

# UNAPPROVED

## MINUTES

### Crestview Chateaux Homeowners Association Homeowners Meeting June 18<sup>th</sup>, 2020

5:30 PM – via conference bridge

#### **In Attendance**

Board members present: J.R. Rutherford, Connie Gartner, Chris Mohme, Jim Zirbes, Trish Rutherford

Management Rep: Richard Calderon – Heywood Community Management

Guest Presenters: Dennis & Sue Kirby of All Pro Tree Service

Homeowners present: LeAnn – Unit 225

**Meeting called to order:** The meeting was called to order at 5:32 pm by Board President JR Rutherford with a verbal roll call since meeting was held via a conference bridge.

#### **Approval of the May 21<sup>st</sup>, Meeting Minutes**

Since the Board received the Board packets via email earlier, a motion to approve was made by JR, Chris seconded; unanimously approved.

#### **Financials Report**

Connie shared her overview of the communities' May financial status. Clarification was provided to Trish on a couple of questions she had. JR motioned to approve, and Chris seconded; unanimously approved.

#### **Tree Maintenance Presentation – All Pro Tree Service**

Dennis & Sue presented background information about their company. Dennis presented an assessment of the overall trees within the community and shared information about options available to place the trees on a tree maintenance program for a three-year period. Taking all designated priority one trees and trimming them one year then alternating to priority two trees the second year and finishing the remainder trees the following years. This will ensure all trees get trimmed in a timely manner. This method will save the association money over time. They also shared the option to break payments into installments. After paying 50 % of this year's proposal, the remaining amount can be paid in equal installments. The Board thank the presenters for the information and their time. A discussion of the Board was held with the Board making the decision to approve up to \$16,761.24 with \$8,382.24 down at beginning of job and (3) additional payments of \$2793.00 to follow. Richard to work with All Pro Tree Service to schedule work and provide information to the Board.

#### **Manager's Report**

- **Maintenance reporting and feedback**

Richard provided information regarding maintenance reporting. He shared that Heywood cannot improve on how we support the community unless we are provided feedback when things are not working the way they should.

Based on feedback regarding the reporting of maintenance issues to [hello@heywoodmanagement.com](mailto:hello@heywoodmanagement.com) he did not realize that you were only receiving an automated message back when reporting an issue or a work order request. That feedback has

been taken into consideration and going forward anytime a request is made and the issue or concern is assigned to an administrative assistant that person will be responsible for responding with some type of action take; such as work order has been sent to the vendor and are currently waiting on a response for scheduling or work order has been sent and crew is within 45 minutes to an hour away.

- **Termite treatment for Building D**

Burns Pest Elimination verified that the termite treatment has been performed and completed for Building D. There was evidence of termite activity prior to the treatment and if future reports are received from that building then Burns will be out to treat at no additional cost to the association.

- **Rodent inspection and trapping**

We received a message from a homeowner that neither Burns nor Richard was in contact with this individual. Richard shared that on June 10th at 10:13 a.m. he responded to this homeowner and included all members of the board since one of the board members had either received a text message or a call from this individual which then resulted in a message being sent to Austin Haywood. His response was sent on June 10th at 4:51 p.m. The information that Richard received from Burns was provided and included in his response email. In preparation for today's meeting, Richard contacted Burns and spoke with Esther who informed him that out of the units that were to be inspected, two owners showed no signs of rodent activity, one unit had no issues and did not want an inspection, the homeowner that reported the no contact has not contacted Burns to reschedule an inspection and the last two homeowners have not responded to any of Burns calls nor have they reported any additional activity to our office. If the board would still like to proceed further one option is to only set traps in the two units that reported activity once they can inspect or Burns can set bait traps at ground level outside of that building.

- **Landscape updates**

Richard has been in contact with the owner of Great Western Landscaping regarding the condition of the landscaping in the community. One of the things he found out is that the landscape company has a new supervisor in place. Richard is planning to meet on property when our schedules can be coordinated. They assured that the water valves and cycles are set correctly and are monitoring them each time. Fertilizer has been applied to the turf and should begin to see the greening of the grass areas. One of the issues that will not be able to be resolved is there are areas underneath some trees that provide a lot of shade where Bermuda will not grow without the proper sunlight. Richard will continue to work closely with Great Western and address any concerns as they come to his attention or he observes while on his inspections.

- **Pool condition**

Richard shared that he's had several conversations with Ryan the owner of Pure and Simple Pool Service, he was assured that they are doing everything they can to get the pool appearance back as quickly as they can. Multiple times each week they are backwashing and adding clarifier. Many of the issues that are causing the cloudy green appearance is the fact that there are a lot of trees around the pool that are dropping leaves and debris which then blows into the pool and breaks down the chemical balance. He also assures that even though the pool may not look the best it is safe to clean to swim in.

- **Dumpster damage and reported issues**

The information regarding the color of paint used in the dumpster area has been provided to the manager of Dragon Disposal. Additionally, all the issues that were reported through [hello@heywoodmanagement.com](mailto:hello@heywoodmanagement.com) with lids not closed dumpsters, dumpsters turned around, damage to curbing's have all been reported as well. We are waiting for a response as to when these will be taken care of and the initial damage reported several months ago is resolved.

### **Old Business**

Broken Brick Border – Richard shared that he had not contacted the landscape company for a bid to repair the broken brick border because he felt there is a bigger issue to figure out the erosion problem. Trish shared her displeasure with Richard making that decision on his own

### **New Business:**

Pigeon Infestation – Tabled from last month's meeting – the Board had a brief discussion regarding approval of the pigeon infestation submitted by Burns Pest Elimination. JR made the motion to accept and Connie seconded. It was voted on unanimously. Once JR signs and returns the proposal, Richard is to contact Burn's for scheduling

### **Homeowner Comments:**

LeAnn brought up about damaged drip lines during a recent walk. Richard to share information with landscaper. It was brought up that Unit # 218 has a refrigerator on the balcony and owner also washes dog poop to the lower level unit. Richard will send violation notice. Jim asked that the Maintenance Calendar be added to the open session agenda going forward. Richard to make the change going forward. It was reported that there are (3) cars near the Frye entrance one has a flat tire, another has a "For Sale" sign and the 3<sup>rd</sup> has a temporary tag. Richard to be on the look-out on next inspection. It was reported another mattress is in the dumpster area. Richard will have a work order created for disposal. There is what appears to be rust outside the front of the building of Unit # 227. Richard will follow-up.

**Next Meeting:** It was suggested that the Board conduct a July 16<sup>th</sup> meeting at 5:30 pm. More than likely will be conducted via conference-bridge.

### **Meeting Adjournment**

Motion to adjourn at 7:49 pm

Meeting minutes submitted by Richard Calderon from Heywood Community Management.