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*quality of neighborhood living*

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## **MINUTES of the COUNTRY CLUB HOA BOARD MEETING – 12 November 2019**

President Vonney Northrop called the meeting of the CCHOA Board to order at 5:32 PM on 12 November 2019 at the Ascension Lutheran Church, 2505 North Circle Drive, Colorado Springs, CO 80909.

Present: Vonney Northrop, Janice Marie-Gallof, Sandy Gallof, Marty Henderson, Dorothy Hornby, and Vicki Tostanoski.

Absent: Ken Francois and David Corrow

Guest: Susan Henderson

The agenda for this meeting is provided in Attachment 1.

### MINUTES of the PREVIOUS MEETINGS:

- a. The minutes of the previous regular Board meeting held on 7 October 2019 were presented. Janice motioned that the minutes be approved. Vicki seconded the motion. The minutes were approved unanimously.
- b. The minutes of the Executive Session meeting held on 22 October 2019 were presented. Dorothy motioned that the minutes be approved. Vicki seconded the motion. The minutes were approved unanimously.
- c. The minutes of the Annual Homeowners meeting held on 2 November 2019 were presented. Marty motioned that the minutes be approved. Dorothy seconded the motion. The minutes were approved unanimously.

### FINANCIAL REPORT (Marty Henderson):

- a. The Treasurer's Financial Reports for the period ending 31 October 2019 are provided in Attachment 2-4.
- b. We had 2 new trash customers sign up in October which brings our total to 90. Marty will be invoicing for 2020 trash service in November which will include the 3% rate increase. Marty invoices early because, if he has to chase down the folks that haven't paid, he doesn't want to cut off their trash service come Jan 1 2020.
- c. Marty reported we had about 54% voluntary dues participation in 2019. This was a decrease from 2018 when we had 60.63%. Marty will send out invoices for the 2020 voluntary dues in January 2020.
- d. Vicki motioned that the Financial Reports be approved. Janice seconded the motion. The Reports were approved unanimously.
- e. Marty included a proposed budget for 2020 (Attachment 5). The proposed 2020 budget will be addressed as New Business.

## STATUS REPORTS OF STANDING COMMITTEES

- a. Communications
  - 1) Vicki asked if we need a blanket statement that we are a voluntary HOA, with no assessments or fees, for title company inquiries.
  - 2) Sandy volunteered to draft such a statement for the web page.
- b. CONO
  - 1) The CONO HOA Support meeting is on 14 November, 5:30 - 7:00 pm, and, since Ken will be out of town, he made arrangements for Max Cupp to forward him the materials for the following session:
    - a) Managing Volunteers in an HOA: During this discussion, CONO will talk about how to manage volunteers as an HOA Board. Carol Lopez, a local expert in managing volunteers for large and small organizations, will be in attendance to talk about the rights and responsibilities of both volunteers and Boards. Additionally, she will be sharing her experiences in managing large amounts of volunteers, that HOAs may find useful in their own operations.
    - b) Attendees will also share successes and failures that HOAs have experienced, and work to help each other solve problems.
- c. Covenants
  - 1) Marty reported that Mr. Debernay, 3249 Austin Drive, sent him an email regarding trees and bushes hanging over the street gutters. Mr. Debernay and five of his neighbors were cited by the City for overhanging tree limbs over the street gutters. Mr. Debernay hoped this was not an HOA initiative.
  - 2) Dave researched this event and found:
    - a) The City Forestry Department stated that the 3249 Austin Drive tree was planted on the city parkway not on private property. The other trees (neighbors) are on private property but still pose city code violations.
    - b) City Forestry will need to trim the tree that is on City Property to comply with code and will make efforts to work with the home owner (Mr. DeBernay) to meet the 14 ft required height over the curb and gutter (for the taller trucks) and 8' side right of way. The other trees (in the neighborhood) that are on private property will still need to comply with the side (for line of sight and right of way) and height requirements for the taller vehicles.
    - c) The City Forestry Department stated it was the Streets Division who called Code Enforcement and the complaint then was directed to the Forestry Department.
    - d) Who called the Streets Division is unknown. It could have been another public or private entity such as: Colorado Springs Fire Department, Trash company, a Delivery company etc. No one on our HOA Board called. Anyone in our HOA should have discussed this with the HOA Board as a group to assure it was addressed openly
    - e) Our HOA Board tries its best to be friendly and assist with these types of concerns.
- d. History
  - 1) Janice reported 43 books were distributed at the Annual Homeowners meeting. This does not include books that were distributed to Board members earlier.
  - 2) Janice reported 35 people responded to the email blast and, if they show up at the Church, they will receive their books on 12 November.
  - 3) Marty reported the Newsletters cover 99% of the owners that email blasts do not hit.
  - 4) History Committee members will deliver books to the people interviewed for the book.

- 5) Vonney stated that books should be delivered to homes. If the homes is a non-resident owner long-term rental, then the book should go to the home, not to the non-resident owner. For non-resident short-term rentals, the book should be held by the HOA until the home is sold.
  - 6) Dorothy volunteered to deliver books to Bennett Avenue homes.
  - 7) Susan volunteered to deliver books to Lees lane and Paseo Road homes.
  - 8) Vonney volunteered to deliver books to the 2700 block homes on Marilyn Road.
  - 9) Vicki volunteered to deliver books to Holiday Lane and Holiday Place homes.
- e. Welcome
- 1) Dorothy reported she has still not heard from Dennis Bagenstos on repricing the Welcome Packages.
  - 2) Once she gets the latest pricing, the package is ready for printing.

#### OLD BUSINESS

- a. Covenants Issue
  - 1) Sandy proposed a draft letter to all Highland Acres Block 1 owners addressing the Covenants issues.
  - 2) Sandy will email the draft letter to Aaron Goodlock, our lawyer, for review, and see if Aaron will mail the letter to all six affected owners.
  - 3) Sandy recommended the letter be sent certified so we have a record of receipt by the owners.
  - 4) Sandy also recommended we change the web site Covenants to reflect the Highland Acres set of Covenants only address Block 2.
  - 5) Vicki motioned that we authorize up to \$300 more for lawyer fees to cover this effort. Marty seconded the motion. The motion was approved unanimously.
- b. Annual Meeting
  - 1) Vonney stated we kept the meeting on schedule.
  - 2) Vonney stated we had good attendance and good discussions.
  - 3) Vonney stated there should have been a better transition from Steve to her.
  - 4) Janice stated that a neighbor told her he normally hates meetings but was impressed with our efforts in comparison to his previous experience with HOA organizations.

#### NEW BUSINESS

- 1) Vonney discussed 2020 goals for the Board and recommends that:
  - a) Majority determines issues.
  - b) Solidarity in decisions once approved.
  - c) Develop succession plans for Board positions addressing who is leaving/moving to another position and who should assume the vacant position.
  - d) Establish neighborhood partners, like Guardians of Palmer Park. Sandy suggested partnering with St Andrews and Greencrest HOAs for fire mitigation efforts, as another example.
    - i. Vicki asked if the Web page should have Guardians of Palmer Park information since this may imply HOA sponsorship of one organization over another.
    - ii. Vonney asked all to think about this and discuss it at the next meeting.
    - iii. Dorothy asked if Greencrest HOA is a Firewise community. Sandy replied they are.
    - iv. Sandy suggested inviting St Andrews and Greencrest owners to the annual safety meeting. This would improve attendance, build community, and improve fire mitigation efforts around Palmer Park.

- e) Continue communications efforts adding email blasts covering safety issues like hazardous weather conditions (inversions, snow storms, etc.).
  - i. Vicki stated the Facebook page is out of date.
  - ii. Vicki stated Susan Hoover has volunteered to work on the Facebook page.
  - iii. Janice mentioned that Janie Howard, an owner on Country Club Drive, has established a Facebook page. Vonney stated this page primarily deals with real estate in the neighborhood and should not be a replacement for the HOA Facebook page.
  - iv. Vonney asked if we have complete information on all owners (e.g., email addresses). Marty replied our database is close to being complete, but only about 100 owners have signed up for email communications.
- f) Continue/expand social/welcome activities.
  - i. Vonney believes Social and Welcome efforts belong in one committee.
  - ii. Vonney suggested a Gardening/Landscaping club as a social activity.
  - iii. Janice said committees imply meeting and some people do not want to attend meetings. She suggested asking people if they were interested in helping with specific events rather than participating as part of a committee.
  - iv. Marty asked what are the benefits of being an HOA member. **We need to better promote the benefits of membership.**
  - v. Vonney suggested pulling some social events to just HOA members (e.g., one block party for all owners and a separate social event for just HOA members).
- g) Continue/expand safety activities, including fire mitigation.
  - i. Sandy volunteered to be the Board fire mitigation point of contact since he has access to the Firewise web page

## 2) 2020 Budget Approval

- 1) Vonney asked if 200 dues paying owners is a reasonable assumption for 2020.
- 2) Marty replied that the trash service is bringing in more dues paying owners. He specifically said new owners were signing up for the trash service and joining the HOA.
- 3) Al agreed to lower the projected dues paying owners to 170 to be conservative.
- 4) Marty stated we were in the hole at the start of 2019 due to all the lawyer fees associated with the Covenants.
- 5) We did a great job managing funds in 2019 so we ended the year with a surplus.
- 6) Marty suggested a push to more people to receive the Newsletters via email, thus saving the HOA postage and printing costs.
- 7) All agreed to lower the proposed funding for the Covenants Compliance Committee from \$500 to \$300.
- 8) For the Garage sale, we discussed the possibility of a dumpster and combining the effort with Audubon School.
- 9) Vonney suggested juice and pastries, rather than just coffee and cookies, for morning meeting refreshments.
- 10) All agreed to lower Block Party funds from \$800 to \$600.
- 11) Marty will check on getting bids for the annual Board liability insurance to see if we can get a better package deal.
- 12) Marty will send out an updated 2020 Budget for Board approval. The Board agreed to vote on the budget via email.

Marty motioned the meeting be adjourned. Vonney seconded the motion. The meeting was adjourned at 7:30 PM.

The next regularly scheduled meeting will be: **Tuesday, 10 December 2019 at 5:30 pm at the Ascension Lutheran Church, 2505 North Circle Drive, Colorado Springs, CO 80909.**

Respectfully submitted,  
Sanford Gallof, Secretary  
**CCHOA BOARD**

**Board Positions as of Nov 2019:**

President ..... Vonney Northrop  
Vice President .. Janice Marie-Gallof  
Treasurer ..... Marty Henderson  
Secretary ..... Sandy Gallof  
At-Large ..... Dorothy Hornby  
At-Large ..... David Corrow .....Covenants Compliance Committee Chairperson  
At-Large ..... Ken Francois .....CONO Representative  
At-Large ..... Vicki Tostanoski .....Chief Information Officer - Communications

**COMMITTEES:**

- COVENANTS/ARCHITECTURE: CHAIRMAN - Dave Corrow  
MEMBERS: Dave May, Rich Northrop
- SAFETY: BOARD COORDINATOR Sandy Gallof  
MEMBERS: Bob Frye, Steve Paradis
- HISTORY: BOARD COORDINATOR- Janice Marie-Gallof  
MEMBERS: Deb Berwick, John Potterat, Judie Werschkey
- SOCIAL/WELCOME: BOARD COORDINATOR – Janice Marie-Gallof/Dorothy Hornby (Welcome)  
SOCIAL MEMBERS: Open
- MEMBERSHIP: BOARD COORDINATOR – Marty Henderson (maintains database)  
MEMBERS: **Open**
- COMMUNICATIONS: BOARD COORDINATOR - Vicki Tostanoski  
MEMBERS: Susan Henderson (Newsletter), Susan Hoover (Facebook)

ATTACHMENT 1

**Board Meeting Agenda  
12 November 2019**

**Ascension Lutheran Church, 2505 North Circle Drive,  
Colorado Springs, CO 80909**

1. Convene **5:30 pm**
2. Roll Call
3. Reading and Approval of Minutes of Previous Meeting
4. Approval of Financial Report
5. Status Reports of Standing (permanently established) Committees (Reports to be provided prior to Board Meeting. Time allocated at Board Meeting only if committees have issues for Board consideration)
  - a) Communications
  - b) CONO
  - c) Covenants
  - d) History
  - e) Welcome
6. Old Business (matters previously introduced which have come over from the preceding meeting)
  - a) Covenants Issue
    - 1) Discuss lawyer response
    - 2) Determine way ahead
  - b) Annual Meeting
    - 1) Good, Bad, and Ugly
7. New Business
  - 1) 2020 Plan
  - 2) 2020 Budget Approval
8. Adjourn

**ATTACHMENT 2  
TREASURER'S REPORT: CCHOA FINANCIAL STATUS**

<b>As of October 31 2019</b>			
<b>Sources</b>	<b>Number</b>	<b>\$ Amount</b>	
2019 Dues Paid USPS	157	\$4,710.00	3 more than August
2019 Dues Paid via PayPal	11	\$317.13	Same as August
2019 Dues Prorated	1	\$5.00	Signup for Trash in Nov.
2019 Dues Paid Extra	0	\$14.00	
Totals for 2019	169	\$5,046.13	
% of 315 Homes that Paid 2019 Dues	53.65%		
2020 Dues Paid USPS	1	\$30.00	
2020 Dues Paid via PayPal	0	\$0.00	
Totals for 2020	1	\$30.00	
% of 315 Homes that Paid 2020 Dues	0.32%		
Operating Checking Account Balance		\$5,687.10	
Commitment to Waste Connection		\$2,277.25	
History Book Fund		\$950.05	
Operating Balance		\$2,459.80	
Reserve Account Balance		\$360.80	
Total Available HOA Funds		\$2,820.60	

**ATTACHMENT 3**  
**TREASURER'S REPORT: RESERVE RECONCILIATION SUMMARY**

2:06 PM  
11/01/19

Country Club Homeowners Association  
**Reconciliation Summary**  
US Bank –Reserve, Period Ending 10/31/2019

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	<u>Oct 31, 19</u>
Beginning Balance	360.80
Cleared Balance	360.80
Register Balance as of 10/31/2019	360.80
Ending Balance	360.80



**ATTACHMENT 4**  
**TREASURER'S REPORT: OPERATING RECONCILIATION DETAIL**

2:05 PM  
 11/01/19

Country Club Homeowners Association  
 Reconciliation Detail  
 US Bank -Operating, Period Ending 10/31/2019

Type	Date	Num	Name	Clr	Amount	Balance
Beginning Balance						5,542.48
Cleared Transactions						
Checks and Payments -1 item						
Bill Pmt -Check	10/01/2019	EFT	Waste Connections	X	-1,101.50	-1,101.50
Total Checks and Payments					-1,101.50	-1,101.50
Deposits and Credits -5 items						
Deposit	10/08/2019			X	41.12	41.12
Deposit	10/08/2019			X	500.00	541.12
Deposit	10/14/2019			X	24.00	565.12
Deposit	10/14/2019			X	450.00	1,015.12
Deposit	10/29/2019			X	231.00	1,246.12
Total Deposits and Credits					1,246.12	1,246.12
Total Cleared Transactions					144.62	144.62
Cleared Balance					144.62	5,687.10
Register Balance as of 10/31/2019					144.62	5,687.10
New Transactions						
Checks and Payments -1 item						
Bill Pmt -Check	11/01/2019	EFT	Waste Connections		-1,106.50	-1,106.50
Total Checks and Payments					-1,106.50	-1,106.50
Total New Transactions					-1,106.50	-1,106.50
Ending Balance					-961.88	4,580.60

**ATTACHMENT 5  
TREASURER'S REPORT: PROPOSED 2020 BUDGET**

9:50 AM  
10/25/19  
Cash Basis

**Country Club Homeowners Association  
Proposed Budget Overview  
January through December 2020**

	A	B	C	D	E	F	AD	AE	AF
1								<b>TOTAL</b>	<b>Comments</b>
2								<b>Jan - Dec 20</b>	
3						<b>Income</b>			
4						<b>Ads Income</b>			
5						<b>Sponsor-Res Both</b>		500.00	Currently have 2 ads
6						<b>Total Ads Income</b>		500.00	
7						<b>HOA Dues Income</b>			
8						<b>Dues 2020</b>		6,000.00	200 Residents Paying Dues 63%
9						<b>Total HOA Dues Income</b>		6,000.00	
10						<b>Trash Service</b>		14,400.00	Trash service nets out and this is for informational purposes
11						<b>Total Income</b>		6,500.00	
12									
13						<b>Expense</b>			
14						<b>Communications</b>			
15						<b>Newsletter</b>		1,400.00	3 Newsletters, increase cost with HOA paying for printing
16						<b>Website</b>			
17						<b>Web-stie Access</b>		185.00	GoDaddy Annual Costs
18						<b>Total Website</b>		185.00	
19						<b>Welcome Committee</b>		500.00	New Packets
20						<b>Total Communications</b>		2,085.00	
21						<b>Covenants Compliance Committee</b>		500.00	Expecting committee to get established and have expenses
22						<b>HOA Meetings</b>			
23						<b>Block Party</b>		800.00	2 Block Parties
24						<b>Garage Sale</b>		200.00	Expand from 1st garage sale last year
25						<b>Meeting Rental and Services</b>		300.00	Donation to Ascension
26						<b>Refreshments</b>		200.00	2 HOA Meetings
27						<b>Total HOA Meetings</b>		1,500.00	

	A	B	C	D	E	F	AD	AE	AF
1								<b>TOTAL</b>	<b>Comments</b>
2								<b>Jan - Dec 20</b>	
3 28						<b>HOA Trash Service</b>		14,400.00	Payments to Waste Connections, nets to income received from participating members
29						<b>Insurance-Bus Key-317, D&amp;O-11</b>		900.00	Annual board liability insurance
30						<b>Professional Fees</b>			
31						<b>Annual Corp Report</b>		10.00	Cost to register HOA with CO
32						<b>C O N O Dues</b>		75.00	
33						<b>Total Professional Fees</b>		85.00	
34						<b>Reserve Fund</b>		1,180.00	For any unplanned expenditure
35						<b>Treasurer</b>			
36						<b>Dues Invoicing Postage</b>		200.00	
37						<b>Office Supplies</b>		50.00	Envelopes and Paper
38						<b>Total Treasurer</b>		250.00	
39						<b>Total Expense</b>		6,500.00	
40						<b>Net Income</b>		<b>0.00</b>	