



HIDDEN VALLEY VILLAGE NEWSLETTER

March 2019

Remember to find useful info on our Hidden Valley Village Website -- <https://www.hiddenvalleymammoth.com> for updates, meeting date confirmation, and meeting agendas & minutes, governing documents, CC&Rs, By Laws, Rules, Regulations, Policies & Procedures, and newsletters.

There is much important information to report. Please read this carefully. Good news/bad news. Mammoth has received an abundance of snow [Jan 97", Feb 207", Mar, so far 40"]; removing it from HVV roofs, driveway & parking area has been very expensive, and there's more expense to come.

The Board of Directors meeting was held on 17 March at HVV. Directors Wheeler, Ogsbury, Risse, Natali, Latshaw, Murphy, & Cole were present, as were Steve Black & Tyler Simmons [MRB], & owners Mike & Laura Tikunoff, Kevin English, & Diane Cole.

Honestly, there has been more than a little turmoil here at our happy Hidden Valley Village. Our management company MRB [Steve Black] has dismissed former resident manager Jeff Fulton from employment. His dismissal was the result of failure to perform assigned tasks and insubordination. This has left the assistant manager Tyler Simmons carrying a tremendous workload particularly with the extreme snowfall. Tyler has been appointed interim resident manager. Recently, MRB was able to hire a temporary assistant manager. The MRB lawyer has informed Fulton that he must vacate the manager's residence by 20 March. If he doesn't, eviction will proceed.

Snow removal: As of the end of Feb, HVV owners have spent \$89,133 for snow removal [only \$40,000 budgeted for the entire year that will also include snowfall in Nov & Dec 2019]. The huge amount of snow is one factor. Roofs were overloaded with snow and required shoveling. Also the HVV truck wasn't operational for nearly a month that meant the loader [\$150/hr] was being used for all snow removal at HVV. In truth, the truck would have been inadequate to clear very much of the volume of snow received. It is safe to assume that there must be a **special assessment** to replenish the budget for snow removal. The amount cannot yet be determined as there will be more snow falling during the remainder of March and April. The Board expects to have the amount determined by mid-summer in order for owners to budget accordingly.

Snow damage: If you believe that your unit has experienced damage, interior or exterior, as a result of the unusually heavy snow please notify the HVV manager by email to request inspection. The resident manager will be conducting an inspection of the entire complex looking for signs of snow related damage to exteriors and water intrusion to interiors. Owner Kevin English has offered to lend to the HVV manager a thermal camera that is capable of detection water intrusion even if not yet evident.

Management: The current property management contract with MRB concludes on 30 June. The Board has requested proposals from several management companies.

UPS & FedEx deliveries: If you choose to have deliveries made to yourself at HVV, the following procedure must be followed for this courtesy: When addressing the order for the shipper to deliver, you must include your unit number; you must notify the manager by email, informing of the expected arrival date, and include a statement in the email that you hold harmless, MRB and HVVOA, and release any liability for damaged, or missing items. Failure to follow this procedure will result in acceptance of your delivery being refused by HVV managers.

Noise disturbance during quiet hours: The Board recommends the following approach to be used when loud noise occurs during quiet hours in an adjoining or nearby unit. 1. Try to contact the noise makers directly, i.e., knock on the door, ask for consideration. 2. If that isn't effective, call ML Police Dept. While

it's unlikely that they will respond to a noise complaint, there should be a record of the call being made. 3. If the noise persists and is unbearable, call the resident manager, request help. 4. Send email to HVV office [resident manager] and the HVV property management company. Ask the resident manager to forward your email to the unit owner. 5. Complete an HVV complaint form—available at the office—and leave with office manager on duty. The complaint form can also be found on the HVV website. ***It would be really helpful to all concerned if you rent your unit, introduce yourself and communicate with your neighbors. The easiest, fastest solution is for owners to contact their guests and ask them to “cool it” on the noise.***

Upper Jacuzzi & sauna: The upper Jacuzzi has not worked properly for several months. It has been determined that there is a leak, but a leak detection service is required to find the precise location of the leak. Then a repair company will be hired to actually fix the problem. The upper sauna was vandalized. The interior heat sensor was pulled off the wall. An expensive replacement has been ordered and will be installed when it is received.

Pool pump house electrical: During a recent repair of a pool pump problem, it was discovered that there are significant deficiencies in the electrical wiring [potential liability], circuit breakers & box.

Parking: There has been considerable interference with snow removal operations. Cars needed to be moved so the skip-loader & snowplow could clear parking areas. Absent HVV parking permits displayed in parked cars, HVV managers were unable to locate vehicle owners to have them move so snow removal could be accomplished. More snow cleared, more room to park cars. Expect increased parking rules enforcement. Owners make certain that your HVV parking decals are visible through the front windshield. Owners make certain that your guests, renters, etc know to obtain visitor parking permits either from the manager office [when office is closed, the permits will be found in the key box outside the office] or use the permits provided by rental agencies. Fines are unwelcome, but sometimes they seem the only way to capture attention.

Entry Door keys, unit access: Recall that the CC&R require owners to provide management with current, functional entry door keys, period. Imagine seeing smoke, flames or water pouring out of a unit and not being able to get to it. In the case of fire, MLFD will break down the door. In addition to repairing their unit, that owner will also be responsible for repairing any damage to adjoining units or the common area. The BOD has requested a list of owners who are in violation. Enforcement will proceed.

Suddenlink Internet service bundling with existing cable TV: Owner Matt Desario reported that Suddenlink is offering the option of adding internet service to the existing basic cable package available to HVV owners. Matt will get specific details. Adopting this additional service would require the participation of all HVV owners currently using the bulk cable TV package. A proposal will be sent to all owners to see if there's enough interest to change to this option.

Ethics pledges: All Board Directors have signed ethical behavior pledges. These pledges will be posted to the HVV website.

Gratitude: The Board thanks owner Kevin English both for his can-do approach and his generous donation of time in actual physical snow removal from HVV. He was able to borrow a friend's Bobcat Toolcat and spent several hours on premises clearing snow that was blocking access to dumpsters, walkways and parking spaces. Kevin worked here gratis for 20 hours, thereby saving us owners \$3000 in snow removal loader costs. Kevin also has offered to lend a thermal camera to the resident manager for detecting not yet visible water intrusion in unit interiors.

Thank you in advance for your cooperation. Enjoy the snow, enjoy Mammoth,
Tony Cole, President, HVVOA Board of Directors