to order at 5:30 p.m.

II. Approval of the Minutes

- Approval of meeting minutes of the Executive Board meeting held on July 21, 2021.

Motion: Ben Johnston and John Lund moved and seconded to approve the meeting minutes from July 21, 2021. The motion passed unanimously.

III. Approval of the Consent Agenda

Motion: RJ Spurrier and Todd Richmond moved and seconded to approve the Consent Agenda. The motion passed unanimously.



RIVER VALLEY RANCH

IV. Public Comment

There was no public comment.

III. Management Updates (attached)

- Ranch House- Kendra Ford
- Operational -Sterling Page
- Finance -James Maguire
- Landscape -Travis Green

IV. Committee Reports (attached)

- Landscape
- Long-Range Planning

V. Old Business

- **State Guidelines re Freedom of Expression**

Jeff Conklin noted If something is deemed “hate speech” prohibited by law, it will also be prohibited with the sign and flag policy.

The amended Sign and Flag policy will be emailed to the Board members to be voted by Unanimous Consent. The outcome of the vote and the policy, if adopted, will be shared with the Community in the upcoming “View from the Board.”

- **State Guidelines re Increased Protection for Unit Owners under CCIOA**

There are a variety of different amendments in this legislation dealing with a wide range of issues. One of which is emphasizing environmental conservation in HOAs and allowing for xeriscaping. There are also changes to records the HOAs have to keep and need to be kept for six years, and a change to the timeline for owners request for records which is a thirty-day timeline for records to be produced. The Board will take appropriate action on this legislation at the September monthly meeting.

VI. New Business

- **Proposed Executive Board Meeting Schedule 2021-22**

Motion: Todd Richmond and RJ Spurrier moved and seconded to approve the Board Meeting Schedule for 2021-22. The motion passed unanimously.



RIVER VALLEY RANCH

- **Community Engagement Update**

In July, the HOA hired Manifest Communication to engage the RVR Community with the Town, to oppose Crystal Outdoors' efforts to change the development code. Tracy and Rachel of Manifest Communications introduced themselves to Community at the July 21 Annual Meeting. They laid out the strategy and had initial meetings that night with many homeowners. Neighborhood leads were established, and 110 letters went to the Town. Gary Lesser acknowledged and thanked the neighborhood leads: Yvonne Perry, Peggy and Hugh Sontag, Jack Olson, Bill Brown, Carl Hostetter, Sandi Kister, Kevin and Tish O'Keefe, Mary Catherine Conger, and Mike Brinson. This effort brought the RVR community together in ways never imagined possible. Neighbors met neighbors; new relationships formed. Many porch conversations took place as flyers were delivered door-to-door. This elicited a community response so strong that the opposition saw the writing on the wall and asked for a continuance.

Jeff Conklin, RVR's attorney, shared with the Board that Crystal Outdoor (golf course owners) presented a letter to the Town requesting a continuance for at least thirty days to present a different interpretation of the code and better respond to what the RVR Community has presented. RVR told the Town they are requesting to proceed with the hearing on the 26th. The Town denied Crystal Outdoor's request for a continuance. The evening of the Board meeting, Crystal Outdoor informed the Town they intended to send a letter in the morning to withdraw their bid for the UDC amendment. Jeff explained there is always the potential Crystal Outdoors could later refile the request, but the Town has communicated to them that if they were to refile a request, the earliest the Town could accommodate it would be the Spring of 2022.

The Board as a whole recognized the RVR Community for coming together to work on this cause so effectively.

- **Customer Service Update (attached)**

Sterling noted the plan he presented to the Board and Community in the packet is a short-term plan.

The Board requested a list of priorities and dates for the items/task in the plan.

There were ideas about the goals for measurement, starting with a page on the website that is prominently linked to allow an owner to create a request of varying kinds. There has been discussion about establishing two different service level standards.

1. How long did it take for someone on staff to respond.
2. The time until the case is closed.



RIVER VALLEY RANCH

Upon closure of a request, a satisfaction survey will go out to the owner/member.

The goal is to get software that will allow this process to be up and running by the next Board meeting.

- **Potato Days**

There was some discussion around the possibility of RVR as a community taking a sponsorship role in Carbondale's Potato Days to engage with and support the local Community. However, it was determined as an HOA, RVR cannot use its money to support other nonprofits.

VII. Adjourn

Motion: Todd Richmond and RJ Spurrier moved and seconded to adjourn the meeting. The motion passed unanimously.

The meeting adjourned at 6:45 p.m.

VIII. Executive Session

Personnel