

As I'm sure you are aware, I decided to move into this community about 1.5 years ago. Prior to my decision, one of my caveats was the approximately ~26% increase in HOA assessments (from \$40 to the current \$54 per month). As I am sure you are all also aware, high and increasing monthly assessments can be seen as a negative to a home's re-sale value.

With this being said, I decided to move to our community and keep an eye on assessments by:

- Attending the HOA Monthly Meetings
- 2. Reading historical HOA Board Meeting Minutes
- 3. Familiarizing myself with the HOA financial documents
- 4. Asking questions regarding our on-going association operational costs

In reviewing relatively recent HOA Board Meeting Minutes, I discovered there were discussions regarding the raising of assessments to around ~\$60-65 per month and that there were also questions regarding the high amounts of Postage and Copies Budget Line Item (item 5135) costs. These two (2) pieces of data, along with answers to my questions at meetings, got me looking more closely into item 5135 (Postage and Copies) costs.

Description of the Postage and Copies line item per

Operating Budget BOD Resolution - 9-20-13.pdf below:

Item 5135 - POSTAGE AND COPIES

5135 - Postage & Copies: This line item anticipates the postage for communicating with homeowners on a regular basis including any monthly mailings to homeowners plus the additional costs in the months of February and March for annual meeting mailings as required by legislation. This will account for approximately \$4.00 per lot for both mailings (not each mailing). The month of November reflects end of year budget and coupon book mailings.

As you can see from above, this line item anticipates <u>Postage</u> costs (USPS rate per AAM Contract Exhibit A - Supplemental Costs) and <u>Copy</u> costs (\$.15 per Contract Exhibit A - Supplemental Costs) for communications to homeowners, yet in actuality, it seems we are paying variable rates/costs for <u>HOA Printing</u> and <u>HOA Processing</u> (Examples A and B, E and F), which are substantially increasing the costs of these communications.

Also, if you look at Item B, it appears we paid \$5.10 for the Coupon Books in 2014 and also paid for printing of said books at \$.44 per book.

Nowhere in the Contracts and Supplemental Costs that I looked at does it mention a HOA Printing fee or a HOA Processing fee, or a schedule describing these costs' variability.

Furthermore, the invoice from (Item C) shows these costs as Printing and Mailing.

In addition to the variable costs relating to <u>HOA Printing</u> and <u>HOA Processing</u> substantially adding to the amount of monthly communications costs, I found that the budgeting of the 5135 line item is being woefully performed. Per the document (QUESTIONS FOR BOARD) I was handed at the 2015 HOA Annual Meeting on Tuesday, March 15, 2016 (Item G) using past time frame actuals is an important aspect in determining how to budget the next time frames budgeted amount. This aspect is sorely lacking in regards to item 5135.

For a comparison I created a spreadsheet of the budgets for Postage and Copies (Postage and Copies [5135] Budget Comparison, Item H), as well as a spreadsheet for another variable cost, Electricity (Electricity [5205] Budget Comparison, Item I). As you can see in comparing these 2 spreadsheets, the Postage and Copies budgeted amounts are vastly different and occur substantially more often than Electricity.

As we all know, proper budgeting and a firm knowledge of all variable and fixed costs are key in keeping HOA costs maintained and assessments at their proper level.

With that being said, I would like a discussion at the next HOA Board Meeting regarding the following items:

- HOA Printing and HOA Processing Variable Costs/Fees
- Postage and Copies HOA Balance Sheet/Budget line Item not matching AAM invoice Printing and Mailing
- Proper Budget Creation
- Initiating a full and complete Financial Audit on the HOA
- Separate and amortize the 429 (count) Coupon Book fees and use 5135.03 for the books for new homeowners;
 like the previous AAM PM (Brent Berner) incorrectly thought was occurring (Item D)
- Contract Exhibit A Supplemental Costs document (Item J)
- Not using item 5135 as a budgeting 'catchall' item

In addition, it appears that in the Board Packet provides the Board, there isn't individual receipts/costs listed, just a total for each item. I feel someone on the Board needs to be receiving and checking/verifying these receipts as this is a core fiduciary duty of the Board.

In conclusion, I am relatively happy with my decision to move to this community and it is maintained fairly well; However, I feel that:

- Too much trust and control is placed in the hands of the HOA management company
- Board has been too quick to raise assessments instead of looking at cutting costs first
- Someone on the Board needs to have a firm understanding of ALL HOA costs and the budgeting process in order to keep costs/assessments down
- Questions from homeowners to Board Members are many times met with hostility
 - a. I have been respectful in asking my questions at meetings and I expect to be answered and addressed in the same manner (i.e. no throat-slashing gestures when asking a question regarding postage costs)
 - b. My only goal is, and has been, to keep assessments at a reasonable level

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Todd A. Stevens

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0				Description	Qty	COST	Amount
	4076820	12/11/2014	Brent Berner	22:Homeowner Correspondence	2	0.15	0.
	4077738	12/12/2014	Juanita Reyes	22:Homeowner Correspondence	1	0.15	0.1
	4077754	12/12/2014	Juanita Reyes	22:Homeowner Correspondence	1	0.15	0.1
	4086651	12/17/2014	Brent Berner	22:Hameawner Correspondence	2	0.15	0
	4086976	12/17/2014		22:Homeowner Correspondence	2	0.15	0
	4087393	12/18/2014	Brent Berner	22:Homeowner Correspondence	2	0.15	0
	4052597	11/25/2014	Brent Berner	27:Governing Documents	38	0.15	5
	4059220	12/02/2014	April Mueller	31. Violation Letters	29	0.15	4.3
	4065424	12/05/2014	Liz Miller	31:Violation Letters	1	0.15	0.1
	4076851	12/11/2014		31:Violation Letters	1	0.15	0.1
	4088436	12/18/2014		31: Violation Letters	1	0.15	0.1
	4045716	11/21/2014	Vivianna Mendoza	Disb:Checks Maried 102 (less	3	0.59	1.7
	4051920	11/25/2014	Vivianna Mengoza	than 5 pieces) Disb:Checks Mailed 107 (less	2	0.59	1.
				than 5 pieces)			
	4076709	12/11/2014	Vivianna Mendoza	Disb:Checks Mailed Toz (less than 5 pieces)	1	0.59	0.5
	4089132	12/18/2014	Vivlanna Mendeza	Disb:Checks Mailed Toy (less	1	0.59	0.5
	4089161	12/18/2014	Vivianna Mendoza	than 5 pieces) Disp:Checks Mailed Toz (fess)	1	0.59	0.
				(nan 5 pieces)			
	4059657	12/02/2014	Vivianna Mendoza	Disa: Checks Printed	10	0.15	
	4079176	12/12/2014	Juanita Reyes	Disb:Letter - Community Access w/SASE (Tyvek SASE postage)	1	3.97	3.
	4082314	12/16/2014	Julia Biackshear	Disp Lier Notice not Certified	2	0 59	1
	4059549	12/02/2014	Brandy Freeman	Disp Welcome Packet without/CD	1	. 6	
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	4073827	12/10/2014	Samantha Cox	Surepay and nostage) Disb. Weicome Packet without/CD	2	6	
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PPP	PR-538554	11/21/2014	Late	surepay and postable)	Total:		65
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РФР	PR-547583 PR-592553	11/21/7014 12/17/2014	Genera: Late	HOA Postage Cost HOA Processing Cost Int'l Postage HOA Processing Cost	95) 95 95 2 86 86 86 100 100 100	0.5 0.2 0.76 0.49 0.59 0.1	46 4 114 114 50 101
ррр	PR-547583 PR-592553	11/21/7014 12/17/2014	Genera: Late	HOA Postage Cost HOA Processing Cost Int': Postage HOA Printing Cost HOA Printing Cost Int': Postage HOA Processing Cost HOA Printing Cost HOA Processing Cost	95) 95 95 2 86 86 86 100 100	0.5 0.2 0.76 0.49 0.59 0.1	46 41 114 42 50 101 2 2 121 4 188
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Bill to:





Attn:

Accounts Payable

DUE UPON REC	EI	PT
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Charge Date	Reference	Description	Amount
08/25/2015		Website Maint Fee 5154	257.50
08/25/2015		E-Document Fee 6,35	10.00
08/25/2015		Management Fees \$135	2,329.86
08/25/2015		Lien 07/21-08/20/15 5 i 59 · 00 \	175.00
08/25/2015		CpnBks07/21-08/20/15 5 3 5 0 3	5.00
08/25/2015		Dmnd 07/21-08/20/15 51/64.00\	200.00
08/25/2015		Atty Fees Paid 200-012	1.10
08/25/2015		Printing and Mailing 5135	314.50
		TOTAL DUE	\$3,292.96



Todd A. Stevens

From:

Sent:

Thursday, February 11, 2016 2:38 PM

Todd A. Stevens

То:

Cc:

Subject:

Questions - Post HOA Meeting 1/19/2016

Please see below.



Operations

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From: Todd A. Stevens [mailto:todd@tascs.net]
Sent: Wednesday, February 10, 2016 6:39 PM

Subject: RE: Questions - Post HOA Meeting 1/19/2016

[Todd A. Stevens] Great, and I will assume this and the Meeting Minute purging was not a Board decision then. In addition, I will expect this item (2004's not the 2014 you sent), as well as all the missing meeting minutes and past audits in an email.

Performing reserve studies is a Board decision as it involves spending association funds. The reserve study is a guideline. There is no requirement for update at a specific point. Funds were well over the "fully funded" level. There were no problems with amenities. When the new study was done, the difference in monthly contribution, per homeowner, per month was only \$0.11. There were more than enough funds to cover the very small change.

Both Reserve studies are on the web site.

There are no missing minutes on the web site to my knowledge. Executive meeting minutes are not open due to privacy etc., the Board does not meet every month, state statute only requires minutes to be maintained for 3 years.

[Todd A. Stevens] Here is a thought: BEFORE increasing assessments, get a reserve study, especially if one has not been performed in years. I'm sure any homeowner would rather pay \$1 one time for the study instead of an additional \$3-7/month. Also, the new study was done in 2014, well past the financial crisis and after a bunch of new assets have been implemented, so it is a moot point, apples to oranges, not relevant.

There was not an increase in assessments due to a need for reserve funds. As stated before, the main driver was the huge increase in water utility rates.

Yes, as stated we train Board members. In some HOAs, some Board members refuse training. It's not a requirement.

[Todd A. Stevens] I guess they weren't trained that a vendor should not be the Board's Treasurer and control its finances. You may want to look into your HOA training curriculum; it should be different than your internal AAM curriculum.

Again, I am not the Board Treasurer. Check the government web site, it clearly states who is the treasurer.

AAM's Staff Accountants hold college degrees and there are CPAs in the company

Why is there not a line item amount in the annual budget for the coupon books? Each household gets at least one new book each year correct? Shouldn't that be accounted for with a variance on new owners moving in during the year? Somewhere in the neighborhood of \$2700 per annum.

It was amortized across the postage/copies line item. How many homes will be sold in a specific year and which month is pure conjecture, and in the scope of this budget level, of low consequence.

Finally, if you forward all homeowner questions/concerns to the Board President as you say, why not just have homeowners able to contact that person directly? In addition, Board President Jim Oravetz stated one of your functions as Treasurer is to not inundate him and the Board members with questions/concerns. Can you see where the aforementioned conflict of interest arises yet again?

This has been asked and answered, by me and also the Board in a prior meeting. Again, I'm not the treasurer.

Thank you for your answers. I'll see you next month.



50		- Coult		Description	Qty	Cost	Amount
750	4031187	11/13/2014	Vivianna Mendoza	Disb Checks Mailed 102 (less	-2	0.59	1.1
	4031107	11, 12, 1014		than 5 dieces)			
	4031264	11/13/2014	Vivianna Mendoza	Disb. Checks Mailed Toz (less	1	0.59	0.5
)		than 5 pieces) Dish: Checks Printed	13	0.15	1.9
	4012741	11/04/2014	Vivianna Menduza	Dispitien Notice not Certified	1	0.59	0.5
	4037642	11/18/2014	Julia Blackshear	[#10 envelope 1 oz, postade]	1	V.33	0.3
	4037644	11/18/2014	Julia Biackshear	Disp: Lien Notice not Certified	3	0.59	1.7
	4037644	11/10/2014	Jane Bischaries	(#10 envelope, Loz, postage)			
	4000392	10/28/2014	Mike Guillford	Disb Welcome Packet without/CD	1	6	2
				(6 x 9 envelope, #9 remit.			
			TOP .	Surepay and postage) Disb Welcome Packer without/CD	1	5	
	4036534	11/17/2014	Mike Guiliford	(6 x 9 envelope, #9 remit,	•		
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	PR-499780	10/21/2014	LATE	HOA Printing Cost	103	0.5	5
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				Int'l Postage	2	0.76	1
				HOA Pastage Cost	103	0.49	1
				HOA Processing Cost	103	0.2	1
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	PR-513921	11/7/2014	Demand	MOA Printing Cost	9	0.2	1
				HOA Postage Cost	9	0.49	4.
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	PR-520564	11/14/2014	General		86	0.5	21 44
				HOA Printing Cost		<u> </u>	
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				Description	Qty	Cost Am	ount
	4700377	12/09/2015	Liz Miller	19:Architectural	1	0.8	0.8
	4700379	12/09/2015	Liz Miller	19:Architectural	6	0.15	0.
	4705131	12/11/2015	Liz Miller	19:Architectural	1	0.15	0.1
	4705140	12/11/2015	Liz Miller	19: Architectural	1	0.15	0.1
	4706717	12/11/2015	Liz Miller	19:Architectural	1	0.15	0.1
	4706723	12/11/2015	Liz Miller	19: Architectural	1	0.15	0.1
	4704058	12/10/2015	Liz Miller	21:General Correspondence	1	0.15	0.1
	4680046	11/23/2015	Brent Berner	22:Homeowner Correspondence	3	0.15	0.4
	4690387	12/02/2015	Evangelina Rivas	22:Homeowner Correspondence	1	0.15	0.1
	4690411	12/02/2015	Evangelina Rivas	22:Homeowner Correspondence	1	0.15	0.1
	4690430	12/02/2015	Evangelina Rivas	22:Homeowner Correspondence	1	0.15	0.1
	4692062	12/03/2015	Brent Berner	22:Homeowner Correspondence	2	0.15	O.
	4692158	12/03/2015	Brent Berner	22:Homeowner Correspondence	2	0.15	0.
	4692187	12/03/2015	Brent Berner	22:Homeowner Correspondence	2	0.15	0.
	4692826	12/03/2015		22:Homeowner Correspondence	1	0.15	0.1
	4697255	12/07/2015	-	22:Homeowner Correspondence	1	0.15	0.1
	4702998	12/10/2015	Brent Berner	22:Homeowner Correspondence	1	0.15	0.1
	4710959	12/15/2015	Brent Berner	22:Homeowner Correspondence	4	0.15	0.1
	4711439	12/15/2015	Brent Berner	22:Homeowner Correspondence	1	0.15	0.1
	4714267		DIGIT BEINE	22:Homeowner Correspondence	ļ		
	4715196	12/16/2015	Barat Barata		1	0.15	0.1
	4715196	12/17/2015	Brent Berner	22:Homeowner Correspondence	2	0.15	0.
		12/17/2015	Brent Berner	22:Hameawner Correspondence	1	0.8	0
	4718287	12/18/2015	Evangelina Rivas	22:Homeowner Correspondence	1	0.15	0.1
	4718290	12/18/2015	Evangelina Rivas	22:Homeowner Correspondence	1	0.15	0.1
	4713733	12/16/2015	Rachel Forish	31:Violation Letters	1	0.15	0, 1
	4718291	12/18/2015	Evangelina Rivas	Disb:Coupon Book (#6 remit, coupon, postage)	1	5	
	4701061	12/09/2015	Michelle Dennis	Disb.Letter - Surepay Confirmation (Paper, #10	2	0 74	1.4
		<u></u>		Group	o Total:		21.5
PPP							
РРР	PR-870298	11/21/2015	Late				
РРР	PR-870298	11/21/2015	Late	MOA Postage Cost	105	0.49	51.4
РРР	PR-870298	11/21/2015	Late	HOA Postage Cost	105	0.49	
PPP	PR-870298	11/21/2015	Late		1		52.
РРР	PR-870298	11/21/2015	Late	HOA Printing Cost	105	0.5	52.
РРР	PR-870298	11/21/2015	Late	HOA Printing Cost HOA Processing Cost	105	0.5	52. 2
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РРР	PR-896407	12/1/2C15 12/4/2015	Generai	HOA Printing Cost HOA Processing Cost Intil Postage HOA Postage Cost HOA Printing Cost HOA Processing Cost HOA Processing Cost HOA Postage Cost	91 91 91 7	0.5 0.2 1.7 0.49 0.74 0.1	52. 2 2 127.3 44.5 67.3 9 121.0
РРР	PR-896407 PR-906324	12/1/2C15 12/4/2015	General Demand	HOA Processing Cost Int'l Postage HOA Postage Cost HOA Printing Cost HOA Processing Cost HOA Processing Cost HOA Printing Cost HOA Processing Cost HOA Processing Cost HOA Processing Cost	105 105 2 91 91 91 91	0.5 0.2 1.7 0.49 0.74 0.1	52. 2 2 127.3 44.5 67.3 9. 121.0 3.4 1 1 6.2
РРР	PR-896407 PR-906324	12/1/2C15 12/4/2015	General Demand	HOA Processing Cost Int'l Postage HOA Postage Cost HOA Printing Cost HOA Processing Cost HOA Processing Cost HOA Processing Cost HOA Printing Cost HOA Processing Cost	91 91 91 7 7 7	0.5 0.2 1.2 0.49 0.74 0.1 0.49 0.2 0.2	52. 2 2 127.3 44.5 67.3 9. 121.0

10. Who exactly creates the Annual Budgets

Response: The Budget process starts in July for the following year, using both past "actuals" and any known increase (such as utility rate increases). The Community Manager prepares 1 or more Draft budgets. These are then reviewed by upper management. Then they are reviewed again by the community Staff Accountant. Then the Draft budget is sent to the Board of Directors for their review prior to the Board meeting for them to review and develop their questions. There is then discussion (at an open Board meeting), changes and requested adjustments are then applied. This is the basic standard business practice, valley wide, regardless of the management company. The Legacy Parc budget is not approved at the first month of discussion, but in the following month when they meet again. This is why Legacy Parc sets a Board meeting for both September and October.

11. Why isn't Board Secretary taking Board Meeting Minutes as per the By Laws

Who actually does so now, what company do they work for

Response: The HOA is a licensed corporation. The minutes are meeting records. They must be done professionally. Very few Boards do their own minutes as the board member cannot both participate in the meeting and take the minutes. In some boards that have tried to do their own, they are most often done late, details forgotten, or lost. Our minutes are completed and sent to the manager within the next 2 days, and are done by a trained minute taker (who is not working on the management companies time. The Board can further outsource this and a significant increase in cost. The Board has not chosen to do this, again, as a matter of cost control.

12. Why was the 5135.3 Coupon Book (under Postage and Copies) item introduced in June of 2015?

How were these accounted for previously

When did the books first get implemented

Response: Coupon books have always been charged to Line Item 5135. Coupon books were implemented in 2009. During the economic down turn, the Board decided to bill monthly spathe homeowner payments would be in smaller amounts and easier for the homeowner as well as support fewer delinquencies. Any homeowner could still pay multiple months, but this gave them flexibility to meet their personal financial needs. As stated above (in item 1) to control costs, the Board went to coupon books to save the community \$4,779 a year.



SUPPLEMENTAL COSTS

- Assessment Invoices (if applicable)- \$0.50 (price does not include cost for envelopes and postage)
- Monthly Electronic Financial Fee \$10.00
- Form 1099 \$10.00 per applicable vendor
- Copies \$0.15
- Envelopes \$0.10, (additional charge if specialty size required for mailings)
- Postage current rate
- Coupon Books (if applicable)- \$5.00 per unit (price includes cost for envelopes and postage)
- Notice of Community fing he \$85.00 one time charge (Filing required by State statute)
- Statutory Agent Annual Fee \$100.00
- Newsletters \$75.00 set (one time charge); Quarterly preparation \$50.00 per hour
- Special Projects \$100.00 per hour (Projects outside of the scope of the contract, approved by the Board of Directors)
- Special Assessment Collections 3.(0) per owner
- Attendance at Meetings N/C for 12 bont in Board and 1 Annual Meeting, assuming Board Meetings will
 not exceed 2 ½ hours; an additional change of \$100.00 per hour may apply if it exceeds the above time
 frame
- Special Meetings as approved by the Board Diecors-\$100.00 per hour
- Common Area Parcel Consolidations fee epend nt upon number of tracts for consolidation (ranges between \$400.00 \$1,450.00)
- Welcome Packets- \$6.00 per unit Resales/ \$10.00 per unit New Build (price includes cost for envelopes and postage)
- Minute Taking can be negotiated separately
- Night Inspections to be negotiated by a 3rd party contractor

OWNER - MISCELLANEOUS COSTS

The following closing cost fees would be charged to the owner, they are no an Association fee:

- Re-sale Disclosure and Lien Estoppel Fee \$365.00
- Disclosure/Lien Estoppel Update Fee \$50.00
- Document Rush Fee \$100.00
- Refinance Statement Fee \$100.00
- Lender PUD Statement Fee Standard \$75.00, Custom \$125.00
- Foreclosure/Research Fee \$250.00
- Package Account for Attorney New Accounts \$75.00 (one time transaction)
- Collection Agency Package Fee \$50.00 (one time transaction)
- Bankruptcy Monitoring Fee \$100.00

The following collection fees would be the responsibility of the $\underline{\text{owner}}$ (billed to the Association, and reimbursed by the owner upon collection of the fees):

- Demand Letters \$50.00 (See Exhibit B)
- Lien Fees \$175.00 (includes all applicable filing fees) (See Exhibit C)

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