

Consent Agenda February 3, 2021

Item 1: Draft Minutes from 12-28-2021 Meeting

HIDDEN VALLEY VILLAGE OWNERS ASSOCIATION

Board of Directors Regular Board Meeting

Monday December 28, 2020. 6:30PM

DRAFT Minutes

HVV Regular Board Meeting

Time: Dec 28, 2020 06:30 PM Pacific Time (US and Canada)

Zoom Meeting

<https://us02web.zoom.us/j/81733023505?pwd=VWJuSU85WHFocG1iZk1La0FSeDZUZz09>

Meeting ID: 817 3302 3505

Passcode: 571612

General

A. **Call to order** by President Ruth Wheeler

B. **Roll call:** Board Members; Ruth Wheeler, Jeff Risse, Chalese Miller, Kinoka Ogsbury, Jim Murphy, Matt Desario, Debi Bell. Management team; Klark Tapia, Curt and Karen House, Jorge Garcia. Homeowners: Record Board Members, Management, owners and guests, present

C. **Announcements/Orders of the day/Items discussed in Executive Sessions:** Focus of meeting set groundwork for good collaboration and respectful communication. To complete board tasks of Maintenance, Financial Management, Operational Management and rules Enforcement. Items discussed in executive session: Nuisance complaints from 2 owners, personnel.

D. **Homeowner Forum** (Comments on Agenda Items-Non Agenda Items after the meeting): Hard Stop 7:00: Steve Latshaw requested change in CC&R's re dog limitations volunteers for committee included; Steve Latshaw, Karen Shoor, Randy Hillier, Tricia Gomez, Ruth Wheeler. Owner of downstairs unit is having problems with unit above which has hard floors without sound abatement.

E. **Adoption of minutes:**

Motion: Ruth Wheeler; Adopt Regular meeting 11-14-2020, Annual Meeting Minutes 11-14-2020

Second: Kinoka Ogsbury

Passed 6-0-1 Abstain Jeff Risse

F. **Treasurer's Report-**

FINANCIAL SNAPSHOT FOR MONTH ENDED			
		91.7%	Into Annual Budget period
November 30, 2020			
		79.1%	Operating Expense budget spent
Operating Fund	\$135,250	\$379,454	2016 Total Operating Expense Budget
Contingency Fund	\$50,000	\$300,097	YTD Operating Expenses

Replacement Fund	\$462,889	\$48,169	YTD Under Budget???
<hr/>			
Total Funds	\$648,140	12.6%	YTD Under/Annual Operating Budget
13 Units Past Due for HOA Dues	\$2563	38.2%	Replacement Expense budget spent
? Units Pd in Advance for HOA Dues	(\$3881)	\$171,116	2016 Replacement Expense Budget
<u>Past Due Items of Note:</u>		\$65,290	YTD Replacement Expenses
-9 Units past due for bulkcable service-could be new payment system and inconsistent billing problems.		\$91,762	YTD Under Replacement Budget Spending
-Fines: one owner \$750 fine unpaid		53.5%	YTD Repl Exp/Annual Replacement Revenue

-Approval of transfer of Funds into a CD.

Motion: Kinoka Ogsbury; Roll \$100,000 into a 6 month CD at Alliance bank at a rate of 0.6%. Reason: 0.6% at alliance bank was the best rate the accountant Cindy Butner could find.

Second: Ruth Wheeler

Passed 7-0

Motion: Kinoka Ogsbury move that we roll over our current \$100k CD with East West Bank that expires 12/30/2020 into another CD (Cindy to advise best rate/option)

Second: Ruth Wheeler

Passed 7-0

Motion: Kinoka Ogsbury move that we transfer 40k of excess Operating Funds to the Contingency Fund.

No Second.

Motion Fails for lack of second

Reason: We would rather wait until the Dec. Financial Statement is Reviewed

Treasurers Report Discussion Items:

-All Board members have a duty to review 6 areas of the financials every month. Kinoka will give a short tutorial on this at the next meeting.

-Warnings and Fines –One Unit is carrying \$750 in unpaid disciplinary fines on the Nov. Monthly Statement.

-2021 final budget went out from Butners's office to all home owners.

-Cost to replace all doors looks like it might exceed the \$86,589 budgeted between now and 2026. Need to discuss and possibly add to reserve study.

Motion: Ruth Wheeler; Accept Treasurers Report

Second: Kinoka Ogsbury

Passed 7-0

G. Work Requests: Unit 118-Flooring, 126-Flooring, 22-Fireplace, Unit 11-project started without work request approval. Construction debris in the common area.

Motion: Ruth Wheeler; Approve Work Request for units 118, Flooring, 126-Flooring and Unit 22-Fireplace

Second: Jeff Risse

Passed: 7-0

Motion: Ruth Wheeler; Approve unit 11 Work request contingent on delivery of the revised work request specifying the underlayment to the board.

Second: Jeff Risse

Passed 7-0

M. Management Report and Daily Log. Very detailed and complete. No questions

Business/Action/discussion Items

Motion: Ruth Wheeler; Accept the following Dates for 2021 Meetings: Wednesdays at 6:30 PM. On the following dates: Feb 3, 2021, April 7, 2021, June 2, 2021, Aug 4, 2021, Oct. 6, 2021, Saturday Nov. 13, 2021 at 9:00 AM Annual Owners meeting Sat. Nov 13 at 2:00 PM

Second: Jim Murphy

Passed 7-0

Goals and Projects for 2021

1. Board Communication Protocols- Discussion included:

-A review of Open Meeting requirements, prohibition of "daisy chain", "spoke and wheel", and serial meetings of board members.

-Board and Management emails will be copied to all board members. In an attempt to improve trust and communication between all Board members and Management

- Clarification of email communications between board members, Breaching of confidentiality of board communications to anyone outside the board is not acceptable.

-Use of email by board to collaborate prior to meetings is ok, but finalize all decisions at meetings.

-Attempt to provide owners with the management report and Monthly Financial Statements with personal owner information edited out.

-Policy for use of email with regard to work requests:

Motion: Jim Murphy: 1) Owners submit work request to management, 2) Management forwards work request to entire Board. 3) Board gives contingent approval via email. With input to owner regarding any necessary changes needed for the work request. 4) Board (Chair of Architectural) Notifies unit owner and management that they may begin work project. 5) Formal approval at next open meeting is voted on by board.

Second: Ruth Wheeler

Reason: Increase efficiency and speed for approvals so that owners can begin work projects in a timely manner.

Motion: Ruth Wheeler; Submit the Managers Report and the Monthly Financial Report with personal unit owner information edited out to the webmaster for posting on the website.

Second: Kinoka Ogsbury

Failed: 1-6

Reason: Board wanted to see samples prior to approval to posting.

2. Tasks for Reserve Study 2021- Kinoka, Jim, Ruth and management will work on prioritizing the reserve study items and get back to the board with a "plan of attack for the preparation of the reserve study. Component parts (line items) at this time are: Roofing, Painting, Driveway, Pools/Spas/Saunas, Balconies/Walkways/Landings (Stairs), Buildings Miscellaneous (Residence Front Doors, Siding, Water Heaters), Managers Units, Lighting, Equipment (Snowblowers Truck, and More??), Plumbing, Miscellaneous (Hidden Valley Sign, Unscheduled Capital expense): The board will attempt to prioritize these line items at the next meeting.

3. Door Replacement For buildings A-F-Management will follow through on getting bids. There is the possibility that this reserve fund expense may be postponed or done in smaller increments. We will try to have all data and make a decision to move forward with selected buildings, or all 6 buildings, or postpone the project to a later date.

4. Committees for 2021:

Executive Committees (Board members only)

a. Architectural: Jeff Risse

b. Web Master: Jeff Risse

c. Rules Enforcement: Matt Desario and Jim Murphy

Motion: Ruth Wheeler; Appoint Ruth Wheeler to be the lead for Rules Enforcement

Second: Matt

Failed: 1-6

Reason: desire to have two people work together for rules enforcement

Motion: Matt Desario; appoint Matthew Desario and Jim Murphy to be co-leaders for Rules Enforcement

Second: Jeff Risse

Passed: 4-3 No Wheeler, Bell, Miller

d. CC&R updates, Dogs, Common Area, etc- Dog Committee volunteers included: Steve Latshaw, Karen Shore, Randy Hillier, Tricia Gomez, Ruth Wheeler.

5. Off agenda discussion item: Enforcement of town STR regulations.

This will be placed on the Feb. Agenda. Town email for reporting violations was supplied by Matt Desario.. Klark Tapia will not instruct onsite managers to report violations. Chalesse noted that as a resident of Hidden Valley many units are not in compliance with STR regulations. Without local enforcement we are dependent on the TOML

4.. **SuddenLink Bulk Cable issues:** Resolution of overbilling of homeowners, Discussion and possible action on 2021 Bulk Cable Contract.

Motion: Ruth Wheeler Reimburse the owner of Unit 106, for SuddenLink Overcharges in the amount of \$113.51 and Reimburse the previous owners of unit 113 for SuddenLink Overcharges in the amount of \$97.04

Second Kinoka Ogsbury

Passed 7-0

Reason: These owners no longer have cable accounts with Suddenlink so no further reimbursements from Suddenlink are possible. The remaining 14 owners will need to wait for the Feb. meeting to follow through on November motion to reimburse owners for Suddenlink charges related to the de-bulking of our contract.

Motion: Jim Murphy; Offer owners the service of participation in the bulk cable contract with the stipulation that the owners pay for one year of services up front.

Second: Ruth Wheeler

Passed:7-0

Motion to adjourn: Ruth Wheeler

Second: Jim Murphy

Meeting adjournment: Time 9:45

Item 2: New Homeowner Letter to include Rules, Regulations & Procedures

WELCOME NEW OWNER TO HIDDEN VALLEY VILLAGE CONDOMINIUM COMPLEX

It is important that all new homeowners understand the main guiding principles that have been set by the Hidden Valley Village Condominium Homeowner's Association.

As a new owner, it is your obligation to familiarize yourself with HVVOA Rules, Regulations & Policies which each buyer should receive as part of the information packet provided through escrow. The key to enjoying ownership here is about respecting your fellow homeowners.

Additionally, Rules, Regulations & Policies have been put in place for the security of your condominium as well as those of your neighbors.

Upon the close of escrow, you should have been provided a copy of the CC&Rs (Covenants, Conditions & Restrictions and Bylaws). We encourage you to read through these documents as it will help you understand how Hidden Valley Condos Homeowners Association works.

Provided here are some guidelines but not all guidelines to help you make enjoying your "new" mountain home away from home a pleasant one:

-Contact the HVV Office as soon as escrow closes. On-site management will be able to answer questions, provide you with important information and help guide you through the process of learning the HOA's Rules, Regulations, Policies & Procedures. Common areas of concern are:

- It is required to notify the HVV onsite Management Office [via email manager@hiddenvalleymammoth.com](mailto:manager@hiddenvalleymammoth.com) with arrival & departure information, whether the occupant(s) will be the owner(s), relatives, guest(s) or renters. This is extremely important for the security of your condo and safety of the complex.
- Parking – 2/Vehicles – each unit is allowed 2/parking spaces. The HVV Office will provide you with your new homeowner parking stickers.
- Quiet Enjoyment – HVV adopted the same rules as The Town of Mammoth Lakes – Quiet Time 10pm – 7am.
- Pets – Currently only homeowners are permitted pets on property. Pet owners are responsible for pick-up and proper disposal of their pet's leavings!
- Common Area Rules – Pool, Spa & Sauna hours of operations and safety rules.
- Unit Modifications – to include Unit Remodeling, Work Request Policy, Owner Responsibilities, Management Duties, Board Duties. **Rules for Flooring Replacement Guidelines**, Town of Mammoth Lakes Code Compliance, Unit Door Hardware/Lock/Screen Door Replacement. **Hours of construction**.

The best rule of thumb is to discuss with management before commencing unit modifications. All Rules, Regulations, Policies & Procedures – CC&R's – Bylaws along with all important information can be found on the Hidden Valley Village Website: hiddenvalleymammoth.com. Also, once on the website you will be able to access HOA Meeting Information, property map, names of the HVVOA Board of Directors, and important forms made easy to complete online. Loads of useful information packed into a website updated and kept current by the HOA Board of Directors.

Onsite Management is here to maintain the HVV complex and to ensure that guidelines set forth by the HOA and Board of Directors are observed by all owners.

In closing we respectfully ask ALL RESIDENTS to please respect the rules and regulations that have been put in place for our common and shared enjoyment, protection, and safety when here or absent at Hidden Valley.

Thank you,

Hidden Valley Village Condominium Management

HIDDEN VALLEY VILLAGE CONDOMINIUMS –
153 LAKE MARY ROAD, PO BOX 9151 MAMMOTH LKS, CA 93546
OFFICE HOURS: 9AM-5PM DAILY
760 934-7303 OFFICE PHONE
760 914-1776 HVV CELL PHONE
EMAIL ADDRESS: manager@hiddenvalleymammoth.com

(For your convenience we have attached a copy of the Rule, Regulations, Policies & Procedures).

Item 3: Suddenlink Report:

Motion from Dec. 28, 2020 Board Meeting:

Motion: Jim Murphy; Offer owners the service of participation in the bulk cable contract with the stipulation that the owners pay for one year of services up front.

Second: Ruth Wheeler

Passed:7-0

Suddenlink has cancelled our contract effective Jan 31, 2021. Below is an explanation of why this happened with documentation: In order to follow through on this motion the participating owners in the contract were surveyed to see how many wanted to keep their Suddenlink Bulk Cable services and pay for the service up front. The Survey results indicated that only 36 units wanted to remain on the bulk contract. The total cost per owner would have been over \$60/month for the remaining 8 months of the contract. This was not a cost effective option for the owners who participate in the HOA Bulk Cable program.

The plan was to look at the correct procedure for canceling the Bulk Contract with Suddenlink. When Ruth Wheeler contacted Suddenlink via email with questions regarding cancelation of contract The initial response from Brandi Castillo, Altice Account Executive was that the contract could not be canceled until Sept 14. Ruth explained the lack of services and discontent from our HOA and requested a 30 day notice of cancelation. Which could be voted on by the board at the Feb. 3, 2021 Board Meeting. Suddenlink came back with a cancelation on their part with service disconnection effective January 31 and Instructed Ruth to notify the involved owners.

Ruth requested a 30 day notice from Suddenlink. They refused to grant the notice time. Ruth followed through with notification via email on Sunday Jan. 24, 2021 sent by management to the involved owners.

See documentation of letter sent to involved owners and email dialog with Altice Executives Brandi Castillo; MDU Accounts Executive and Andrea Hunt Bulk Accounts Manager:

Letter to owners sent Sunday Jan. 24:

HVV BULK CABLE SERVICE will terminate on Jan. 31. Action Needed by Jan. 29

Yahoo/Inbox

Hidden Valley Condominiums Manager <manager@hiddenvalleymammoth.com>

Bcc:ruthwheeler@yahoo.com

Sun, Jan 24 at 2:27 PM

Dear Hidden Valley Bulk Cable participant,

Suddenlink informed us yesterday (Friday, Jan 22, 2021) that our bulk contract with them will be terminated as of Sunday January 31, 2021 and cable services will be disconnected. This action was taken by Suddenlink with a disregard for a request that the cancellation and subsequent disconnection be made on Feb. 28. Suddenlink is also claiming that they have no responsibility to inform the unit owners who are involved with our bulk contract of the "de-bulking" of our account and the possible rate increases to your personal account due to their action.

This situation requires your action prior to Sunday Jan. 31. This is not a situation where if you do nothing your service and bill will just go away. If you do nothing it is likely that you will receive incomprehensible bills from Suddenlink.

The HOA experienced an accidental "de-bulking" of our account last Fall. Here is what happened:

-17 owners involved in our bulk contract received billing statements with overbilled amounts in an aggregate excess of over \$9,000. Some of these homeowners service was disconnected. Others maintained service.

-Suddenlink has mysterious and inconsistent ways of dealing with their customers. I am without my crystal ball at present so all I can do is give you the worst case scenario and leave it to you to manage your personal account with Suddenlink. Accounts that were overbilled last fall were charged for: Local Broadcast and Standard cable fees of \$85/month this was placed on their bill without notification. Some accounts experienced increases in their WiFi services, some units experienced disconnection of service. I assume that, at minimum the \$85 Local Broadcast and Standard cable fee will be billed to owners unless they contact Suddenlink to do one of two things:

Option (1) -- Cancel Cable Service and do without cable TV in your unit: Andrea Hunt, MDU – Bulk Account Manager and Brandi Castillo, MDU Account Executive are the two people who need to be informed of this. NEXT WEEK!! (Monday, Jan 25 – Friday Jan. 29) Here are their email addresses and a suggested email with all the information that you should include:

To: Andrea.Hunt@AlticeUSA.com

Cc: Brandi.Castillo@AlticeUSA.com, manager@hiddenvalleymammoth.com

SUBJECT: Hidden Valley Mammoth – Account # 07715-454364-01 – De-bulking on Jan 31, 2021 – Please Discontinue Cable Service to My Unit number (be sure to include your unit number)

Body of Email:

Dear Andrea,

The Hidden Valley Condo's (153 Lake Mary Rd, Mammoth Lakes, CA 93546) cable service contract has been terminated by Suddenlink and cable services are scheduled for disconnection on Jan 31, 2021. Due to the de-bulking of the contract I no longer intend to continue to have cable service for my **Unit #_____**. Do not bill me for Local Broadcast and Standard cable which was previously covered by our HOA's Bulk Cable contract.

Your Name

Your Unit Number

Option 2) Take a look online at current Suddenlink sales offerings for the services that you want. Call Suddenlink and set up new services for your unit. Be sure to tell the sales rep that your cable service was supplied through the HOA as a bulk cable account which is being de-bulked and disconnected on Jan. 31, 2021. Once you get this set up you must still contact Andrea and Brandi to let them know that you should not be billed for Local Broadcast and Standard Cable. Here is a sample email if you chose this option:

To: Andrea.Hunt@AlticeUSA.com

Cc: Brandi.Castillo@AlticeUSA.com, manager@hiddenvalleymammoth.com

SUBJECT: Hidden Valley Mammoth – Bulk Account # 07715-454364-01 – De-bulking on Jan 31, 2021 – Personal Services for UNIT _____ have been re-contracted with Suddenlink-Do not Bill for Local Broadcast or Standard Cable.

Body of Email:

Dear Andrea,

The Hidden Valley Condo's (153 Lake Mary Rd, Mammoth Lakes, CA 93546) cable service contract has been terminated by Suddenlink and cable services are scheduled for disconnection on Jan 31, 2021. Due to the de-bulking of the contract I have contracted services independently with Sudden Link for Unit (**Be sure to list your unit number**). My account number is: (**List your personal account number**) Do not bill me for Local Broadcast and Standard cable which was previously covered by our HOA's Bulk Cable contract.

Your Name

Your Unit Number

Your Suddenlink Contract Number.

Side notes and comments:

If you are receiving this email and you are one of 10 units that have already "stepped out" of the bulk program and are not being billed the \$33.22/month from the association. You should still send the email to Andrea Hunt stating that you do not receive Suddenlink Cable services and should not be billed for Local Broadcast or Standard Service. I will send a separate email to Andrea with a list of units who are not currently being billed by the HOA because their unit has changed ownership, or they discontinued service within the last 5 years (I'll BCc you when I send the list).

I included the managers email address on the Cc line for the sample emails. Karen can store your email in your Unit file on the office computer. This will help you if you start receiving crazy bills from Suddenlink and need to show proof that you emailed your information to Suddenlink. This will also serve to notify management that your unit will most likely have a Suddenlink service tech sometime in the near future.

Greg just re-contracted our services for unit 136. The phone call lasted about 45 minutes and he was able to get improved wifi speed and cable TV for a price that is comparable to what we are currently paying. This give me hope :)

Our exit from the Suddenlink bulk contract process has been a nightmare. There is no way that I can see how the board could have served the needs of all interested owners in this situation. Unit owners who wanted to be released from their bulk contract commitment are being served by this cancellation of the contract. Those who wanted the savings and convenience of service for their cable are not being served. The HOA as a whole was encountering added expense in both covering the cost of bulk services in 2020 and the increase of accounting and administrative costs. Bottom line is the HOA will no be longer paying Suddenlink a monthly fee for services. The transition from bulk services to individual accounts will be a hassle for many owners. I was hoping the transition could be done within a longer time frame, however Suddenlink would not allow it.

Please be sure you take action and email Andrea Hunt regarding the disconnection process by Jan 29

Thank you all for your patience and understanding,

Ruth E Wheeler.

Email correspondence between Ruth Wheeler and Brandi Castillo, Altice MDU Accounts Executive:

From: ruth wheeler <ruthewheeler@yahoo.com>

Sent: Friday, January 22, 2021 4:05:03 PM

To: Brandi Castillo <Brandi.Castillo@AlticeUSA.com>

Subject: Re: External E-mail - Re: Hidden Valley Village- Suddenlink Bulk Contract #07715-454364-01

Thanks Brandi,

I'll start composing my letter to the owners.....It will help tremendously if I can provide them with information to set up their own services. -----Who to contact to return equipment -----who to call to sign up for new services

Ruthie

On Friday, January 22, 2021, 01:38:33 PM PST, Brandi Castillo <brandi.castillo@alticeusa.com> wrote:

Hi Ruth,

I did confirm with our Director of Operations and the termination day would be January 31, 2021.

Andrea, who would the residents need to call to set up services?

Have a good weekend!

Thanks,

Brandi

Brandi Castillo

MDU Account Executive

From: ruth wheeler <ruthewheeler@yahoo.com>

Sent: Friday, January 22, 2021 3:34 PM

To: Brandi Castillo <Brandi.Castillo@AlticeUSA.com>

Cc: Andrea Hunt <Andrea.Hunt@AlticeUSA.com>; Hidden Valley Village Board of Directors <bod@hiddenvalleymammoth.com>

Subject: Re: External E-mail - Re: Hidden Valley Village- Suddenlink Bulk Contract #07715-454364-01

Dear Brandi,

Thank you for going to bat for us with the disconnection of our bulk agreement/account. We appreciate being allowed to cancel the contract.

Should I have the 59 owners contact Andrea with their issues regarding cancellation and re-applying for their personal cable contracts and return of equipment??

Disconnection on Jan 31, gives us only one week to inform owners to change their personal contracts with Suddenlink. Is it possible to disconnect on Feb 28 rather than Jan 31? (I'll wait to hear from you today Friday Jan 22)

It is important that I clarify to the SuddenLink corporate office once again that none of the participants in the bulk contract were ever notified of the accidental de-bulking which occurred in 2020. Notices were sent to a mailing address that does not exist. (Mammoth Lakes has only PO Boxes and the letters were sent to a street address.) This created several errors in billing and disconnections when Suddenlink De-bulked the account without warning. I'm not sure one week will allow us enough time to avoid a repeat of this disaster which caused many work hours for your billing department.

I'll copy you, Andrea and our Board of Directors with all emails that I send to notify owners. Please let me know if we will be disconnected on the last day of Jan. or the last day of Feb.

Ruth E Wheeler 760-500-0740

On Friday, January 22, 2021, 09:25:14 AM PST, Brandi Castillo <brandi.castillo@alticeusa.com> wrote:

Ruth, I had a conference call this morning with my Manager and Director of Operations. After reviewing your account and history over the past few months, the team concluded to allow the disconnect of your bulk agreement/account. We appreciate the HOA being a long term bulk customer. Due to the fact that Suddenlink has already sent notices to your residents last fall after receiving the debulk notice from Matthew Desairio, there will not be a need for an additional notification. Your bulk account will be stopped on 1/31/2021, please notify your residents that this decision has been made.

Please let me know of any questions or concerns, again we appreciate your business.

Thank you,

Brandi

Brandi Castillo

MDU Account Executive

From: ruth wheeler <ruthewheeler@yahoo.com>

Sent: Wednesday, January 20, 2021 5:33 PM

To: Brandi Castillo <Brandi.Castillo@AlticeUSA.com>

Subject: Re: External E-mail - Re: Hidden Valley Village- Suddenlink Bulk Contract #07715-454364-01

Hi Brandi,

I just re-read the contract and it looks like you are correct. The 90 day termination notice deals with the automatic renewal of contract for the entire term. However we at Hidden Valley have a bigger issue with the contract. In a Jan 8 email you requested a list of the units that were participants in the bulk cable contract. I replied with the following statement:

"I've attached a list of the units that are on our contract. There are 10 units which do not have service at this time, I marked them with an asterik. There are various reasons for the 10 units without service."

As it turns out when we did our "interested in keeping the bulk contract survey?" eleven more units without service surfaced. At this time we have 21 out of 68 units that are not receiving the cable service from Suddenlink that we are paying for. According to owner replies their service has been disconnected or erratic for the last couple of years.

When we thought only 10 units were not receiving service our solution was to collect fees from only those owners who had working cable service. A major reason for this solution is that tech support is almost impossible to get in Mammoth Lakes. Quite honestly our participation in this contract has become a total hassle for our owners, management, and Suddenlink.

I believe the Board would very much like to terminate our contract with a 30 day notice that we can give you on Feb 4. Justification for the 30 day notice to terminate would be sections 5 and 15 of our contract. (see attached contract)

I really think that this is a win/win solution for Suddenlink and our owners. You have indicated that Suddenlink would like to get rid of our current contract because it does not involve 100% owner participation. If we stick with the contract through Sept 30, 2021

Suddenlink will need to restore cable to 21 units within 30 days. Our management team is very familiar with Suddenlink tech support in Mammoth Lakes. I don't believe there is any way that you can fulfill the contract service obligation in 30 days. Our ownership is totally fed up with Suddenlink service performance. Many have requested to be removed from our bulk cable contract. The HOA would like to acquiesce to their demands.

I'm hoping we can end this total headache for both of us. Please let me know if this is an acceptable solution. Please check out the attached contract section 5) Maintenance and Repairs and section 15) Default. This should give you and I the needed reason to terminate this contract.

Ruth E Wheeler
760-500-0740

On Wednesday, January 20, 2021, 01:50:22 PM PST, Brandi Castillo <brandi.castillo@alticeusa.com> wrote:

Hi Ruth,

Please see below.

Thanks!

Brandi

Brandi Castillo

MDU Account Executive

From: ruth wheeler <ruthwheeler@yahoo.com>

Sent: Wednesday, January 20, 2021 2:09 PM

To: Brandi Castillo <Brandi.Castillo@AlticeUSA.com>

Cc: Andrea Hunt <Andrea.Hunt@AlticeUSA.com>; Hidden Valley Village Board of Directors <bod@hiddenvalleymammoth.com>; Hidden Valley Condominiums Manager <manager@hiddenvalleymammoth.com>

Subject: Re: External E-mail - Re: Hidden Valley Village- Suddenlink Bulk Contract #07715-454364-01

Brandi,

Thank you for the quick reply. Two more questions:

1) If we notify you of a cancellation of the policy on Feb 4. would the contract expire on May 4?? **Since the agreement auto renewed, it expires September 30,2021.**

2) Is Service paid in advance or arrears. In other words, If the contract expires May 4 will our last bill be sent in April or will it be sent in May? **We bill in advance.**

Ruth E Wheeler
760-500-0740

On Wednesday, January 20, 2021, 10:57:07 AM PST, Brandi Castillo <brandi.castillo@alticeusa.com> wrote:

Ruth,

Please see below.

Thanks,

Brandi

Brandi Castillo

MDU Account Executive

AlticeUSA - SuddenLink

From: ruth wheeler <ruthwheeler@yahoo.com>

Sent: Wednesday, January 20, 2021 9:35 AM

To: Brandi Castillo <Brandi.Castillo@AlticeUSA.com>

Cc: Andrea Hunt <Andrea.Hunt@AlticeUSA.com>; Hidden Valley Village Board of Directors <bod@hiddenvalleymammoth.com>; Hidden Valley Condominiums Manager <manager@hiddenvalleymammoth.com>

Subject: Re: External E-mail - Re: Hidden Valley Village- Suddenlink Bulk Contract #07715-454364-01

Brandi, CC Andrea Hunt, Board and Management,

Since our Jan. 8 conversation we have surveyed the owners participating in our bulk contract and we do not have enough owners interested in keeping their bulk Cable Service to make covering the cost to the HOA feasible. At our Feb. 3 board meeting the board will decide on canceling the contract or keeping it.

Here is the information that I need to take to the Feb 3 meeting:

-If we give a 90 day cancellation of contract notice on Feb. 4. How much warning will the participating owners be given before their services are de-bulked? **Currently the service agreement expires on September 30, 2021.**

-When would the final bill to the HOA be due : **Suddenlink will stop the bulk billing effective September 30, 2021**

-When would disconnection of services occur? **Currently the service agreement expires on September 30, 2021. We would need to receive a 90 day termination notice on or by June 30,2021.**

-How will owners be notified of billing increases to their existing personal accounts? (please note comments below regarding our past experience with billing issues) **We will send out 30-45 days notices to resident letting them know that if they would like to continue services they would need to call customer service.**

-Will the 59 owners at Hidden Valley be allowed to set up individual accounts with Suddenlink as new customers? **They will be able to set up their own account if they do not already have one.**

-Will owners be allowed to use new customer promotions offered on your website? **Yes, they will be able to call customer service and will be available choose what offers are available.**

I realize that my questions cross over jurisdictions between you and Andrea. I appreciate the help that both of you have contributed in trying to provide services at Hidden Valley. If I can have this answers to the 6 questions above before our Feb 3 Board meeting we should be able to make an advantageous transition for both our owners and your company.

Thank you for your help, please take a look at the information below that hopefully explains my very real concerns with regard to the procedure that we will use if we chose to cancel our contract.

Ruthie Wheeler
760-500-0740

1) When we were accidentally debulked last Oct. The participating owners at Hidden Valley received billing increases without notification. The increases were inconsistent from owner to owner. The cost increases were listed on their bills as: Local Broadcast fees, Standard cable, Extra TV, and Surcharges. these costs ranged from a monthly increase of \$85-\$150/month for basic cable service. **It is going to depend on what additional services the residents subscribe to. They will be able to call customer service to choose the package of their choice.**

2) The Town of Mammoth Lakes, CA has some distinct problems with availability of services. The closest place to take equipment for turn in is Bishop 50 miles away. Most owners at our complex live 300 miles away. Suddenlink has a limited amount of tech support for our area. Assistance from Suddenlink will be needed if the company intends to keep the 59 cable customers that will be affected by the possible cancelation of our bulk contract. **If someone needs to return the equipment, they can either take to a location OR they can mail the equipment in via Fed EX.**

On Tuesday, January 19, 2021, 08:55:17 AM PST, Brandi Castillo <brandi.castillo@alticeusa.com> wrote:

Ruth,

I spoke with Andrea Hunt the Account Manager with Suddenlink and she said you are requesting to disconnect services? Last we spoke on January 8, 2021 you mentioned that you wanted to keep the services. Are you wanting to terminate the bulk services? If so we do require a 90 day notice. You can send this via email to myself.

Please advise.

Thanks!

Brandi

Brandi Castillo

MDU Account Executive

AlticeUSA - SuddenLink