

Lake Forest Glen Homeowners Association
Regular Meeting of the Board of Directors
August 24, 2013 8:30 a.m.
Held at Lake Forest Glen Association Office
3101 Lake Forest Road
Tahoe City, California 96145

MINUTES

CALL TO ORDER BY - President, Mark Pierpoint at 8:38 a.m. A quorum was established with six directors. Directors present were, Nikki Aronhalt (by phone), Alan Nelson (by phone), Doug O'Neal, Mike Robinson, and Steve Vanni. Staff members present were Alan Miescke, General Manager, Carol Rainville, outgoing Administrative Assistant, and Cathy Wencke, incoming Administrative Assistant.

1. APPROVAL OF REGULAR MEETING MINUTES – Doug O'Neal made a motion to approve the minutes of June 22, 2013. Mark Pierpoint seconded the motion. The motion was passed by a vote of 5 directors. Steve Vanni abstained.

2. HOMEOWNER HEARINGS/CORRESPONDENCE

3. MANAGER'S REPORT

A. Action List – 6/22/13

- 1. Alan will send an interim note to the owner of unit 173 concerning his window requests.** Alan called Mick at Unit 173 following the last meeting and explained the Board's discussion and potential cost. He has not heard back from him since.
- 2. Alan will contact Ken Saling Masonry about brick and concrete work.** Alan called twice and left message - will try again. He will try to find other contractors. Alan said they will be patching what they can, but are still in need of a better sealing option. Steve suggested possibly having Reserve Funds to use for this issue, and it was determined that Alan would continue investigating through the winter.
- 3. Alan will contact the previous owner of unit 215 with the board's decision.** Prior owner (of foreclosure) of Unit 215 paid \$1100 of the total balance due of \$1407. We should consider ourselves lucky to receive that much, otherwise we would have had to go to small claims, etc., and potentially never get paid at all. Please see attached statement.
- 4. Alan and Mark will create a plan as to how donations will be evenly handed out. Share at the Annual Meeting.** Ongoing. Discussion on previous years' donations to local agencies (Placer County Search and Rescue, Placer County Deputy Sheriffs Assn., North Tahoe Firefighters Assn., and Tahoe City Fireworks Fund). Doug O'Neal made a motion to donate \$100 each year to Search and Rescue, Sheriff Assn, and Firefighters Assn, which was seconded by Mike Robinson. Five board members approved, and the motion was passed. (It was determined that contributions to the Fireworks fund should be up to each individual homeowner.)
- 5. Alan and Jim Cochrane will put together an explanation/outcome about how we reduce expenditures to share at the annual meeting.** Have not met yet. Not clear, is this a committee action item? Discuss at meeting. Mark suggested Alan prepare 3-

- 5 examples of what he does each day to accomplish this, and share at the annual meeting.
6. **Alan Nelson will review article from Davis-Stirling Act and report back to the board.** Alan Nelson faxed a summary of changes which will take effect in January 2014. He said it looked like there is some reorganizing of some areas of the Act, with not many additions or significant changes. The Board will read and consider for more discussion later.
 7. **Doug's Architectural Committee is to come up with an alternative door for unit #228.** Doug O'Neal distributed a handout of examples of rear door options from Home Depot and Lowe's that meet the Committee's recommendation. The doors are only available as a special order, and have the option for clear or Low-E glass. (Door glass would need to be ordered with or without grids to match the rest of the unit, as specified in the architectural standards.) The Committee also considered the option of having blinds inside the glass unit, but determined it was not a good choice. Doug O'Neal made a motion that the Board adopt the Architectural Committee's recommendation on the specified door, and that the Architectural Standards be updated to reflect this option (as a rear door only). The motion was seconded by Steve Vanni, and approved by 4 Board members (with Nikki Aronhalt abstaining). Carol and/or Cathy will update the Architectural Standards document to reflect this decision.
 8. **Carol will contact Charter concerning prices to bundle and a separate price for internet to all the units.** Due to the fact that we received compensation from Charter earlier this year for a Right of Entry contract, Charter responded that they cannot consider a bulk agreement for 18 months. Alan indicated that it would be preferable for the HOA not to be involved with coordinating this type of agreement/activity, and it would probably be best to leave to each individual homeowner.

Alan Nelson mentioned a recent experience with Charter, in which the technician found it necessary to replace an old cable line from the junction box to his unit in order to deliver an adequate signal. The technician told Alan that many of the old lines in the complex running from the junction boxes to the individual units are in need of replacement/upgrading, which is causing diminished service to some homeowners. Alan asked whose responsibility it is to replace these cables from the boxes to the individual unit, to which the board responded that it was the homeowners' responsibility.

B. OLD BUSINESS - None

1. **Ideas and questions for the Homeowner Facility Questionnaire.** Mark Pierpoint provided Board members with a draft questionnaire with sample questions for review and input. The idea is to send out a survey to homeowners via email using a web-based survey program (such as Survey Monkey), which would limit the time involved on our part. The link to the survey would be provided in the email, and the results would be tabulated by the web program and provided to us. Carol indicated having all but about 25 homeowner emails, to which Mark suggested we could send a PDF of the survey via postal mail (as well as to any other HO's that request a hard copy). Upon settling on a set of questions to include on the survey, Mark would send the information to the LFG HOA office, and the office would distribute to the homeowner email addresses on file.

Mark would like the main focus of the first survey to cover two main points, the first being what to do with the tennis courts. The other would be to get input on how people feel about the Association, dues, amenities, etc. A future survey might address the issues with the pools. There was discussion related to the sample questions and suggested edits, and Mark said he would like Board members to send him input so he can send out a “test” survey to the Board prior to implementing for the homeowners. He would like to have some results to present at the Annual General Meeting. Carol and/or Cathy will keep homeowner email list up to date, and emails will be sent out “bcc” for privacy. Alan Nelson suggested adding a deadline date for responding.

2. **Electrical Panel - The electrical panel replacement is going well, however, we have stalled at roughly 35 units that have not yet been done. Board needs to discuss action to be taken at this point.** Alan Miescke reported roughly 30 units that have not completed the update to their panels, and with the deadline of July 1st now passed, we need to take next action. The last letter was sent out with statements on 5/23/11, indicating the deadline. Board members suggest sending out a final notice to those homeowners reminding them of the prior notices, the deadline that has passed, and the risk this poses to other homeowners in delaying. At this point the HOA is giving them one month to complete the upgrade or it will have the work completed by an electrician and charge the homeowner for the work. After considering that the HOA could be paying out \$20,000-\$30,000 to electricians that would then need to be collected from homeowners, it was determined that an administrative fee should be added. Carol and/or Cathy will work with Alan to generate a “Final Notice” letter and then send out.
3. **Key Projects List.** Reviewed and discussed - items in the Table are planned and scheduled; items listed below the table are in the investigation/discussion phase, and have not yet been decided on. Other items may be added to this list as necessary. It is likely that results from surveys will dictate how some of these items will be prioritized.
4. **Quorum Requirements.** Discussion regarding letter from Fong – it appears that only major changes require 50% quorum, which would not be needed for the upcoming election (three incumbents running for re-election). Mark Pierpoint will look over the letter again and follow up on this issue.

There was also discussion regarding ballots mailed to homeowners, and how we could improve response. Mike Robinson suggested including a special note in the mailing indicating the Association’s need for each vote. Carol will prepare this for the mailing. It was also suggested that we include a stamped return envelope in the mailing and see if response improves. Mike also asked about the possibility of online voting for next year, and suggested we look into that as a way to make it simpler for homeowners to submit their votes – other members agreed. Several mentioned the confusion over the ballot and proxy instructions, and it was decided after some discussion to change the format. Carol will work with Alan to re-word the

instructions to indicate a simpler choice – either come to the meeting and vote, OR assign a proxy – a person to vote for you (a Board member or other homeowner).

C. NEW BUSINESS

1. **Recreation Keys** – According to Alan Miescke, the last time keys were changed was approximately 4-5 years ago. With the number of keys lost or missing (as well as non-residents found to be using the facilities), it is necessary to make plans on how to proceed. Mark Pierpoint suggested we look at the prospect of electronic keys, which could be updated each year (or any interval) with a new code without having to reissue cards to homeowners. They could also be deactivated if lost or stolen, which would address other problems. Other Board members indicated interest in this, but are curious about the cost of implementation. There are also concerns over the reliability and failure rate of these systems. Carol said she has a friend that runs Tahoe Park Beach for their HOA, who has indicated that they have an electronic key program that has worked very well for them. She will contact him and ask for more information.

4. COMMITTEE REPORTS - None

5. INFRACTION REPORT

1. The board reviewed and discussed the report. Doug O'Neal relayed an incident that occurred at the quiet (adult) pool, which resulted in an infraction for Unit #82. An email was received from the recipient of the infraction, as she was unable to attend the meeting. There was discussion regarding whether to rescind or uphold the infraction. After the details of the incident were discussed, the Board voted to uphold the infraction, which was mainly due to the disrespectful attitudes of those involved after being reminded of the pool rules, as well as the continued disregard for those rules afterward. Steve Vanni made the motion to approve the fine, Mike Robinson seconded the motion, and the motion passed with all 5 members in favor. A letter will be sent to notify the homeowner and tenant of the Board's decision.

There was also much discussion regarding incidents like these (as well as non-residents using the facilities and amenities), and the inability to adequately enforce usage and rules without having a gate monitor. This may be something to consider for next season.

6. LEGAL - None

7. ACCOUNTING

- a. June 2013 Financials – See below.
- b. July 2013 Financials – Mike Robinson said there was nothing unusual regarding the June and July financials, and everything looks good.
- c. Delinquency Report – No units are delinquent at this time.
- d. Delinquency Tracking Graph - Reviewed
- e. Dues Analysis Report Graph - Reviewed
- f. Budget Review – Mike reported that the new budget had been received, and the Board discussed various points. Changes to the budget from last year to this year were identified, as well as planning for upcoming projects. In order to avoid a

shortfall over the next few years, the Board determined we would need to keep to the dues increase schedule, which would increase dues in January 2014 to \$314 per month. The motion to increase the dues to \$314 on January 1, 2014 was made by Doug O'Neal, seconded by Steve Vanni, and approved with all 5 members in favor.

8. WEBSITE – None

9. BOARD MEMBER'S COMMENTS / REQUESTS / NON-AGENDA ITEMS

There was discussion about the mis-use of the adult pool. Steve Vanni shared feelings of some residents who are moving out of the Glen due to the loud activity at the pool, and Doug O'Neal shared a couple of incidents where people responded angrily to being reminded/informed about the rules at the pool. Both indicated that children are seen using the pool without parents on a frequent basis. Homeowners, as well as guests, have experienced problems with the pool, and there was much discussion on the underlying issue of enforcement.

Doug O'Neal had three items to share with the Board desiring some discussion and possible action. The first item was regarding committees and non-participating members, and members that have "agendas". He said he is reconstituting his committee because of these issues. Related to this issue, the second item he mentioned was the need for Board members to attend meetings regularly. The third item was his desire to inform the Board about a recent family tragedy in the life a homeowner and former Board member, and wanting us to know so that we can be supportive in any way possible.

Jim Cochrane had suggested recognition at the Annual Meeting of the good work of Juan and Pedro. Other Board members agreed, with Doug O'Neal suggesting that they be present in order to recognize them in person if it can be arranged. It was also suggested that they might receive a bonus.

Mike Robinson mentioned the new government health care plan requirements, and that we may need to look into the issue and find resources to make decisions regarding options that will be presented. Alan Miescke has a meeting scheduled with the insurance agent to discuss upcoming coverage changes, and will get some information then.

10. EXECUTIVE SESSION – Discussion regarding compensation and salaries as related to the budget.

The meeting was adjourned at 11:36am.

The next meeting will be October 12, 2013