

Lodge Suncadia Residential Condominium Association
Board of Directors Special Meeting
October 24, 2024 – 3:00 pm
Real Estate Conference Room and remote meetings via Teams
MINUTES

Call to Order: The meeting was called to order at 3:00 pm.

A quorum was present with the following Directors in attendance: Jamie Fate – Vice President, Brian Jacobson - Secretary, Christine Kipp - Treasurer, and Jason Fay - 2nd Vice President via Teams, Gary Kittleson - President, Via Teams.

Other attendees: Management: 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 – Suncadia CFO, Vanessa Reust – Senior Manager Shared Services, Megan Huddleston – Senior Accountant HOA, Luis Arvizu, Director of Engineering

Owner attendees: Maria Haydock, , Jim Hutchinson, Kristen Fowler, Troy Hartmann, Adam Robinson

Approval of Minutes: The following were approved as distributed:

September 5th Special Board Meeting
September 5 Executive Session
October 3 Executive Session
October 13 Executive Session

Owner Comment Forum:

Jennifer: Concern expressed about maintenance of rooms and hallways, including ranch dressing in hallway for 4 days before being cleaned up. Basic maintenance needs to come before renovations. Concerns expressed regarding Property Management housekeeping. Concerns expressed about room upgrade furniture not including drawers in bedrooms. Interest in bed frame replacement.

Marie: Follow-up question regarding window coverings out of compliance. Edward reported that 5 units in the rental program are known to be out of compliance. Notice is being made to those owners. A count has not yet been done regarding units not in rental program. Anticipate new window coverings included in room upgrades and LRCA Board may need to consider whether to wait before enforcing compliance. Management received a letter from Kirsten clarifying that those owners not participating in the unit refresh will need to comply with the new window covering standard, which is different from the current window coverings.

Treasurer's Report:

Operating cash has decreased ~\$85k, Reserve cash has increased \$29K, \$45K Reserve contribution, \$4k interest earned, offset by 19K Reserve spend. A/R is down \$6k. A/R OPS \$4K owing to LRCA from Hospitality for Sonify charges.

Liabilities: A/P down \$148K

Income Statement: Assessments are coming in as budgeted; Legal fees of \$11.6K are not budgeted for.

R&M: \$12K for cleaning carpets has been tabled to early 2025.

Reserves: Interest income \$10K YTD; Hallway painting and artwork restoration is included in this quarter.

A/R Aging: Megan reported that A/R has decreased last quarter by \$6K and 7% is in the “Over 60”

category and 1% in “Over 90.” This is a big improvement over last year and is attributed to the work of our collections specialist.

Edward was asked how Management planned to address the overpayment for the Maintenance Contract for Jan/Feb. Edward stated that the payment was not authorized. Annalisa clarified that anything that is contractual, accounting pays. No communication was made regarding a 1/3 holdback. Annalisa suggested they could send a letter from the Management company requesting 1/3 fee back, indicating the reasons. Brian reminded that deliberate direction had been given regarding payment. Annalisa recommended that the next payment be accompanied by a letter explaining that a portion of a payment was unauthorized and the current payment is correcting that unauthorized payment for Jan/Feb. Annalisa suggested a letter be sent to explain the reason. Brian referenced the April minutes in which 2/3 payment was authorized. Edward again stated that he had not been approving payments, but recently has been approving any submittals to accounting from Engineering for maintenance services. Payments for August forward have been made in full. Brian suggested the Board authorize those payments be made with the understanding that a request for partial or full refund may still be made as a result of reporting requirements not met.

Edward explained his understanding that the reporting requirements had been met; that he would receive the reports but not necessarily provide those reports to the Board. Brian thanked Edward for passing on weekly reports recently and asked why those reports shared were reports the Board had not seen before. Edward stated that the Board was not supposed to see those reports. Brian reminded that the Board had gone to a lot of trouble to ask for documentation to better understand work they were doing and Edward stated Management went to a lot of trouble to provide the Board with reports; Management made multiple attempts to provide reports that had not been accepted. Brian reminded that Management had never been asked for reports and asked why reports given by the vendor were not given to the Board. Edward said they were not provided because it was not stipulated in the agreement. Brian referenced from the contract, “No payment will be made without weekly reporting” and “40 hours per week will be allocated showing the specific work performed using digital checklists that will be tracked via Maintenance software, HOTSOS.” Edward was asked whether there was ever a time further reporting was requested or payment was denied and Edward responded “no.” Edward stated he had seen work related to LMCA that he took into consideration, but ultimately decided the work done was sufficient to cover the 40 hours. He stated the time requirement is an average and not per week. He also stated that the weekly reports recently provided to the Board had the LMCA work excluded. Edward stated that in recent months, the detail of reporting is no greater than what has been shared with the Board. Edward stated that the Board is seeing a consolidated report; there are multiple reports Management can generate out of the program. Edward stated that Engineering provided different types of reports at different times, but reporting was both weekly and monthly.

Jamie referenced a report from 5/27 and asked where it was from. Edward replied that it was from HOTSOS. Edward was asked for clarification what it means to see “failed” or “completed”. Luis replied that “failed” indicates a technician identified an issue during an inspection, while another technician would complete patch and paint work. Jamie stated that a single line stating, “hallway inspection 39.83 hours for the week of July 28th” should not be acceptable to a management company. Edward stated that the agreement specifies what the work is.

Luis stated that “hallway inspection” mainly is walls, light bulbs, door bells, locks, addressing hallway dark spots. There is additional work in rooms, including fireplace inspections and filter changes.

Owner Meeting Debrief:

Brian reported that the Owner Engagement Event was well received and well attended, with between 50 and 60 owners in attendance. There were many comments related to the upkeep of the resort, including rooms and public areas. We are hopeful that going forward, there is good communication and a good working relationship with Management so all are on the same page.

The owners were surveyed for interest in a significant hallway renovation upgrade, as presented to the Board in 2022 by the Hospitality team. The survey showed very strong support. Suggestion was made that we begin preparing to collect money in Reserve Study.

Edward was reminded of the request to get updated quotes from the designer used for 2022 hallway upgrade proposal prior to meeting with the reserve specialist.

Owners prefer direct email versus messages coming through Frontsteps. It was suggested that the Board send 3-4 messages per year through direct email. There continues to be confusion about the nature of messages sent to owners from the Association. It was agreed that this conversation be continued at a later date.

Owners would like opportunities to interact with Hospitality. It was suggested that the Owner Breakfast be brought back to allow owners to have access and interactions with directors of multiple entities.

Management was asked to provide the schedule of association meetings on December 7th to consider opportunities for an owner gathering, but it was suggested that an Owner Breakfast take place at 8AM with the LRCA meeting at 9AM.

Owners are interested in upgrading to Smart TV's. A request was made to Management to obtain at least two bids to upgrade to Smart TV's in the rooms. Management was specifically asked to not receive the bids through Engineering or Hospitality. Bids should include installation.

Edward indicated we may need to look at the contract with Sonify. The contract renews early in 2025. It was Edward's impression that Hospitality may have a say since they are involved in the contract. Edward agreed to send out the Sonify contract so Board members could understand how it addresses the multiple entities that are parties to the contract.

2025 Budget:

Brian made some comments on the recently shared Reserve Study. While "clean-up" is often needed after reserve studies are received, Edward stated Management did review it and it looked fine. Brian pointed out that while our hallways were recently painted, the Reserve Study shows the hallways last being painted in 2015 and slated the next painting to take place in 2025. Brian clarified that future hallway upgrades supported by owners would likely not include carpet, but would include wall coverings, new artwork and new lighting. Brian suggested a 2029 replacement date for those items. It was decided to schedule a separate meeting with the reserve specialist to update the Reserve Study.

The biggest driver of the assessment increase relates to the LMCA assessments, driven by insurance and utility increases.

LRCA expenses include carpet cleaning

Motion made to increase Legal expenses to \$36K

A question was asked about whether Cable TV belongs in the Master budget, rather than the LRCA budget. Gary explained that the portion in the LRCA budget reflects only the portion due to provide cable to the residential unit. The other entities pay separately for their share. If the LMCA were to pay it, the cost would be passed through to the LRCA. Brian suggested that, while the actual cost may not change, it would be consistent with the documents to include Cable TV in the proper budget. Brian recalled that in previous meetings, it was reported that the contract was signed jointly by LRCA and Hospitality, but Gary clarified that LRCA only gets billed for its portion.

Annalisa reported that the Reserve Contribution is being reduced by 7%, \$12,000.

Annalisa reported that a healthy cash balance is generally 3x monthly expenses. Our budget is at 2.1. Management has recommendation to allow this lower level, considering other increases, but over time, we should work back towards 3x monthly expenses.

Brian stated that the Board has an interest in refurbishing and some replacement of baseboards, estimated at \$120K.

Contracts:

Jamie reported that Board members have re-worked both maintenance and custodial contracts, reworking the scope of work and requested the Management team send out to solicit bids from a minimum of 3

vendors, with pricing due back November 22nd.

Flooring Request:

The owner of unit 2026 has made a request to install LVT flooring. Management's recommendation was to approve the request and confirmed that a report received shows the flooring meets ASTM standards. Management was asked to provide the standards related to previously approved flooring so future approvals are considered using a consistent standard.

Submitted:

Brian Jacobson
Brian Jacobson (Apr 7, 2025 11:29 PDT)
Secretary – Brian Jacobson

Apr 7, 2025
Date


LRCA Special Board Meeting 10.24.24

Final Audit Report

2025-04-07

Created:	2025-04-04
By:	Brandi Darnall (bdarnall@suncadia.com)
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"LRCA Special Board Meeting 10.24.24" History

-  Document created by Brandi Darnall (bdarnall@suncadia.com)
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-  Document emailed to Brian Jacobson (bjacobson5@msn.com) for signature
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