

# Oak Creek Estados HOA

## OPEN MEETING AGENDA

Saturday 7/16/22

9:00 AM in person in the Clubhouse and via the Zoom link below

<https://us02web.zoom.us/j/84952521233?pwd=MTBiSWFhZDRjNGxmNkh3eHZEbjhnQT09>

Meeting Called to Order at 9:00 a.m.

### Quorum met--Attendance

- Present Board Members—Jill, Joe, Anthony, Jamie, Robin,
- Absent Board Members—Catherine, Nikki
- Present Owners—Ken Bers, Gwen Griffin, Dianna Vansanford, John Cunningham, Sue Thomas, Al Lorg, Kathy D'Aquila, Melody Nowaczyk
- Zoom Owners—Dale Woodling, Terri Zammataro, DeSha Kalmar, Theresa Weber, an anonymous owner

### New Business

Property Management Company Proposal—presented by Bryan Zdanowski from HOAMCO. HOAMCO is owned by a single owner who has owned his company for 31 years. They are based out of Prescott with an office in the VOC.

- Bryan discussed HOAMCO, a local property management company, offers two packages. With the first, they handle the accounting management only. The second package is full-scope management. Board members were given electronic copies of those proposals last month and discussed those at the July Board meeting. Today's discussion is summarized below:
- For the accounting only piece: cost is \$350 per month, plus itemized schedules that get added on as needed. Plus \$100 if HOAMCO sets up the annual meeting and all that goes with it. Website updates are an additional fee. Using HOMACO architectural services would incur an additional fee. Postal fees are charged at the same rate as the USPS. Paper and copies for mailers are 15 cents for black and white and 40 cents for color copies. Envelopes are 5 cents for standard and

35 cents for large envelopes. Statements are 1.50 if mailed and 1.00 for emailed statements. The usual \$25 monthly portal fee will not be charged by HOAMCO. No charge for taking minutes at meetings. Prices will be committed to for 2 years.

- HOMACO uses Caliber software. Owners are able to make monthly HOA fee payments electronically by one-time echeck payments, or set up automatic monthly checking payments, or debit card payments. Credit card payments can also be made, additional fees are determined by your private bank. HOAMCO does not charge any extra fees. They also have a Phone App. MAC users have difficulty using the app because Apple changes their security settings regularly and Safari has connection issues at times.
- Contract agreement length is typically 1-year, but it's not difficult to break contract. Normally it takes about 60 days because it takes time to get the documents prepared for the new group.
- Emergencies are handled by HOAMCO 24-hours a day. A manager answers the phone. They then contact maintenance to get the issue handled. It is possible for OCE to keep the current after-hour phone process. HOAMCO assists in setting maximum repair amounts to help control after-hour spending.
- Salaries of staff are determined by the OCE board. The employees typically become HOAMCO employees and HOAMCO pays their salary. Those costs are then billed back to OCE. There is no direct cost-savings by moving employees to HOAMCO. Because HOAMCO does so much behind the scenes, you may only need a part-time employee at your clubhouse. The OCE board could decide to keep our staff as our employees. Either way, they are dedicated to our property. But we lose the HOAMCO HR functions that they have, leaving us open to some additional liabilities. HOAMCO has much on-boarding training for our staff. HOAMCO would also give the employees the access to additional benefits like medical, life insurance.
- They have a full-service property management service. The monthly amount is \$850. The transition team takes about 30 days to get

everything into Caliber. They use that time to train the staff as well. The billing payment program is called Strong Room. This is the invoicing system. The HOAMCO manager approves it. If the invoice exceeds a pre-set cap, it would get forwarded to the OCE board for final approval. The board has access to that, as we determine. If problems come up, we would have an experienced property manager to call to help us with problem solving.

- The Caliber portal is where all the documents are held. All owners have access to their own portal and there is also a general one for the HOA. There is a form to submit for maintenance in the Caliber portal that goes to HOAMCO. The maintenance request then gets tracked through the Caliber system.
- Do you assist with annual budgets? We suggest a Capital Reserve Study, which the board is discussing now. The OCE Board has 2 current proposals for about \$5000 it is considering. HOAMCO uses that data to take a deeper dive into the study to help prepare for future repairs, and get a calendar of repairs started.
- What is your experience in managing short-term rentals? We have some compliance issues at OCE. HOAMCO can help identify people who are not being honest about running an STR to escape fees. They levy large fees to deter that with the board's assistance. Charging large fees tends to get people to fall in line quickly. Most of OCE's STR owners are complying for the most part, but not always completely.
- Currently Jill, the OCE Board President, has a weekly meeting with the staff each week to track what needs to be done, check on issues, and keep things moving forward. HOAMCO will schedule and run this weekly meeting at no additional cost, relieving the President of this obligation.
- OCE would keep their own legal representation.
- HOAMCO uses several legal firms that they will run items by before changes are made. HOAMCO does much of the leg-work before hand so the lawyer's time and fees are reduced. HOAMCO has free regularly scheduled legal meetings where OCE board members could attend to keep up with current changes in legislation.
- HOAMCO has a compliance officer who drives around the property to make sure owners are following OCE community rules. They take pictures and mail and email letters of non-compliance to the owners. Those letters will also be forwarded to the OCE Board via a report.

- HOAMCO can also help us better our Zoom meeting capability with speakers and cameras.
- We currently pay our CPA \$450 monthly, and we are not happy with what we are getting. Maryann earns about \$1400 per month as our bookkeeper. These dollars would be used in the budget to offset the cost of hiring HOAMCO if the decision is made to move forward.

Ownership Status—46 Long-term rental units, 42 Short-term rental units, 25 Primary-owner residences units, 23 Secondary-owner residence units

Meeting Adjourned at 10:34 am

At our next meeting we need to discuss getting more owners access to email to increase efficiency and reduce costs.

We will also have the proposals posted at the clubhouse for owners to view.