

May 1, 2020

Good morning neighbors,

Happy Spring and welcome back to the monthly newsletter for the Sun Meadow Estates neighborhood. We hope everyone is healthy and well and enjoying the changing weather. April was a very busy month for the Board. We met to finalize the contract with Crystal Property Management, we had discussions about irrigation water, the State water order, and Zancanella's progress with meeting those deadlines. The majority of this newsletter will be devoted to providing information on the transition to property management.

As you're likely aware by now, the Board decided to transfer our accounting services and covenant enforcement tasks to a property management company. Crystal Property Management will officially represent the Sun Meadow Estates subdivision and serve the Executive Board starting May 1. Thank you to those that provided feedback on the prospective companies, we tried to thoroughly vet each company so that we could choose one that best aligned with our needs as a community. The following is a short summary on the evolution of this process.

Background: Shelly Spencer with Spencer Inc. had provided the accounting AP/AR and a few limited bookkeeping tasks for the subdivision for the last several years for a fee of \$300/month. In the last 3 years the Board received multiple complaints about the timeliness of payment deposits, lost checks, and other accounting issues. The Board was also experiencing issues with accounting and was struggling to get a clear picture of past due and non-payment on accounts. In an effort to address those issues with Ms. Spencer, the Board notified her that we would require her to post checks by the 15th of each month and produce a basic monthly statement the status of accounts. As a result, Shelly informed us that her monthly price would increase to \$450/month and she would be assessing fees for any additional tasks and services such as generating reports, additional trips to the bank, record storage etc. True to her word, the following month we received a bill for \$700 from Spencer Inc. The Board believed this to be exorbitant, particularly for the services we were receiving, and coupled with the resident dissatisfaction with the service, we began actively searching for a replacement. We sent RFPs to 5 companies, Integrated Mountain, Cheryl & Co., Remax Country, Property Professionals, and Crystal Properties Management. Based on costs, services provided and experience we narrowed our search to Crystal Property and Remax.

Cost: Remax was priced at \$576/month and was in the process of switching their accounting system over to a new software and would not offer online bill pay until that process was complete. Crystal Property's starting price is \$350/month, the cost went up to \$510/month to include online bill pay.

Decision: We were impressed by the professionalism of both companies, but ultimately the Board opted to start with Crystal Property's basic \$350/month package without online bill pay. We felt this was a conservative choice comparable in cost to what we were paying historically before Shelly's increase and we had some concerns about Remax switch billing software in the midst of our start up. We are aware that a few people might be interested in online bill pay and we haven't ruled it out completely. **Our goal is to start small and have a discussion at the next homeowner's meeting in November to get feedback from neighbors about the service they are receiving and see if there is enough interest in justifying the cost of online bill pay.** We can chose to add it at any time.

Billing and Payments: A primary function of Crystal Property is the accurate collection and reconciliation of resident accounts. **In the coming month Crystal Property will be sending you a statement of your account and we ask that you thoroughly review it and contact them to clear up any issues immediately.** Due dates and late fees will remain the same. Billing will be primarily through email, but can be mailed if requested. One of the benefits that Crystal Property offers is monthly ACH/automatic withdrawal from either your checking or savings account. We'd like to encourage everyone to take advantage of this option as it allows for timely payments, reduces the chance of late fees, and is available at no extra charge.

You should have received a welcome letter by email from Justin at Crystal Property. Please fill out the information sheet and return it to the address or email available. If you have not received that email please notify us immediately so we can update our contact information and get you the information that you need. The address where payments will be sent is:

**Sun Meadow Estates HOA
c/o Crystal Property Management
1512 Grand Avenue Suite 109
Glenwood Springs, CO 81601**

Services: In addition to full AP/AR and related accounting, for the base price, Crystal Property will provide budget assistance, mailings, meeting attendance, preparation and noticing, covenant violation enforcement, design review, State Statute compliance filings and registrations, assistance with legal matters and document storage. We have included a copy of their proposal with this newsletter so that you might review the details.

If you still have questions about this process, please email us - we'd be happy to discuss it with you.

Another important issue the Board worked on this month was the State water order and working with Zancanella to ensure our compliance by the set deadlines. Fortunately, our test results are at/below the required levels and the main concern at this point is discussions with the State about on-going long term compliance. There are some differences between CDPHE's compliance and engineering sections and Zancanella is working to address both. We will continue to update you on this issue as it develops.

Notifications:

- Irrigation water is on! Can't wait to see all of the beautiful lawns greening up. We will send emails over the course of the water season to update you on any shutdowns, maintenance or scheduling of water.
- Please review your statement of account from Crystal Property when it arrives and call them with any problems or concerns you have. Also, please fill out the information sheet and return it to Justin as soon as you can.
- Street repairs. As temperatures warm over the next month we hope to start filling some potholes. Help us minimize the damage by avoiding driving in potholes until we can get them patched.

- Please continue to watch your speed in the neighborhood. We have had multiple complaints about the speeds of others in our neighborhood and have observed many drivers clearly going over the posted 20mph. With everyone home and the warmer weather, we have more families, kids, and dog walkers on the road. Please consider their safety and slow down.
- Please continue to leash your pets on walks. With the increased amounts of people walking/walking pets, unrestrained dogs present problems for other walkers/joggers and those with pets on leashes. Dogs should never be allowed to roam onto neighbor properties vacant or not, and all messes should be tended to.
- Landscape requirements. If you have great ideas about landscaping in the neighborhood and you're interested in serving on a committee or collaborating with neighbors to help clarify the landscape policy, please contact the Board.
- *Thank you to Sue Sakys for organizing the purchase of trees in our neighborhood this spring!*

Draft Agenda for Executive Board Meeting May 27, 2020 at 6:30pm

- State water order updates
- Landscape committee

Anyone wishing to address the Board or have an item placed on the May meeting agenda, please notify us for more information.

Your HOA Board members are:

Pat Tucker, President

Carrie Church, Treasurer

Erica Gentry, Secretary