

**Minutes of Sunrise Mountain Ridge Homeowners Association  
Board of Directors Meeting, March 12, 2019**

**Call to order: Quorum present. Jim Warner called the meeting of the SMR Board to order at 6:pm, March 12, 2019.**

**1. Directors Present:** President – Jim Warner, Vice President and Architecture Chair– Ken Smith, Treasurer – Carole Malan, Recreation Chair – Jay Flaherty, Roads Chair and Archive Manager – John Mitchell, Secretary and Nominating Chair – Susan Arbuckle, Landscape Chair – Eloise Gore

**2. Committee Chairs Present:** Database Manager – Kathleen Flaherty, Neighborhood Watch – Jim McAlister, Publications – Alan Frankle, SAC Representative – Cynthia Clark, Volunteer Liaison – Wendy Reed.

**3. Committee Chairs Absent:** Hospitality – Marc and Leslie Adams

**4. Guests:** Carmen Wiswell, Chris Steele, Cindy Frank, Joyce Percy, Suzann Mohr, Edie Low, Fran Calene, Angela Bartell, Bob Cole

**President Remarks: Jim Warner**

First the easy items. The remaining old parcel boxes were replaced on March 2<sup>nd</sup>. The original schedule was “When time permitted”. Upon follow-up with the post office the schedule had been changed to March 1<sup>st</sup> but missed that mark by a day. I think that is all the boxes in the neighborhood. Thanks to Carmen Wiswell for her assistance

in contacting the post office.

The pool cameras seem to be working well and Jay and John McAlister have confronted people not following the pool schedule.

The solar coils for the pool have been installed and are operational. The placement worked out well so that they are not offensive to the view. It’s a cool setup in a “geeky” sort of way and it should save us a good amount of money over time.

The road work on Carrillo has begun and is expected to continue into the first part of April. E-blast and posting at the mailboxes have done a good job of communicating the road work schedule and attempting to lessen any inconvenience for residents. Also, light fixtures for Colorado have been selected.

**Discussion:**

1. Violation notifications: Jim Warner asked that Ken Smith and the architecture committee rethink the process for notifying homeowners who have an architectural violation. He has received angry calls from some residents who feel that the process was too adversarial. Ken stated that there is a back log of 5 years worth of violations and that as a result, it would take too much time to contact the approximately 80 homeowners on the phone. Guest members suggested that a less aggressive approach would yield equal results and also asked the architecture committee to follow up with a thank you. Susan Arbuckle feels that violation letters should be approved by the board before they are sent out and should be consistent for all committees.

2. Improving communication before actions occur was stressed by board members and guests. Jim Warner would like to add window on our website for pertinent information for incoming and outgoing residents.

3. Joyce Percy, a guest brought up concerns about the resale process. The cost of \$300 seems excessive to her for the work that Cadden actually does and the delays created for resale inspections was also a concern. Carole says that Arizona statutes approve \$400 amount and that she would like to complete contract that was signed in November.

4. Susan suggested that we have a New Resident Liaison to take the place of Volunteer liaison. No action taken on this suggestion.

**Actions:**

1. Jim presented a motion to have Ken Smith eliminate fine amounts on initial letter to homeowners and to rename it a maintenance request. This was seconded and approved.

2. Jim will be adding information for incoming and outgoing residents to the website and invited all members to send him suggestions for what should be included.

3. Emergency forms have been given to Bob Nichol and he has been asked to get forms before handing out pool keys to new homeowners.
4. Jim to follow up on how resale inspections are handled at Cadden.

**Secretary Report: Susan Arbuckle**

Minutes from February 12 meeting were approved by the Board.

**Treasurer Report: Carole Malan**

SMR currently has a cash balance in operating and reserve accounts that equals \$693,631. For a detail of these accounts, please contact Carole Malan, [treasurer@smrhoa.com](mailto:treasurer@smrhoa.com) or Susan Arbuckle, [secretary@smrhoa.com](mailto:secretary@smrhoa.com)

**February Report:**

1. I will be out of town from April 3<sup>rd</sup> to July 2<sup>nd</sup>. Ken Smith has agreed to help with any issues that arise. I will still be available via email to answer questions and approve invoices. I will be asking anyone that uses the debit cards to scan them to PDF format, and email them directly to Sylvie McAdams at Cadden (and copying me), signing your name as approval and adding the account number. This needs to be done within 2 days of making the charge. Sylvie's email is [SMcAdams@cadden.com](mailto:SMcAdams@cadden.com). If you have invoices that need to be paid, scan and email them to me, and I will forward them to Cadden. I'll send more detail instructions in the next few weeks.
2. Owner assessments receivable – Total of \$7,245 as of 2/28/19, down from \$10,738 as of 1/31/19.
3. We sent out our first late payment notices on remaining unpaid assessments last week.
4. Reserve Study – Tom Thompson at ARS has a big backlog of work, but will try to come out to perform a site visit the week of March 18<sup>th</sup>. We can speak with him at that time about items that should or should not be included in the reserve study. The final product likely won't arrive until sometime in April.
5. 2018 Audit – The 2018 audit is complete, and I have emailed a copy of the audit to all Board members. There were no surprises and everything went smoothly. The 2018 income taxes have also been completed. I will be mailing the returns by the end of March.
6. Debit cards for Committee Chairs – The debit cards are in use by the Committee Chairs and seem to be working well.
7. Cadden Community Management held a Board Training Seminar last Saturday that Eloise, Susan, and I attended. It was very educational. Susan will give a further breakdown of the meeting.

**Discussion:**

1. Carole will be leaving for 3 months and needs to be sure that all committee chairs using debit cards follow the procedures outlined in her report.
2. While Carole is away, she can be reached via e-mail or WhatsApp messenger. Ken Smith will also assist.

**Action:**

1. Carole will be coordinating with John Mitchell and Jim Warner to make sure that we have the funds available in our operations account to pay for roadwork which will be completed while she is away.

**Cadden Training Report: Eloise Gore, Susan Arbuckle, Carole Malan**

There were so many useful items in that seminar. Here are the highlights that I hope we can discuss at the next Board meeting:

- 1) John Price had very useful advice for how to make meetings move more quickly and practical information about proper procedures. In particular, he cautioned against over use of voting by email. The Board should only do it if the vote cannot wait until the next meeting. The question and the votes must be in writing. He also mentioned that

owners have a statutory right to speak on a question before the Board votes. It may be worthwhile to invite him speak to the Board; no charge.

2) Jeff Leane (LeBarre/Oksnee Insurance) cautioned about inadequate Directors and Officers Liability insurance. He also mentioned that the D&O policy should cover Committee members as well as directors. He urged us to notify our insurance company if there is a “credible” threat of suit. We should review our D&O and our General Liability insurance. I think asking Jeff to review them would be helpful (no charge), and then we could check with our current insurance company to address any issues Jeff raises.

3) Susan Rodriguez was very clear and practical about how Reserve Funds work and what belongs in a reserve study. She specifically mentioned landscaping items: Decomposing granite, Irrigation Systems, and Trees. She also suggested HOAs should decide whether they want to have a Reserve Fund Policy. I think it would be helpful to consult her (she offered, no charge) about the Reserve Study especially since it is difficult to get information from ARS.

4) HOAs may not impose a lien on a property for failure to pay a fine, but they can for failure to pay an assessment. An HOA must sue the property owner and get a court judgement which would result in a “judgement lien” if the owner does not pay the court-imposed penalty.

5) Several attorneys spoke about recent legislative actions as well as AZ court decisions. Does our HOA attorney pro-actively inform us about changes in the law that affect the HOA?

Susan:

Cadden presented a seminar for about 160 people about a variety of HOA management topics. They brought in members of their own organization as well as insurance agents and attorneys with whom they have worked. Here are some points from the meeting.

1. Directors are registered with the Arizona Corporation Commission and are subject to the standards of AZ statute 10-3830 which describes fiduciary duties.

2. They recommended insurance coverage for Board members, the Association, past board members director’s families and estates, committee members, management company, association employees and anyone acting on behalf of the Board. Types of policies recommended were Property, General Liability, Fidelity Bond, Director and Officer liability.

3. John Price made recommendations for improving meetings. He recommended the following: Read financial and committee reports before meeting, stick to the agenda, do not cross talk, avoid debating with residents during their input time. When making a motion the correct procedure is to make a motion, have discussion and then vote.

**Discussion:**

1. Eloise, Susan and Carole all expressed confidence in Cadden and were impressed with training received.

**Action:**

1. Eloise Gore to review CC&R’s to determine rules for e-mail approvals.

2. A motion was made and approved for Susan to contact Jeff Leane to review our current insurance coverage.

**Architecture Report: Ken Smith**

Date: 2019-3-1

	<b>Pending</b>	<b>Contested</b>	<b>Completed</b>	<b>Year-To-Date Completed</b>
AC Project Application			3	6
AC Resale Inspections	0		4	9
AC Noncompliance or Maintenance Issues	53	0	7	7

**Comments:**

- Annual “street view” home inspections for ADR violations are underway. “Friendly Reminder” letters will be sent, as needed. Status of “Friendly Reminder” letters (Pending, Contested, Completed) in Dropbox.

Many more “Pending” versus “Completed” because 30 day follow up by AC Zone Mgrs to begin 3/15.  
Copies of letters also posted to Dropbox.

- Dropbox up to date.

#### **Archive Report: John Mitchell**

The Archive Chair continues to maintain the folders in Dropbox to ensure that the relevant documents are archived. In addition to the Dropbox cloud backup, the Dropbox files are backed up on an external hard drive.

#### **Database Report: Kathleen Flaherty**

The Database is up-to-date through 3/1/19. Communication with Cadden is going smoothly. New resident information is forwarded by them, and we exchange updated contact information when either of us receives it from residents. Over the past few years the number of residents for whom we don't have email addresses has crept up a bit, it's now around 47. I'm working on compiling a list and we'll have a volunteer reach out to them directly to see if they'd like to share that with us. A big benefit to giving us an email address is that the residents receive the e-blasts which tend to have fairly significant and timely news.

#### **Action:**

1. Kathleen is looking into purchasing a different software program for use on database. Jim Warner suggested Axis.

#### **Hospitality Report: Marc and Leslie Adams**

##### **MARCH EVENT:**

We will reprise the popular “Music and Munchies” event on March 19<sup>th</sup> at the Clubhouse from 5:00-7:00. The Over Easy band will play the tunes, and we will provide the snacks and drinks. The weather should be perfect, so we hope many residents will come out and enjoy the music.

##### **APRIL EVENT:**

We have nailed down a date for the popular “Spring BBQ” event. It will be held at the clubhouse on Wed, April 17<sup>th</sup>. Details will be included in the March Newsletter. This is the biggest event of the year so preparations will soon begin.

##### **MAY EVENT:**

In early May (date TBD), we will welcome one of our new neighbors, Bob Shaff, who will speak on “Remarkability,” the key to Personal Success. Bob will convey, through stories and examples, specific ideas and tools that will earn stronger relationships by being “Remarkable.” Bob is a compelling speaker and should both entertain and inform our residents.

Hospitality will take its Summer hiatus after the May event, returning next September.

#### **Landscape Report: Eloise Gore**

In February Landscape focused on two issues: dealing with exceptional weed growth and beginning implementation of the new plan for Carrillo Hill. With respect to weeds, Darrin and his team spent a significant part of each visit working on weed removal in the Common Areas in all seven zones. It has been difficult to keep up but he did spray pre-emergent, which we hope will diminish the volume. Weed removal will continue to occupy much of Darrin's time as the rains continue. Committee members are also watching out for homes with significant weed growth in the front yard. Thus far, homeowners have generally been promptly responsive to our reminders.

Work began on the makeover of Carrillo Hill. Darrin removed the 10 olive trees and the Committee has approved the plants for the new median design. Once the roadwork is completed, Darrin will remove the grasses and grind out the olive tree stumps. The new plantings can then be obtained (some by purchase, some by donation) and installed, hopefully by mid-April, depending on the timing of the roadwork. The new plant groupings will include columnar cacti, agaves, low profile cacti, and yuccas, as well as groups of Tucson Mountain boulders. We are also continuing to add attractive cacti, including barrels and organ pipe, along the right side of the up-bound lane.

I had the good fortune to attend the Cadden Management seminar for Board members, and one of many valuable segments focused on Reserve Funds. I was pleased to see that the Landscape items SMR has included in prior Reserve Studies are appropriate and common for inclusion in Reserve Studies: rock and gravel replenishment; irrigation systems; and tree replacement. We look forward to being involved in the discussions about the Reserve Study whenever they are scheduled.

We may have a new or revised arrangement with Republic Services for haul and disposal of the material in the roll off container. I have been in contact with Republic's representative regarding a planned fee increase, and he has made a proposal that eliminates the increase. They are considering other adjustments as well. When I have all the facts, I will prepare something for the Board's consideration, perhaps as soon as the meeting on March 12<sup>th</sup>.

Finally, I am sorry to report that Dick McGann is following through on his vow to leave the Committee this month. He has been the star, heart, and rock of Landscape for some time, but he has earned a rest and a break. Hopefully he will return in the future. I am also very sorry that Phil Malan is leaving the Committee due to a very full plate of volunteer and professional activities. Janet Gething is going to take over Zone 4 from Phil. Losing Dick and Phil underscores the pressing need for new Landscape members, in particular people who live most of the year in SMR.

**Discussion:**

1. Eloise would like to hear from residents who have concerns about landscape activity. She asks the board to forward their names to her so that she can speak with them directly.
2. Eloise is in need of additional volunteers to cover for summer months.

**Action:**

1. Bob Nichol is donating plants from his yard for Darrin to plant on the Carillo Hill.
2. Pat Frankle has stepped forward to take over SAC Adopt a Road program. She will replace Roger who has overseen Adopt a Road programs for 14 years.
3. Republic Services had intended to raise the fees for removal of landscape materials in the roll off container. In fact, our contract with Republic, entered into in 2014 is still in effect. Republic has acknowledged their error and will honor the prices in the contract from 2014. Eloise anticipates we will receive a credit of approximately \$2,000 for incorrect billing that has occurred since July 2017. Darrin will share 30% of that credit since he has paid 30% of the monthly roll off bills. Republic told Eloise that they expect to have the final calculations in two weeks.
4. Wendy Reed will specifically recruit for the landscape committee at our next social event on March 19.

**Neighborhood Watch Report: Jim McAlister**

1. Two discussions with residents on Carrillo concerning parking a vehicle overnight on the street in SMR. Both residents have complied.
2. One phone call and one email sent regarding post lamp not being on. So far no compliance.
3. No crime reported in SMR since last meeting.
4. Semi-annual Neighborhood Watch meeting has been scheduled for Wednesday, March 27, 2019 at 6:00 PM at the SMR clubhouse. Would like an email blast sent out about a week before.
5. Would like the Board to approve Jim Reeves as Block Captain for 6850-6940 Bribon.

**Action:**

1. Motion made to approve Jim Reeves to committee was made and approved.
2. Jim and Kathleen will coordinate e-blast announcing Neighborhood Watch meeting.

**Nominating Report: Susan Arbuckle**

The nominating committee has begun to contact residents who have expressed an interest in serving on the board or on a committee. Susan will follow up those conversations within the next month. Letters have been sent to new residents welcoming them to the neighborhood as well as inviting them to volunteer. At this time, there is no replacement for the 2020 secretary position.

**Publications Report: Alan Frankle**

March Newsletter and directories were posted on time. Mailed 48 printed copies of the newsletter with the corresponding directories. Thanks to Marijo Nagle and Pat Frankle for helping with the stuffing of 295 envelopes and the mailing process. Special thanks again to Herb Burton who graciously stepped in and put together the SMR directory.

Please have items to me by March 20 for the April Newsletter. I still need a head shot of Jim "Super Hero Shape Changer" Warner for the April Newsletter.

On another note, I think that all the folks involved with SMR information disbursement need to meet and rewrite job descriptions and have a designated backup person known to others in the group. Upon reading the publications Chair's job description I realized that many of the tasks on the list are now done by others in the information group.

**Action:**

1. Jim Warner to set up a meeting date with Archive Chair, Database Manager, Publications to establish how Information Systems Committee will work and how their duties will be divided.

**Recreation Report: Jay Flaherty**

East Pool – The long discussed and anticipated solar coil system has been installed and is operational. The warm sunny days the past week have given us an opportunity to see the system function properly. Gas heaters shut off during the day when the water in the coils heats to 87 degrees and the solar system circulation takes over. Still monitoring the pool temp that is optimal for all swimmers (early morning and daytime). Receiving complaints that the water is too cold in the morning (even though it is recording 85 degrees). Don't know if this is real or imagined but will continue to tweak the heating system. Should only be an issue for another month when weather gets warmer.

A couple of East pool user incidents occurred and were observed on security cameras. One incident involved unauthorized entry. The second was use beyond the 10 PM closing time. Both situations confronted by board members and resolved. An early morning incident involved the granddaughter of a resident using the pool for lifeguard training even though she resides in the city and not with her grandmother. The owner was contacted and advised of facility use rules. The security cameras have given us great insight into how the pool and spa are used and misused.

West Pool – The pool began to be heated on March 1. Both pool and spa are operating fine with no water temp issues or unauthorized use. The west pool gate needed lock repair. Comcast Business is still planning to install WiFi at the west pool location hopefully by April 1. No idea why it takes them so long. Once WiFi is installed security cameras will be in place at the West pool and Tennis Court. I would suggest we consider placing a camera facing Loma Del Bribon as added security to detect vehicles that may come into SMR overnight. Just something to consider. Don't want to be intrusive but the capability to have an added layer of security for SMR will be available. I am in the process of obtaining estimates to repair and replace the kool deck at both pools. There will never be a good time to complete these repairs but I will most likely schedule for Summer.

Tennis/Pickle Ball Court – Repainting of the vandalized area has taken place. Still not a great match but improving with sun, rain and use. Will continue to observe and paint as needed.

Home and Garden still planning to use west pool parking area as welcome/staging area on April 7<sup>th</sup>. Will the repaving project have an impact on the parking area?

Clubhouse – No issues with clubhouse use or facility.

**Discussion:**

1. Solar coils have been operating as predicted. The temperature is set at 89degrees during the day and the gas heater is only turning on at night. Jay states that we should be seeing a savings in our heating bills for the East pool.

**Action:**

1. Landscape committee will be adding plants which discourage the climbing of pool walls and fences. They will also be planting to conceal the solar coils.

**Roads Report: John Mitchell**

Work has started on the project to repave Camino de Carrillo, Placita del Carrillo, and Sendero Chico. Tucson Asphalt has finished the curb work to widen the curve at the Tanuri intersection and to reduce the size of the circle on Placita del Carrillo. This phase of the project went without incident.

The next phases promise to be much more challenging. The Roads committee goal is to minimize the inconvenience to the residents of Carrillo and to provide continually access to residents on Bronzino. A preliminary schedule for the repaving work has been received but still needs fine-tuning. The Committee will have a Pre-construction meeting with Tucson Asphalt to plan a day-to-day schedule.

The Roads committee has contacted all but two of the residents in person and discussed the project with them. Additionally, notices have been posted on the mailboxes and e-Blasts have been sent. A fair number of emails and phone calls have already been received and answered by the Chair. So far, the responses have been positive and accepting of this needed work. Tom Triplett, Todd Hansen, and Carmen Wiswell assisted the Chair in contacting the residents.

A golf cart has been rented from Golf Carts of Arizona to provide access for residents when the streets will not be drivable. Possibly, the golf cart will be used to transport refuse out of the work zone on Fridays if necessary. Replacement lights for Colorada have been ordered and have been delivered. Appropriate LED lights are being evaluated. We will work with Darrin to install them when convenient.

**Discussion:**

1. Rain has caused delays in the beginning of the road work project.
2. Eloise would like e-blasts to contain detailed instructions for how residents can use the roads during work days.
3. Home and Garden parking should not be affected by repaving project since tour occurs on the weekend.

**Action:**

1. Roads committee will send out detailed schedule via e-blast.
2. Susan Arbuckle volunteered to call State Farm Insurance re coverage of use of golf carts.

**SAC Report: Cynthia Clark**

There will be a SAC meeting March 14<sup>th</sup> in the SMR clubhouse. Topic will be how to use SAC interactive website.

All chairs are encouraged to attend and bring tablets and learn more on how to use this practical resource.”

**Volunteer Report: Wendy Reed**

No Report.

**Old Business:** None

**Member Comments:**

Carmen Wiswell thanked the Board for it's work.

**Meeting adjourned at 8:05 pm. Next meeting on April 9 at 6:00pm in the SMR Clubhouse.**

**Respectfully submitted by:**

Susan Arbuckle, Secretary  
Jim Warner, President  
4/9/2019



