

Meeting Minutes of the Maple Hill Master Association Board of Directors

Tuesday, March 5, 2024 at 6:00 p.m.

In Person: the Community Room at Fire Station 12 at 321 Country Club

Online: via Zoom || [Recording](#)

Attendance	<p><u>Directors in Attendance:</u> Matt Newcomb, Director (Meeting Chair) Jennifer Ramirez, Director Aanston Frazier, Director Nicole Russo, Director <i>VACANT, Director</i></p> <p><u>Directors Not in Attendance:</u> N/A</p> <p><u>Also in Attendance:</u> Richelle Riojas, CCG Alyssa Chirlin, Attorney SJJ +3 Homeowners in person and 5 on zoom</p>
Call to Order / Quorum / Introductions	<p>Matt Newcomb called the meeting to order at 6:00 p.m., noting that a quorum of the Board of Directors was present. Board members introduced themselves.</p>
Approval of minutes of prior meetings	<p><u>December 5, 2023:</u> these will be approved at the next Annual Members meeting in December, but the Board has requested the draft from CCG</p> <p><u>December 21, 2023:</u> <i>Motion to approve by Nicole Russo and seconded by Aanston Frazier. Motion passed with all in favor.</i></p> <p><u>January 20, 2024:</u> It was determined that CCIOA does not require meeting minutes for the Town Hall that was held in January. The slide deck and survey results were provided in the January Newsletter and are on the HOA website at www.maplehillhoa.org under Homeowners >> Meeting Agendas, Minutes, & Recordings (password = MapleHill2024!)</p> <p><i>Jennifer mentioned that it's in our best interest as an association to post all historical meeting minutes on the HOA website as this is out of scope for CCG.</i></p>
Member Forum	<p>One homeowner asked that the Board elaborate on the Reserve accounting and how the CD fits into the equation once we get to that topic in the agenda.</p>
Old Business	<p><u>2019 Covenant & Bylaw Amendment Results:</u> Director Ramirez wanted to take note of finally receiving the vote ballots tallies from the</p>

	<p>2019 ballots the results were the following:</p> <p>2nd Covenant Amendment (amendment of declaration): Yes / In Favor: 218 votes (34%) No / Opposed: 64 votes (10%) Ballot received with no vote checked: 4 votes (.006%) No Ballot: 348 (55%)</p> <p>Bylaw Amendment 1 (Annual meeting date): Yes / In Favor: 265 votes (42%) No / Opposed: 19 votes (3%) No Ballot: 350 (55%)</p> <p>Bylaw Amendment 2 (Online voting): Yes / In Favor: 263 votes (41%) No / Opposed: 21 votes (4%) No Ballot: 350 (55%)</p> <p>Bylaw Amendment 3 (Amendment of Bylaws): Yes / In Favor: 217 votes (34%) No / Opposed: 67 votes (11%) No Ballot: 350 (55%)</p> <p>Bylaw Amendment 4 (Quorum requirement): Yes / In Favor: 213 votes (34%) No / Opposed: 71 votes (11%) No Ballot: 350 (55%)</p> <p><u>Policy changes from previous Board:</u> Request for Member Input before Board Vote: Instead of spending more money with the lawyer to finalize these and instead of creating policies that any future Board could change at any time without homeowner input, the current Board is considering adding any non-CCIOA required policies to the Board Manual as best practices.</p> <p>Homeowners can review these policies on the HOA website at www.maplehillhoa.org under Homeowners >> Governing Documents >> Unofficial Policies (password = MapleHill2024!). The Board committed to adding a survey question in April to ensure homeowners agree with this approach.</p> <p>The Board felt strongly that the anti-harassment policy should not be something that the Board governs as this is a legal issue.</p> <p>A homeowner asked about CCIOA required policies. The Board stated that we do have all required policies in place. This Board wants to only spend money to change CCIOA required policies to bring them up to the required standards as legislation passes.</p> <p><i>Motion to approve by Matt Newcomb and seconded by Nicole Russo.</i> Motion passed with all in favor.</p>
New Business	<u>General Information</u>

We still have 1 vacant spot on the Board of Directors! Please email us at bod@maplehillhoa.org if you are interested!

The Board requested homeowners to [complete a form](#) if they are interested in joining a committee. The self-nomination forms are due on March 15, 2024 and then a survey will be sent out to homeowners to vote for committee members. This takes any views of favoritism away from the Board. Committees will begin meeting the first week of April. If you are unable to fill out the form by March 15, please email the Board and we can fit you into a committee if there are open spots available. Once the committees are established, they will also have the autonomy to recruit new members as needed.

The Board reminded homeowners that the trash selection deadline is [April 30th, 2024](#). Republic Services is requesting that all homeowners complete the form, regardless of if they are making changes to can sizes. If you want to go to the small 35gal bin size but still end up going over the limit, the charge is \$8 which is the equivalent of the 65gal medium size bin.

February [survey results](#) are now available! Homeowners can review these on the HOA website at www.maplehillhoa.org under Homeowners >> Newsletters, Surveys, & Other Communications (password = MapleHill2024!). Please be sure to complete the survey each month as this directly impacts the priorities for the Board.

Legal & Bylaws

Request for Member Input before Board Vote: allow all historical governing documents and communications to be made available behind a password via the HOA website. One homeowner said that we should absolutely do this. *Motion to approve by Nicole Russo and seconded by Jennifer Ramirez. Motion passed with all in favor.*

Request for Member Input before Board Vote: allow all signed contracts and a monthly summary of invoices to be made available to homeowners behind a password via the HOA website. The Board clarified that the invoices will be a summary and not the actual invoices for data privacy reasons and that only signed, executed contracts would be made available. One homeowner mentioned this is great for transparency. *Motion to approve by Nicole Russo and seconded by Aanston Frazier. Motion passed with all in favor.* Richelle said that the Board can vote on these items but will need to

discuss with CCG and the lawyers before actually making the documents available.

Request for Member Input before Board Vote: Amendments to the Conduct of Meetings Policy. This is a CCIOA required policy that the current Board voted to amend during the December 21, 2023 Board meeting. The amendments include (1) specifying that members need to be able to speak to any item that the Board is voting on before the vote as this is a CCIOI requirement, (2) all Board meeting must be open to the members which includes sending notice and agendas, and (3) protection for member involvement. *Motion to approve by Nicole Russo and seconded by Aanston Frazier. Motion passed with all in favor.*

Request for Member Input before Board Vote: Regarding the authority of CCG to provide 1x fee waivers to homeowners per their contract - so long as CCG provides a monthly report to the Board as to which fees were waived by CCG, the Board feels that the contract is fine as it stands and does not require the money required to be rewritten. Richelle stated that the only time this happens is when CCG clearly charged a homeowner incorrectly - otherwise all fee waiver requests are sent to the Board. *Motion to approve by Nicole Russo and seconded by Jennifer Ramirez. Motion passed with all in favor.*

Per homeowner request, the Board discussed how to fairly address the covenant violation of the gates into common areas (perimeter vs. non-perimeter). Many pros and cons were discussed but no decision has been made at this time. The Board plans to add several questions to upcoming surveys regarding this topic. At this time, no new gates will be approved as that is what the governing documents state. A homeowner asked what are the concerns exactly with the fences. The Board elaborated that the outside perimeter of the neighborhood should be standard so that if you are on the outside looking in, then it should all be uniform. Plus the HOA owns the perimeter fences so when they need to be replaced, it will cost more because gates are more expensive than straight fencing. Additionally the governing documents blatantly state gates are not allowed into common spaces. There are no problems that the Board can come up with for the gates that are on the interior, other than "fairness" to the perimeter fencing. There could also be encroachment issues with people beginning to grow gardens on the outside of the gates in the

common areas or creating wear and tear paths in the grass from walking from the gate to the sidewalk.

Budget & Finances

Request for Member Input before Board Vote: The Board would like to print newsletters and other communications locally (perhaps at FedEx or somewhere similar) and hand-deliver to homeowners that prefer USPS instead of email. A homeowner asked how many people this would entail. The Board took this opportunity to remind homeowners to go into the Portal to update their preferences as the default is USPS. The homeowners that have responded to the survey stating that USPS is their preferred method or those who have reached out directly to the Board total about 12 homeowners at this time. *Motion to approve by Nicole Russo and seconded by Jennifer Ramirez. Motion passed with all in favor.*

Request for Member Input before Board Vote: The budget of \$1,500 for all community events for the whole year is unrealistic, especially after reviewing how much previous Board members were reimbursed for expenses for specific events. Therefore, the current Board would like to keep accurate track of the spend for each event so that this line item can be accurately budgeted for in 2025. This will not cause a change in dues so we do not need to send a new budget out for ratification. The Board mentioned that this line item in the budget used to be \$3,000 or more but then when COVID hit there was less engagement and therefore the budget decreased. Community events are a great selling point for the value of the common interest community. The Board clarified that this was not meant to be a dig at previous Boards spending. Richelle said that this was a great idea because grants often skew this line item in the budget. *Motion to approve by Nicole Russo and seconded by Aanston Frazier. Motion passed with all in favor.*

Request for Member Input before Board Vote: The Board is considering setting up a Google Voice phone number for homeowners who do not prefer electronic methods of communications. This would be configured so that all calls, texts, and voicemails to this phone number would go to all Board members for visibility. Additionally this is sustainable and can be passed on to future Boards. Homeowners expressed that this might be abused by people calling constantly for frivolous issues. The Board clarified that this is mostly meant to be a voicemail box that the Board can

respond to within 24 hours. This is not meant to be an emergency line. Another homeowner asked if this was anonymous and the Board said that it is NOT anonymous. *Motion to approve by Nicole Russo and seconded by Jennifer Ramirez. Motion passed with all in favor.*

During the Work Session, the Board discussed the various HOA bank accounts and balances including the CD, the reserve study, and how to best invest the money to ensure we have enough money for future reserve projects while maintaining lower dues. No decisions were made. To address the homeowner's request at the beginning of the meeting regarding the Reserve Study and the CD, the Board elaborated that there was concern that the revised version of the study did not include the CD but that the original version did include the CD. The concern is that the CD money should be spent on reserves and not allocated to any other projects. The current Board feels that investing this money into a CD makes sense so that the money can grow, but it should be made clear to next Boards that these funds are meant to be allocated to Reserve projects. A homeowner asked what the interest rate is that we are receiving on the CD at this time, but the Board did not have that information available. The current Board will have more information about this, including the current interest rate, at the June Board meeting as the CD matures in August.

Per homeowner request, the Board reviewed Back40's budget (the company that maintains the Natural Area) to ensure that it includes the maintenance as mandated by the city. The Board determined that the current contract meets the cities requirements and that The Natural Area & Landscaping committee should report to the Board if more maintenance is required throughout the year. Additionally, the Board is still reviewing if maintenance for this entire area falls solely on the association or government entities as there are indications in the governing documents that state that some of the property was to be given to the city, specifically where the retention pond is now. There are also part of the governing documents that indicate that the declarant intended for government entities to maintain the property, so the current Board is investigating the historical information to see if this is in fact still the case or where the transfer occurred.

Design Review Committee (DRC) + Rules & Regulations Compliance

The Board is working on documenting a “DRC Enforcement and Certification Policy” which separates out the lot rules & regulations (for compliance and violations) from the lot improvements (for DRC requests). This was inspired by a Town Hall question regarding how the DRC and/or CCG is able to baseline homes to be able to monitor what has or has not changed. This new process specifically adopts a certificate of compliance which will help to baseline the lots and help to indicate any changes thereafter. Additionally, the Board is trying to streamline and personalize the overall DRC process so that more people will participate.

The Board thinks it would be helpful to add a "tips from the experts" section on the website along with general property maintenance tips, but feels this could also be a good project for one of the committees to execute so as to remove liability from the Board.

Request for Member Input before Board Vote: Implementation (per governing documents) of a Hearing Process where 3 randomly selected homeowners would be appointed to a temporary Board to review the details of the violation or complaint and make a binding decision. New homeowners would be selected for each Hearing Board. Examples of when a hearing could be requested include:

- Since the Board does not have a way to view backyards without trespassing on homeowner properties, backyard violations will need to be submitted to the Board from other homeowners (~~this can be anonymous~~ - there are conflicting opinions about if this can be anonymous or not so further research is required on this point); the homeowners in violation could request a hearing if desired or simply pay the fine.
- If a DRC is rejected, the homeowner could request a hearing for appealing the decision.
- If a homeowner disagrees with a compliance violation they can request a hearing or pay the fine.

The Board explained that this hearing process is already spelled out in Article 12 of the governing documents and that the Board is trying to uphold the governing documents in the most equitable way. The Board discussed that this process is meant to be a way for homeowners to hold each other accountable, rather than just being accountable to the Board of Directors or CCG. When violation notifications are sent out, there is very specific wording that should be included, per the governing documents, which outlines this hearing process. A homeowner pointed out that anyone can see

through their fence whereas other homes have tall fences. Another homeowner expressed concern because their backyard is probably not in compliance due to the intentional habitat created for wildlife and birds. The Board tried to clarify that this hearing process allows for the complainant as well as the defender to provide information to the Hearing Board as to the reasons for the violation. The incentive to participate on a Hearing Board would come around if someone received a violation notice that they wanted a hearing for - then they would appreciate the process and want to opt in to be selected for future Hearing Boards in order to give back to their neighbors. The Board also tried to clarify that the goal isn't trying to get neighbors to spy on each other, but rather if a homeowner has an issue with a backyard neighbor that can be documented as a clear violation of the rules & regulations then that homeowner should have a reasonable avenue to file a complaint. The Board has confirmed that the current insurance policies cover all volunteers, not just the Board of Directors. If this hearing process is not enacted, then the Board has no authority to assess fines - per the governing documents. Therefore, an alternative process would need to be approved by legal to be able to assess fines in a manner that is in accordance with the governing documents. Richelle said that CCG does have this hearing notice as part of the violation notices that are sent out currently. If this hearing process is not enacted then 67% of homeowners will need to vote to change the governing documents as they clearly outline that this process is required. *Motion to table the discussion by Aanston Frazier and seconded by Matt Newcomb. Motion passed with majority in favor (Nicole Russo abstained from this vote).*

Request for Member Input before Board Vote: Once the new DRC members are chosen by homeowners, the Board is considering:

- to remove CCG from the process entirely
- that no DRC request will incur a fee
- the request form and overall process will be simplified to encourage homeowners to participate in the process

Richelle requested that the Board table this because there is a contract in place. The Board agreed that there is a contract in place but that CCG can be removed from the process regardless of the contract in place. Homeowner feedback clearly shows that the fees are unreasonable and that CCG slows down the process. The Board is meeting with CCG in the next few weeks to align on contractual issues and committed to providing an update to homeowners by the beginning of April. A homeowner asked what CCG is actually providing to the Board because there seems to be a lot of pushback

and delays causing the Board to work around their limitations. The Board discussed setting up another Town Hall in April after the meeting with CCG. *Motion to table the discussion by Aanston Frazier and seconded by Matt Newcomb. Motion passed with majority in favor (Nicole Russo abstained from this vote).*

If more architectural and/or structural DRCs are submitted, the Board may consider creating a DRC subcommittee to determine if these changes would keep with the aesthetic of the neighborhood.

Request for Member Input before Board Vote: The Board would like to create a Compliance Committee made up of volunteer homeowners and remove this responsibility from CCG. This topic was also tabled until after the Board meets with CCG.

Request for Member Input before Board Vote: If a homeowner receives a compliance violation notice, then they shouldn't have to submit a DRC request as long as they are fixing, correcting, or replacing like for like. A homeowner pushed back that re-painting with the same colors should still trigger a DRC request so that there is clear documentation and committed intentions - especially since this is such a large expense project. The Board explained that the Compliance Committee would send out the violations but also have direct conversations with the homeowners to understand how neighbors can help neighbors to mitigate any violations. Richelle restated that this process is already in place. The Board clarified that the process may or may not be in place, but the goal is to get homeowners to engage with each other rather and to take all bias off of everyone, including CCG. The current Board is trying new, different approaches including positive reinforcement such as the Yard of the Month contest. A homeowner suggested that there is a Block of the Month contest so that homeowners work together to clean up their whole block. *Motion to approve by Jennifer Ramirez and seconded by Nicole Russo. Motion passed with all in favor.*

CCG completed the audit of the 2023 DRC fees. The Board is working to understand if CCG has the ability to refund all of the fees. Additionally, the Board is working to understand why CCG directly charged the HOA \$1,700 for DRC requests in 2023 and if we can get a refund.

Property Maintenance

Well lease: the documentation for the well ownership and the quick claim deed will be made available behind a password on the HOA website under Governing Documents. It was previously unclear if Maple Hill HOA owned or leased the wells and the HOA did exercise the right to buy-out the wells. The current Board found the actual deed and is currently posted in the Portal under Legal documents.

The Board will examine the irrigation issue with the planters on Bar Harbor during the neighborhood walkthrough with Green Earth and determine if this could be a project for the Landscaping Committee.

Request for Member Input before Board Vote: The Board found a company online that sells replacement dog waste bins for \$130 + tax and shipping but this option doesn't account for the disposal of the broken waste bin nor the installation. The company that installed the waste bins can replace, install and dispose of the broken waste bin for \$170 and they are a local business. Homeowners agree with going local. *Motion to approve by Nicole Russo and seconded by Aanston Frazier.* **Motion passed with all in favor.**

The Board is working with the appropriate companies to mitigate the tumbleweeds as well as the weeds + grasshoppers in the Natural Area. Back40's contract handles the Natural Area. Additionally there is no way to mitigate grasshoppers because the one company that was manufacturing the natural remedy is no longer in service.

The Board is working with the owner of Splash to determine if there will be an extra cost if the pool season is extended through September and if Splash would still winterize the pool. Splash did agree to winterizing the pool at the end of September but that they would not know if they could supply lifeguards through September until late August. Therefore if the pool remains open then it will be via waiver only.

The Board is working on getting bids for both a pool platform and a perimeter fence for the pool so that the neighborhood can use the pool area during the off season. This will likely not be in place before the pool season begins this year but might possibly be ready when the pool season ends.

The Board is looking into the easement for the natural area/park per our governing documents.

The new bulletin board is outside the pool and will be frequently updated with neighborhood communications. The Board will also be installing a collection box for homeowners to submit surveys and other comments/questions/suggestions if they do not want to use electronic methods.

Reserve projects

- The monument signs and fencing repairs are scheduled for early spring (\$36,000)
- The ground cover around the monument signs will also be fixed in early spring (\$6,000)
- The Landscaping Committee will be determining which trees will need to be replaced this year (\$6,500)
- The Board is working with previous Board members to understand the Renovations, Pool House, 4- to 6-Year (\$18,357) and the Pool Furniture, Phased Replacement (\$21,903) projects.

Technology

Request for Member Input before Board Vote: So long as there is more than 1 admin for the Google Workspace, Squarespace, and Zoom accounts, the Board would like to consider self-managing these responsibilities. The current IT Services contract was created as a favor to the previous Board but the HOA account is too small for them to continue servicing. The Board did solicit quotes from 5 other companies but only received 1 response bid which was well over \$500/mo. The Board will get more quotes closer to the Annual meeting to ensure there is a sustainable process in place for future Boards. *Motion to approve by Nicole Russo and seconded by Anston Frazier. Motion passed with all in favor.*

Request for Member Input before Board Vote: In an effort to be more self-reliant and less dependent on CCG, the Board would like to purchase a dedicated Maple Hill zoom account. This would be 1 license for \$14.99/mo plus \$90/mo for the large meeting add-on (so that up to 1,000 homeowners can attend). One Board member felt that we should use CCG's account until the contract is rewritten because we are already paying for it but another Board member pushed back because it takes forever to get a recording from CCG and it's in the Board's best interest to get the recordings for the homeowners that cannot attend the meetings. For future Boards that may be less tech-savvy, the zoom account would be included in the

IT Services contract. *Motion to table the discussion by Aanston Frazier and seconded by Matt Newcomb. Motion passed with majority in favor (Nicole Russo and Jennifer Ramirez abstained from this vote).*

Request for Member Input before Board Vote: The new HOA website will cost \$192/yr and will be updated by the Board for 2024. The community website is offline until the Communications Committee is in place and can take over the management. This will be a place to post things such as local recommendations and other items that the Board should not be liable for on the HOA website. *Motion to approve by Jennifer Ramirez and seconded by Aanston Frazier. Motion passed with all in favor.*

The Board confirmed that there is a cyber insurance policy in place.

The Board is currently collecting bids for an electronic voting system.

Upcoming community events

The Board agreed to move forward with the “Leprechauns on the Loose & Gnomes Gone Wild” event on March 15-17, 2024 in place of the Spring Egg Hunt as it allows for participation at different times for maximum inclusion. The Board did submit a city grant for this event and we are waiting to hear back on the outcome.

The Board did discuss a Large Trash pickup event, however Republic Services is not cooperating with us to make this happen. Instead of allowing the HOA to pick up the bill, each homeowner would be charged individually and have to be reimbursed by the HOA - which is not a reasonable process for 634 homes. We did look into other vendors for this one-time event, but the costs were close to \$10,000. Therefore, the Board decided to hold off on this until the city contract is live in October as this will be included in our fees at that time.

The Natural Area & Landscaping Committee will be responsible for organizing the Natural Area & neighborhood litter cleanup (hopefully in April).

The Social & Welcoming Committee will be responsible for organizing all remaining events.

	<p>The Blood drive was organized by a homeowner and will be held on Saturday, May 18 (NOT THE 4th as previously stated), 2024 from 10am to 2pm.</p>
<p>HOA Business</p>	<p><u>Ratification of interim decisions</u></p> <ul style="list-style-type: none"> ● MHA17113 - Request to waive \$25 late fee - Approved 1-9-2024 ● MHA17099 - Request to waive \$50 fine & interest - Approved 1-12-2024 ● MHA17181 - Request to waive \$25 late fee - Approved 1-15-2024 ● MHA 17079 - Request to waive fees - Approved waiving interest and late fees, denied waiving certified mail & process server fees -1-31-2024 ● MHA17384 - Request to waive \$25 late fee - Approved 2-22-2024 <p><u>DRC, Violations, & Financial reports</u></p> <p>The Board cannot send this out information to homeowners in good faith as we cannot speak to it. Hopefully after the meeting with CCG the Board will be able to send this out to homeowners.</p>
<p>Other Business</p>	<p><u>From manager</u></p> <p>Richelle is due to deliver her baby on May 2, 2024 and she intends to continue working up until that date. She plans to return early August. CCG is working to determine who will fill in for Richelle while she is out on maternity leave.</p> <p><u>Additional items from Board or manager not included on the agenda</u> none</p>
<p>Upcoming Board Meetings</p>	<p>June 5, 2024 at 6pm - Regular Business In person: the Community Room at Fire Station 12 at 321 Country Club Zoom: (link tbd)</p> <p>September 4, 2024 at 6pm - Regular Business In person: the Community Room at Fire Station 12 at 321 Country Club Zoom: (link tbd)</p> <p>December 5, 2024 at 6pm - Annual Members Meeting In person: The Twinberry Auditorium at the Fort Collins Senior Center Zoom: (link tbd)</p>

Adjourn	<i>Nicole Russo motioned to adjourn and Jennifer Ramirez seconded.</i> Motion passed all in favor. The Board adjourned at 8:00pm
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Signature: _____

Printed Name: _____

Title: _____

Date: _____