

MEETING MINUTES
INDIAN CREEK COVE HOME OWNER ASSOCIATION (ICCHOA)

DATE	12 March 2019			
TIME	6:30 PM			
LOCATION	Monrovia Community Center			
ATTENDANCE				
#	POSITION	NAME	PRESENT	ABSENT
1	President	Chad Kennedy	X	
2	Vice President	Steven McCain	X	
3	Secretary	Ken Downing	X	
4	Treasure	Rodney Norton	X	
5	At Large	Haik Biglari	X	
6	At Large	Kathy Eldridge	X	
7	At Large	Tracy Watkins	X	
Quorum established:				Yes
ICCHOA Board Approved Minutes from 12 February 2019 Meeting:				Yes

OLD BUSINESS

19-001: GRRET Contract in conflict with ICC HOA Bylaws. (Action: Chad/Ken)

Mr. Kennedy mentioned there appears to be a discrepancy between what the current ICCHOA bylaws state and what the contract and practice of GRRET. Discussed that a review of the bylaws is in order and an update is necessary but the practices of the GRRET must nest with the ICCHOA bylaws and covenants. It was agreed that a by-law review will be conducted by Mr. Downing and Mr. Kennedy to bring recommendations to the board for discussion and final approval.

12 February 2019: The bylaws and page on the web site indicate that there is no violation fee for the first two violation notices. However there is a \$10.00 charge created on the residents account by GRRET. Mr. Gray stated that this fee is not for the violation but for processing of the violation such as pictures, delivery fee on email and to the door, and mailing notice. Mr. Kennedy indicated that a delivery fee is not identified to the resident and may be confused that it is a fine and not a delivery fee. Mr. Downing asked in order to clarify the GRRET process is that when the inspection is conducted the \$10.00 fee is for processing the violation. The fees the HOA pays the GRRET is for managing the violation., i.e.; the \$4.50 per house paid to GRRET is the basic fee for service, The \$10.00 is the charge to the resident to process the violation. Mr. Downing further stated is the resident is not aware of the process and the processing fee is confused with a violation fine which is contrary to what is published in the bylaws and on the web site. Mr. Gray stated that all HOA documents are provided to home owners at closing. Everyone gets the information and is expected to follow them. Ms Watkins stated that documents are supposed to be provided at closing but are not always provided. She also indicated concern about consistency of inspections. Discussions on 19-001 took a significant amount of time during the meeting and for the interest of covering other business item 19-001 was tabled for further discussion in the future.

12 March 2019: It was decided to table this issue pending an Executive Session review of the contract. The Executive session will be scheduled before the end of the month.

ACTION #1: Review copy of the contract with GRRET.

ACTION #2: Conduct Executive Session for Contract Review. (Conducted on 21 March 2019)

ACTION OFFICER: Chad Kennedy/Ken Downing and all other board members

19-002: New Resident Closing Documents

Discussions of creating a welcome letter that could be presented at the closing of a new resident. Several questions would need resolved. How would the need of the welcome letter be known? It is assumed it would be via GRRET notification by the realtor or title company.

12 February 2019: Not discussed

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12 March 2019: A Welcome Letter will be generated for review and discussion. Discussion recommended a one page letter that provided initial information including but not limited to website and other pertinent neighborhood information.

ACTION #1: Develop welcome letter

ACTION #2: Determine notification and presentation process with GRRET

ACTION OFFICER: Chad Kennedy

19-003: GRRET Monthly Report

The HOA board needs to be able to see a monthly report of the actions of GRRET such as dues payment status, violation letter status and any other actions regarding the ICCHOA. Is this available to board members or at least selected board members on the GRRET portal and if so what the access procedures are if not already known.

12 February 2019: Mr. Gray indicated the reports are accessible to board members on the GRRET portal.

12 March 2019: The board should have access to monthly reports required by the contract on the GRRET portal. Board members should review and generate any questions or concerns for discussion.

ACTION: Review reports on portal.

ACTION OFFICER: HOA Board

19-004: Mailings

It was discussed and determined by the board that any communication/correspondence that deals with money must be delivered via hard copy to the residents affected for example but not limited to annual dues statements. Hard copies should be delivered via the US postal system in order to maintain a structured notification process.

12 February 2019: Concerns were raised by the board that some people may not be aware of their fees coming due because everyone is expected to access their account on the GRRET portal. The board expressed concern that it cannot be assumed that everyone has a computer, or accesses their account. Mr. Gray indicated that the HOA does not need to spend funds to mail statements. The board determined that at least for 2019 that statements must be mailed and the HOPA will absorb the burden of the costs for those mailings. In the future it can be discussed if further mailings are still necessary. It was also determined that an information letter should be sent with the statement with information about GRRET team processes and other pertinent information regarding the board schedule and members and location of meetings. (Mr. Downing sent the board information to Mr. Gray that evening and resent again on 20 February 2019. Mr. Gray acknowledged receipt on 20 February 2019.) Mr. Gray was informed that the board must proof read and approve the documents prior to sending to residents. The desired timeline was to have the letters ready for distribution by early next week.

12 March 2019: This item was determined by the board to be closely related to 19-001 and will be addressed in that discussion. 19-004 will be closed and incorporated into 19-001 discussions.

ACTION: **ITEM CLOSED and will be addressed in 19-001**

ACTION OFFICER: Board Members

19-005: Clarification of Late Fee Processes

There is discussion and clarification needed with regards to the late fees associated with violations and annual fees. Chad Kennedy is to review these processes with GRRET and present those clarification findings to the board.

12 February 2019: Closely related to item 19-001 however required further discussions.

12 March 2019: This item was determined by the board to be closely related to 19-001 and will be addressed in that discussion. 19-005 will be closed and incorporated into 19-001 discussions.

ACTION: **ITEM CLOSED and will be addressed in 19-001**

ACTION OFFICER: Board Members

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19-006: Define Elements in the Covenants that Raise Questions

There are 8 sets of covenants for the ICCHOA that correspond to the 8 phases of development of the ICC residents. There are minor differences in the covenants. There are numerous areas that need defined for residents to have a better understanding of some of the requirements. It was discussed to have a review of the covenants and develop an annex to the bylaws that define issues that may cause concern such as defining different aspects of "Community Wide Standard". This should be a fluid document that can be added to as questions arise.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [This review is still in progress](#)

[ACTION: Review covenants and develop annex to the bylaws for review and approval](#)

[ACTION OFFICER: Ken Downing](#)

19-007: ICCHOA Annual Dues Hardship Processes

There was discussion on how to address issues of residents that experience a financial hardship that may cause jeopardy of non-payment of annual dues. There is currently no established policy that addresses any consideration which leads to considerable late fees if not addressed. The board members have mixed opinions of no latitude and consideration of development of a prudent and enforceable policy. The final outcome must have the cooperation of GRRET as well.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [Further review is necessary for policy procedures.](#)

[ACTION #1: Determine if a hardship policy should be developed](#)

[ACTION #2: If approved develop policy for discussion and evaluation by the board](#)

[ACTION OFFICER: Chad Kennedy](#)

19-009: Air Conditioning/Heating Unit Barriers

It was discussed that in accordance with Paragraph 13 in all eight covenant phases states;

"All clotheslines, garbage cans, wood piles, swimming pool pumps, filters and related equipment, air conditioning compressors and other similar items shall be located or screened so as to be concealed from view of neighboring streets and property".

There are numerous residents throughout the subdivision that do not have and have never had the air conditioning units with a concealment of any kind. Since many residents have never had concealment constructed since construction of the home there is now a precedent that needs to be overcome. Discussions of what policy should be put in place must be considered and GRRET must be informed in order to ensure continuity of effort.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [Kathy Eldridge stated that the board had addressed this issue in the past and voted to not enforce this covenant due to the precedence set by many of the new constructions during the building phases had never installed the barriers. Ken Downing mentioned that if the board could vote to not enforce a covenant that it could open the question of how any of the covenants could be enforced. It was determined that if this covenant was to be overlooked it should be from a legal perspective for changing the covenants. However the covenants state they can't be changed for 25 years. It was determined that this issue requires a legal opinion. It was determined that a list should be generated of all questions in the covenants including items that are outdated on the possibility to update the covenants with a legal opinion.](#)

[ACTION #1: Generate list of questions.](#)

[ACTION OFFICER: Ken Downing \(Generate List\)](#)

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19-010: Playground Slide Canopy

It was brought to the attention of the board that the canopy on the slide at the playground is ripped. The canopy should be repaired or replaced.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [The playground committee is addressing the replacement of the canopy.](#)

[ACTION: Replace playground slide canopy](#)

[ACTION OFFICER: Kathy Eldridge and Playground Committee](#)

19-011: Pool Key Cards

A question of what the process is of issuing pool key cards with the change of Management Company to GRRET. It was stated that Frank Simon is working with GRRET to define the process.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [Scott Gray of GRRET should continue to discuss the pool card process with Frank Simon. The cards are not activated until pool date opening.](#)

[ACTION #1: Frank Simon should discuss with Scott Gray to define the process to issue pool keys for 2019.](#)

[ACTION #2: Ensure the process is socialized to the community.](#)

[ACTION OFFICER: Frank Simon](#)

19-012: Sign at Pool

It was mentioned that the sign at the pool still states Hughes as the property management company used by the ICCHOA. The sign needs to be replaced with one with GRRET as the management company.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [It was determined that a laminate can be procured to cover the Hughes information on the sign and new information installed.](#)

[ACTION: Procure appropriate lamination for the sign.](#)

[ACTION OFFICER: Chad Kennedy](#)

19-013: Pool Restroom Keys

There was discussion about who had keys to the restrooms at the pool. Access is required to store pool equipment for the winter. It should be determined who has keys and who needs keys.

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [It was discussed and determined that all board members should have keys to the pool restrooms.](#)

[ACTION: Provide keys to all board members](#)

[ACTION OFFICER: Kathy Eldridge](#)

19-014: 2019 Pool Agreement

The 2019 pool agreement must be posted on the website and socialized with the community and GRRET.

[ACTION: The pool agreement should be sent to Chad/Haik for posting on the ICCHOA website.](#)

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [It was discussed and determined that the 2019 pool agreement should be posted on the ICCHOA web site. Chad Kennedy will send the updated copy to Haik Biglari for posting.](#)

[ACTION OFFICER: Haik Biglari](#)

19-019: 2018/2019 Dues for 122 Silver Strand Trail

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: [Issue was discussed and determined that the 2018 and 2019 dues issue was resolved.](#)

[ACTION: ITEM CLOSED](#)

[ACTION OFFICER: N/A](#)

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19-020: Date for 2019 Annual Meeting

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: it was discussed and determined that the Annual Meeting will be conducted in October.

ACTION: ITEM CLOSED

ACTION OFFICER: N/A

19-021: Light out at Douglas Entrance

12 February 2019: The Northeast light at the Douglass entrance is not illuminating. Past experience has determined that most likely the circuit board in the light is shorted and requires replacement of the light. The board authorized Mr. Downing to purchase 2 additional lights. One for replacement and another for future use in order to save on freight costs. Mr. Downing will move forward with procurement and replacement. GRRET will provide reimbursement upon proof of receipt and signed by 2 members of the board.

25 February 2019: New LED lights were purchased and installed for all four lights at the Douglas entrance

ACTION: ITEM CLOSED

ACTION OFFICER: Ken Downing

19-022: Periodic News Letter

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: Chad Kennedy handed out an example of the Newsletter he generated for discussion. The board approved of the content and format of the newsletter. There is continued discussion on the distribution vehicle for the letter.

ACTION: Discuss how and when the letter will be distributed.

ACTION OFFICER: Chad Kennedy

19-023: Committee member list

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: it was discussed by Ken Downing that a list of all committees and members be generated in order have an accurate listing and periodic committee reports be heard by the board. Playground Committee list was provided by Kathy Eldridge.

ACTION: Generate listing of Committees and members for reference.

ACTION OFFICER: Ken Downing

19-024: Payment Plan for Dues/Hardship, Other circumstances/Fees associated

12 February 2019: Due to time limitation there was no discussion on this issue.

12 March 2019: Further discussions required.

ACTION: Discuss further as a board

ACTION OFFICER: Chad Kennedy

19-027: Lamp light not functioning at 103 Silver Strand Trail

A resident reported the lamp light at 103 SST was not illuminating and wanted to know the process to address the malfunction.

12 February 2019: Due to time limitation there was no discussion on this issue.

25 February 2019: Light is functioning properly

ACTION: ITEM CLOSED

ACTION OFFICER: Not assigned.

NEW BUSINESS

19-028: Picnic Table and Park Bench at Playground

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Kathy Eldridge reported on behalf of the Playground Committee that the park bench and the picnic table at the playground have been replaced and it looks great.

ACTION: ITEM CLOSED

Action officer: N/A

19-029: Bare Ground/Mud under Swings and Slide at Playground

It was mentioned and discussed that the ground under the swings at the playground has worn to create water and mud when it rains that causes a delay in when children can use the swings. Several suggestions on how to resolve the worn areas were discussed. It was recommended and decide that all board members should look at the area themselves before a final recommendation is made to determine what a prudent resource would be needed for long term resolution.

ACTION #1: Board members to look at the area

ACTION #2: Bring recommendations to the next meeting

ACTION OFFICER: Board Members

19-030: Benevolence Committee

It was suggested that the benevolence Committee be discontinued due to difficulty in a consistent communication method to know when and where a need was. It was discussed that the Benevolence Committee used a very small portion of the budget and it was still relevant. No further discussion was raised for dissolving the committee and it will remain in place.

ACTION: ITEM CLOSED

ACTION OFFICER: N/A

19-031: Yard of the Month/Holiday Decorations

It was suggested that the yard of the Month be expanded to a year around program to encourage decoration at Holidays throughout the year. It was discussed that when yards went dormant it would be difficult to award a YOM award. Suggestions were raised about developing a separate committee to generate a plan for encouraging decorations at Fall and Winter Holidays to compliment the YOM program.

ACTION: Get volunteers to develop a plan for review by the Board

ACTION OFFICER: Ken Downing

19-032: Cemetery Clean Up

Cemetery clean up schedule is pending.

ACTION: Further discussion required

ACTION OFFICER: None Assigned

19-033: Budget Review

The president mentioned that an operating budget needs developed for the ICCHOA. The treasure is to develop a skeleton budget for review that will be used as the base document for building the budget.

ACTION: Build skeleton base document for the budget

ACTION OFFICER: Randy Norton

Being no further business the meeting was adjourned at 8:20 PM.

Next Meeting: 9 April 2019/6:30PM/Monrovia Community Center