

Zoom meeting called to order by Ron Hender at 7:31 p.m. on July 12, 2023.

James Key with the second.

Present are Board Members Ron Hender, Cor Tadema, James Key and Linda Richards and ACC member Brett Alberty. Absent is Board Member Nathan Atkins.

James Key: One concern is that Ron sent 10 e-mails to Tilley references and none responded

Brett Alberty: That's worrisome.

James Key: Yes, that is problematic.

Brett Alberty: I can understand one or two. But to have so many people and none reply..

James Key: Yeah...And those are people he's picking to use as references, too

Cor Tadema: Uh huh.

Ron Hender: Otherwise I thought they were a viable option. He was ill, but otherwise he was responsive and did get me a list of references when I asked again. But like I said, no one felt the urge to respond.

James Key: Yeah, not good. What else do you guys have?

Cor Tadema: For me, personally, it was between Tolley and Liberty. I did not have a good feeling with Access and that had more to do with the way things got presented. Like, their bread and butter is primarily condominiums type of setups where the management role they perform is way bigger than what we are looking for. And with both Tolley and Liberty I got the feeling that they would be a really good fit. Irrespective of the financial part of it, purely looking at the way they presented themselves and the options they provided. And between the two, with Liberty, the fact that for the rental properties ...

Linda, we did not hear what you said (problem with echo from Linda's mike).

(Resolved) Ron Hender: Not to blame anyone, Linda

Cor Tadema: Basically with Liberty, they are more expensive initially, but the rental properties, they are not going to charge \$250 per year and not give anything to basically the association itself.

James Key: Right

Cor Tadema: So that was my initial thing on the two, with the preference being Liberty.

James Key: OK, I guess I will go next. I was leaning or torn between Access and Liberty. I wasn't concerned with the condo management with Access but I could go either way with one of those. I know some people liked Tolley but something about him that gave me a bad vibe. The fact that Ron has reached out to 10 references for Tolley and not gotten a single response... concerns me. My two are Access or Liberty and I can go either way.

Ron Hender: Brett? Oh, he's gone. Linda?

Linda Richards: I was not thrilled with what you said about 10 not responding. Out of 10 people, at least one or two should have replied if there was something great to say. And I know that Liberty is more

expensive but I am heading that direction. There was some whim-wham kind of talk, but that's kind of not professional, so that didn't sit well with me... that was the other lady.

Ron Hender: You're talking about Access?

Linda Richards: Yes.

Cor Tadema: You dropped out a little bit during your conversation. So which company did you prefer?

Linda Richards: Liberty

Ron Hender: OK so Liberty would be your choice?

Linda Richards: Yes.

Ron Hender: Let's wait and see if Brett comes back. As far as a breakdown (of cost) per home, I didn't do that, but Liberty was slightly less than LS Management. It was \$1500-something. But that doesn't mean we cannot negotiate something with him. Liberty was \$1500-something, Access was \$1400-something and Tolley was \$1250. I thought about that, it's a significant difference, you know... it's \$3,000 a year, but after talking to the Liberty references, one of them tried to go with another company -- not Tolley -- for three months but immediately went back because the savings was not worth the stuff they had to deal with. And that's what we're trying to avoid here, trying to get to a better place and get the homeowners sort of back on our side with this ... I think, in my opinion, Liberty is the best option for that. Brett, are you back?

Brett Alberty: Yeah, sorry about that. Can you hear me?

Ron Hender: Yes. Please give us your opinion on this.

Brett Alberty: Yeah, I kind of echo what other people are saying here, the in-person meetings I liked Tolley but I was worried about their references and no one getting back to us. I felt like he was the most personable. I was most impressed from the tech side of things was Liberty. Just for the ability for the homeowners to log in, ability to send out blast e-mails any one on the board or the acc can send them out, I feel like the homeowners would have a better understanding of what the HOA is, whereas right now, we get blamed for everything under the sun, even if it's something we have nothing to do with. So I agree, even if it costs more, they (Liberty) are going to do a better job of explaining to people that we are your property management group, we work with your HOA, here is everything under our umbrella, here's what we can help you with, and we are not the enemy. I agree it would be worth it. And if we run into cost issues with them I still think that at the end of the day, our annual dues at \$130 or \$120 a year are so reasonable that even if we had to jump to \$150 a year, I mean that is a fraction of what people pay for one month of electric during the summer. It's not breaking the bank if we have to raise HOA fees \$10 or \$20 a year to cover the goodwill it would bring to our neighborhood. I am leaning toward Liberty.

James Key: And Liberty is \$1500, how much are we playing LS? About the same, isn't it?

Ron Hender: I think it is closer to \$1600

James Key: So it's actually less (Liberty)

Brett Alberty: Yeah, but it's more than Tolley, so we don't have savings there

Ron Hender: Yeah, I think we discussed that when you were gone, Brett (echo issues return)

Linda Richards: Sorry, I am back on. Can you hear me?

All: Yes

Linda Richards: OK, I am looking at the breakdown on our joint site (Google drive) and LS Management is \$1541.67 where Liberty is \$1540 plus 10% increase after a year.

Cor Tadema: And with Liberty doing most of their information through e-mail instead of the postal service, we also are saving on that cost. Which again is a couple hundred dollars a year.

James Key: So far, I don't hear any no votes for Liberty.

Ron Hender: Let's take a vote. Linda can you mute so we can get rid of the echo. Let's vote now, and Linda can go last so we don't have an echo. Let's vote: which management company do we use going forward? Cor?

Cor Tadema: My vote would be Liberty.

Ron Hender: James?

James Key: Liberty.

Ron Hender: Brett?

Brett Alberty: Liberty. We sound like that commercial: Liberty Liberty Liberty.

Ron Hender: Linda?

Linda Richards: Liberty.

Ron Hender: I also vote for Liberty, so it is unanimous (5-0). So, where do we go from here? We need to send a letter, and it should probably go certified mail, to LS Management saying that we are giving them notice that we will no longer be using them as our management company as the last day of August whatever that day is. After we get a contract (from Liberty) we can do a quick board meeting and sign the contract and sign the letter to LS Management.

Brett Alberty: Is it a 30-day notice? Is that what's in our deal with LS Management?

Ron Hender: Yes, it's a 30-day notice but we will try to give them 45 days or whatever because I think Liberty frankly is going to need it.

James Key: OK

Brett Alberty: At the (annual) meeting we should make a point of saying we went through and looked at multiple companies and the Board and ACC voted unanimously to go with Liberty because that will give people a reassurance that we put in our time and picked the best company for our neighborhood.

Cor Tadema: Yes

James Key: Yes

Ron Hender: I guess we can introduce Liberty at the annual meeting and then go into the detail of how we got there.

Brett Alberty: Yep

Ron Hender: I don't know if there is a better way to communicate it, because until Liberty starts running things and has e-mail for everyone, we can't just send an e-mail to the entire neighborhood. LS Management refused to give us whatever e-mails they had. I think, if I remember correctly, they said they only had 80 of the 243 homes. That's pretty pathetic to begin with. I think we went door to door we'd get more than 80.

James Key: Our bank accounts. Does LS Management have access to that? Do they own the bank accounts?

Cor Tadema: They own the bank accounts

James Key: How much do we have in their bank accounts?

Cor Tadema: I am waiting for the final update from them. My expectation at this point is about \$16,000.

James Key: OK. When we are dealing with Liberty, I understand there is a need for there to be a bank account that the management account to use, but I think we should look into a separate account to keep a majority of our HOA funds.

Brett Alberty: Yeah. Because sometimes these companies shutter overnight, and then what do we do?

James Key: Yeah, let's look into doing that.

Ron Hender: Let's get a contract from Liberty and then have an in person meeting.

James Key: Yes. Just off the top of my head, Ameris Bank, which is close in both directions, has business accounts with no monthly fees. So we might want to think about that.

Cor Tadema: Yeah.

Linda Richards: I probably have 80 e-mail addresses myself, between what we collected when were doing our drive earlier this year, along with the ones that I already knew from having friendships with the neighbors. So I have close to 80 at least.

Ron Hender: Great, because if Liberty has issues getting them from LS Management in the transition, at least we have something for them to start with.

Linda Richards: Yes. When this is finalized, we need a message at the front entrance about the annual meeting. If we can have a zoom meeting that would be great for people that can't get out.

Ron Hender: What needs to happen, we need to put the sign out at the entrance because we know the date. Before we give notice to LS Management, I have already asked them to mail a notice (announcing the annual meeting) to residents and of course that was a month or three weeks ago and of course Simone never responded. So I have no idea if that got done, I'm assuming it didn't, which is typical. So I don't want to give notice until they've sent out that notice to the residents about the annual meeting, because otherwise it will be a disaster if that doesn't happen.

Brett Alberty: So get out our meeting notice, then notify LS Management we're out?

Ron Hender: Yes.

Brett Alberty: I agree with that.

Ron Hender: I'm in Utah. Cor, do you have time to call Simone and ask her to send out that annual meeting notice?

Cor Tadema: Yeah, I need to talk to her anyway to get a check for the repair of the lights, since I paid that out of pocket.

Ron Hender: Yes, that's another thing we need before we give them notice... we should get you your check.

Cor Tadema: And also, we basically gave them a week to send out to pay the invoice for Crawford to get paid and I called on Friday and she could not do an ACH from our bank account and she said it didn't work.

Ron Hender: I don't know about the rest of you, but I can't wait until we are done with them.

Cor Tadema: Yeah, me too.

Linda Richards: Same here. And good luck with getting any phone conversation to get things to happen with that office, because typically, Theresa ... if you don't send her an e-mail, it doesn't happen. OPur Spring newsletter was delayed six weeks from when I initially asked for it.

Ron Hender: Yeah, OK. As soon as we are done with this meeting I will send out an e-mail to Theresa and Simone asking them to send out the letter (for the annual meeting) by the end of the week. Which gives them two days.

Linda Richards: Perfect

Ron Hender: And I will ask them to respond back, saying that it's done. And then Cor can call them tomorrow and badger them.

Linda Richards: Thank you gentlemen, I am going to call it a night.

Meeting adjourned at 7:26 p.m.