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# Walnut Country/ The Crossings Annual Meeting & Town Hall

Cowell Homeowner's Association

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October 2015



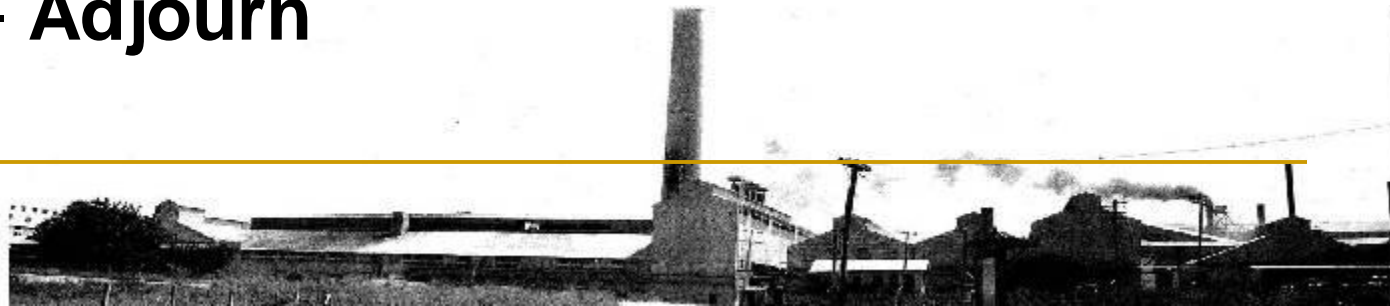
# Agenda



- 7:00 pm - **Establish a Quorum, Welcome and Introductions, Approve 2014 Minutes**
- 7:05 pm - **Town Hall Presentation** – “State of Walnut Country” & Security Presentation
- 7:35 pm - **Questions/Comments** – (Please fill out speaker card – 3 min./speaker)
- 7:50 pm - **Announce Results of Election**
- 8:00 pm - **Adjourn**

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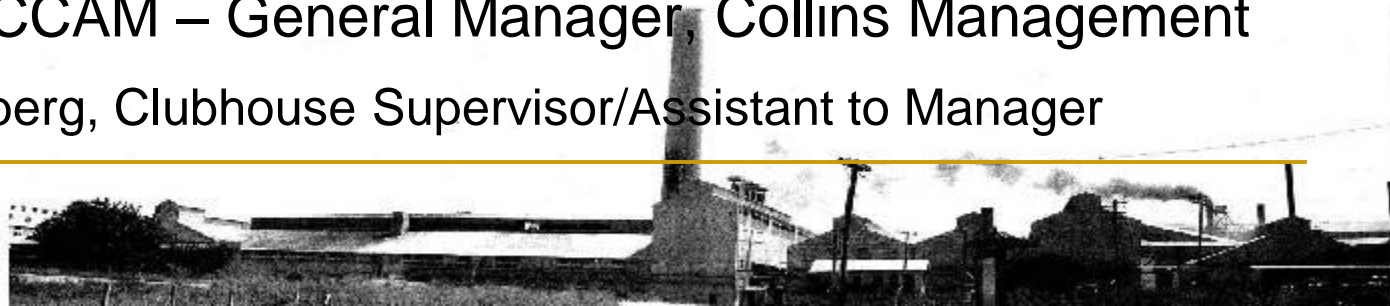


# Who's Who



- Cowell HOA Board of Directors
  - Mark Weinmann, President
  - Marc Buchanan, Vice President
  - Tim Wright, Treasurer/Facilities Committee
  - Salinda Cardoza, Secretary/Arch. Committee Chair
  - Todd Peterson, Landscape Committee Chair
  - Donna Glover, Swim Team Liaison/Activities Committee
  - Rich Ellenson, Communications Committee Chair
- Pat Magee, CCAM – General Manager, Collins Management
  - Andy Steinberg, Clubhouse Supervisor/Assistant to Manager

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Welcome!



## *The State Of Walnut Country*



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# CHOA Structure



- We have continuously refined our operating structure to increase our effectiveness and efficiency
  - CHOA Board of Directors – Officers and Committee Chairs/Members
  - Property Management – General Manager – higher level of knowledge and service
  - Committee Structure – To allow for higher focus in key areas of operation. Includes standing and ad hoc committees
    - Architectural (Standing)
    - Communications (Ad Hoc)
    - Landscape (Standing)
    - Rules (Ad Hoc)
    - WCST – (Standing, board has liaison but currently collaborating on future)
    - Activities (Standing)
    - Facilities (Currently forming)
    - Safety (Currently under consideration)
  - We need YOU! Please help us by volunteering!

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# Overall Improvements/Needs



- See following Committee Reports for their specific achievements and focus areas
- Improvements
  - CHOA Operations - Continuous focus on how we “operate” to increase efficiency
    - New manager with increased visibility and knowledge
    - Insurance review, Board meeting changes
  - Facility Improvements
    - Tennis Court lighting upgrade (underway)
    - Sidewalks/Pathways – continuous management of issues
    - Main Pool problems being addressed for long term solution
    - Addressing all water consumption (we have reduced significantly) including maintenance and upgrade of wells
    - Remodeled pre-school bathrooms
- Needs
  - Security – review of policy for “armed” guard presence
  - Traffic Safety – concerns over speed, lighting
  - More secure, controlled access to facilities – key cards
  - New Board Member binder and access to past/present documentation

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# Architecture Committee Achievements & Focus



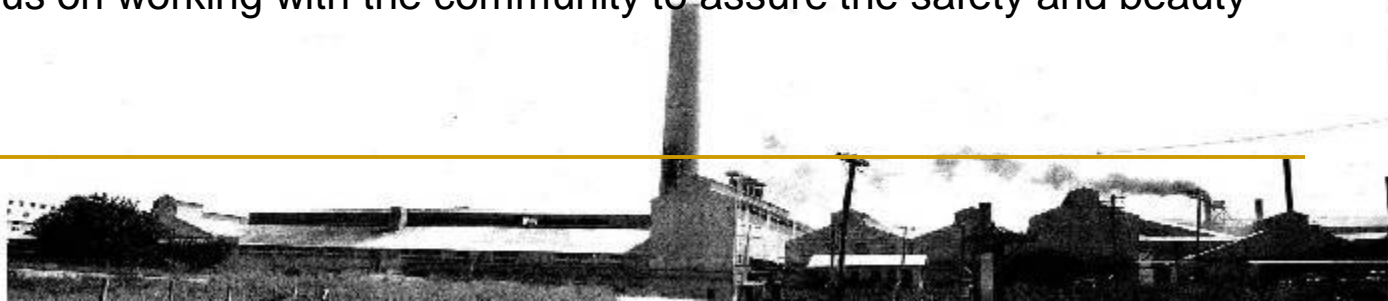
## ■ Achievements

- Reviewed and updated architectural guidelines (to be included in updated Rules booklet)
- Committee/Inspectors fully staffed
  - Ongoing training is insuring consistency and thoroughness.
  - Responding to homeowner concerns
  - Rotating review of sectors with General Manager
- Improved and ongoing communication to homeowners (signal, etc.)

## ■ Focus

- Release of updated architectural guidelines and communication to homeowners
- Update of paint/color book binder
- Continued focus on working with the community to assure the safety and beauty of CHOA

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# Communications Committee Achievements & Focus



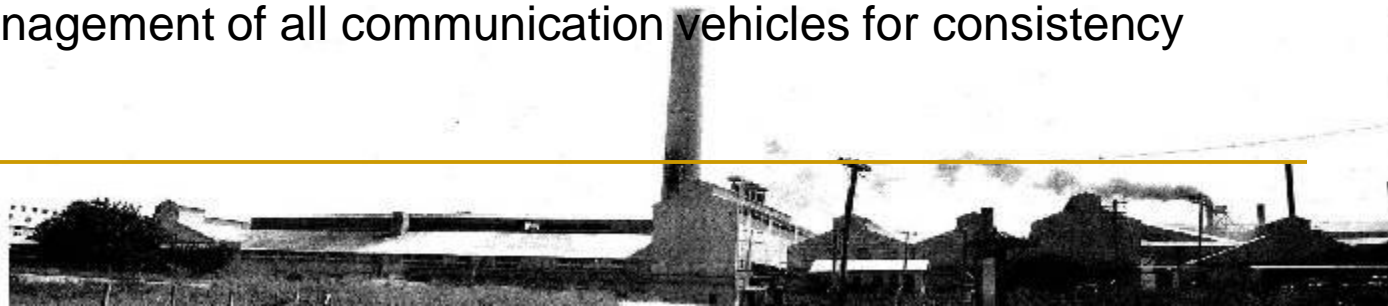
## ■ Achievements

- ❑ Established committee in 2015 to address thorough and consistent communications for CHOA
- ❑ Established and managing an active “on line” presence in social media (recent example of addressing pool schedule needs)
- ❑ Increasing use of the “eSignal” to address news and communication in a more timely manner

## ■ Focus

- ❑ New, updated Walnut Country website being developed to provide greater outreach and information
- ❑ Conducting a community wide survey to understand the needs, desires and make-up of Walnut Country
- ❑ Ongoing management of all communication vehicles for consistency

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# Landscape Committee Achievements & Focus



## ■ Achievements

- ❑ Initial South Slope Landscape & Water Conservation project (included \$6.7K CCWD rebate)
- ❑ Continued irrigation upgrades and creation of ongoing water management plan (with Landscape Care)
- ❑ Close focus on tree/forestation management

## ■ Focus

- ❑ Continued Landscaped & Water Conservation Projects
- ❑ Continued irrigation upgrades to improve performance and reduce water consumption
- ❑ Creation of Tree Management Policy that will address long-term management

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# Rules Committee Achievements & Focus



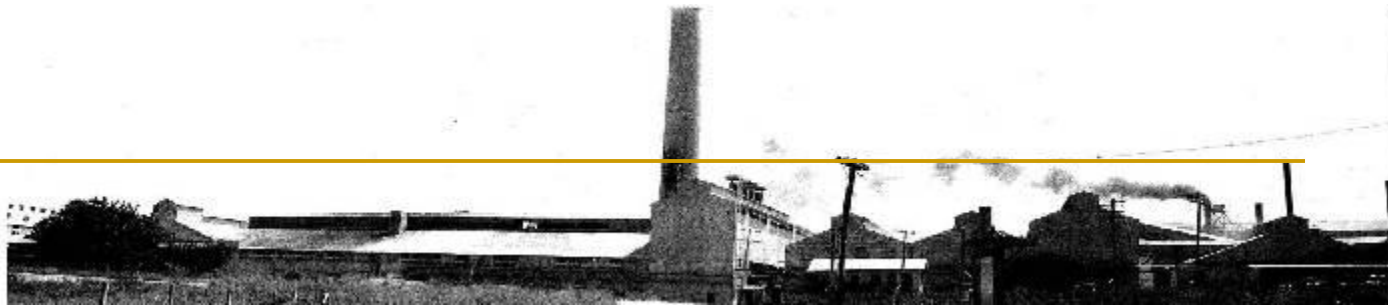
## ■ Achievements

- ❑ Established committee to address update of the rules and guidelines for CHOA (more than 10 years old)
- ❑ Completed review of the rules & guidelines. Currently updating for board approval.

## ■ Focus

- ❑ Final approval of the revised rules and guidelines with distribution to all homeowners and residents

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# WCST

## Achievements & Focus



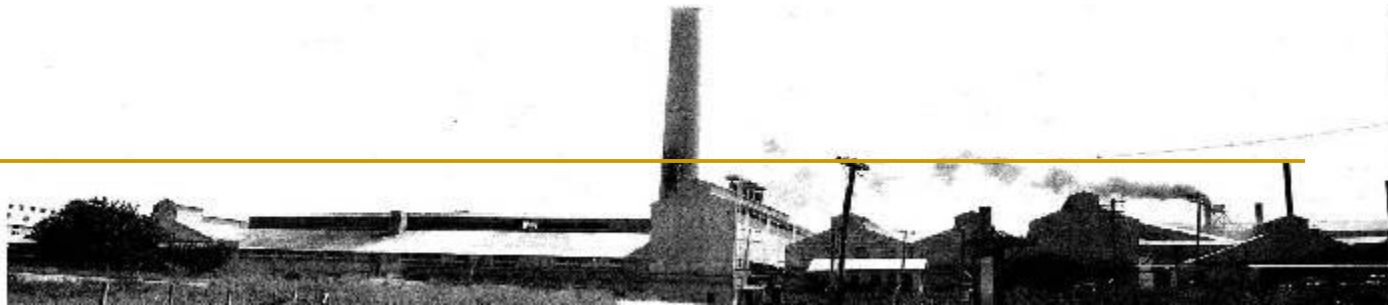
### ■ Achievements

- ❑ WCST had banner year for swimmer achievements!
- ❑ Ongoing collaboration regarding WCST operations under CHOA

### ■ Focus

- ❑ Establishing the best path and structure forward for WCST in regards to all homeowners in CHOA

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# Activities Committee Achievements & Focus



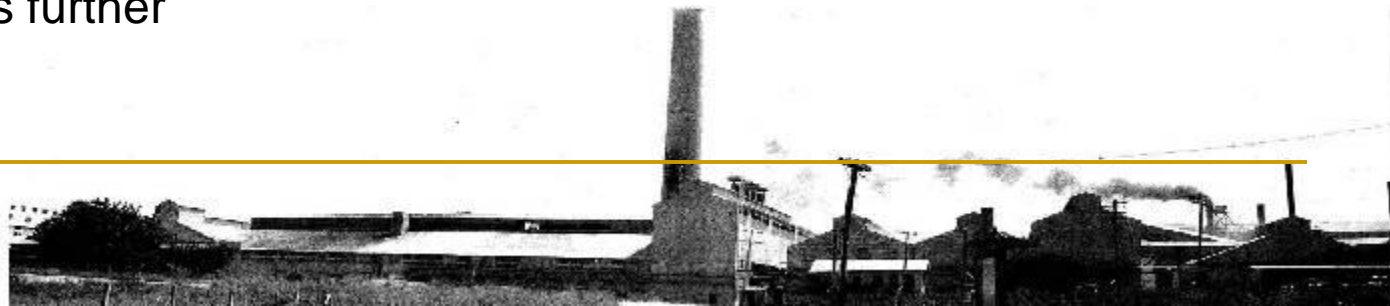
## ■ Achievements

- Nine events with hundreds participating! Picnic had over 200 attend!
  - Lunar New Year Potluck
  - Super Bowl Party
  - Wine Tasting
  - Back to School/Fall BBQ
  - Oktoberfest
  - Spring Egg Hunt
  - Haunted House
  - Book Club
  - Movie Night
  - Speaker Events

## ■ Focus

- Continued support of community events and working to engage homeowners further

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# Community Involvement

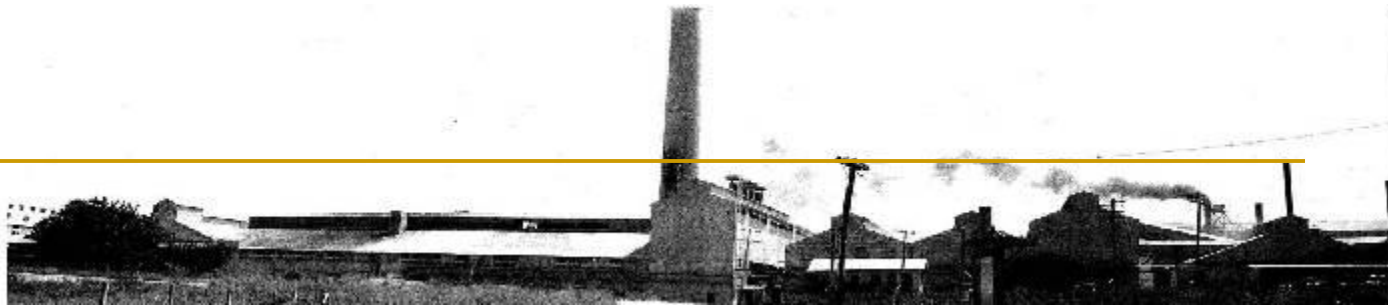


## ■ Community Support

- ❑ CERT Team (Community Volunteer Supported)
- ❑ Vendor Fair (Sponsored by Nancy Bennett)
- ❑ St. Paddy's Potluck (Sponsored by Nancy Bennett)
- ❑ Annual Garage Sale (Sponsored by Nancy Bennett)
- ❑ Smokestack Boutique

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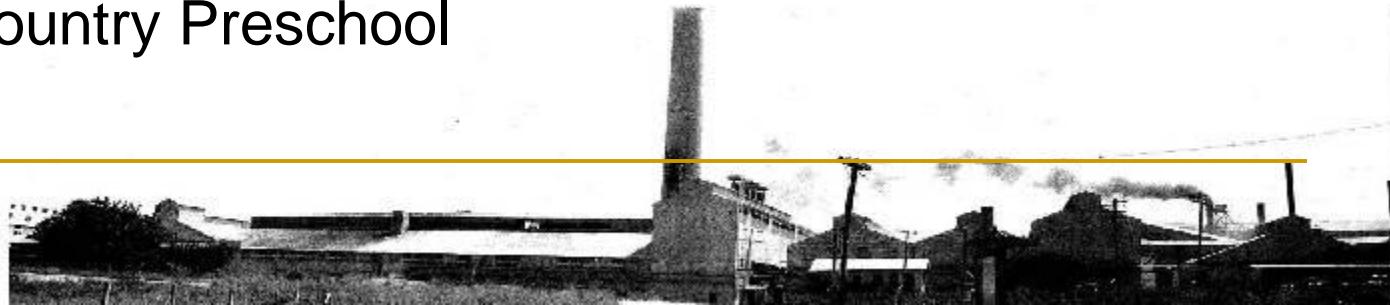
# CHOA Services & Support



## ■ CHOA Services & Support

- ❑ Business Office (used by some community groups)
- ❑ Clubhouse (Improvements, usage up, new classes)
- ❑ Pools & Playgrounds
- ❑ Tennis Courts (resurface some, new lighting)
- ❑ Signal/eSignal
- ❑ Seniors Activities
- ❑ Walnut Country Stingrays – Swim Team
- ❑ Pool Lifeguards & Swim Lessons
- ❑ Tennis Pro – Thor Schreck
- ❑ Walnut Country Preschool

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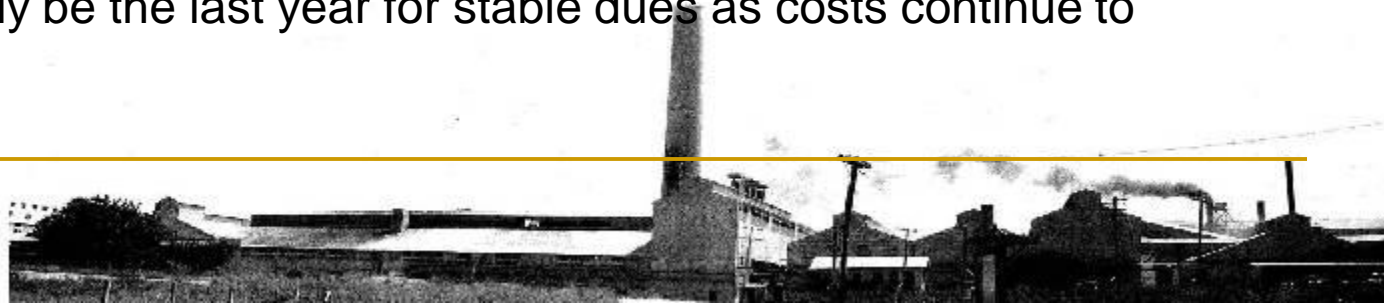


# Financial Review



- Budget
  - \$1.29MM for 2016, staying level once again
  - Managing both income (over) and expense (under) very well – within less than 5%
  - Due Diligence by management and BOD in reviewing and approving expenses
  - Increased expenses have been offset by lower reserve contribution
- As a result, Dues...
  - Will remain the SAME at \$95/month
  - For the 7<sup>th</sup> year in a row!
  - Among the lowest in the area
  - This will likely be the last year for stable dues as costs continue to increase.

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# Financial Review



## ■ Reserves

- Why we need them – required by CA state law
- To be able to repair, replace, restore, or maintain major assets of the association that have a remaining life of less than 30 years. The reserve funds are deposited in Morgan Stanley laddered CDs and are FDIC Insured.
- A “Reserve Study” is prepared and reviewed annually by a qualified company to assist us in understanding our assets useful life and future replacement cost.
  - This year, CHOA used a new company for the Reserve Study – Reserve Analysis Consulting. We found items that had not been included previously.
- Reserves will be at 113% funded by 12-31-15 which total \$2,176,146. With an increase next year in the contribution, it will be 110% by 12-31-16. ***This is a significant achievement for an HOA***
- Planned expenditures for this year (2015) are \$309K – right at budget.
- We look at the reserve study each year to insure that we maintain a balance between maintaining funding levels and required dues reserve contributions. As a result, We have ***REDUCED*** the reserve contribution in 2015 allowing us to keep dues stable.
- ***We urge ALL homeowners to review the Reserve Study and Budget forwarded them each year to understand how your dues are being used.***

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# 2016 Planned Reserve Expenditures



All of our facilities are being maintained well and look great. We continually get high usage & praise from our homeowners. We continue to maintain them through reserve funding. In 2016, we are planned to address:

Item	Cost
Concrete Walkway Repair/Maintenance	\$15,000
Irrigation, Landscaping & Trees	\$181,250
Irrigation Well System	\$7,580
Clubhouse Lighting (External)	\$3,300
Greenbelt Components (Lighting, Rails, Etc.)	\$5,400
Tennis Courts – Resurfacing (1 & 2)	\$10,000
Basketball Courts	\$23,300
West Pool Deck/Plaster*	\$160,000
<i>*work scheduled in 2015 but will not complete and be paid until 2016</i>	<b>Total</b>
	<b>\$405,830</b>

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# Neighborhood Security



## ■ Security & Safety

- Security (GSG Protective Services) company patrols remain increased

- **Sgt. Minu Wright with us tonight**

- Key focus area for Board:

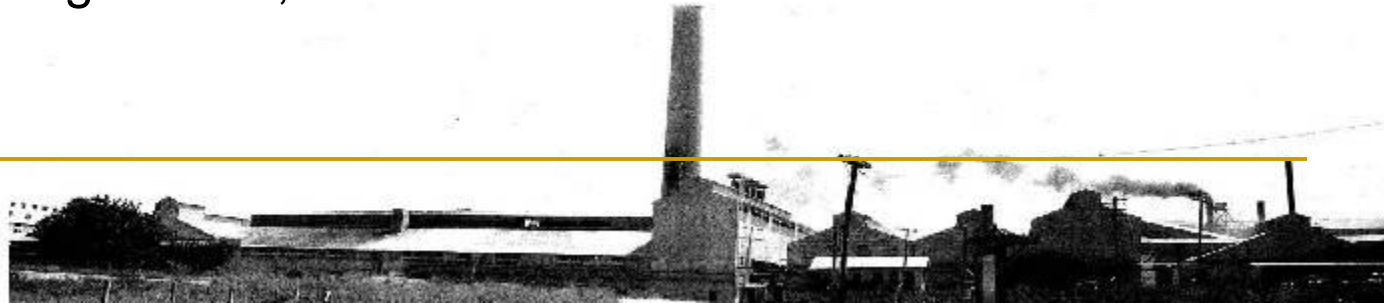
- Review of security needs

- Safety – specifically around traffic issues

## ■ Vandalism continues to be watched closely

- Rewards being offered, incidences have decreased but still occur

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It's Your Turn...



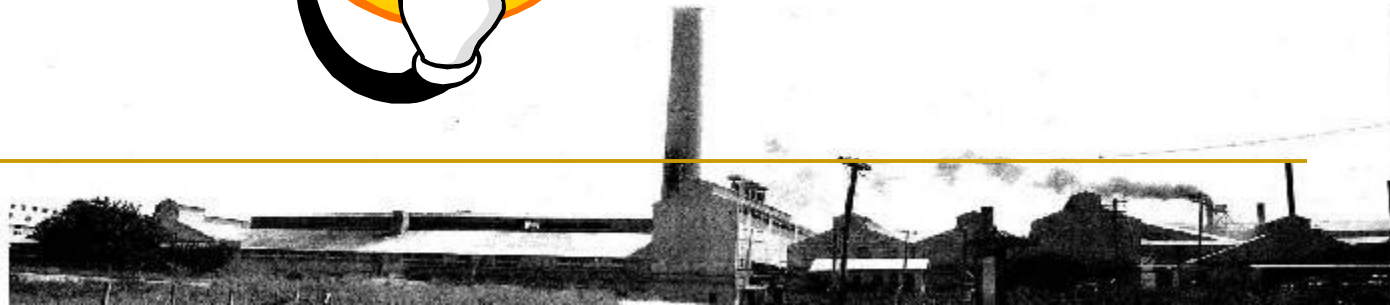
***Questions and Comments***

***Please fill out speaker card***

***3 minutes per speaker to give all an equal chance***



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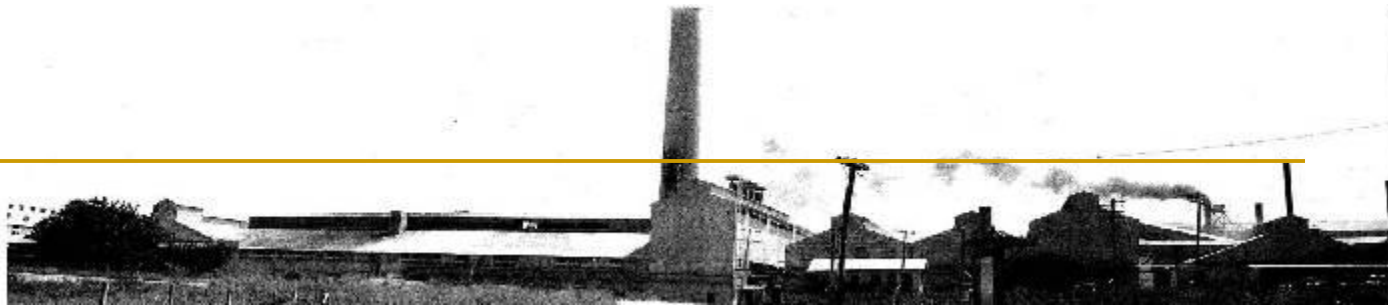
# Election Results



- Four Board Member Positions
- IRS Resolution

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Thank You for Coming!

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