

HIDDEN VALLEY VILLAGE OWNERS ASSOCIATION
Board of Directors Meeting
FINAL AGENDA

Date of Meeting: Saturday, November 16, 2019

Time: 10:00 AM

Location: Hidden Valley Common Area Room

Call in information: (515) 604-9024, Access Code 284183#

General

- a) Call to order by President Tony Cole
- b) Roll call. Record Board Members, Management, owners and guests present
- 1. Announcements/Orders of the day
 - a) Items discussed in Exec. Meeting
 - b) Recusals
 - c) Changes to order of agenda
- 2. Consent Agenda
 - a) See attached at the end of the agenda:
 - b) Requests to pull items from consent agenda:
 - c) Acceptance of consent agenda
- 3. Treasurers Report Nov 12, 2019
 - . Treasurer's Report: Kinoka Ogsbury
 - a. financial report: September 30, 2019 Financial Summary

FINANCIAL SNAPSHOT FOR MONTH ENDED September 30, 2019		74.8% Into Annual Budget period	
Operating Fund	\$107,079	96.5% Operating Expense Budget Spent	
Contingency Fund	\$35,000	\$328,355 2018 Total Operating Expense Budget	
Replacement Fund	\$343,782	\$316,792 YTD Operating Expenses	
Total Funds	\$485,861	-\$71,200.45 YTD UNDER Budget	
		-21.7% YTD Over/Annual Operating Budget-Primarily due to snow removal	
		\$70,600 Emergency Snow Removal Special Assessment AUG-OCT	
3 Units Past Due for HOA Dues	\$851	47.6% Replacement Expense budget spent	
15 Units Pd in Advance for HOA Dues	(\$9,401)	\$192,400 2018 Replacement Expense Budget	
Past Due Items of Note:		\$91,626 YTD Replacement Expenses	
Special Assessment Pmts DUE Aug-Oct 2019		\$52,279 YTD Under Replacement Budget Spending	
\$20 Dues increase effective Jan 2019		27.2% YTD Under Repl Exp/Annual Replacement Revenue	

- b. Owners in arrears: 3 but due to special assessment and not a concern.
- c. Warning Notices and Fines: None
- d. We are over budget for the year 21.7% not including the special assessments for snow removal.
 We have no more money budgeted for the following (ie we have no more money to spend for the rest of the year): Truck Expenses, Pool, Jacuzzi & Sauna, Tools & Equipment, Snow Removal, Legal Services, Buildings.
 We are also over budget but not completely spent for the year in (we have some money left but have already spent more than we should have year to date): Management Fees
- e. CC form completed and sent to Butner.
- f. Year End Financial statement signed and sent to Butner.
- g. Major projects we have completed for the year:
 - 1. Painting buildings A,G,H. Budgeted \$44k, spent \$47,500.
 - 2. Pool Furniture: \$5k budgeted, spent \$2,569.

3. Managers Unit and Assistant Managers Unit Remodel: Budgeted \$33k, spent \$38,967. We did work on Asst. Managers Remodel that was budgeted for 2021. \$15,914 budgeted in 2021. We have about 9k we could still spend in 2021 if needed for additional items later on. Is a/c for both units? Other?
 4. Rekeying all doors to master key program. I have not received bills on this yet. Nothing was budgeted for this (\$2500 budgeted for unscheduled expenses)
- h. Major projects that we need bids on:
1. New Truck (we are waiting on this until next year to reconsider)
 2. Snow Blower (We need to purchase another new one using money from Steve Black as ours went missing) \$3300 budgeted
 3. Annual Painting Touch Up (Can management do this?)
 4. Pool Area Wood Fence (we need a bid but will wait to do work until next year)
 5. Pool Spa Pump should be replaced next year and moved up 1 year per management.
 6. Siding Replacement (need bid, work to be done next year)
- Electrical Repair to Breakers \$9k budgeted to Buildings
- i. 2019 Budget Report
 - j. 2020 Draft Budget
4. Management Reports:
- a) OFPM September 1-November 15-See Consent Agenda
5. Property Management project/item updates & related property matters
- a. Status Report on action items for the year--see consent agenda for report.
 - b. Buildings E and F main electrical circuit box--
 - c. management recommendation for policy for enforcing homeowner rules infractions, pets, occupancy, notification of use of units, parking violations)
 - g. management recommendation for one night stays.
 - h. Exterior lighting plan for 2020
 - i. Preventative sewer clean outs
6. Reports from Standing Committees
- a. Web Master/communications: Jeff Risse
 - b. Newsletter: Tony Cole
 - c. TOML Quality of life Ordinance - complaints of non-compliance and nuisance: Dave Natali
 - i) Unit 38-Homeowner has reinstalled a doorbell camera in common area
 - d. Architectural/Landscape and Grounds Maintenance and Improvements: Ruth Wheeler—see consent agenda “Information Items”
 - i) Policy Development for Architectural Changes Requested by Homeowners:-see consent agenda
 - a) Policy forms ready to submit to Homeowners:-see Consent Agenda
 - 1) Flooring
 - 2) Entry Door Hardware/Keys

- 3) Remodel/Work requests
- 4) Installation of Washer/Dryer
- 5) Window replacement

7. New Business

- a) SB323- New Law that affects condo election rules, membership list policy, etc. see consent agenda
- b) Possibility of changing the type of dumpsters the association uses.
- c) Pool Cover for summer
- d) Full time short term rentals in violation of CCR's USE RESTRICTIONS
- e) Enforcement of CC&R's and Operating Rules
- f) Authenticity of information supplied by Jeff Fulton regarding structural changes approved by Engineer, Cathy Cage.
- g. Unit 22 work request application.

8. Old Business

- a) Follow up on electrical surveillance cameras for common areas (manager's doorbell and Jacuzzi)
- b. Development of forms and policies needed for routine requests from homeowners to upgrade units.-
- c. Fencing around pool
- d. Door locks and hardware
- e. Electrical Repairs in buildings E and F
- f. Winter damage in unit and 6
- g. Follow up on violation of rules by unit 33-complete remodel of unit, installation of washer and dryer.
- h. Exterior lighting
- i. Short term one night stay rentals
- j. Unit 41, winter damage-Insurance claim

9. Homeowner Forum.

- a. Open floor for homeowner comment – 5 minutes per speaker

10. Announcements:

- a) Annual Meeting 2:00 at the Mammoth Lakes Library, Ellie Randal room.

11. Meeting adjournment

CONSENT AGENDA

- 1) Approval of Minutes for October Board of Directors Meeting

- 2) Email Motions:

November 7, 2019

MOTION: Tony Cole; move that the additional problematic electrical panel in Bldg E be replaced by Mammoth Sierra Electric, at a cost of \$3300, as quoted by Martin Kleinbard in email to Klark Tapia dated 11-6-19 [1:44 PM], work to be performed as part of the previously BOD approved panel replacement project.

Second: Steve Latshaw
Passed: 6-0-No Vote Mike Murphy

November 4, 2019

Motion: Mike Murphy; move and vote to approve of the electrical panel work and bid from Martin as referenced in Matthews e-mail below and that Martin be authorized to promptly proceed with the electrical panel work.

Second: Kinoka Ogsbury
Passed: 4-2-Contingency vote by Steve Latshaw not counted.

November 1

Motion: Tony Cole; move approval to purchase replacement snowblower [9/28 Track Drive E Start]
NTE: \$3,400. per proposal from Mammoth Cycle Works.

Second: Mike Murphy
Passed: 7-0

October 15, 2019

Motion: Ruth Wheeler; move to release payment to rock and dirt in the amount of \$1350 for services rendered

Second: David Natali
Passed: 7-0

October 3, 2019

Motion: Ruth Wheeler; Move to accept the \$3,345 bid of Mono Tree Pro and direct management to proceed with scheduling the tree removal of dead/dying trees on HVV property.

Second: Steve Latshaw
Passed:7-0

Hidden Valley Managers Report

OCTOBER 2019 WORK LOG

294 = October paying guest rental nights

104 = October owner, owner guest stays/nights

33/rental company rentals - that communicate with HW office on a regular basis

There are some homeowners that rent their units - some communicate with us & some do not on a regular basis. Unit #123 never notifies the HW office of guest stays.

there are a few more that are not letting HW office know of arrival/departures. Does

BOD want management to keep track of these? Is there a penalty for homeowners

who do not cooperate with the HVV Rules & Regulations?

Units for sale:

Unit #12 Studio/loft \$300,000

Unit #40 1.Bed/loft \$459,000

Unit #125 studio/loft - in escrow as of end of October \$279,900

Complex truck mileage - October 2019 = 98602

Keys - handed out from HW office: only on 2-3 occasions did HW office hand out owner guest keys.

Days on duty- Curt & Karen: Sun thru Thursday Jorge: Tues thru Saturday

***Daily duties include:**

-walk complex - pick up trash, make sure dumpsters are locked, and note any issues/damages

- make repairs as needed.
- Clean restrooms, laundry room & common areas.
- check pool/spas - keep log sheets current in pump rooms on equipment.
- work with outside vendors on various projects throughout the month.
- Walked units - recorded all on walk log sheet.
- Open office - check emails, return phone calls, keep reservations up to date and logged on wall calendar, notify Klark if something needs his attention. pick up mail (every other day at post office). Deliver bills to Butner's office 5th and 20th of each month. Run errands in town as needed. Set key/parking passes out for owner guest stays.
- 10:00PM close of common areas - checked dumpsters and complex.
- Keep daily log sheet current for manager report/owner/BOD's questions.
- Communicate with owners, owner guests and rental guests - daily.
- Communicate / keep homeowners updated with major projects that pertain to their units, power outages, etc. through emails.

Major Projects Completed:

- A Plus Heating completed all main heaters & bathroom vent/heaters in each unit.
- Inyo Mono Tree Pro completed all dead tree removal and removed all logs/limbs/slash from property.
- Angelo's Stove & Chimney completed all chimney/stack & inside fireplace cleaning.
- King Electric installed 2/replaced lights with LED wall lights on exterior of buildings "E" & K
- Mountain View Spas replaced/installed new heat exchanger on upper spa.
- Mammoth Cycle Works - serviced snow blower.
- Rock & Dirt completed job at pool area spa - removed concrete, fixed broken pipe & repl concrete.
- Anderson Plumbing snaked the "clean out" the clean out @ building "J" (east side of building) - common area clean out. And cleaned drains in units #104 & #108 due to large backup.

Management - Curt & Jorge:

- Installed all snow stakes throughout property.
- Deep cleaned/power washed & winterized pool area redwood decking & seating with winter sealant.
- Reinforced pool area fencing & added winter sealant.
- Removed all railroad ties and placed in winter storage area.
- Removed from summer storage & placed all plywood for lower balconies throughout complex - will install as winter approaches.
- Continued paint touch up on office building.
- weatherized the HVV sign at top of property - found proper product to use on sign through local Mammoth Signs & local paint store, Alpine Paint - noted product on online folder for Maverick Signs.
- curt met with Martin, sierra Electrical 10/30-will submit electrical replacement bid for buildings E and F.
- curt met with Mike, contractor - walked entire complex for siding repairs and or replacement.
- curt & Klark (10/22/19)met with homeowners of Unit #41. -went over all that is still pending as far as repairs, upgrades & insurance claim.

HVV Office -

- created online folders for each homeowner/unit, reservation companies, vendors, HVV important documents & information, etc. will continue to clean computer,
- Updating homeowner email address & information.

- Notified in person / Local representative by So. Cal Edison. -spoke with Curt (left paperwork) of a scheduled power shut off to entire property for installation of new power pole and transformer adjacent to HVV on Lake Mary Road to be performed on Tuesday, November 12th.
- Management notified all homeowners via email,
- worked close with Tim @ A Plus Heating - emailed all homeowners & kept in close daily contact with each reservation company regarding access to each unit,
- worked to inform all on property fulltime homeowners, renters & reservation companies regarding tree removal and blocking driveway during tree removal
- worked close with Angelo's stove & chimney office manager and workers during chimney cleaning to coordinate entrance to each condo for inside cleaning - full time tenants and reservations companies regarding guests in units.
- State Farm Insurance - made copies of vendor invoices & delivered all information requested by state Farm for unit#4i. & roof work performed by Freeman Roofing

September Daily Log

***-Opening duties – Everyday -**

Sept 1st

- Watered complex
- Curt fixed common area exterior light on back side of Bldg. K
- Curt installed front door lock at Unit #41
- Karen finished and sent On-Site Managers Report to Klark.

Sept 2nd – Labor Day

- Walked condos after departures
- Walked complex after having almost a packed house – just to check all looked good

Sept 3rd

- Watered complex and then it rained!
- Curt made phone call to Rock & Dirt – they told Curt that they will be here in a few days to “re-mark” the area where they need to dig and should have an answer when they can start repairs.
- Karen finalized all notes for managers August report and sent all to Ruthie.
- Busy day in the office – had a lot of phone calls and or walk-ins.
- Had a visit from Nancy @ Vacasa – came to pick up keys and we are still in limbo regarding their reservations.... Very frustrating.
- Couple came into the HVV office and to ask directions and happened to ask them what unit they are staying in and it's Unit #2 – Vacasa. I have no arrivals for this unit. Did not want to let guests know and gave them directions and sent them on their way. I've emailed the homeowner to let them know that Vacasa does not have them listed as their rental company.
- Heat to the swimming pool was turned off today for the remainder of the year until next summer season. Curt & Jorge will clean and install pool cover.

-Sept 4th

- Made copies of September HOA Mtg. and posted before 9:00am outside HVV office front door.
- Curt & Jorge made repairs to Unit #108 exterior fixed window near front door. Owner noticed frame was separated and expressed that it had been that way for a while and experienced some water leaking through into the interior of the unit. The guys made all repairs and caulked around the molding to prevent leakage.
- Raining again today! Nice! Thunder and lots of welcomed rain!

- Delivered bills to Butner's office
- Guest just landed in our office complaining of rental unit they just checked into as being very dirty. This is an MRB unit #44. The guest has been staying at HVV for 17 years and has never encountered this problem in years past. He said he knows it's not our problem but couldn't get anyone to answer the phone at MRB so asked if I can help. I too only got a voice message stating that the MRB office is closed and won't be open until tomorrow morning at 8am. This stinks! It's only 2:30 in the afternoon!
- We know it's not in our job description but Curt went over on his own time and help the guests staying in Unit #44 (dirty unit) and helped them clean it a bit and moved the microwave from on top of the refrigerator to the counter so that the guest (elderly) can use. There is not another unit available for the guest through MRB for them to be moved to within the price range they've already paid for (10/nights).
- Emailed Jamie Kelly #33 and asked for guest reservations and she sent me all of Sept-Oct to date!!!
- Phone call from Bill – locksmith stating he will be back on property tomorrow, Thurs 9/5.
- Called Blizzard Fire Protection Services – left message regarding fire extinguisher servicing this fall. 760 934-4455.
- Emailed ABC Fire Extinguisher Services in Reno regarding bid.
- Emailed Jeanie Rogers #127 asking that we receive information regarding her rentals – she replied stating that she thought her reservation company had been sending us information. I emailed her reservation company – so hope we start receiving her reso. info.

Sept 5th

- Rainy day again – rained almost all day.
- Bill was here and finished the re-keying for unit #115. Jorge's front door was re-keyed.
- Curt made trip to the Mammoth Lakes Town offices to finalize tree removal by town. Also, while there got information for electrical permit for front door camera.
- Had long conversation with Unit #114 regarding re-keying of their unit. Homeowners arrived last night and could not get into their unit. Curt met them in the office (late). We explained today that they need to read their emails!! They said they received them but didn't read them regarding the re-keying of the complex!!!
- Received updated information from unit #33 Jamie Kelly regarding the Homeowner Work Request Form that needed some added information. Scanned and forwarded it to the BOD's.
- Sent Terri Zajac – Unit 48 Homeowner Work Request Form – for updated window replacement.

Sept 6th

- Beto – MRB came by and dropped of the extra key for #107
- DIY for more mix gas and a wired brush
- Blew top section of HVV common areas
- Scraped back side of office, getting ready for touch up paint
- Mission Janitorial dropped off more supplies -

Sept 7th

- Alpine paint for touch up on office building
- Painted stair case from back door

Sept 8th

- Watered complex

-Met new homeowner of Unit #22. Purchased 1/bed & loft for \$290,000. Got all information, name, address, etc. New key was issued to homeowner. Went over some rules and issued 2/green parking permits that were not left in unit and issued "homeowner" parking stickers. Jason Brooks & Niki Yoblonski. Not going to rent for at least another year.

-Rcv'd Work Request Form from Terri Zajec Unit #48 and emailed to BOD's. Requesting slider window replacement by front door and new screens and possibly new windows throughout unit.

-Removed pine needles from pool

-Bear tipped dumpster at top of complex – picked up a lot of trash – 2nd time!

Sept 9th

-Due to wind and falling pine needles – had to vacuum pool.

-Adjusted complex common area light timers

-Scrapped paint at entry @ office

-Put Mission Supplies away at upper pool area – toilet paper / large trash bags

-Called for bids: Baldwin Electric, Mike King, Mike Hoover/fence

-Changed out common area lights at Bldg. F

-Approx. 6pm owners of unit #41 came to office – to notify management that they found mold in their unit closet. Karen called Service Master – said they'd be out following day. Got all info from the homeowners – they indicated that they could smell something when they entered their condo (although owner, Scott mentioned that he has smelt the odor for a while now).

-1:30pm HVV office rcvd phone call from Hotels.com requesting verification of a cancellation of guest – Karen told them (again!) that HVV office does not take reservations and gave them Vacasa's phone #.

-3:00 pm HVV office rcvd phone call from a future guest who booked through Hotels.com requesting they get their Unit# for their upcoming stay – Karen cannot give out information because Vacasa does not send this info. Gave guest Vacasa phone number.

Sept 10th

-Service Master arrived at approx. 10:30am – Unit #41 mold in closet. Discovered mold. Used meter & detected in floor area – did not detect moisture in wall although tech did say that a contractor will have to be called to remove floor & drywall. Curt & Jorge checked all surrounding units above and beside and could not find the source of any moisture and or water leaks – also checked under building and found nothing. Curt believes that maybe the unit was not completely dry or dried out before the homeowner laid new flooring – just a theory. Took photos and notified BOD's, Tony, Ruthie & OFPM/Klark.

-Scrapping and painting of exterior office building.

-Called & notified both Spa Creations and Rite Way asking for bids (in writing) for replacement of upper spa heater. Spa Creations said they might be out in a week. Rite Way said they'd be out tomorrow.

-Called Boyd fencing & Mike Hoover Construction regarding pool area fence bids.

-Changed out light at unit #46 – turned out porch light at unit #3.

Sept 11

-Curt disconnected all complex hoses – removed hoses and sprinklers – all drained and in winter storage.

-Jorge is still prepping and painting office bldg.

-Napa – Curt ordered new side mirrors for complex truck from Napa Auto Parts in Mammoth – went to pick them up and HVV no longer has an account – Napa is sending paperwork from the Bishop store we can fill out & file for charges.

-Guest staying in Unit #120 – arrival: 9/8 departed: 9/11. No notification from owner of stay.

Sept 12

-Mostly spent the day scraping old paint & painting office building.

Sept 13

-Jorge off Friday-Monday (Back to work Tuesday)

-Continued painting office area

-The Chevron Station was able to get the truck mirrors from Napa for us!! Curt installed.

-Contacted Boyds Fencing for pool area fence bid. Said they'd be up over the next few days.

Sept 14

-Continued painting

-Rite Way was here and installed new gaskets & seals on the lower Jacuzzi pump.

Sept 15

-Renter in unit #125 notified HVV office that there is a water leak coming from the upstairs bathroom area and leaking into the downstairs bathroom area. Curt checked and believes that the upstairs toilet has a leak either needs a new toilet gasket or could be more serious. The renter is contacting the homeowner and will call a plumber.

-Emailed (again) unit #127 regarding rental unit – owner not notifying office of guest arrivals & departures – after email I finally got homeowners reso company to send arrivals!! Hope we continue on this path.

Sept 16

-Cold & Windy! Hard day to continue painting –

-Spoke with Boyd's Fencing this morning – will be up this week to inspect pool fence & put together a bid for next spring/summer.

-Due to high winds & high fire danger SO. CAL. EDISON CUT POWER TO ALL OF MONO COUNTY - No service for remainder of day & night.

Sept 17

-Edison cut all power to Mono County yesterday and was restored to our area early this morning. We have been notified that we may be without power again tomorrow – due to high winds and fire danger.

-The guys spent a long time this morning removing pine needles from the pool and spa areas – due to high winds.

-All complex timers have had to be re-set due to power outage.

Sept 18

-High winds again today – not knowing if or when power might be shut off again!

-Curt & Jorge removed all trash and some furniture out from under Bldg. "I" (assuming left by Jeff) transported all to the Cast-Off and or trash. Made room for all pool furniture which is now stored for the winter. BBQ's are still out as guests are still using them – will store next month.

-Curt & Jorge pulled together all plywood for lower balconies and will place where needed next month.

- Busy pulling together maintenance bids for Klark & BOD's
- Made schedule sheets for all winter maintenance for each unit – tracking all maintenance & what kind of fireplace in each condo & for heater cleaning.

Sept 19

- So. Cal Edison did not shut power off last night and now it's raining in town and snow on the mountain!
- Curt & Jorge installed pool cover and winterized the upper pool area pump room.
- Curt & Jorge installed a new electrical cord for the complex truck – engine block heater
- Had a leak in the upper spa pump room – guys fixed
- Vacasa guest from France – NO English! Could not find condo – Jorge & Karen were finally able with a phone call to Vacasa finally find what unit they are in.
- Rcv'd bids today from RiteWay and Spa Creations for new upper spa heater – submitted to Klark.
- Rcv'd bids today for snow removal from Rock&Dirt – Klark submitted to BOD's.
- Spoke with Blizzard Fire Extinguisher Service today to clarify all costs, taxes and purchase of new extinguishers – passed all information to Klark.
- Issued owner #14 a “green” parking pass – had 1/missing pass not left by guest in condo!

Sept 20

- blow all pine needles from drive way
- Inventoried all snow shovels

Sept 21

- Removed snow stakes from dirt side of the shed
- Moved new snow stakes in from outside of the shed
- Removed left boat engine that was inside the shed & disposed of
- Blew all walkways from every building
- Scott LaValley didn't show up Friday or Saturday

Sept 22

- Cleaned under “K” building storage

Sept 23

- Rock & Dirt were here to look at upper spa area – cutting into deck area for repairs. We've shut down the pool area until all work is complete.
- Made thorough inspection of complex truck – window wiper blades & anti freeze.
- Karen confirmed chimney cleaning with Angelo's – getting back with us regarding date(s).
- No one here for heater cleaning – was supposed to start today.
- 1849 Condos drove a vehicle with mechanical problems into our upper parking lot a couple of days ago and leaked a large amount of oil from entrance of driveway to the 1st dumpster at top. They came back today to try and clean. It's not clean! I called them this afternoon to see if they will come back and try to use something else to remove all remnants of oil. Curt is going to call them.
- Freeman Roofing here at Bldg. “F” to check for possible roof leak in unit #41.

Freeman Roofing found issues with roof area at Bldg. “F”. Curt went on roof with them to see effected area(s) where possible leaking might have occurred into Unit #41.

Freeman Roofing found NO LEAK.

Sept 24

- Curt & Jorge helping Blizzard with servicing of fire extinguishers.
Missing: 2/fire extinguishers & 2/boxes @ Bldg. “F” (will need to replace).

- Rock & Dirt here this morning – working of cutting concrete at upper spa area where leak at Jacuzzi needs repaired.
- Tim / A Plus Heating here this morning started cleaning at Bldg. “A” – will probably take 5-6/days to complete.
- Blizzard Fire Protection Services completed their inspection and servicing today.
There were 2/missing extinguishers and the boxes at Bldg. “F” that needed replaced.
Six new extinguishers :
 - 1/upper pool area pump room
 - 1/lower Jacuzzi pump room
 - 1/outside office porch area
 - 1/inside hallway between office & managers hallway
 - 1/inside storage work shop room
 - 1/for assistant managers unit.

Sept 25

- Rock & Dirt here – finished cutting concrete, found leak, repaired leak and ready to cover hole.
- A Plus Heating didn’t show up today!! Called and got no answer was only able to leave message.
- Curt & Jorge removed burnt out light fixture at Bldg. “K” close to Bldg. “J” side and will have to install a new fixture tomorrow.
- Installed the fire extinguishers at Bldg. “F” and placed all new extinguishers in new locations.
- Inspected Bldg. “E” Chimney’s at Units #36, #34 – sent photos to Klark – will need to be repaired before winter. Maybe got overlooked by Freeman Roofing.

Sept 26

- Curt & Jorge removed & did a thorough clean of upper pool filters
- A Plus Heating here – continuing to service unit heaters
- Guest came to office with concerns regarding missing upstairs bathroom ceiling heater cover and when turned on makes a load racket. We notified the homeowner thru email.
- Curt & Jorge took list & photos given by BOD’s – random fixes & repairs throughout complex. Had already made repairs to some back in late June by Klark & Jorge and some are going to require contractors. Gave list to Klark.

Sept 27th

- Clean lower spa, scrubbed the walls because they were blue all around the water surface.
- Water office plants.
- Moved lower BBQ to edge of driveway at bottom near office – made it easier for guests to use during fall months.
- Removed mattress from 105, new mattress coming in today.
- Issued 2nd parking pass to 128.
- Cleaned dirt & footsteps from upper pool walk way where Rock & Dirt have been working.
- Cleaned up oil absorber next to the top dumpster.
- Blew top half of complex for pine needles mainly after winds.
- NO SHOW – A Plus Heating did not show up today
- NO SHOW – Rock & Dirt did not show up today

Sept 28th

- Very windy, rain, snow!

- NO SHOW - A Plus Heating did not show up today
- Rock & Dirt did not show up today

Sept 29th

- Cleared walkways of snow – not much but with heavy winds snow/ice was packed and a concern on long walkways behind office and other areas.
- Sent/emailed BOD's #22 Work Request Form
- ** -Unit #125 – full time renter moved out. Owners here and will be paintings and cleaning to ready for sale. Realtor will come by office on Wednesday to get key.

Sept 30th

- Rock & Dirt here to prep for pouring concrete at pool area spa.
- Inyo Mono Tree Pro here this morning at top of property removing all trees for the Town of Mammoth Lakes near the HVV Sign.
- Scott / Rite Way was here this morning to check a leak that was detected at the upper spa heater. Will email Klark with what was found.
- Cleaned blown debris, trash & pine needles from parking lot/driveway.
- Heater Cleaning - Made phone call – left message for A Plus Heating today – did not show up on Friday, Saturday or Monday to complete heater cleaning. Still nee half of complex done.

*** Opening Duties = everyday**

- Walk complex – pick up trash, make sure dumpsters & locked, and note any issues/damages – make repairs as needed.
- Open office – check emails, respond as needed, record new bookings to the calendar and notify Klark if something needs his attention/response.
- Check voicemails – respond
- Clean restrooms, laundry rooms and common areas.
- Check pool/spas – fill out log and add chemicals as needed, vacuum and clean, back wash

SEPTEMBER 2019 =

434 = NIGHTLY PAYING GUEST STAYS

96 = NIGHTLY OWNER STAYS

13 = FULL TIME UNITS OCCUPIED

8/FULL TIME RENTERS

5/HOMEOWNER FULL TIME

UNITS FOR SALE =

UNIT #12 = Currently For Sale – Mammoth Realty Group.

** Unit #124 = Going up for sale soon (per owner).

COMPLEX TRUCK MILEAGE = 98409/miles as of 9/30/19

ISSUED / REPLACED LOST PARKING PASSES:

3 / FOR UNIT #128

1 / FOR UNIT #14

CONCERNS:

-Some rental companies have placed or handed out parking permits through their offices. It was brought to our attention by a homeowner that they have 4/parking permits in their unit 2/HVV & 2/reservation company.

This is something that might be brought up in the November meeting.

-Continue to have some arrivals with no notification – Owners & Owner Guest and not sure if some owners are renting to guests without notifying HVV office.

Emailed some reservation companies and homeowners to let them know that we are noticing units occupied without notifying the HVV office.

Information Items

3)NOVEMBER 2019-Budget Report.

The HVV HOA Budget consists of three sections or ‘Funds’. Homeowner dues are allocated to the ‘Funds’ to cover the respective expenses.

I Operating Fund – Regular and Recurring Operations

II Contingency Fund – Unforeseeable Unbudgeted Costs

III Replacement Fund – Major Capital Repairs or Replacements

The winter of 2019 we experienced unusually heavy snow fall from Nov-April and are coming in over budget 194% for snow removal costs year to date. A special assessment was levied for \$70,600 to cover the additional snow removal costs.

Several major replacement items budgeted in 2019 have been deferred to 2020. The purchase of a new truck, progressive siding replacement and the new pool fence all budgeted for in the reserve fund, have been deferred to 2020. Painting for buildings A, G and H was completed this summer and both the manager’s unit and the assistant manager’s unit renovations originally budgeted for in 2017 were completed this summer. In addition, the HOA purchased new pool furniture and a snow blower. The HOA has spent an enormous amount of time and money transitioning to a new management company and cleaning up the mess left behind by the old management company. The absence of fully staffed management caused delays getting bids for major projects and as a result, the HOA decided to defer Replacement Fund items that were not of a pressing nature. The HOA is working with Steve Black of MRB to try and recover the money for missing items, lack of management for several months and damage to the HOA truck. Negotiations are ongoing.

As costs of living continually increase so do expenses to operate and maintain the complex as well as expenses to repair and replace major components.

The largest component of non-discretionary operating expenses is HOA property management. Old Faithful Property Management’s fees are 43% higher than MRB rates (\$12,400 vs \$8,600). The

HOA has also budgeted for a 2% increase in management fees in 2020. The Board of Directors recognizes that this increase puts an additional burden on home owners but based on the 3 bids received, this seems to be the going rate in Mammoth.

The second largest non-discretionary component of operating expenses is HOA property and vehicle insurance. The line item for HOA State Farm property insurance premiums increased \$4,780 in 2020 as premiums will go up 4%. The board voted not to increase the "Buildings" line item in 2020 even though, due to the age of the complex, we continue to spend more each year to maintain the complex. The Board's reasoning on this is that with new management in place, we should be staying on top of maintenance items more regularly.

Overall labor and material costs have risen significantly over the last 3 years. As a result, major repairs and maintenance are costing the HOA more. This is a trend we are likely to see continue into the future.

The HOA also heated the pool this year and would like to continue to do this from June 1st until September 1st each year. This will result in additional costs for propane usage.

Regular dues will increase \$45/month in 2020 due to increases in management fees, insurance costs and general cost of living increases. This represents a 9% increase in dues over last year. Based on current projections another, smaller increase of about \$15 will likely be necessary in 2021.

At this time, no special assessment is anticipated for 2020. Snow removal is the single most variable operating expense.

1. OPERATING FUND

The 2020 Operating Fund Budget is 15.56 % higher than the 2019 operating budget.

- a. Insurance Expenses will increase \$4780 based on 2019 actuals and 2020 anticipated rate increases of 4%.
- b. Management fees increased \$44,345 as a result of hiring OFPM.
- c. Electric, Water/Sewer, and Trash Removal expenses will increase \$750 based on 2019 projected actual expenses and 2020 3% anticipated rate increase in Trash removal costs (will take effect in July).
- d. Propane expenses are flat due to 2019 projected actual expense but could come in higher if the Board decides to heat the pool in the summer.

2. CONTINGENCY FUND

The 2020 Contingency fund balance is anticipated to remain at the current \$35K balance to cover unforeseen emergency expenses. 2018 operating fund surplus of \$17,937 was transferred to the operating fund in 2019 to replenish the balance to \$35k.

3. REPLACEMENT FUND

This area poses the greatest budget challenge, but has been guided by the September 2018 Reserve Study. A trend of increasing dues will be likely in future years in order to accommodate replacement costs and to build a replacement fund balance which meets best practices and standards. Annual increase of replacement funding is a step toward necessary funding for the current year and long term.

2020 Replacement Budget spending:

- a. The last Professional Replacement Reserve Study was completed in September 2018 and provides a much needed gauge with replacement component useful life and cost estimates.
 - i. A Reserve Study is required every three years according to current law. The next full study is due in 2021 at a budgeted expense of \$3.2K.
 - ii. The 2018 Reserve Study cost \$3.1K. Updates are available on an interim basis upon request. Update cost is dependent upon scope.
- b. Window replacement reimbursement costs are no longer budgeted. Owner approval of the updated CC&R's discontinued the HOA reimbursement in 2015.
- c. Copper plumbing (lower 6 buildings-\$297K) is NOT SLATED UNTIL 2025 in Reserve study. PLUMBING inspections performed in fall 2015 supported postponement.
- d. Major replacement costs budgeted for 2020 total \$174,611.
 - i. Painting of buildings E and D \$34K as in the 2018 Replacement Study.
 - ii. Annual Paint Touch up \$9.3K as in the 2018 Replacement Study.
 - iii. Office and Pool Painting with Doors \$14k as in the 2018 Replacement Study.
 - iv. Asphalt Seal Coat/Parking Lot Replacement \$10k as per the 2018 Replacement Study.
 - v. Pool and Spa Pump Replacement \$2K, deferred from 2019 and as per the 2018 Replacement Study.
 - vi. Pool Wood Fence Enclosure Replacement \$8.6K, deferred from 2019 and as per the 2018 Replacement Study.
 - vii. Siding progressive replacement \$60K, deferred from 2018 and as per the 2018 Replacement Study.
 - viii. ¾ ton pickup (used) \$25K as per the 2018 Replacement Study (assumes selling the existing 2005 ¾ ton Chevy pickup).
 - ix. Sewer line cleanout \$8.2k as per the 2018 Replacement Study.
 - x. New Hot Water Heater as per the 2018 Replacement Study.
- e. Replacement of residential unit doors for Buildings A-F will begin in 2021. The board plans to replace existing doors with wood doors similar to existing doors.
- f. Replacement Fund component spending and priorities will adjust as details are revealed, but it is important to remain 'Budget Aware' and to pursue conservative spending coupled with adequate funding.

Kinoka Ogsbury
 HVV BOD Treasurer

Information from Standing Committees:

Architectural/Landscape and Grounds Maintenance and Improvements Report: Ruth Wheeler

4) Policy forms were drafted and submitted to the board for review via email. It is hoped that these forms will clarify and streamline the process that is required to proceed with unit improvements and remodels including:

- 1) Flooring
- 2) Entry Door Hardware/Keys

- 3) Remodel/Work requests
- 4) Installation of Washer/Dryer
- 5) Window replacement

Rules and Policies that were drafted and reviewed by the board can now be submitted as “Proposed Rules/Policies” to the homeowners in accordance with civil codes: 4340-4370 as described in section 5.2-C of the CC&R’s: The five draft proposals are as follows:

5) Notice of Proposed Rule/Policy Change

**Hidden Valley Village Owners Association
November 16, 2019**

You are hereby notified that the Board of Directors will vote on the adoption of this Proposed Rule Change as a new Operating Rule at the next regular Meeting of the Board.

Text – Unit Door Hardware/Lock Replacement Guidelines

For purposes of this operating rule the following policy shall apply:

Hidden Valley Exterior Door lock Policy:

- 1) Notification: Homeowners must always notify onsite management prior to changing a unit entry door lock. A Work Request form must be filled out and submitted to management.
- 2) Keys: All unit entry door locks, regardless of the date of installation of the lock, must be keyed to have a master key that is consistent with the key that management uses to access all units.
- 3) Brand: All unit entry door locks installed after July 15, 2019 must be Schlage brand.
- 4) Color: All door hardware installed after July 15, 2019 must be the Schlage colors called “aged bronze” or “oil rubbed bronze”. If the Schlage color names change it is understood that the color of the hardware must closely match the dark brown color tone that has been adopted as the standard for Hidden Valley Village Condominiums unit entry door locks.
- 5) Style: Door knobs must be round. Lever style knobs are not allowed.
- 6) Special Considerations: Buildings G, H, I, J, and K have entry doors that have inset door knobs. These doors require a longer than standard bolt. Re-drilling doors to accommodate a shorter bolt is not acceptable.
- 7) Acceptable Options: The following 5 “aged bronze” door hardware options are acceptable. They must be keyed to the HVV management master key at the time of installation:
 - A) Schlage Wi-Fi compatible keyless entry
 - B) Schlage Keyless entry deadbolt (not Wi-Fi compatible)
 - C) Schlage Key entry deadbolt
 - D) Schlage round door knob with or without key entry
 - E) Schlage round door knob with keypad entry.
- 8) Financial Responsibility: The cost and responsibility of maintenance or replacement of unit entry door hardware is at the unit owner’s sole expense.

Purpose and Effect of Proposed Rule Change

The board has created this Operating Rule with the purpose of insuring that homeowners are able to comply with sections 5.2 D and 7.17 of the CC&R’s as well as the recommendations of the town Fire Marshal, Hidden Valley Management, and various rental agencies used by some HVV homeowners.

The intended effect of this Operating Rule is to expedite the approval process for unit entry door hardware lock replacement and maintenance. It clarifies the responsibilities regarding replacement of unit entry door hardware and locking mechanisms taking into consideration the current Governing Documents of the Association and California Civil

Code. It is believed that the new Operating Rule will help the Board of Directors make a quicker decision regarding types of common area changes with regard to allowable unit entry door locks and hardware.

6) Notice of Proposed Rule/Policy Change

**Hidden Valley Village Owners Association
November 16, 2019**

You are hereby notified that the Board of Directors will vote on the adoption of this Proposed Rule Change as a new Operating Rule at the next regular Meeting of the Board.

Text – Hidden Valley Unit Remodeling and Work Request Policy

For purposes of this operating rule the following policy shall apply:

Hidden Valley Unit Remodeling and Work Request Policy:

1) Notification: Prior to beginning any unit project that exceeds the scope of items described in sections 2.4 or 7.10 of the CC&R's unit owners must notify onsite management of the specific work being done by completing the "REQUEST FOR WORK/REPAIR/REMEDICATION FORM". Items beyond the scope of sections 2.4 or 7.10 include, but are not limited to: electrical work, interior wall or post removal or relocation. Flooring changes other than carpet replacement, plumbing work beyond fixture replacement, window replacement etc.

2) Unit Owner Responsibilities:

A) Prior to beginning work the unit owner must allow onsite management to inspect the unit.

B) During the work project unit owners must show onsite management all permits required for the work being done.

C) Demolition and trash removal is the sole responsibility of the unit owner. Common area dumpsters are not to be used for the removal of construction debris or waste.

D) Construction materials, tools, appliances, demolished items, furniture etc. may not be left out on the common area decks in the evening hours between 5:00 PM-8:00 AM. The common area near work site must be cleaned up daily.

D) Unit owners must allow management to inspect the work project provided management gives reasonable notification of inspection.

E. Upon completion of work the unit owner must show onsite management all approved town inspection forms and schedule a time for management to re-inspect the unit.

3) Management Duties:

A) Management must forward a copy of the "request for work/repair/remediation" form to all board members, the unit owner, and keep a copy in the Hidden Valley Management office within one week of receiving the form.

B. Management must inspect the unit prior to the beginning of the remodel project.

C. Management must keep documentation of town permits and inspections in the Hidden Valley Management office.

D. Management is to inform the board via email if there is a concern that permits are not being pulled or homeowners are exceeding the scope of the work listed on the request for work form.

E. Management is to inspect the project during construction and at the completion of the project.

F. Management is to assist the unit owner and contractors/laborers with reasonable requests for assistance in terms of job site parking, delivery and removal of unit owner's waste containers (at unit owners expense), acceptance and short term storage of deliveries of items ordered via Fed Ex, or UPS etc. provided the unit owner has signed an agreement that management is not responsible for lost or incomplete deliveries.

4) Board Duties:

A) With management recommendations, board is to approve the "request for work" form within one week of receiving the request by the unit owner forwarded by management.

B) The board is to support management with warnings and fines if the construction is creating a nuisance. Causing undue disruption of the right to quiet enjoyment by neighbors or any other violation of Hidden Valley Rules.

- C) The board is to support the unit owner by completing all required paperwork for the project in a timely manner.
- 5) Town Code Compliance: All modifications, both standard and non-standard, must meet local and state building codes. Permits must be obtained as required by Town Building Codes and must be presented to onsite management prior to beginning work. All construction including, but not limited to, relocation of electrical outlets, changes to the interior main electrical box in a unit, relocation or replacement of heaters, and removal of walls or support posts must be compliant with all town codes and inspections.
- 6) Hours of Construction work: All work within units must be done between the hours of 8:00 AM and 5:00 PM.
- 7) Special Considerations:
- A) If hard flooring is being installed unit owners must comply with the Hidden Valley Unit Flooring Replacement policy.
 - B) If windows are being upgraded or replaced unit owners must comply with the Hidden Valley Unit Window Replacement Policy.
 - C) If a washer/dryer is being installed a hold harmless is required. Unit owners must comply with the Hidden Valley Washer/Dryer Installation Policy
 - D) If entry door hardware and lock are being changed as part of the remodel, the lock must be keyed to the Hidden Valley Management master. The unit owners must comply with the Hidden Valley Door Hardware and Key Policy.
- 8) Acceptable Options: Unit owners can delegate the responsibilities of notification and job site supervision to a contractor. The contractor must communicate with onsite management. The ultimate responsibility of completing all Hidden Valley requirements for a remodel or work request are the sole responsibility of the unit owner.
- 9) Financial Responsibility: The cost and responsibility of maintenance or replacement of unit modifications is the unit owner's sole expense.

Purpose and Effect of Proposed Rule Change

The board has created this Operating Rule with the purpose of insuring that homeowners are able to comply with sections 2.4, 7.3, and 7.10 of the CC&R's and sections 5.2 and 5.3 of the HIDDEN VALLEY VILLAGE OWNERS ASSOCIATION [HVVOA] RULES, REGULATIONS, POLICIES & PROCEEDURES

The intended effect of this Operating Rule is to expedite the approval process for unit remodels, and work requests. It clarifies the responsibilities regarding work that is done to remodel or otherwise change a Hidden Valley unit taking into consideration the current Governing Documents of the Association and California Civil Code. It is believed that the new Operating Rule will help the Board of Directors make a quicker decision regarding unit owner requests for changes which exceed the scope of usual painting, decorating, and carpet replacement.

7) Notice of Proposed Rule/Policy Change

**Hidden Valley Village Owners Association
November 16, 2019**

You are hereby notified that the Board of Directors will vote on the adoption of this Proposed Rule Change as a new Operating Rule at the next regular Meeting of the Board.

Text – Unit Window and Sliding Glass Door Replacement Guidelines

For purposes of this operating rule the following policy shall apply:

Hidden Valley Window and Sliding Glass Door Replacement Policy:

- 1) Notification: Homeowners must always notify onsite management prior to changing a unit window or glass door. A Work Request form must be filled out and submitted to management.
- 2) Color: The only window and screen color allowed at Hidden Valley is brown (usually referred to as bronze, or dark bronze by manufacturers)
- 3) Style:
 - A) Windows and glass doors must be metal or vinyl construction (wood windows are not allowed).
 - B) The style of the window and sliding glass doors must be like for like when replacing windows with the following single exception:
The fixed window in any unit which is located in the same wall as the entry door (usually referred to as the “dining area window”) may be replaced with a single, side hinge, crank operated opening, casement style window.
 - C. All windows and sliding glass doors at Hidden Valley must be double pane glass and be a “single light” window. (Window panes are not allowed)
- 4) Unit Owner Responsibilities:
 - A) Notification must be given to onsite management and then relayed to the HVV Board of Directors of the style of window and number of windows and sliding glass doors being replaced in the unit.
 - B) Demolition and trash removal is the sole responsibility of the unit owner/window vendor installer. Common area dumpsters are not to be used for the removal of construction debris or waste.
 - C) Construction materials, tools, demolished items, new windows etc. may not be left out on the common area decks in the evening hours between 5:00 PM-8:00 AM. The common areas near work site must be cleaned up daily.
- 3) Management Duties:
 - A) Management must forward a copy of the “request for work/repair/remediation” form to all board members, the unit owner, and keep a copy in the Hidden Valley Management office within one week of receiving the form.
 - B. Management is to inform the board via email if there is a concern that homeowners are exceeding the scope of the work listed on the request for work form or if the construction is creating a nuisance or interfering with the right to quiet enjoyment of nearby units
 - F. Management is to assist the unit owner and contractors/laborers with reasonable requests for assistance in terms of job site parking, delivery and removal of unit owner’s waste containers (at unit owner’s expense).
- 4) Board Duties:
 - A) With management recommendations, board is to approve the “request for work” form within one week of receiving from management the request by the unit owner.
 - B) The board is to support management with warnings and fines if the construction is creating a nuisance. Causing undue disruption of the right to quiet enjoyment by neighbors or any other violation of Hidden Valley Rules.
 - C) The board is to support the unit owner by completing all required paperwork for the project in a timely manner.
- 5) Special Considerations: Buildings A, B, C, D, E, and F were originally built with metal windows that were silver color. Windows and glass doors replaced in these buildings should still conform to the “brown” color standard established in this policy.
- 6) Town Code Compliance: All modifications, both standard and non-standard, must meet local and state building codes. Permits must be obtained as required by Town Building Codes and must be presented to onsite management prior to beginning work. All construction must be compliant with all town codes and inspections.
- 7) Hours of Construction work: All work within units must be done between the hours of 7:00 AM and 8:00 PM. Monday-Saturday, 9:00 AM to 5:00 PM on Sundays
- 8) Financial Responsibility: The cost and responsibility of maintenance or replacement of unit windows and sliding glass doors is at the unit owner’s sole expense.

Purpose and Effect of Proposed Rule Change

The Board has created this Operating Rule on the style, responsibility, and other factors related to the replacement of windows and sliding glass doors by unit owners with the purpose of insuring that homeowners are able to comply with sections 1.7, 2.2E, and 7.10 of the CC&R’s and maintain the integrity of the appearance of the common area.

The intended effect of this Operating Rule is to expedite the approval process for window and sliding glass door replacements and maintenance. It clarifies the responsibilities regarding all aspects of windows and doors taking into consideration the current Governing Documents of the Association and California Civil Code. It is believed that the new Operating Rule will help the Board of Directors make a quicker decision regarding types of windows and glass doors allowable.

8) Notice of Proposed Rule/Policy Change

Hidden Valley Village Owners Association November 16, 2019

You are hereby notified that the Board of Directors will vote on the adoption of this Proposed Rule Change as a new Operating Rule at the next regular Meeting of the Board.

Text – Unit Hard Surface Flooring Replacement Guidelines

For purposes of this operating rule the following policy shall apply:

Hidden Valley Unit Hard Surface Flooring Replacement Guidelines:

1) Notification: Homeowners must always notify onsite management prior to replacing unit flooring with any type of floor surface covering other than carpet. A Work Request form must be filled out and submitted to management

2) Scope of Policy: This Policy shall apply to floor replacements on all levels (first, second, loft, [stairways???](#)) to mitigate structure-borne sound transmission to other units. It also applies to repair of existing hard surface flooring when the area to be repaired is more than 10% of the existing hard surface flooring

3) Sound Abatement Requirements:

All HVV hard surface floor replacements require addition of mass layer AND rubber-based underlayment material beneath finish floor with the following specifications:

- Addition of mass layer beneath finish floor
- Minimum mass 5 pounds per square foot
- Examples: lightweight gypsum concrete, HardiBacker, Durock, WonderBoard, Plywood, or combination of these
- Addition of rubber-based underlayment mat material beneath finish floor
- Minimum density 43 lb/ft³ (700 kg/m³)
- Minimum thickness 3/8" (10 mm)
- Installation per manufacturer's specifications with special attention to sound/impact attenuation details (e.g, perimeter isolation strips, and acoustical sealants)
- Examples: GenieMatRST10, Acoustical Solutions Iso-Step, Centaur Sound Reducer 10
- Nail-down floor installations using fasteners that penetrate the rubber underlayment are prohibited because the fasteners bypass the acoustic isolation of the rubber mat
- ~~Also need to develop minimum requirements for replacement carpet and padding density (needs further investigation)~~ [I think we can leave this for a separate rule or incorporate it into notifications and operating rule 5.3.](#)
- ~~Also need to define what evidence homeowners must provide to verify the as-installed floor meets policy requirements (need Board input – receipts/invoices, photos, installer contract with installation details, mgmt inspections, ...?)~~ [Included in Unit Owner Responsibilities](#)

4) Unit Owner Responsibilities:

A) Prior to beginning work the unit owner must allow onsite management to inspect the unit subflooring.

B) During the work project unit owners must show onsite management all sound abatement installations and provide management with receipts/invoices that provide a proof of purchase of the underlayment requirements specified under section 2 of this rule. Owners must also provide the board and onsite management photographic evidence of the sound abatement installation.

C) Homeowner is responsible for verifying compatibility of all flooring materials selected

D) Demolition and trash removal is the sole responsibility of the unit owner. Common area dumpsters are not to be used for the removal of construction debris or waste.

D) Construction materials, tools, appliances, demolished items, furniture etc. may not be left out on the common area decks in the evening hours between 5:00 PM-8:00 AM. The common area near the work site must be cleaned up daily.

D) Unit owners must allow management to inspect the work project provided management gives reasonable notification of inspection.

E. Upon completion of work the unit owner must show onsite management all approved town inspection forms and schedule a time for management to re-inspect the unit.

5) Management Duties:

A) Management must forward a copy of the “request for work/repair/remediation” form to all board members, the unit owner, and keep a copy in the Hidden Valley Management office within one week of receiving the form.

B. Management must inspect the unit flooring and adjacent walls as well as the sub flooring prior to beginning the work project. Management is to report any evidence of floor damage or mold to the board.

C. Management must keep documentation of town permits and inspections in the Hidden Valley Management office.

D. Management is to inform the board via email if there is a concern that permits are not being pulled or homeowners are exceeding the scope of the work listed on the request for work form.

E. Management is to inspect and photograph the sound abatement aspects of the floor during installation. Management is also required to inspect the project during construction and at the completion of the project.

F. Management is to assist the unit owner and contractors/laborers with reasonable requests for assistance in terms of job site parking, delivery and removal of unit owner’s waste containers (at unit owners expense),

6) Board Duties:

A) With management recommendations, board is to approve the “request for work” form within one week of receiving the request by the unit owner forwarded by management.

B) The board is to support management with warnings and fines if the construction is creating a nuisance. Causing undue disruption of the right to quiet enjoyment by neighbors or any other violation of Hidden Valley Rules.

C) The board is to support the unit owner by completing all required paperwork for the project in a timely manner.

7) Town Code Compliance: All modifications must meet local and state building codes. Permits must be obtained as required by Town Building Codes and must be presented to onsite management prior to beginning the work. All construction completed in conjunction with a floor installation including, but not limited to, relocation of electrical outlets and heaters and removal of walls or support posts must be compliant with all town codes and inspections.

8) Hours of Installation: All work within units must be done between the hours of 7:00 AM and 8:00 PM. Monday-Saturday, 9:00 AM to 5:00 PM on Sundays-[This is current town code](#)

9) Special Considerations: Further research and information about sound abatement is attached as “exhibit A” to this document.

10) Acceptable Options: List anything that you think will help a homeowner make a choice that is allowed...you may want to list “unacceptable options” as an item 8

11) Financial Responsibility: The cost and responsibility of maintenance or replacement of unit flooring is at the unit owner’s sole expense. The cost of repairing subflooring damage caused by dry rot or mold or the installation of the hard surface floor is at the unit owner’s sole expense. All costs of sound abatement procedures is at the unit owner’s sole expense.

Purpose and Effect of Proposed Rule Change

The Board has created this Operating Rule on the style, responsibility, and other factors related to the replacement of flooring by unit owners with the purpose of insuring that homeowners are able to comply with sections 7.10 of the CC&R’s and sections 5.2 and 5.3 of the HIDDEN VALLEY VILLAGE OWNERS ASSOCIATION [HVVOA] RULES, REGULATIONS, POLICIES & PROCEDURES.

The intended effect of this Operating Rule is to expedite the approval process for unit flooring modifications. It clarifies the responsibilities regarding replacement of unit flooring taking into consideration the current Governing Documents of the Association and California Civil Code. It is believed that the new Operating Rule will help the Board of Directors make a quicker decision regarding installation of various flooring surfaces and the affect that these floors have on the right to quiet enjoyment of neighboring units

Sound abatement research can be found on the Hidden Valley website.

9) Notice of Proposed Rule/Policy Change

Hidden Valley Village Owners Association

November 16, 2019

You are hereby notified that the Board of Directors will vote on the adoption of this Proposed Rule Change as a new Operating Rule at the next regular Meeting of the Board.

Text – Unit Washing Machine/Dryer Guidelines

For purposes of this operating rule the following policy shall apply:

Hidden Valley Washing Machine/Dryer Policy:

1) Notification: Homeowners must always notify onsite management prior to installing or changing a washing machine or dryer in a unit. A Work Request form must be filled out and submitted to management. Unit owners proposing to install a washer and or dryer must first sign a hold harmless agreement and have it recorded with the Mono County Recorder’s Office the hold harmless burdens that unit in perpetuity.

3) Style:

A) All unit dryers must be manufactured as a ventless dryer. Vented dryers with aftermarket indoor venting systems are not allowed. Vented dryers that vent to an outside area or into any common area space are not allowed

4) Unit Owner Responsibilities:

A) Notification must be given to onsite management and then relayed to the HVV Board of Directors of the style, model and manufacturer of the washer and dryer being installed in the unit.

B) Demolition and trash removal is the sole responsibility of the unit owner or contracted installer. Common area dumpsters are not to be used for the removal of construction debris or waste.

C) Construction materials, tools, demolished items, etc. may not be left out on the common area decks in the evening hours between 5:00 PM-8:00 AM. The common areas near the work site must be cleaned up daily.

D) Unit owners must allow management to inspect the work project provided management gives reasonable notification of inspection.

E) Upon completion of work the unit owner must show onsite management all approved town inspection forms and schedule a time for management to re-inspect the unit.

F) Unit Owners must file their completed Hold Harmless documents with the Mono County Recorders Office within 30 days of completion of the installation of the washer and ventless dryer. Failure to complete this requirement will first result in warnings and fines. If the hold harmless filing is not completed within one year of the completion of the installation the association shall have the right to remove the washer and dryer from the unit and restore the plumbing and electrical changes to the original standards of the unit at the owner's expense.

3) Management Duties:

A) Management is to supply homeowners with the board approved Hold Harmless form and inform the board that the form has been given to the unit owner within one week of issuing the form.

B) Management is to inspect all forms and town permits submitted by the unit owners and board of directors prior to the beginning of the installation process. Management is to forward all completed forms to all board members, the unit owner, and keep a copy in the Hidden Valley Management office within one week of receiving the forms.

C) Management is to inform the board via email if there is a concern that homeowners are exceeding the scope of the work listed on the request for work form or if the construction is creating a nuisance or interfering with the right to quiet enjoyment of nearby units

D) Management is to assist the unit owner and contractors/laborers with reasonable requests for assistance in terms of job site parking, delivery and removal of unit owner's waste containers (at unit owner's expense).

E) When the installation is complete management is to inspect the installation and review all town inspections forms. Notice of satisfactory completion of the project is to be submitted to the board of directors within one week of project completion

F) Management is to follow up with Mono County Recorder's Office to assure that the hold harmless has been properly recorded by the unit owner. Management is to notify the board of the date of the recording at a regular meeting of the board.

4) Board Duties:

A) With management recommendations, board is to approve the "request for work" form within one week of receiving from management the request by the unit owner.

B) The board is to support management with warnings and fines if the construction is creating a nuisance. Causing undue disruption of the right to quiet enjoyment by neighbors or any other violation of Hidden Valley Rules.

C) The board is to support the unit owner by completing all required paperwork for the project in a timely manner.

D) The board is to note the filing date of the hold harmless deed in the minutes of a regular board meeting.

5) Special Considerations: Ventless Dryers units may be one of two acceptable types: Condenser Dryers, or Heat Pump Dryers. They may not be a vented dryer that has been converted to operate with an interior vent.

6) Town Code Compliance: All installation work, must meet local and state building codes. Permits must be obtained as required by Town Building Codes and must be presented to onsite management prior to beginning work. All construction including, but not limited to electrical and plumbing work must be compliant with all town codes and inspections.

7) Hours of Construction work: All work within units must be done between the hours of 7:00 AM and 8:00 PM. Monday-Saturday, 9:00 AM to 5:00 PM on Sundays

8) **Financial Responsibility:** The cost and responsibility of maintenance, replacement of washer or dryer, and any damage caused by the operation or use of the washer or dryer is at the unit owner's sole expense.

Purpose and Effect of Proposed Rule Change

The Board has created this Operating Rule on the style, responsibility, and other factors related washer and dryer installations by unit owners with the purpose of insuring that homeowners are able to comply with sections 7.18, and 7.10 of the CC&R's.

The intended effect of this Operating Rule is to expedite the approval process washer and dryer. It clarifies the responsibilities regarding all aspects of washers and dryers taking into consideration the current Governing Documents of the Association and California Civil Code. It is believed that the new Operating Rule will help the Board of Directors make a quicker decision regarding types of washers and dryers and clarify the need for homeowners to obtain the required documentation for washers and dryers at Hidden Valley.

Referenced below is section 7.18 of the Hidden Valley CC&R's

7.18-WASHING MACHINES

7.18 Washing Machines and Dryers: Washing machines and dryers may be installed in units only if the owner(s) proposing to do so first signs a hold harmless agreement in form and substance approved and provide by the board which is recorded with the Mono County Recorder and burdens that unit in perpetuity. The hold harmless agreement shall insure that all maintenance, damage or claims of any kind, first party or third party, relating to the washing machine and dryer be the exclusive responsibility of the owner, and that the owner indemnify, defend and hold the association and its agents harmless therefrom.

10) Repairs of exterior electrical circuit boxes for E and F buildings

-Electrician Martin Kleinbard was selected by the board to complete the job for a bid price of \$6,600. He later indicated that building E would need an extra electrical panel at a cost of \$3,300. There was evidence of electrical work that was not code compliant under building E. Martin has not begun work on the project.

11) Plumbing clean out for building J; Cost of necessary common area clean out was \$310

12) Tree removal: Inyo Mono Tree Pro removed all dead or dying trees in October. Trees were removed at a cost of \$3,345. The Town of Mammoth Lakes removed dead trees that were on the town property between the A, B, and C buildings and Lake Mary and Hidden Valley Road.

Information for New Business Items:

13)SB323- The text of this new law that affects HOA's with regard to election policies, and membership contact information can be found at:

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200SB323

A brief synopsis of the bill:

SB 323. Elections & Director Qualifications. (Chaptered) A variation of this bill was vetoed last year by Governor Brown. This bill requires election rules:

- elections must be held at the end of each director's expiring term, but at least every four years.
- specify candidate qualifications, subject to the following:
 - must disqualify anyone not a member at the time of nomination (except developer nominations if otherwise permitted in the documents);
 - entity owners may appoint a natural person for nomination or service as a director;
 - if stated in the bylaws or election rules, may disqualify:
 - persons delinquent in the payment of regular or special assessments, except if assessments are paid under protest or pursuant to a payment plan;
 - a nominee with a known past criminal conviction which, if elected, would prevent the association from purchasing a required fidelity bond or terminate an existing bond.
 - joint owners from serving on the board at the same time; or
 - someone who has been a member for less than a year.
 - may not disqualify anyone for nonpayment of fines, fines characterized as assessments, collection charges, late charges or costs levied by a third party (management companies e.g.).
- require retention of, as election materials, a candidate registration list and voter list. The voter list must the name, voting power, and physical address or parcel number or both, and the mailing address in some cases;
- must permit members to verify their individual information on candidate registration list and voter list at least 30 days before ballots are distributed;
- provide general notice (or individual notice if requested) at least 30 days before nomination deadline of the procedure and deadline for submitting a nomination;
- provide general notice (or individual notice if requested) at least 30 days before ballot distribution of the following:
 - date, time and physical address to return ballots;
 - date time and location of ballot counting meeting;
 - a list of candidates' names that will appear on the ballot.
- mandate the inspector of elections deliver to each member by individual delivery (or website posting when specified wording regarding website posting is state on the ballot) the ballots and a copy of the election operating rules at least 30 days before an election;
- prohibit the denial of a ballot to a member for any reason and to a person with general power of attorney for a member;
- require the sealed ballots, signed voter envelopes, voter list, proxies, and candidate registration list to be in the custody of the inspector of elections or at a designated location until after vote tabulation and would, with certain exceptions, require these association election materials to be considered association records, as defined, subject to inspection and copying;
- allow someone with a general power of attorney to vote for a member.
- may not be amended less than 90 days before an election.

The bill makes members' email addresses part of the membership list available to all members. It requires elections to be held at minimum every four years. It provides that when a court finds

that election procedures were not adopted or adhered to, it shall void the election results unless the association established that its noncompliance did not affect the election results. It allows a member to be awarded attorneys' fees for consulting an attorney for small claims court.

An analysis of this SB323 can be found at: <https://www.davis-stirling.com/newsletters/2019/analysis-of-SB-323>

14) Full time short term rentals in violation of CCR's USE RESTRICTIONS-

Information regarding this agenda item is supplied by a homeowner with a request that the board take a look at this situation:

“There is onslaught of full-time short term rental offerings at HVV, many of which fall in the category of commercial business use. Business use of a unit is in violation of HVV CC&R's Article VII USE RESTRICTIONS. Please enlist BOD's and HOA Attorney's attention and efforts to identify, address and dissolve the existence of full-time short term rental commercial business operations occurring with a number of HVV units”

Pertinent section of the CC&R's: ARTICLE VII-USE RESTRICTIONS

“In addition to all of the covenants contained herein, the use of the property and each condominium therein is subject to the following:

7.1 Use of Units: No unit shall be occupied and used except for residential purposes by the owners, their tenants, and social guests, and no trade or business shall be conducted therein, except that a residential unit may be used as a combined residence and executive or professional office by the owner thereof, so long as such use does not interfere with the quiet enjoyment by other unit occupants. No tent, shack, residential vehicle, trailer, outbuilding or structure of a temporary character shall be used at any time as a residence, either temporarily or permanentl

7.9 Renting and Leasing of Units: The terms of any rental or leasing agreement for any unit shall provide that the tenants or renters (collectively, “renters”) shall comply in all respects with provisions of this declaration, the bylaws and all rules and regulations adopted by the board.

Owners shall be jointly and severally liable with their renters for the actions of their renters. All owners who rent their units shall obtain a rental endorsement providing for the extension of liability coverage in the event of renter negligence in addition to the owners’ insurance required by Section 8.5. All owners who rent their unit shall provide the manager with either the names and contact information of the tenants or the name and contact information of the person or company that rents their unit for them. All owners shall confirm in writing to the project manager that they have provided copies of this declaration and all rules of the association to either their renters or to the person or company that rents their unit for them.

Full-time short term rentals are commercial business in violation of HVV CC&R’s and short term rental activity introduces additional costs and burden to all other owners in the form of property management, wear and tear/maintenance to common area amenities, trash, parking and noise nuisance.

HVV commercial business owners may not find difficulty with \$20/mo 2019 dues increase and forthcoming \$45/mo 2020 dues increase to be paid from substantial monthly commercial business income. It is difficult for HVV owners residing in or otherwise maintaining ‘residential use’ to accommodate such material increases. Short term rental nuisances along with excessive dues increases may cause ‘residential use’ owners (which includes second home owners) to sell which will open purchase opportunities to those operating businesses in violation of HVV CC&R’s.

Law and case study on topic is growing as issues with full-time short term rental commercial business activities is nationwide. HVV BOD can get in front of the problem at HVV and make things right in lieu of unpleasant expensive litigation.

WATTS V. OAK SHORES COMMUNITY ASSOCIATION

(2015) 235 CAL.APP.4TH 466

Opinion

“Here we hold, among other things, that homeowners associations may adopt reasonable rules and impose fees on its members relating to short term rentals of condominium units.”

Discussion

“That short-term renters cost the Association more than long-term renters or permanent residents is not only supported by the evidence but experience and common sense places the matter beyond debate. Short-term renters use the common facilities more intensely; they take more staff time in giving directions and information and enforcing the rules; and they are less careful in using the common facilities because they are not concerned with the long-term consequences of abuse.”

Here is a link to a law school publishing as one example to use as reference and guidance along with an excerpt pertinent to full-time short term rental business use.

<http://law.emory.edu/elj/content/volume-68/issue-4/comments/business-residential-use-short-term-rental-dilemma-common-communities.html>

E. When Do Short-Term Rentals Become a Commercial Use?

There are many examples of short-term-rental activity that clearly does not rise to the level of a business. Short-term rentals often allow people to share their homes, rather than turn them into businesses, as a source of supplemental income, especially in expensive cities where wages make it difficult to pay rent. ¹⁵⁸ Though commercial activity occurs when lodgers pay to stay, it is either infrequent—for example, while the owner or tenant is on vacation—or incidental to the residential use of the owner or tenant—for example, when a lodger sleeps on the sofa for a night. ¹⁵⁹ In both cases, the person in possession of the property is still using the property as their residence, or home, for they are usually physically present and they intend to remain there in the future despite the occasional presence of lodgers. ¹⁶⁰

Yet short-term rentals are not always used as an infrequent source of cash for a homeowner or tenant who lives on their property. **An increasing number of rental properties are being operated as commercial ventures, and many of them are owned by business entities rather than individuals.** ¹⁶¹ Less than half of Airbnb listings in New York City, Los Angeles, and San Francisco mirror the traditional “home-sharing” model where the host is on-site during the lodger’s stay, and only 3%–4% of listings are for “couch sharing.” ¹⁶² “While it was Airbnb’s intention to start as a means of bringing together a community and offering a supplemental income, some units on Airbnb in New York have morphed into full-fledged businesses.” ¹⁶³ For example, the City of New York has filed suit against a short-term-rental syndicate that illegally rented out 130 apartments across Manhattan. ¹⁶⁴ The scheme, which produced nearly \$21 million in revenue from 2015 to 2018, involved 18 corporations and “more than 100 Airbnb host accounts” opened using various names to disguise the operation. ¹⁶⁵

A study that analyzed Airbnb listings in fourteen U.S. cities found that “[a] growing number of hosts are using the Airbnb platform to operate full-time businesses” and that this group accounts for 26% of the company’s revenue. ¹⁶⁶ Additionally, a growing number of hosts list their units for more than 180 days. ¹⁶⁷ “Multi-unit hosts” with two or more units account for nearly 40% of Airbnb’s revenue, and this group often overlaps with full-time hosts. ¹⁶⁸ In the instances where a host does list a single property, they are far more likely to receive no profit from the listing: “38 percent of [Airbnb] hosts with a single listing of any type generated no income whatsoever.” ¹⁶⁹ On the other hand, “commercial entities” own the most heavily used units in cities like Los Angeles, and these units have occupancy rates that are nearly identical to those of traditional hotels. ¹⁷⁰ So while Airbnb does, by percentage, primarily remain a platform for hosts to infrequently rent out a single property, a disproportionate share of the money goes to the growing number of multiple-unit and full- or greater than half-time hosts.

In some cases, it is relatively easy to conclude that rental activity is of a great enough frequency and intensity to cross the line between commercial activity and commercial use: For example, **a full-time rental property listed 360 or more days out of the year and never occupied by an owner or tenant is being used to make a profit nearly 100% of the time and is being used as a residence none of the time.** ¹⁷¹ **In other words, the possessor never conducts residential activity on the property, but always commercial activity. The same is true when a business entity, rather than an individual, is in possession of a property, because “a business . . . is incapable of residing at [a] property; it can only conduct business there.”** ¹⁷² There are other factors that are indicia of commercial use, including the observation of the formalities of lodging business, ¹⁷³ providing amenities common to lodging businesses, ¹⁷⁴ the payment of transient occupancy taxes, ¹⁷⁵ running advertisements, ¹⁷⁶ ownership or management by a business entity, ¹⁷⁷ **and ownership of multiple properties.** ¹⁷⁸ **Courts should determine whether, under the totality of the circumstances, the primary purpose of a property is to conduct a short-term-rental business rather than be a residence.**

I look forward to BOD Meeting Agendas including these items and meeting minutes including the related discussions and actions.

Thanks.

Kim W

HVV126

Old Business Information Items

15) Door locks and hardware: 19 of 84 Units have not complied with the directive to have their doors keyed to a master door key for management. The 19 non-compliant units represent 14 homeowners. All Hidden Valley units have supplied management with access to their unit. 77% of homeowners have complied with the door hardware policy.

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Action Item Follow Up

- 2) MRB Management Costs including, but not limited to overtime, rekeying of locks, additional shoveling, and loader Costs caused by lack of management supervision: This is an ongoing issue that must be discussed in executive session
- 3) Rules Handbook Development: Ruth Wheeler: Ruth and Karen have put together a one page synopsis of Hidden Valley Rules that can be placed in a magnetic plastic sleeve on Refrigerators in units. Sleeves will be purchased when credit card is obtained.
- 4) 2019 Painting schedule: Buildings A, G, and H will be painted in 2019. Management was directed to notify homeowners of painting dates as soon as possible.-Management did inform homeowners of the painting schedule as soon as they were informed of the date. There were some scheduling difficulties due to the transition of management and the fact that the board was very slow in letting the painting company know that their bid was approved. This was also a result of MRB failing to get information to the board in a timely manner. The painting job was performed professionally, however there were delays caused by weather as well as difficulties for the painters trying to work around occupancy issues during the busy months of late July and Early August. Management also encountered difficulties getting the invoices approved by the board and issued to 4 Points painting in a timely manner. It is hoped that these painting “glitches” will not occur next summer. We will be able to get bids earlier and hopefully schedule the painting at a less busy time of year.The painting cost was \$3,500 over budget.
- 5) Architectural change requests from owners: Unit 38 request to install washer/dryer: A hold harmless needed to be notarized by both the owners and HVV President and recorded with the title to the property. Homeowners obtained permits and recorded hold harmless. The installation has been completed
- 6) Homeowners who have not supplied Management with keys/access to units: All owners have supplied management with access to units. There are 19 units represented by 14 homeowners who have not had their units rekeyed to the master key.
- 7) List of units that have reported water intrusion damage to their units-41, Scott Olson, Unit 6 Kinoka Ogsbury, interior damage near loft window- Unit 6 is the only unit not completed
- 8) Repair of water leak under slab near upper Jacuzzi – Project completed
- 9) Building E main electrical circuit box- .-Work has not been completed. Both buildings E and F need panel replacement.
- 10) Roofing repairs On June 8th Klark submitted a bill for an annual roof walk for \$2505 to be paid. Freeman roofing accessed the damage at that time and I submitted a bid to fix all of the major damage on June 8th for \$3650. There was an additional fix on unit #41 for \$375. I was given approval by Jeff Reiese to fix all of the damages. As of August 9th Freeman has not received the \$2505. Klark submitted both invoices to be paid on June 21st.
- 11) Pool wood fence enclosure Project differed to 2020
- 12) Loader Snow removal bid for 2019-20 season- Contract for 2020 is set and signed.
- 13) Go ahead and do a 90 day trial installation of two cameras one for the lower Jacuzzi and one doorbell camera for the office. Cameras to be accessed by management only. The cameras will use a Nest Protect system with cost \$5.00/ month per camera. The purchase of the cameras, installation, and Nest services. Cost not to exceed \$700 –Project is not completed but is running slightly over budget
- 14) Snow damage repairs, insurance claim-Jeff Risse, Mike Tickunoff, and OFPM have developed a list of damage caused by the winter of 2018-19. Jeff working with Dave Easterby from State Farm. He is researching how claiming these items will affect our insurance premium costs in the future. The next step is having the insurance adjuster get out to the complex. Tony will contact the adjuster to connect her with Jeff and Klark. OFPM has had Freeman roofing out to the complex to give bids and do a roof walk. Work on this project will continue to be coordinated by Jeff’s Risse. Klark met with insurance agent Dave Esterby end of May and he said that he did not see enough damage that would be more than our deductible, so a claim was never filed. The work was completed.—Unit 41 necessitated a separate insurance claim
- 11) Action to be taken to recoup financial losses caused by MRB negligence.—The Board will put together a comprehensive list of items for which the association should be compensated. Ruth and Tony will present the list to Steve Black and request a response within 60 days from his receipt of the list.- This was completed by Ruth and Tony. This item must be discussed in executive session

12) Request by Scott Olson owner unit 41 for reimbursement for winter interior damage due to winter water intrusion-Insurance claim submitted

13) Unit's 33 and 29-Both units were doing work on their units. Neither informed management.

-Tony contacted owner of unit 29. Homeowner informed Tony that he could not get forms from management (MRB) at the time of his work. He supplied Tony with a list of improvements (none of which required town permits) Karen supplied the forms to the homeowner. He completed the forms. All work is code compliant. -Unit 33 did a major remodel of their unit including electrical, plumbing, and the installation of a vented dryer with intrusion into the common area. This infraction of CC&R's was not rectified by the owners even though they were carefully informed and given an extra 15 days to correct the problem. Board action is required and noted on the regular agenda.---Ongoing problem. Owners have not corrected the problem or had their unit reinspected by TOML

14) Recommendation—that Management draft a proposal that will specify underlayment requirements for future hard surface flooring projects. Jeff will supply Karen House with his research. After July 1- No action on this item. Management did not receive information on this. There is now a list of several needs for policy regarding various homeowner upgrades. This is listed on the regular agenda---5 policy proposals have been developed.

15) Homeowner social/potluck August 17.- The potluck was held as scheduled. Board members Cole, Murphy, and Wheeler attended. Managers Curt and Karen House attended as well as Klark, Sarah, Kayden, and Kai Tapia. It was lightly attended by homeowners, (approximately 30) but very well received by those that attended

16) Request's from multiple homeowners that fake flowers and mannequin be removed from common areas: Ski mannequin on the balcony that faces Sam's Woods must be removed. Tony will contact homeowner. The Board chose not to address the use of fake flowers on balconies.- Nothing was done about the mannequin.

17) Rodent intrusion into buildings. Management is directed to set traps and plug access holes if this does not work we will contact an exterminator in late July. Management has been plugging up holes on the outside of buildings and putting out bait. Have not had any rodent complaints lately.

18) Pool Furniture-Tony will follow through on this – Done. Pool furniture was upgraded way under budget (See email motions)