

**RVRMA EXECUTIVE BOARD**  
**Record of Proceedings**  
**Regular Monthly Meeting**  
**Wednesday, July 29, 2015, 6:00pm**  
**The Ranch House Meeting Room**

A regular meeting of the Executive Board Members of the River Valley Ranch Master Association, in the county of Garfield, State of Colorado was held on Wednesday, July 29, 2015 at 444 River Valley Ranch Drive, Carbondale, Colorado 81623 with the following people present:

**Executive Board of Directors**

Jim Noyes, President  
Bob Schoofs, Treasurer  
Yvonne Perry, Secretary  
Lani Kitching, Director-at-Large  
Jack Gausnell, Director-at-Large

**Management Representatives**

Ian Hause, Executive Director  
Suzie Matthews, Director of Finance  
Brenda Bamford, Member Services Manager  
Patrick Boas, Special Services  
Pamela Britton, DRC Administrator

**Homeowner Attendees**

Keith Edquist, The Boundary Sub-Association Manager

**Call to Order**

RVR Executive Board President, Jim Noyes called the meeting to order at 5:00 pm. A quorum was established.

**Approval of Agenda**

Directors Perry and Gausnell moved and seconded to approve the agenda. The motion passed unanimously.

**Consent Agenda**

Directors Schoofs and Kitching seconded the adoption of the meeting's consent agenda and to approve the Board Meeting minutes of June 24, 2015. The motion passed unanimously.

**Public Comment**

- None

**Announcements**

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- **Artists of the Month** – Cheryl Bumgarner and Marcie Reed
- **Habitat Workday** – July 16<sup>th</sup>
- **Board Meeting** – June 29<sup>th</sup>, 5:00pm
- **DRC Meeting** – August 6<sup>th</sup>
- **Habitat Workday** – August 20<sup>th</sup>

- **DRC Meeting** – August 20<sup>th</sup>
- **Board Meeting** – July 29<sup>th</sup>, 5:00pm
- **Community Gathering** – July 29<sup>th</sup>, 6:30pm
- **Fifth Annual Fishing Derby** – August 1<sup>st</sup>, 7:00am
- **Dive-In Movie: “Monsters, Inc.”**–August 14; 7:30 – 11:00

## Committee Reports

- None

## Executive Director’s Report

- **General Update** – The organization is operating within the Board adopted, Member ratified 2015 Operations Budget and Capital Expense budgets.

The RVR Trash and Recycling program is underway with same day, single provider service that commenced April 1<sup>st</sup>. Inner-Mountain and MRI have been merged into a single company. Our contractual terms remain the same until April of 2017. Until all the trucks get repainted under a new company name, we may see IM trucks one week and MRI trucks the next week, or, it may be an MRI truck picking up trash and an IM truck picking up recycling on a single day. We have placed this transition information in the Weekly News to avoid any confusion for our residents.

We have successfully executed 5 major events in 5 straight weeks. I would like to thank and congratulate the team for their hard work and pulling this off. It was not easy and the events were all “best ever” once again.

Please see the Member Services section for details for activities, functions, and events.

Tennis, swim, fitness and soft programming are all running smoothly; customer participation and satisfaction is high.

Tennis Membership sales have exceed the budgeted revenue with more revenue anticipated with the sales of the 3 month Peak Memberships (June, July and August).

Despite very unusual weather, irrigation operations are running smoothly. The Irrigation Reimbursement Assessment, which has remained the same for the fourth consecutive year, is at a 99% collection rate.

The Thompson Park PUD continues to be monitored by the ED to insure the terms of our agreement with the developer are honored.

The Crystal River Restoration Project continues to move forward. We have received one grant for \$30,000 from Parks and Wildlife. The Kea Hause R3 Fund, held by the AVLTL, has raised approximately \$25,000. We have another GOCO grant application going in in August. We need \$100,000 to complete construction

drawings and obtain USACE permits. Once the project is “shovel ready” many more grants become available. This project is the stage at which we will begin hard pursuit of private donations as well. Our hope is to commence at least the first phase of the project by August 2016. That may be an aggressive projection.

- **RVR Irrigation H2O** – RVR Irrigation H2O is operating per plan and budget to date.

All Community, Old Town, Settlement and Private Irrigation Systems are fully operational.

RVRMA Crews have commenced replacing 4” pop-up heads with 6” pop-up heads along North Bridge drive as planned in the 2015 Capital Expense Budget.

In partnership with golf, we have received a new computer as the existing machine continues to kick out and not re-set. It turns out this was a warranted item so there was no charge to the RVRMA.

Our budgeted use of water is per plan and budget. The rains have certainly helped.

- **Member Services, Hospitality, Media and Public Relations** –RVR Homeowners Marcie Reed and Cheryl Bumgarner will be the featured artists for July and August.

The RVRMA and several RVR home owners hosted a two-day stay and special barbeque for the ‘Bike to Build’ group. It was very positive and RVR received some positive press for opening their homes and the Ranch House for this amazing group.

We have completed the Hoe Down, the USTA Tennis Tournament, the Annual Jubilee, the Kea House Memorial and the Bike to Build events with a very high level of customer satisfaction.

Upcoming functions include the Fishing derby on August 1<sup>st</sup> at and the Dive-In Movie on August 14<sup>th</sup>.

The 2015 Meeting, Event and Function Calendar is on the white board in the admin office. All dates are subject to change.

**Operational Refinement** – At the request of a few owners, we have placed additional grab bars in the ladies shower area.

Due to “signage creep” we have completed a bulletin board which is placed to the left of Suzi Mathew’s door where all pool and locker room information has been placed.

Shades have been placed on Ian and Suzi’s door when they need private time to complete certain tasks.

Staff has created and printed the ‘Ten Ways to Be a Good Neighbor at RVR’ and the “Is Your Dog a Good Neighbor?” brochures which provide a simple tool to accomplish simple things.

We have hired additional staff to assist at the front desk on busy pool days and a slide attendant to monitor and enforce slide safety measures. Additional signage has been placed. A guard stand has been relocated to better view the slide discharge area. We cleared vegetation so the attendant can see

a child exit the discharge area before allowing another child the go on the slide. A bridge is in the Design/Build process to bridge the “stream” which leads to the slide which was determined to be a hazard once we installed the slide attendant. We have also added non-slip mats in the same location.

- **Special Services (FAC)** - The Friday Afternoon Crew (FAC) has performed numerous special services during the period. We now have several projects in the hopper and will complete as time and resources allow. There is a very high level of customer satisfaction with this program.
- **Social Media (Website, Weekly News, Surveys, Facebook)** – The website continues to receive significant use by our members. The system permits us to track what areas are being accessed both on the Website and in the Weekly News. This provides valuable information that helps guide our communication efforts. The service provider directory has expanded and is going through a restructuring of the index to be more user friendly and to reflect new service provider categories. Website ad sales are behind budget as Patrick Boas time has been consumed by the RVR Trash and Recycling Program and Swim Instructor Training. We are looking into options to re-organize and re-launch the ad sales process.
- **Technical - Ranch House Mechanical** – The current utility charts and notes are not included in the Board packet for the period. Costs and usage for the period are within budget. We are updating the utility tracking chart and the document has been taken out of the Excel format into Access and will be much easier to track and manage when it is complete. The plan, once again, is to have the report in next month’s packet. We had to switch consultants’ mid-stream in the process due to non-performance of the original consultant.

In the Capital Expense Budget for this year we had budgeted for replacement of the Juice Bar reach in coolers due to three failures last year. We have had no failures to date this year so that project will likely be deferred.

- **Ranch House Pool** – The annual deck repairs are complete. The deck has been sealed and furnished. Life Guards are staffed. Attendance has been down for the period due to the rainy weather. Safety improvements are either in place or underway.
- **Tennis facility and Programming** – All hard courts and all clay courts are open for play. The tennis staff is providing a full menu of professional services. There is a very high level of customer satisfaction. The 18<sup>th</sup> Annual RVR USTA Tennis Tournament was the best attended in 18 years. The event resulted in approximately \$6000 in excess revenue.

In the Capital Expense Budget for this year we had budgeted for a revision of the easterly tennis courts fence/wind screen. For a variety of reasons we have determined that project does not meet a meaningful cost/benefit equation.

- **Ranch House Building** –We have replaced many veneer stones that had failed over the winter and tucked all compromised masonry joints. We had stone failure in all RVR masonry locations. It is the ED opinion that this is due to the very odd winter we experienced with extreme wet/cold and hot/dry conditions have caused these numerous, unanticipated failures.

- **Site work and Landscape**

Snow Removal- Services are completed for the season.

Turf Grass –The turf grass is in the best condition it has been according to Owner comments and tenured employees. Broadleaf spraying is complete. We have incurred additional, unbudgeted costs due to having to bag clippings in common areas which historically have not required bagging.

Trees – Treatment of poplar borer, aphids and spider mites has been completed for this year. RVRMA Crews are currently performing aesthetic and functional pruning to all R.O.W. Trees as time allows.

Flowers – The beds are serviced weekly each Thursday. The 2015 capital expense plan and budget includes installation of flower beds at the south entry. This project may be commenced this fall with creation of the beds and irrigation and placement of bulbs. The balance of the plantings would be deferred to 2016.

Noxious Weeds –2015 Noxious Weed control services on RVRMA Open Space and vacant lots has been completed. There may be additional services required due to the odd weather we have had.

Beautification and Mitigation – A memorial bench will be placed in an RVRMA MCA near Crystal Bluffs and a memorial log picnic table will be placed at the Crystal Bridge Pond. These should be completed by mid-August.

Special Projects – Nothing new to report during this period other than what was previously stated.

Infrastructure – Nothing new to report.

- **Settlement and Old Town 2014 Paint Program** – Painting services have commenced in both The Settlement and Old Town. Both neighborhoods are 75% complete. The target completion date will likely be August 1<sup>st</sup> instead of the contractual date of July 1<sup>st</sup> due to heavy rains.
- **Budget and Finance** –June 2015 Financials are included in the Board packet.
- **Capital Reserve Expenses** - We are on track and within budget for planned and completed capital expenses. There are two planned projects that will not occur this year or at all. The Reach-In Cooler Replacement has been deferred and the East End Tennis Court Fence and Screen has been determined as no added value and will not happen. The ED suggests that going forward we simply place an allowance in the annual capital expense budget for unanticipated projects. Please see the 2015 RESERVE SPENDING TRACKING SHEET in the Financials for the detail.

- **Licensing and Registration** – Ian, Suzie, Pam, and Brenda have each passed the State of Colorado HOA licensure exam (and all the preliminary requirements including the M-100 exam, CMCA certification exam, fingerprinting/background check). We all have received State Certifications from DORA via an email copy. Once the frame ready certificates are delivered, they will be placed on the wall as one enters the admin office.
- **Continuing Education and Training** – Now that the State mandated licensing process is complete, the management team will then be required to perform 8 hours annually (each) for continued certifications and licensing. We continue to take the monthly HS webinars which count towards our CMCA continuing education requirements, including “Boost Morale and Banish Negativity in your Workplace” and “Committees: How and Where to Create them”. We have also completed the Kiplinger webinar “Improved Morale and Banish Negativity in your Workplace” program.

Pam and Brenda are heading up an integrated staff training and development effort that will include hospitality education, and skills-related training. Pam and Brenda have completed training on Studio 13 software which will enable them to create ‘stand-alone, on-demand’ learning modules that use power point, video, interactive elements, and skills/knowledge testing to train staff on all aspects of their jobs. Modules will be brief (3 – 10 minutes). They will be archived and can be accessed at any time by staff and from remote locations via the internet.

The management Team has purchased the DVD Kiplinger webinar, “Boosting Sales by Mastering the Lost Art of Cold Calling” and will review at a regularly scheduled staff meeting.

- **Notary Services** – Pam and Brenda continue to offer Notary services regularly, without charge, to RVR Members and Residents. Over 100 notarizations have been completed and community members seem to genuinely appreciate this additional service.

#### Old Business

- None

#### New Business

- Election of Officers

Director Lani Kitching offered the following **Draft Motion A:** “I hearby move to:

1. Vote Jim Noyes in as Board President to further the on-going progress he’s made with the Association’s continuous improvement;

2. Appoint Ron Rouse as Vice-President given his highly impactful committee diligence as well as contributions made during his interim term on this Board;
3. To retain Bob Schoofs as Treasurer so he may forward his efforts in improving the Association's bookkeeping processes and fiscal accountability; and
4. To reinstate Yvonne Perry as Secretary given the time and effort she has and continues to put into community outreach and membership activity programs.

Director Jack Gausnell seconded ***Draft Motion A.*** Discussion was held. The motion passed unanimously.

### **Executive Session**

The Board entered Executive Session at 5:25 pm. The Board returned from Executive Session at 5:50 pm.

### **Adjourn**

It was moved and seconded to adjourn the meeting. The meeting was adjourned at 5:51.