

# CASTLE PINES NORTH ASSOCIATION, INC.

## Board of Directors Meeting

September 9, 2009 (first session)  
7:00 p.m. Community Center

### MINUTES

#### CALL TO ORDER

The meeting was called to order at 7:00pm by Acting President Jim Steavpack.

**Directors present:** Andy Rhodes, Anna Mallinson, Jeffrey Huff, Jim Steavpack, Rex Lucas, Shelley Hamilton-Bruer

**Delegates present:** Barbara Saenger, Carol Grant, Cheryl McDade, Joan Millspaugh, Maureen Shul, Suki Fitzgerald.

**Delegates absent:** Alison Gibbens, Brian Moe, Carol Padilla, Cheryl McDade, David Necker, Dick Lichtenheld, Jennifer Havercroft, Kelly Durie, Kim Hoffman, Michael Henry, Nancy Clarke, Richard Anderson, Shirley Beer-Powell.

**Management company representatives:** Garry Schaffer and Barbara Finch.

**Guests present:** Kevin Bruer, Bill Ader, Doug Gilbert, Alan Lanning, Eva Mitchell, Kim Reinke, Dick Lichtenheld, Larry Cook, Terri Weibold.

#### (1) **Board Meeting Process** **Homeowner Input**

Jim went over the homeowner input guidelines and asked if everyone had signed in. Garry presented Jim with the sign-in sheets. Three people had noted their desire to speak.

- a. **Joan Millspaugh:** Thanked everyone for the bench in Earl's name; said it means a lot to the family. She received some great pictures she has shared with friends and family.
- b. **Doug Gilbert:** read a prepared statement regarding the city's promise of reducing costs to homeowners, asked that the Master Board consider reducing their budget and therefore the dues; said there had been talk about a rec center. Jeff asked if that would require a modification of the parks agreement, to which Doug replied the Master has two duties, to collect assessed dues and submit payment to the Parks Authority. That agreement has no end; what happens when all the parks have been built and a rec center has been built, they still would be paying the fee. This agreement needs to be renegotiated to have a set amount sufficient for reasonable community benefits. The fee needs to be set at a low level.
- c. **Barb Saenger:** Shared that a meeting will be held on October 29 to discuss plans for a fire safety plan. This is the anniversary of the Cherokee Ranch Fire. She stated that several of the organizations responsible for developing this plan would be pleased to make a presentation to the Board on the plan if the Board wished. Jim stated the Board would appreciate that, and asked Barb to contact the management company to secure a place on the agenda for the October meeting.

**(2) Additions/Deletions/Modifications and Approval of Agenda**

Jeff requested that item 8H (Canyons Development, Board Comments) be moved to right after reports. Andy alternately suggested that it be moved to right after agenda approval. Andy also suggested that item 5A (Candidate Selection Committee) be moved to the end of new business. Andy moved to approve the agenda as amended. Jeff seconded; there was no further discussion; the motion to approve the agenda as approved passed with a unanimous vote.

## **CANYONS DEVELOPMENT: BOARD COMMENTS**

Considerable discussion was held regarding whether or not the Master Association should make verbal comments regarding the development at the next public meeting and, if so, what those comments should be. Jeff read the statement he had prepared in August and sent to the Board to submit as the Master Association's written comments regarding the development. This statement was not submitted as there was not a majority approval by the Board to do so. Shelley stated her objections were the same as in August: the statement prepared by Jeff states it represents the feelings of the Master Association, which is inaccurate. She also feels this falls outside the jurisdiction of the Master Association. Andy said he would like to try to solicit questions, concerns and opinions from the residents. Jim agreed that homeowners' input should be sought. Bill Ader said that while any input would be a courtesy, the Master has been asked to submit comments for other surrounding communities in the past, such as Highlands Ranch.

Discussion followed regarding how to best solicit information from Master Association members. Andy moved that an email be sent to residents soliciting comments; that the referral packet documents be posted to the CPN website; and that comments be presented at the public meeting October 22 or prior to it in written form to the City Council. Anna seconded. The motion passed with a unanimous vote.

## **APPROVAL OF MINUTES**

Jim asked if there were any changes needed to the minutes of the June 22 meeting. Anna requested that the spelling of Lagae on page 3 in the Parks Authority section be corrected. Jeff requested that "at the Barking Goat" be removed from the Library Committee section on the same page. Jeff moved that the minutes of the June 22 meeting be approved as amended; Anna seconded; five Board members approved; Andy abstained as he was not present at the meeting. The motion passed.

## **COMMUNITY AND CONTRACTOR REPORTS**

**(1) CPN Parks Authority**

Anna reported grading is nearly complete on the park site; once that is done it will be seeded and left to rest and settle until next spring. They are working with a design committee and will be scheduling an open house. There are some things they like and some things they don't like about some of the playground equipment, and they want to get public input. The Parks Authority is looking for a name for the park and they are focusing on that as well.

**(2) CPN Metro District**

Andy reported the Metro District had met two weeks prior, that they are open to more than one solution to resolving the long-term water issue and are working with two vendors on that. He reported that prices of water have gone up, that there is a lot of water available on the lower Platte and not a lot available in the upper part. He stated that the Metro District hopes to have specifics in 60 days on a couple of deals they have been working on.

**(3) City of Castle Pines North**

Mayor Shul reported on a meeting the following tonight to discuss the comprehensive plan. She mentioned that American Academy would open on September 21 and that the traffic in the area would be impacted. She stated the Douglas County Sheriff's office and the Academy are working together to make it work and that traffic will settle down after a few weeks. She reported that the safety task force is looking for volunteers (CERT training, fire mitigation, economic development) working with the county and state. The city website will be attached to the county and state websites to get CPN noticed for opportunities in the future. The Environmental Team is working with the city and economic development committee on guidelines for architectural and landscape ideas, this will go into the master plan.

**(4) Website Reports: Webmaster**

Tim Gamble reported that he is still waiting for the new website, that he hasn't seen new metrics for quite some time. Jim stated he is doing a great job.

**(5) Website Reports: Viewing Analytics**

Andy asked if it would be possible to link from the Master Association website to the Client Preference website for people to access their accounts, etc. Garry Schaffer reported this would not be possible due to how the Client Preference website is hosted. Jim asked if there were any statistics related to the number of people who open the newsletter when it is posted, or what other documents or stories are accessed as that would be really good information. Garry stated he would look into that as it is more of a webmaster issue.

**(6) Website Redesign Committee**

Shelley reported she had met with David regarding technical needs of the website. The website technology is 10-15 years old and things have been added without removing other information, resulting in 23,000 pages on the website, where the desirable number is around 3,000. As it would take months to go through all 23,000 pages, the other option is to start fresh and incorporate information from the old technology if it irrelevant. Only information that is of value to the user should remain and the rest should be archived. Shelley told the Board that while the designer's usual rate is \$85-100 per hour, the Master is paying him \$30.

There is an issue with Comcast; they count our server as spam. The website designer spent a lot of time with Comcast tech support and has a temporary fix. Shelley requested that the Board approve \$300 to revise the coding so residents with Comcast email addresses can receive Master Association email.

Shelley suggested that at some point the Board may want to consider having a graphic designer look at the header and have them design one, just something for the Board to think about. She said there should be some consideration given to having all of the HOA's have a similar look to them to provide consistency. This would be difficult given the number of HOA's and management companies and types of software involved.

Shelley moved that the Board approve \$300 for the website designer to correct the coding to allow Comcast users to receive email; Andy seconded; the motion passed with a unanimous vote.

**(7) Client Preference Website**

A great deal of discussion was held regarding the automatic messages delivered when items are posted to the Master's Client Preference website. The messages are generic and uninformative; Garry said he has been asking for a way to make the messages more relevant. Andy asked what the likelihood is of this happening, to which Garry replied he has been asking for it for 2 years.

The switch is either on or off; there is no in-between. No messages, not even deliberate ones, would be able to be sent via this system if the switch is off.

Andy moved that automatic messages sent by VMS be turned off with a message sent via the Master system with notification of important uploads; Jeff seconded; the motion passed with a unanimous vote and Garry immediately turned the automated emails off.

**(8) Analysis of email complaints**

Following a request from the Board in July, Client Preference selected the first mass email that was done to track the number and type of responses received. The results were:

- 7 automated (out of office, etc.)
- 2 constructive suggestions
- 7 delivery failures or notices they were undeliverable
- 4 homeowners were upset
- 9 homeowners requested information (how to get to their accounts, what is their log-in information, how is the information in the message relevant to me, etc.)

Shelley stated this total represents approximately .001% of the total residents in the community. Now that automatic emails have been turned off, this should not be an issue. She went on to state that while there has been discussion of a lot of complaints this makes it clear there really aren't. Jim stated that he gets a lot of comments from neighbors, even if there weren't that many complaints received by Client Preference.

**(9) Email Alert Committee**

Anna reported she is following established procedures regarding approval of emails. Jim said he would like some kind of process so the Board is aware of what is going out and has the opportunity to comment on it. There was no vote on this matter; the Board agreed by unanimous acclamation that email blasts will be sent to the Board for comments and at 24 hours (or whenever a majority approval is received) the email will go out. Failure to respond within the 24-hour period will constitute approval of the email.

Garry asked Anna if a user authorization form had ever been developed for anyone to have access to the Master Association email system; Anna responded that this had not been developed.

**(10) Social Events Committee**

Jim said the Chamber of Commerce had requested help from the Master Association with Octoberfest, particularly if they would donate \$925 to provide the climbing wall at no charge. As he was concerned about the liability of the Master sponsoring a climbing wall, Andy moved that the Master Association contribute \$925 from the social budget to the Chamber of Commerce to be used for Octoberfest to contribute to the happiness of the community. Jeff seconded; the motion passed with a unanimous vote.

**(11) Delegate Involvement Committee**

Jeff reported this committee had not met since the last report. Jim reported that the committee had been formed to get the delegates more involved, and they are more involved. He went on to say perhaps it's time to revisit the committees to think of new ways to get delegates involved. Suki asked if more delegates are present at meetings since January. Jeff said he would have a list of delegate attendance at the next meeting so everyone can see what the changes are. Carol Grant introduced herself as the new delegate from the Retreat.

**(12) *Contribute to the Chamber of Commerce***

Jim said contributions to the Chamber are handled on a case-by-case basis. Joan Millspaugh said she hadn't heard of any meetings; Jim responded that there hadn't been a sit-down meeting. He went on to say delegates are a #1 priority, that the Master Board wants the input of the delegates. The Board isn't ignoring you! He will be sure Joan is included in any future discussions.

**(13) *Repayment of Pre-Incorporation Expenses Committee***

Barb Saenger gave a detailed presentation on the history of the expenses. Alan Lanning from the city came with a proposal he had come up with to repay the Master \$120,000-126,000 on invoices submitted to the city in March 2009. Jim said he would feel more comfortable if the city had brought forth a formal proposal. Rather than dealing with a handshake deal he feels the Master owes it to the residents to have a formal proposal to either accept or decline. Andy asked if it would be acceptable to hold this discussion until the following week so the Board has a chance to digest the information and can come to the meeting September 17 with comments. Alan Lanning said he would be happy to return the following week. Jeff suggested everyone bring their comments to discuss and that a time limit of 20 minutes be placed on the discussion. If there is more discussion than that, the subject will be carried over to the next meeting.

Larry Cook said that the message the residents are sending out is "get it resolved" and move forward, come together on another issue. Jim said that he thinks this is something the Board is generally amenable to, but there needs to be some kind of assurance that the Master doesn't say yes to \$126,000 and then the city returns with an offer of \$95,000. It is the responsibility of the Master to look for what is best for the residents, and he feels having formal documentation is best. Andy stated that the city should understand there is an impression that this number is acceptable and that if it is agreeable to the city they should put together the documents. Joan stated that she felt while the committee would have the opportunity to give their opinion the decision should be made by the Master Association. Suki asked if the Board would accept input from the Committee, and Jim assured her they would.

This subject will be included on next week's agenda, giving the Board time to digest the information and come with concerns and questions.

## **FINANCIAL REPORTS**

**(1) *Monthly Financial Review***

Garry reviewed the financial reports. There was discussion on being under budget on legal fees, communications, and social expenses.

**(2) *Acceptance of June and July Financial Reports***

Andy moved to accept the June and July financial reports; Anna seconded; the motion passed with a unanimous vote.

**(3) *Ratification of July and August Payables***

Andy moved to ratify the July and August payables; Shelley seconded; the motion passed with a unanimous vote.

## **UNFINISHED BUSINESS**

**(1) *Ratification of email vote re: Delegate Letter and Designation Form***

Barbara noted that the delegate designation forms and letters were approved 7/27, not 7/29. Andy asked if the Board could get hard copies of the forms; Barbara will bring them to the meeting next week. Garry reminded the Board that the designation deadline this year will be November 2, as November 1 falls on a Sunday. Andy moved to ratify the email vote approving delegate letter and designation form; Jim seconded; the motion passed with a unanimous vote.

**(2) *Revision to Bylaws Section 7.03***

Garry reported there were three words in this section that need to be removed to align the language with the no-proxy statement. Jeff moved to revise the bylaws to align with the Declarations by removing "or their proxies" from line 4 of Section 7.03 of the Bylaws; Andy seconded; the motion passed with a unanimous vote.

**(3) *Update to Memorial Bench***

Garry reported that the community had donated \$700 towards the bench and the Master Association paid the balance of the \$1000 due to the Metro District for the bench.

**(4) *Neighborhood Directory Update***

Jim reported that the updated neighborhood directory is slated to go out in October. There are several pages committed to the Master Association. Terry Wiebold will have something sent out to the Board. Andy requested that the Master pages include updated contact information for the Chamber of Commerce, city, Metro District, fire department, etc. Jim reported the directory will be finalized by the end of September and delivery will be the end of October.

**(5) *Board Code of Conduct/Code of Ethics Combination***

There was discussion regarding the entry that refers to the ability of anyone to serve on both the City Council and the Master Association Board. The discussion was whether anyone should be restricted based on any affiliation with a political entity. Jeff moved that there be no amendments to the Code of Ethics as it is not necessary at this time; Andy seconded; the motion passed with a unanimous vote.

**(6) *South Lynx Dissolution (Revised Agreement)***

Garry reported that the document had been approved at the June meeting; however, it had not been signed. There was a minor wording problem that has since been fixed. Jim signed the document.

## **NEW BUSINESS**

**(1) *Insurance***

Garry asked if everyone had reviewed the summary spreadsheet and proposal packets. Andy proposed to accept the proposal from Anderson-Ban; Shelley seconded; the motion passed with 5 approving votes and one opposition. Jim opposed because he didn't feel it was prudent to switch insurance companies after only talking about it for 5 minutes.

## **ADDITIONAL HOMEOWNER INPUT**

There was no additional homeowner input at this time.

## **NEXT MEETING**

Barbara reported the Community Center is reserved for 10/15, but that it could not be reserved for 11/19 as it conflicted with an annual craft fair. She will explore other options and bring to the meeting next week.

## **CONTINUATION OF MEETING**

Director Steavpack called a hard stop to the meeting at 9:20pm; he moved that the agenda be continued at next week's meeting, September 17; Shelley seconded; the motion passed with a unanimous vote and the meeting will continue at 7pm on September 17.

Approved 10/15/09