

Lodge Suncadia Residential Condominium Association

Board of Directors Open Meeting

February 3, 2025 – 3:30 pm

Real Estate Conference Room and remote meetings via Teams

MINUTES

1. CALL TO ORDER The meeting was called to order at 3:30 by Brian Jacobson.

2. ROLL CALL Board Members Present: Brian Jacobson, President, Jamie Fate, Vice President, Gary Kittleson, 2nd Vice President, Christine Kipp, Treasurer. Board Members Absent: Christy Ward, Secretary. Others Present: Edward Simpkins, Director of Community Associations, Jennifer Kramer, Deputy Director of Community Associations, Brandi Darnall, Owner Relations Manager, Mark Rhoton, Director of Operations, Annalisa Johnson, CFO, Megan Huddleston, Senior Accountant, Kerrie Swepston, Senior Director of Finance, Vanessa Reust, Senior Accounting Manager, Dana McCullam, Owner, Amy Baisch, Owner, Katrina Sather, Owner

3. APPROVAL OF AGENDA The agenda for the meeting was presented and reviewed. Christine Kipp made a motion to add Presidents Report as #4 and to move the Treasurer's Report to follow President's Report as #5 and to approve the amended agenda. Motion was seconded by Jamie Fate and approved unanimously.

4. APPROVAL OF MINUTES FROM PREVIOUS MEETING The minutes from the January 13, 2025, meeting were presented. A motion to approve them was made by Christine Kipp, seconded by Jamie Fate, voted, and approved unanimously.

5. President's Report - LRCA sent a letter to all owners related to Services Unit Feb 1 Rules and Regulations with a follow-up sent on Friday.

The Board has received communications that the message pausing the new rules might not have been received or followed by everyone at the reception desk. Problems were reported that housekeepers were denied access. Management was asked to follow up with Hospitality within the next day to get more information.

6. Treasurer's Report - Megan, Senior Accountant for all Associations, presented financial statements. Tonie Heath has brought Receivables down significantly and is thanked for her efforts. LMCA is paid in full each quarter and if there is a deficiency in receivables the LRCA holds that deficit. Any deficiency related to the Shared Facility assessment is not made up for by the LRCA. Discussion ensued regarding costs of meetings and other items.

7. Newman CPA Engagement Letter - The renewal of the Newman CPA contract for audit and tax services was discussed. A motion to approve the engagement letter was made by Christine Kipp, seconded by Jamie Fate, and carried unanimously.

8. Quarterly Reserve Contributions - Megan Huddleston proposed to formalize the already budgeted quarterly reserve contributions to maximize interest earnings. A motion to approve was made by Jamie Fate, seconded by Christine Kipp, and passed unanimously.

9. Owner's Forum - Amy Baisch reported she had lost her housecleaning staff and bookings due to the Services Unit Rules and Regulations apparently and erroneously being enforced on February 1. She expressed concern that the messaging from LRCA did not get to the Reservation Desk via Hospitality. Amy has taken her unit off market

due to having no cleaner who can meet the requirements stipulated by Services Unit Feb. 1 rules and regulations. The board acknowledged the issue and directed Edward Simpkins to investigate with Hospitality how Hospitality can 'make right' any financial losses and report back with recommendations. It was confirmed that all Feb. 1 rules have been paused.

10. Consent Calendar Votes the Board ratified two previous votes that took place over email. The first related to the short pay made in October for the Maintenance Contract. A motion to ratify was made by Christine Kipp, was seconded by Jamie Fate, and approved unanimously. A second Motion made by Christine Kipp to ratify a second email vote to extend the Maintenance Service Contract by 30 days beyond the termination date of December 31st. Seconded by Jamie Fate and approved unanimously.

11. Management Report Edward Simpkins, Director of Suncadia Community Associations, updated the Board on Owner communication portals. Brandi Darnell is assigned this responsibility and provided information.

- Enumerate is Comweb. An owner can send an email, and it will arrive at Brandi's desk and a number of other employees. Brandi will deliver to LRCA the list of who receives an incoming email via Enumerate.
- Frontsteps emails go to Brandi's desk and others that Brandi will confirm. Only Brandi is the point of reply.
- Email to LRCA Board of Directors is usually addressed to Suncadia Community Associations and Edward usually receives that.

In an effort to direct owners to one, single portal for communications it was agreed communityassociations@suncadia.com is the primary and preferred email for Owners to use for any subject at any time.

Owners can contact through Enumerate or Frontsteps for more emergency type needs, and they can call the Community Associations office. However, President Brian Jacobsen elaborated on how confusing it is for Owners to have multiple portals to contact any Suncadia entity for support. Megan explained the evolution of having different portals was due to multiple functions needed for communication, accounting, owner payments and such.

The board discussed the need to streamline communication into a single, more accessible system for owners. Brandi Darnall agreed this was important and would continue to provide this direction to Owners.

Community Associations, however, always uses Frontsteps to deliver messages. This conflict was recognized and the Board asked for direction and improvement.

Discussion occurred regarding the Board Request to send owners an email on Monday which did not go out until Thursday of that week and not to all owners until Friday. A question was raised as to why Services Unit did not send out notification to owners, additionally, on the same subject. Edward made a point that his time and ability to respond to LRCA Board requests is limited due to his schedule. A question was why Brandi did not send the letter in Edward's absence.

Brian Jacobson posed the question of what an owner is to do if there is an Emergency or after-hours immediate need. Edward stated SCA has office hours and does not work on weekends so Owners should contact the front desk.

An example of an owner going without support by LMCA was provided but understood to be more of an insurance issue. Another example presented was an Owner with a gas leak who was turned away from the Front Desk

because they were non-SPM. The Board acknowledged all owners will naturally go to the Front Desk for help and that Hospitality is the entity responsible for training the Front Desk personnel. The Board is interested in following up with Hospitality to ensure all units are treated the same for emergency situations.

Front Desk needs an action plan for what to do when any owner has an emergency issue and regardless of their participation with Suncadia Property Management.

Management Report paused.

12. The agenda was amended at this time to allow the Baseboard project to be added to today's agenda and pulled off the Management Report. Christine Kipp made a motion to approve amendment, Jamie Fate second the motion, all agreed to approve.

The Management Report continued.

13. The Board asked Edward to obtain manufacturer recommendations for carpet cleaning and ensure the work is executed by a properly trained company as the Board does not want to invalidate the warranty. The Board asked Edward to start the process to clean the carpets which begins with obtaining the specs of cleaning and to obtain three bids for LRCA Board approval.

14. Baseboard Project

Brian Jacobson stated LRCA attorney will draft the contract with vendor and that the offer from Suncadia Community Associations to manage this process was declined. A motion to approve the contract was made by Jamie Fate, seconded by Christine Kipp, and carried unanimously. The contractor states he is able to work around occupancy and has assured us that the disruption from dust and noise will be appropriately managed. It was noted that this topic was discussed during the walkthrough held earlier with Noni and members of Hospitality and all seemed to be on the same page.

15. Sonify Contract

Edward was asked for a summary update on the contract. He stated Sonify contacted Zac Blodget, IT Manager for Suncadia LLC and Suncadia, to offer a new 5-year contract. Edward states if a new contract is not agreed to prior then the existing contract will 'roll over' automatically as it has done for several years in the past. Edward will provide the new contract for LRCA Board review on the 7th. Discussion ensued about it having taken approximately a year to get a copy of documents for LRCA review and that the contract is currently managed by LRCA. The board expressed concerns about the short timeline remaining to finalize any changes noting prior requests for the newly proposed contract were made in 2024. A Motion was made by Brian Jacobsen, seconded by Christine Kipp for Jamie Fate to personally contact the Sonify Representative to discuss the current and future contracts, Zac will be asked to attend.

Jamie Fate made a Motion to approve an automatic extension of the current contract if necessary. The motion was seconded by Christine Kipp and approved unanimously.

Gary Kittleson provided historical information regarding the contract. Zac, IT Manager for Suncadia and New Suncadia LLC, has been the individual communicating with the Sonify vendor, heretofore. The Board objects to a contract being negotiated by others than the LRCA. Edward states the contract held with LRCA is managed by Hospitality out of deference to the Hyatt relationship.

It was agreed that if the details of the existing and future contracts are not agreed to by LRCA and the terms for moving the contract to the LMCA are not agreed to prior to the roll-over date then the LRCA will allow the contract to roll-over with signature by Brian Jacobsen. While a signature may not expressly be required by the terms of the

contract, Brian Jacobsen will review and approve. Christine Kipp asked Edward if he had any insight or advice that the LRCA should have in coordinating with LMCA and Hospitality. His response was that there is an upcoming LMCA Board meeting where this will be discussed. Edward elaborated on the limitations of adding items to the LMCA Board meetings.

16. LMCA Board Representation

Jamie Fate requested input from board members as to topics to present at the LMCA Board meeting. Facility Maintenance, Emergency Response Protocols, better coordination, and communication between LRCA and LMCA were mentioned. Edward suggested additions to the LMCA Board meeting agenda be delivered to him 2 weeks prior to that meeting.

17. Gutter Failure

Brian reminded the group that the gutter above his unit and the gutter just below are still not functioning, even after the October repair.

18. ADJOURNMENT

With all agenda items addressed a motion to adjourn the meeting was made at 5:10. The motion was seconded and carried unanimously.

Minutes prepared by: Christine Kipp, Treasurer

Date: 2/22/2025


15, 2025 11:04 PDT

Christine Ward- Secretary

15/03/2025

Date






LRCA Meeting Minutes 2.3.25

Final Audit Report

2025-03-15

Created:	2025-03-14
By:	Brandi Darnall (bdarnall@suncadia.com)
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"LRCA Meeting Minutes 2.3.25" History

-  Document created by Brandi Darnall (bdarnall@suncadia.com)
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