



*Country Club*

*Homeowners' Association*

*Dedicated to the protection*

*quality of neighborhood living*

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## **MINUTES of the COUNTRY CLUB HOA BOARD MEETING – 8 Jan 2019**

Vice President Janice Marie-Gallof called the meeting of the CCHOA Board to order at 5:35 PM on 8 January 2019 at the Ascension Lutheran Church, 2505 North Circle Drive, Colorado Springs, CO 80909.

Present: Janice Marie-Gallof, Sandy Gallof, Marty Henderson, Dave May, Vonney Northrop, David Corrow, and Dorothy Hornby. Steve Paradis and Vicki Tostanoski were absent.

The agenda for this meeting is provided in Attachment 1.

### MINUTES of the PREVIOUS MEETING:

- a. The minutes of the previous regular Board meeting held on 11 December 2018 were presented. Vonney motioned that the minutes be approved as amended. Dorothy seconded the motion. The minutes were approved unanimously.

### FINANCIAL REPORT (Marty Henderson):

- a. The Treasurer's Financial Statements for the period ending 31 December 2018 are provided in Attachments 2 through 4
- b. Dorothy motioned that the Financial Report be approved. Dave May seconded the motion. The Financial Report was approved unanimously.

HISTORY COMMITTEE REPORT (Janice Marie-Gallof): Defer to Old Business.

### OLD BUSINESS

- a. Covenant Vote Certification and Recording
  - 1) All agreed the certifiers should be non-Board members.
  - 2) Sandy presented options for Certification forms (Attachments 5 and 6). **Sandy agreed to try to merge these into one form.**
  - 3) Vonney asked if a lawyer needed to certify the vote. **Sandy did not think so but will verify with Steve.**
  - 4) **Sandy will send out an e-mail asking for volunteers to do the certification.**
- b. Covenants Compliance Committee (CCC)
  - 1) Dave Corrow will chair the CCC.
  - 2) We need two volunteers to be members of the CCC. **Sandy will send out an email asking for volunteers.**
- c. Bylaws Approval

- 1) Marty asked that Article VII, Paragraph D.4.b be deleted. This required the Treasurer to get a second signature for checks greater than \$500. Vonney motioned this change be made. Dave May seconded the motion. All agreed.
  - 2) Sandy will update the Bylaws and send them out to all Board members via email.
  - 3) The vote on the Bylaws was deferred to the next Board Meeting.
- d. Operating Instructions Approval
- 1) Sandy reported one change due to discussion with a homeowner during the ballot process. The change regarding the location of accessory structures less than or equal to 120 square feet will make the Operating Instruction guidance consistent with City Code. Vonney motioned we accept this change. Dave May seconded the motion. The motion was approved unanimously.
  - 2) Sandy will send out the revised Operating Instructions via email to all Board members.
  - 3) The vote on the Operating Instructions was deferred to the next Board Meeting.
- e. Database Updates
- 1) The current database maintained by Marty still has a significant number of Owners with no email address. All agreed we need to get the email addresses, if they exist, for all Owners so we can more economically communicate with Owners.
  - 2) Vonney suggested Marty contact Vicki and they get together to reconcile their databases and email addresses.
  - 3) Vonney also suggested that Vicki send out an email blast, similar to the one Marty sent to the folks signed up for trash service, and ascertain whether they prefer communication via email versus paper. Then going forward, we would use this preference to send invoices, newsletters and other communication via email to those who prefer email, and the remainder would be via paper and USPS. This way, the HOA could cut some of our mailing expenses.
- f. History Update
- 1) Janice reported the History Committee is working on sections of the History Book.
  - 2) The next History Committee meeting will be 16 January 2019.
  - 3) Vonney suggested a copy of the History Book should be added to the Welcome Package. Sandy stated that at the last meeting, we discussed putting the History Book on the CCHOA Web page as a downloadable file and only provide hard copies to those without email. Since the History Book is estimated to be 50 pages or more, at this time, printing out hard copies for a large number of Owners would not be economical.
- g. Covenants Process Lessons Learned
- 1) Sandy provided a handout of the initial uncertified vote count and lessons learned (Attachment 7).
  - 2) Dave May stated any future covenants effort needs an aggressive communications campaign.
  - 3) Vonney suggested any future effort be by subdivision, not the entire area.
  - 4) Discussion on City Code violations revealed that the City will strictly, and in a timely manner, enforce safety and health violations. Since the City Code enforcement office is minimally staffed, other violations may not be enforced by the City in a timely manner.
  - 5) Dave May asked how can we ensure new Owners are aware of existing Covenants. Dorothy stated the current Welcome package does not address Covenants. Sandy suggested putting

all existing Covenants on the CCHOA web site. He has scanned all current Covenants and has them in pdf format.

6) Dave May asked who is responsible for getting Covenants information to prospective homebuyers. **Vonney thought it was the responsibility of the Title Company but will check.**

h) Trash Service

- 1) Marty reported 73 people have signed up for trash service. One person dropped out since he has moved to assisted living at MacKenzie Place.
- 2) Marty provided a Trash Balance Report (Attachment 8).
- 3) Dave May asked how Waste Connections will be paid. Marty replied they are being paid via electronic, not paper, checks. Marty added that he reconciles the bill each month with our records on Quickbooks and the spreadsheet used to communicate with Waste Connections.
- 4) Marty emailed the 73 people who had signed up for Trash service and asked them to state if they prefer to receive communications via email. Marty received a positive yes for 55, or 75%. Marty did this as an experiment to just gauge what kind of response we would get on this smaller sample size. Marty updated the CCHOA database with this information.

NEW BUSINESS

a. Committee Members: **Sandy will send out emails asking for volunteers.**

- 1) Janice volunteered to be the Board coordinator for Social Committee
- 2) Dave May volunteered to be Board Coordinator for Safety Committee
- 3) Marty volunteered to continue as Board Coordinator for Membership Committee
- 4) Dorothy suggested updating the organization chart to reflect the committees.

b. Suggested Social Activities:

- 1) Welcome package and welcome visits to new Owners
- 2) Night Out event
- 3) Parties/Garden Club

c. Suggested Membership Activities:

- 1) Trash package
- 2) Owner Database
- 3) Increasing number of dues paying members

d. Suggested Safety Activities

- 1) Crime Awareness/Prevention
- 2) Fire Mitigation
- 3) Senior Support

e. Newsletter

- 1) Sandy provided an outline for the next Newsletter (Attachment 9).
- 2) It was suggested the next Newsletter ask Owners if they would prefer getting the Newsletter via email in the future. If so, they need to ensure the HOA has their email address.

The meeting was adjourned at 7:25 PM.

The next regularly scheduled meeting will be: **Tues, 12 February 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 2018:**

President ..... Steve Paradis  
Vice President .. Janice Marie-Gallof  
Treasurer..... Marty Henderson  
Secretary..... Sandy Gallof  
At-Large ..... Hayden Gregory.....Assistant Treasurer  
At-Large ..... Dorothy Hornby  
At-Large ..... David Corrow  
At-Large ..... Dave May.....Covenants  
At-Large ..... Vicki Tostanoski.....Chief Information Officer - Communications  
At-Large ..... Vonney Northrop

**COMMITTEES:**

- COVENANTS/ARCHITECTURE: BOARD COORDINATOR - Dave Corrow  
MEMBERS: **Open**
- SAFETY: BOARD COORDINATOR – Dave May  
MEMBERS: **Open**
- 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
- CONO: BOARD COORDINATOR - **Open**

**ATTACHMENT 1 – BOARD MEETING AGENDA**  
**8 January 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. Old Business (matters previously introduced which have come over from the preceding meeting)
  - a) Covenants Vote Certification and Recording
  - b) Covenants Compliance Committee
  - c) Bylaws Approval
  - d) Operating Instructions Approval
  - e) Database Updates
  - f) History Update
  - g) Covenants Process Lessons Learned
6. New Business
  - a) Committee Members
  - b) Social Activities
  - c) Membership Activities
  - d) Safety Activities
  - e) Newsletter
7. Adjourn

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

<b>As of December 31, 2018</b>			
<b>Sources</b>	<b>Number</b>	<b>\$ Amount</b>	
2018 Dues paid in 2017	7	\$210.00	
2018 Dues paid via PayPal with credit card	29	\$836.07	Fee of \$1.17 per transaction
2018 Dues Paid via PayPal via checking account	1	\$30.00	No transaction fee
2018 Dues Paid via USPS	151	\$4,530.00	
2018 Dues Paid Via USPS odd amount	2	\$52.18	
2018 Dues Paid via cash	1	\$30.00	
Totals for 2018	191	\$5,688.25	
% of 315 Homes that Paid 2018 Dues	60.63%		
2019 Dues Paid USPS	76	\$2,280.00	
2019 Dues Paid via PayPal	2	\$57.66	
2019 Dues Paid Extra	0	\$14.00	
Totals for 2019	78	\$2,351.66	
% of 315 Homes that Paid 2019 Dues	24.76%		
Total Dues received in 2018 for 2018/2019		\$8,039.91	
Operating Checking Account Balance		\$12,401.65	
Commitment to Waste Connection		\$11,104.00	
Operating Balance		\$1,297.65	
Reserve Account Balance		\$360.80	
Total Available HOA Funds		\$1,658.45	

**ATTACHMENT 3  
TREASURER'S REPORT: PROFIT/LOSS REPORT DEC 2018**

	<u>Dec 18</u>
Income	
HOA Dues Income	
Dues 2018-12/31	60.00
Dues 2019-12/31	<u>450.00</u>
Total HOA Dues Income	<u>510.00</u>
Total Income	<u>510.00</u>
Gross Profit	510.00
Expense	
Communications	
Covenants Mailings	<u>200.00</u>
Total Communications	200.00
Professional Fees	
Legal Services-	
Covenants	<u>44.00</u>
Total Professional Fees	<u>44.00</u>
Total Expense	<u>244.00</u>
Net Income	<u><u>266.00</u></u>

**ATTACHMENT 4**  
**TREASURER'S REPORT: PROFIT/LOSS REPORT 2018**

	Jan - Dec 18
Income	
HOA Dues Income	
Dues 2018-12/31	5,389.42
Total HOA Dues Income	5,389.42
Total	
Income	5,389.42
Gross Profit	5,389.42
Expense	
Communications	
Covenants Mailings	1,791.82
Newsletter	556.06
Website	
Web-site Access	184.22
Total Website	184.22
Total Communications	2,532.10
Computer & Software	562.88
Covenants Printing	1,000.79
HOA Meetings	
Block Party	314.53
Meeting Mailers	208.23
Meeting Rental and	
Services	305.20
Refreshments	157.27
Total HOA Meetings	985.23
Insurance-Bus Key-317, D&O-11	879.00
Office Supplies	79.74
Professional Fees	
Annual Corp Report	10.00
Bank Fees	0.50
Legal Services-Covenants	4,356.00
Total Professional Fees	4,366.50
Total Expense	10,406.24
Net Income	-5,016.82



**ATTACHMENT 5  
CERTIFICATION FORM OPTION 1**

Covenant Ballot Certification

Subdivision:

Total Number of Owners:

Ballots Received:

For:

Against:

The undersigned reviewed and verified the ballots received and certify the accuracy of the ballot count:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

**ATTACHMENT 6  
CERTIFICATION FORM OPTION 2**

***CERTIFICATION OF CONSENT/BALLOT COUNT FOR AMENDMENT TO THE  
DECLARATION OF COVENANTS FOR***

\_\_\_\_\_  
*(NAME OF FILING)*

The below listed persons served as official ‘tellers’ to count the Ballots regarding the proposed amendments(s) to the covenants, a copy of said amendments(s) attached hereto, and hereby certify as follows:

1. Any invalid Consents/Ballots were not included in the tabulation for the amount needed to pass the amendment(s).
2. The basis for determining invalid Consents/Ballots included:
  - a) Insufficient or illegible information to the extent that it was not possible to determine either the member’s identity, or the member’s intent as to being in favor or opposed to the proposed amendment(s);
  - b) Duplicate Consent/Ballot from the same Lot or Unit both in favor of passing the proposed amendments (in which case, only one was counted);
  - c) Conflicting Consent/Ballot from the same Lot or Unit (in which case, none were counted towards passage of the amendment(s);
  - d) Consent from a member who was no longer an owner of the Lot or Unit by the date indicated below for passage of the amendment.
3. The amount required to pass the amendment(s) was \_\_\_\_\_.
4. The proposed amendment(s) was passed by the above-required amount on the \_\_\_\_ day of \_\_\_\_\_, 2018.

*SIGNED THIS \_\_ DAY OF \_\_\_\_\_, 2019*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

## ATTACHMENT 7 INITIAL/UNCERTIFIED BALLOT COUNT AND LESSONS LEARNED

Subdivision	Yes	No	Total Votes Cast	Total Lots	% who voted	% For	% Not Vote
Bruington Sub 1	0	0	0	1	0.00%	0.00%	100.00%
Century Heights Add 3	21	10	31	61	50.82%	34.43%	49.18%
Country Club 1	13	6	19	24	79.17%	54.17%	20.83%
Country Club 2	10	5	15	29	51.72%	34.48%	48.28%
Country Club 3 Fil 1	7	1	8	13	61.54%	53.85%	38.46%
Country Club 3 Fil 2	14	6	20	29	68.97%	48.28%	31.03%
Country Club 3 Fil 3	2	1	3	5	60.00%	40.00%	40.00%
Highland Acres Sub Refill	8	3	11	16	68.75%	50.00%	31.25%
Highland Acres	8	0	8	13	61.54%	61.54%	38.46%
Highland Hills Sub 1	11	6	17	30	56.67%	36.67%	43.33%
Highland Hills Sub 2	18	38	56	94	59.57%	19.15%	40.43%
Holiday Circle Sub	0	0	0	2	0.00%	0.00%	100.00%
	112	76	188	317	59.31%	35.33%	40.69%

Use email deliveries of documents where possible to reduce costs and get faster delivery feedback.

Owners not voting killed us (anywhere from 30-100% non-voters in subdivisions)

Need to emphasize nonmember Owners can vote on Covenants.

Townhalls were good but need to ensure individuals do not monopolize the time, not letting others get their questions in.

Apathy, general negativity about covenants/lack of understanding of them was wide spread throughout the HOA area.

Many owners didn't know that a copy of existing covenants came with, or should have come with their property when they purchased it.

Most Owners appear to not know what their current Covenants say and the impact of the current Covenants.

Need to better communicate why the proposed Covenants are being proposed (each paragraph).

The Board should have had an aggressive communication campaign to keep HOA members more informed along the way as the new Declaration of Protective Covenants package was developed.

Sending out Bylaws and Operating Instructions may have confused people (thinking they were part of the Covenants). Some people were overwhelmed by size of package.

Mailing big document packages is not cost effective and takes to long.

Door to door follow-ups are useful but should have been started much earlier in the voting process.

A negative neighborhood campaign hurt (especially in Austin, Chelton, Highland areas).

Should have had a survey to find out what Owners want in their Covenants.

Maybe expand future Covenants Committee to get more early feedback. However Davidson attended first meeting and never participated in future. Torrence participated and we worked his issues but he still voted against.

Most Owners are not aware what City Code requires.

Lawyers are expensive. We cannot afford this level of effort every time we propose to change the Covenants. Given the results, not sure we got our moneys worth.

Owners seem to fall into four categories: Those for strong current covenants; those for covenants but believe current set is good enough; those against any covenants; and those who are apathetic.

## ATTACHMENT 8 TRASH SERVICE REPORT

	<u>Jan '18 - Jan 19</u>
<b>Income</b>	
<b>Trash Service</b>	
Extra Bin 2019	270.00
Packout Service 2019	360.00
Recycle Service 2019	3,384.00
Trash Service 2019	6,912.00
<b>Total Trash Service</b>	<u>10,926.00</u>
<b>Total Income</b>	<u>10,926.00</u>
<b>Gross Profit</b>	<u>10,926.00</u>
<b>Expense</b>	
<b>HOA Trash Service</b>	
HOA Extra Bin 2019	22.50
HOA Packout 2019	45.00
HOA Recycle 2019	282.00
HOA Trash Service 2019	560.00
<b>Total HOA Trash Service</b>	<u>909.50</u>
<b>Total Expense</b>	<u>909.50</u>
<b>Net Income</b>	<u><u>10,016.50</u></u>

**ATTACHMENT 9  
PROPOSED JAN 2019 NEWSLETTER CONTENT**

Call for Dues Payment/Garbage Service Update - Marty

Call for Email Addresses (to reduce mailing costs) - Marty

Covenants Vote Status – Dave May/Sandy

Plan for 2019 - Steve

    Social

    Safety

    Call for Volunteers to serve on committees

History Book Update -Janice