

**Lagoon Board of Directors  
Meeting Minutes  
March 12, 2011**

**CALL TO ORDER**

The meeting was called to order at 3:05 pm on March, 2011 in the Lagoon Townhomes Clubhouse.

**Directors in Attendance:** Bill Tolbert, Michele Regis, Sue Gunn and Jim White. Bob See was present via telephone. A quorum was present for voting.

**Homeowners in Attendance:** Bill Benson (727E), Pete & Sylvia Remington (732B), Chris Tolbert 732A, Gretchen Tilden (735B)

**Other Attendees:** Travis Henslee & Melissa Henslee (Lagoon HOA)

**HOMEOWNER CONCERNS**

Sylvia Remington brought her concerns regarding the unreliable clubhouse internet access before the board. Her research via her IT employer indicates that cable internet would be superior to DSL and that the current service lacks throughput space on the modem or the connection point. She presented several options to increase throughput, thus enhancing service and connectivity in the clubhouse.

By a motion duly moved, and seconded, the following resolution was approved by a 5 to 0 vote:

***Resolved:*** *An upgraded router will be installed in the clubhouse; if no improvement is noted, the service will switched to Comcast with the home rate of \$55 per month to increase bandwidth.*

Next, the board addressed a question regarding roof replacement on building 732 due to some unreported water damage in a unit. Currently there is no plan to replace that roof and the homeowners were instructed to open work order so maintenance could investigate the cause.

Travis responded to a homeowner concern related to the need for bench stock for frequent replacement of furnace igniters in the “white buildings” stating the he had several on hand. He also informed those present that homeowners often order them through the HOA to keep on hand in their units.

**RATIFICATION OF MEETING MINUTES**

The January minutes, which were previously posted on the website, were unanimously ratified by all board members.

**FINANCIAL REPORT**

Sue presented the financial reports stating that billed services during the February freeze covered staff overtime for snow removal. This sparked a discussion regarding HOA prices for in-house service by staff versus prices charged by local plumbers and contractors. The cost per employee per hour is approximately \$30 while the billable hourly charge is \$35 per hour for general labor and \$45 per hour for plumbing and electrical, barely covering cost. Normal commercial rates are 3-6 times that amount.

By a motion duly moved, and seconded, the following resolution was approved by a 5 to 0 vote:

**Resolved:** *Effective immediately, the hourly rate for general maintenance performed in-house by staff will increase to \$45 per hour and the hourly rate for plumbing/electrical will increase to \$75 per hour.*

The financial report was completed noting that with the exceptions of contract labor, payroll and legal the budget is inline. Additionally, the HOA's cash position is up about \$95,000 over last year.

## **OPERATIONS REPORT**

Ice and snow removal was next addressed. Bill informed those present that the problem is not due to lack of staff effort, but due to lack of heavy equipment. The pickup truck in use cannot cut the ice. A contractor has been identified to come in with a heavy bulldozer on Monday. They will test plow for 4 hours to see what budgetary implications will be for the complete job.

Parking has been a problem with snow removal as well. Recent parking issues have been addressed via the new work order tracking system. Please phone into the office for any issues to open work orders. Follow up is recorded and tracked.

Travis reported that the pool fireplace inspection revealed flaws in the original construction related to the venting. It will not be activated, and will be closed up instead. The Amenities fireplace is wood burning and needs to have glass installed. The board instructed Travis to get a bid to convert the fireplace to gas.

It was noted that only 5 people at Lagoon opted out of safety inspections, otherwise inspections were completed according to regulations.

Bill reported that the HOA board and staff have received copious kudos for communicating more. However, increased communications with owners using the Lagoon blog and direct emails, also results in more complaints as well. He indicated that the HOA will stay the course and try to be communicative as long as possible.

Travis informed that board that "kicker fan areas" in common hallways are often made into closets by homeowners. This is problematic because the equipment cannot be inspected and the personal items stacked on and around the units limit their function or damage the fan units. This issue needs to be addressed with homeowners since the cost for repair or replacement will need to lie with the homeowner if they have taken over this space. Travis is to investigate which locations require action.

The entirety of the Manager's Report will be posted on the website along with the approved minutes.

## **OLD BUSINESS**

Fireplace inspections are underway with 97 units either completed, scheduled or recent receipt provided. Travis and Melissa are to send a reminder email and continue working to schedule the remaining units. It was clarified that the remaining owners can easily ask the Office to add their

names/units to the contractor list, and staff will coordinate the inspections so that owners need not worry about opening or closing their units for the contractor.

### **NEW BUSINESS**

Bill informed the board that due to a proliferation of counterfeit parking stickers and hanging tags an update to the current system is required. Melissa reported that new black and silver parking stickers have been purchased along with holographic stickers for current hanging tags so they can be validated. A system will be developed to obtain updated vehicle information from homeowners and get everyone updated.

The board has appointed Michele Regis to serve as a board contact for homeowner issues. Her email address is available on the website. Additionally, Sue Gunn has been appointed to serve the functions of treasurer for the remainder of the year.

A homeowner was concerned that those homeowners denying inspections were putting their neighbor's property at risk. The board clarified the HOA's right to enter for inspections, referring back to the minutes of January's meeting.

### **ADJOURNMENT**

The board adjourned the open meeting to enter an executive session to discuss employee matters at 4:55pm.

**NEXT MEETING:** The next meeting of the Board will be on Saturday, 2 April 2011. The budget preparation closed meeting will begin at 2pm, with the regular open meeting starting at 3pm.

## **MANAGER'S REPORT**

### **PERSONNEL**

- Hired new part time maintenance tech, Matt Anderson

### **COMMON FACILITIES**

- Pool
  - Repaired boiler three times in January and February.
  - Drinking in the pool continues to be a problem resulting in an approximate \$150 cost each time alcohol is introduced to the hot tubs. To assist with this problem, we have replaced signage, introduced additional signage and continue to police the pool daily.
  - Painted entrance after deep cleaning.
  - Scrubbed mineral build-up on tile in pool.
  - Had gas fireplace inspected and obtained a bid to repair.
  - Moved recumbent bicycle into fitness center.
  - Cleaned mechanical room.
  - Fixed lighting in men's shower.
  - Cleaned light fixtures and replaced bulbs as needed.
  - Initiated thorough weekly cleaning of pool house and bathrooms. (Mondays)
- Fitness Center
  - Moved security lock from old office to hallway and stained door.
  - Finished framing work and installed oak trim.
  - Ran cable and installed TV.
  - Cleaned light fixtures and replaced bulbs as needed. Beginning to phase out incandescent lighting in favor of CFL.
  - Initiated weekly dust mop and equipment cleaning. (Fridays)
- Amenities Common Room
  - Repaired broken pipes in ceiling above entry during deep freeze in February.
  - Painted interior wall to cover marks left by fitness equipment using leftover paint from shop.
  - Had wood-burning fireplace inspected and obtained a bid to prepare for use.
  - Initiated thorough weekly cleaning of clubhouse and bathrooms. (Fridays)
  - Installed new signage indicating office and fitness center location.
- General
  - Replaced all burnt out lights in the common areas.
  - Steam cleaned carpets in clubhouse.
  - Switched to biodegradable, environmentally friendly cleaners wherever possible.
  - Emptied trash weekly.

### **GROUNDS MAINTENANCE / SNOW REMOVAL / WEATHER**

- Many hours of snow removal.
- Trails have been cleared to all fire hydrants and courtesy dog bag dispensers.

- Ice has become the big problem on the property. Although this has been or biggest issue, many homeowners report being pleased with the efforts in snow removal as well as the increased communication.
  - Drainage issues are being monitored and the staff is working to provide proper drainage for snow melt in between snow removal efforts. Problem areas recently addressed are the Meadow Creek entry drive, entries to lots along Lagoon Drive, the parking lot of building 749 and general slush removal as the weather allows over the entire property. Garage build-up is addressed as noted by staff, requested by homeowners and as time allows.
  - Investigating common ice-melt procedures, associated costs and environmental factors associated with their use.
  - Researched other developments to see what snow removal methods they use.
  - Began knocking down icicles wherever possible.
- Cold Weather in February
  - Thirty and forty year record lows left 37 Units with frozen pipes. All freezing issues were dealt with internally by staff members placing heaters in units, adjusting temperatures, opening cabinets etc. Homeowners were given the choice to call a plumber or have staff attend to the issues at Lagoon rates, both in the case of plumbing work and resulting repairs were bursting pipes occurred. Out of the 37 frozen pipes, 11 units actually had pipes burst along with buildings 749, 727 and the clubhouse which had common facility issues. Additionally, some of the units had multiple breaks. Freezes occurred in 4 occupied units.
- Safety Inspections
  - 5 homeowners have signed the opt-out form provided; otherwise inspections were completed pursuant to policy in January, February and March.
  - Increased most unit temperatures to 65 degrees during deep freeze of -30 degrees in February. (This practice was supported by insurance professionals on channel 7 news and local law enforcement during the freeze.) Returned temperatures to 60 degrees once temperatures returned to normal ranges.
  - Placing identification stickers on freeze alarms as found.
- Vehicle Maintenance
  - Checked fluid on truck/plow and cat before each use.
  - Installed toolbox on truck.
  - Repaired broken plow.
  - Replaced driver's side mirror and two tail lights.
- Shop
  - Disposed of oil and debris from shop via trip to dump.
  - Began to clean, organize and inventory shop.
- Grounds
  - Replaced courtesy dog bag dispensers as old bags run out and/or refilled with bags.
  - Replaced light in sight post.
  - Installed generator cover.
  - Patrolled parking at least 4 times a day at homeowner request.
  - Repair dumpster bay doors on Lagoon Drive and in 749 parking lot.
  - Pulled dumpsters out and cleaned enclosure areas.

## **COMMON BUILDING ELEMENTS**

### Common Elements of Buildings

- Common Hallways
  - Began systematic painting of common hallways starting with 716AB, 708CD and 738.
  - Cleaned dog feces in 708CD and touched up paint to cover dog feces stain.
  - Inspected all kicker fans; problems were noted for many of the common hallways. Some fans were covered with personal items and could not be inspected.
  - Cleaned all common hallways, replaced light bulbs.
  - Patched hallway wall in 716AB and installed doorstop.
  - Replaced kicker fan in 708B.
  - Addressing snow removal in rear stairwells of common hallways which has previously caused flooding during snow melt.
  
- Building 749
  - Cleaned 749 Elevator and entry.
  - Provided grocery wagon for 749; returned stolen carts to stores.
  - Locked attic access in 749.
  - Repaired door closers on both walk in entries to close properly.
  - Repaired garage door.
  - Repaired 1300sqft of roof.
- Fixed light over garage on building 724.

## **FUTURE PROJECTS**

- Heat tape and gutter installation on all buildings without.
- Pool equipment and boiler upgrade.
- Lagoon community recycling program initiation.
- Fitness center equipment expansion.
- As soon as fireplace inspections are addressed, we'll offer a program for homeowners to opt-in to the new master key system at a cost of \$15 to \$20 per lock. We have several homeowners anxious to begin this process.

## **UNIT WORK**

- Fixed leak in 725 bath and master bath
- Fixed valve 701 2<sup>nd</sup> bath
- Fixed valve in 703 master bath
- Replaced baseboard and painted garage damage from leak 743F
- Vendor monitoring – 749-1C
- After-hours garage door call – 704D

- Furnace work – 718C
- Frozen pipes – holiday call – 725A
- Furnace work – holiday call – 725B
- Frozen pipes – holiday call – 749-2F
- Leak in bathroom ceiling – 722F
- Toilet repair – 722B
- Renter called re: fireplace & thermostat issues – 734C
- Renter call after hour re: noise – 742B x2
- Met with cable company re: cable issues, worked with tenants – 734C
- Ordered furnace parts – 725G
- Kicker fan leak – 708D
- Frozen pipes – 723E (inspection)
- Frozen pipes – 723C (inspection)
- Frozen pipes – 727H (inspection)
- Frozen pipes – 734E
- Frozen pipes – 727A (inspection)
- Frozen pipes – 727C (inspection)
- Frozen pipes – 726F
- Frozen pipes – 727D (inspection)
- Frozen pipes – 727B (inspection)
- Frozen pipes – 727B (inspection)
- Low temp alarm after hours – 762C
- Frozen pipes – 749-2F
- Frozen pipes/leak – 718B (inspection)
- Frozen pipes/leak – 745C (inspection)
- Frozen pipes/leak – 718F (inspection)
- Frozen pipes – 722A
- Frozen pipes – 718A
- Frozen pipes – 722F
- Frozen pipes/leak – 746A
- Frozen pipes/leak – 749-1C
- Frozen pipes/leak – 749-1D
- Leaking sink, disposal – 747A
- Frozen pipes – 722A
- Frozen pipes – 718A
- Deck snow removal – 701 & 703
- Toilet repair – 757A
- Ceiling leak – 737F
- Washer leak – 701
- Drywall repair – 749-D
- Drywall repair – 749-1C
- Drywall repair – 745C
- Igniter for furnace – 727E
- After hours freeze alarms, sliding door repair, frozen pipes – 750A
- Low temp alarm after hours – 726B
- Leaking drain pipes – 723B

- Garage door not closing properly – 723B
  - Frozen drain pipes, main floor bath – 723B
  - Frozen pipes – 701
  - Frozen pipes, humidifier unit – 732A
  - Furnace work – 726B
  - Drywall repair – 718B
  - Leak – 749-3C
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- 5 new fobs/keys issued
  - 7 pet violations addressed
  - 9 parking violations addressed

### **OFFICE ENDEAVORS**

- Work Orders and Calls
  - The office number is the only number needed. The answering service will take calls when the office phone is not manned. Emergency calls are routed to staff and all calls generate an email and/or fax. Additionally, each morning a report of the previous day's calls is received.
  - This is an effective way to open work orders, which is to request work to be done.
  - After hours and weekend calls incur a \$75 charge. Non-emergency calls will be addressed the following business day unless otherwise requested.
- New filing system is about 50% complete.
- Working on a "Welcome Packet" for renters/rental companies to help them know/follow the rules.
- Ready to roll out new vehicle registration stickers and holographic stickers for hanging tags.
- Set up safety deposit box for storage of master key set and copy of key card program.