

Walnut Country/ The Crossings Town Hall & Social

Cowell Homeowner's Association
August 20, 2017

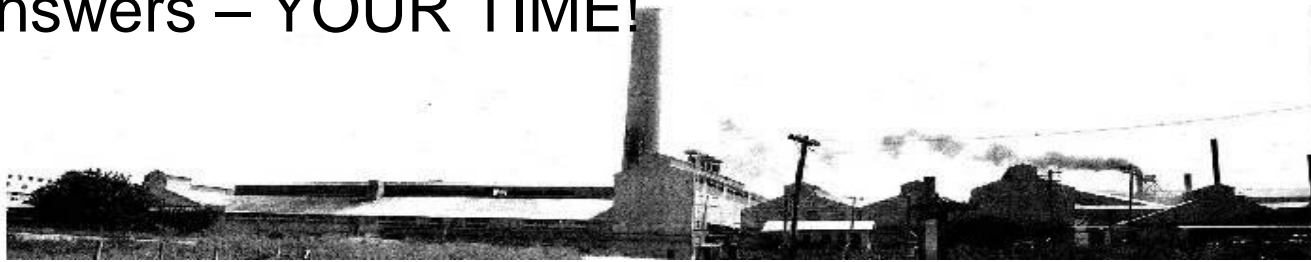


Agenda



- Welcome & Introductions
- CHOA Homeowners Survey Summary - 2017
- 2018 Budget, Reserves Overview & Projects
- Architectural Update – New System
- Safety & Security
- Activities
- Meet Your City Councilmember – Tim McGallian
- 2017 Homeowner Elections Update
- Questions & Answers – YOUR TIME!

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Who's Who



- Cowell HOA Board of Directors
 - Mark Weinmann, President/Swim Team Chair
 - Barry Collins, Vice President/Safety & Security Chair
 - Tim Wright, Treasurer/Facilities Committee (Outgoing)
 - Donna Glover, Secretary/Activities Chair
 - Marc Buchanan, Architectural Chair (Outgoing)
 - Rich Ellenson, Communications
 - Todd Peterson, Landscape Chair
- Pat Magee, CCAM – General Manager, Collins Management
 - Andy Steinberg, Clubhouse Supervisor/Assistant to Manager



CHOA Homeowners Survey



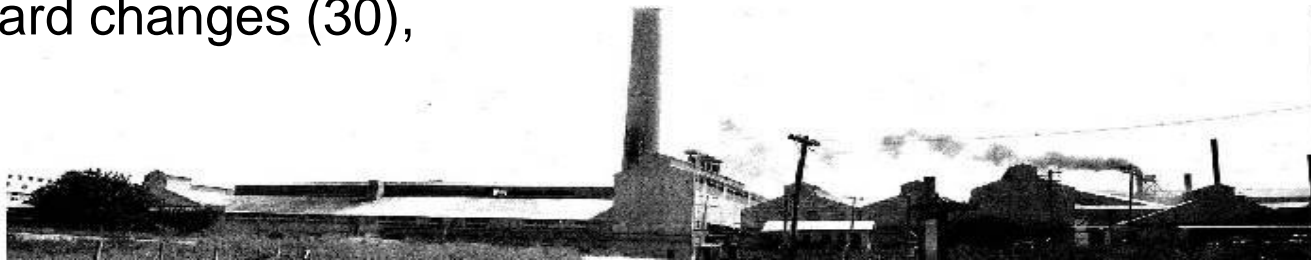
Background

- ❑ 191 Respondents; 558 comments; 98% owners
- ❑ Complete survey report on website within a month

CHOA Management Results

- ❑ $\geq 60\%$ Satisfied/Very Satisfied
 - \$\$\$ spending, GB landscaping, Prop. Mgr. Avail, Comms
- ❑ $\leq 59\%$ Satisfied/Very Satisfied
 - Arch. rules enforcement (53), Clubhouse rentals (56), Security (43), Lifeguard changes (30),

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CHOA Homeowners Survey

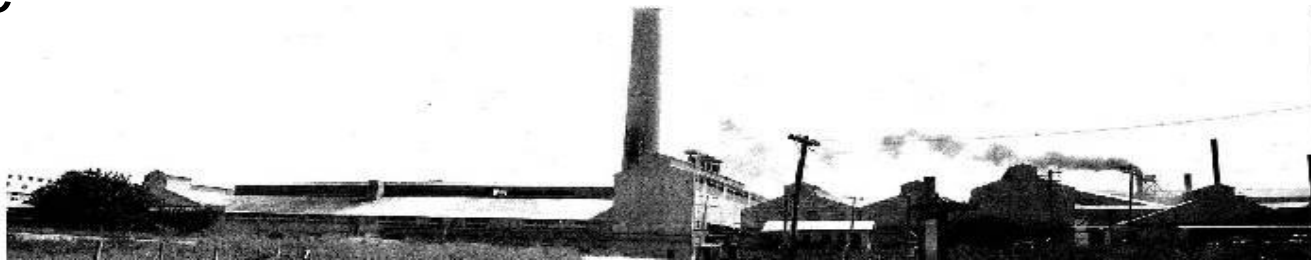


How safe do you feel in WC? Common areas?

- 14/15% somewhat, 54/63% safe, 31/20% very

CHOA Employees

- General manager – 75% satisfied/very satisfied
- Clubhouse – 63% satisfied/very satisfied
- Lifeguards – 37% satisfied/very satisfied
 - 24 comments split b/w coverage decisions & performance



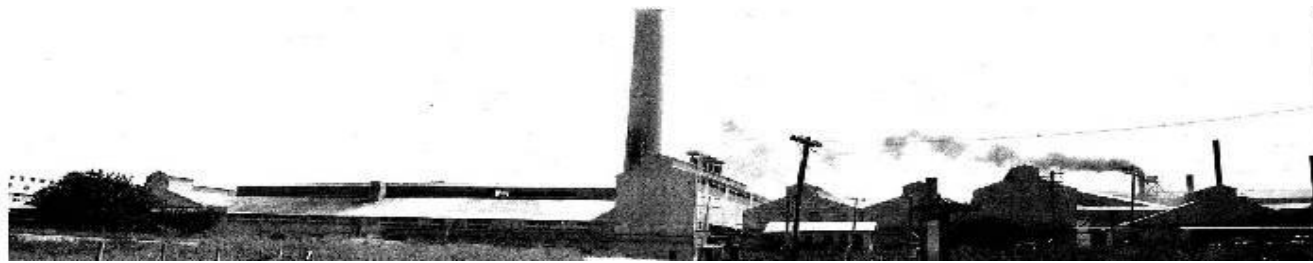
CHOA Homeowners Survey



Current key system and new electronic cards

- Current – 49% secure, 35% somewhat, 8% not
- In favor of new – 70% favor/very favor, 24% not/somewhat

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Financial Review

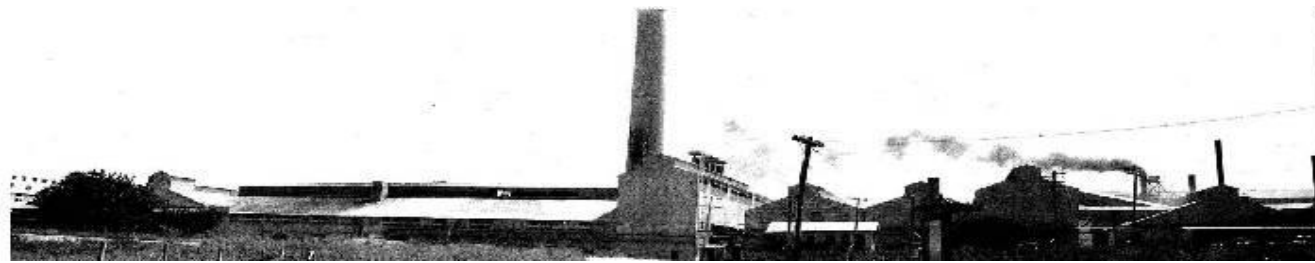


■ Budget

- ❑ \$1.501 MM for 2018, down \$12,500 from 2017
- ❑ Managing both income (over) and expense (under) very well – within less than 5%
- ❑ Due Diligence by management and BOD in reviewing and approving expenses
- ❑ Includes Capital budget of \$40K

■ As a result, Dues...

- ❑ Will remain the SAME at \$97/month
- ❑ Among the lowest in the area for the amenities we enjoy



Reserves – What are they?



- Why we need them - To be able **to repair, replace, restore, or maintain** major assets that have a remaining life of less than 30 years. The reserve funds are deposited in laddered CDs and are FDIC Insured. **Note:** reserves can't be used to buy/build new assets.
- 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.
 - These last 2 years, CHOA used a new company for the Reserve Study – Reserve Analysis Consulting. We found items that had not been included previously.

We urge ALL homeowners to review the Reserve Study and Budget forwarded them each year to understand how your dues are being used for reserve contributions.



Reserves – Where are We?

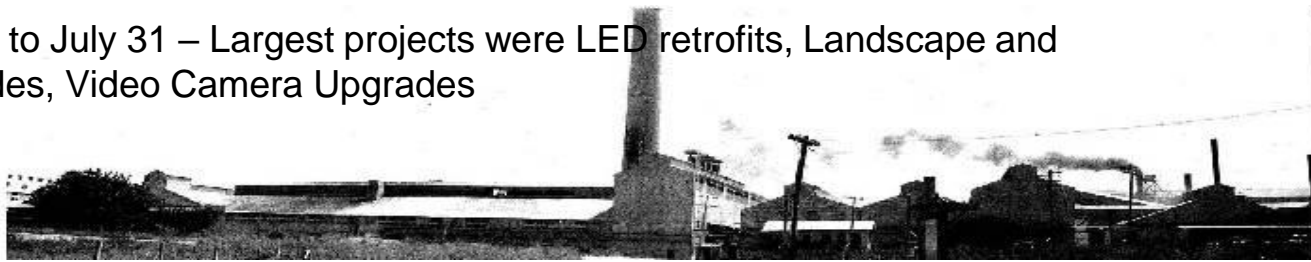


■ Funding

- Reserves will be 127% funded as of 12-31-17 which total \$2,176,146. ***This is a significant achievement for an HOA.***
- In spite of the fact that we will slightly increase Reserve funding for 2018, percent funded will drop to 108% in 2018 and remain within 10 percentage points for the next 10 years.
- This is with an annual increase in funding of reserves of 2.5% per year.

■ Assets and Spending

- The assets due for maintenance on the Reserve Study are a “guideline” for the BOD to follow.
- However, maintenance has at times been “deferred”. We will be more aggressive in maintaining assets going forward (reserves will go down and dues may need to be increased.)
- Reserve Spending:
 - 2016 - \$408,008 – Largest projects were West Pool Rebuild, Landscape and Irrigation Upgrades
 - 2017 - \$104,468 to July 31 – Largest projects were LED retrofits, Landscape and Irrigation Upgrades, Video Camera Upgrades



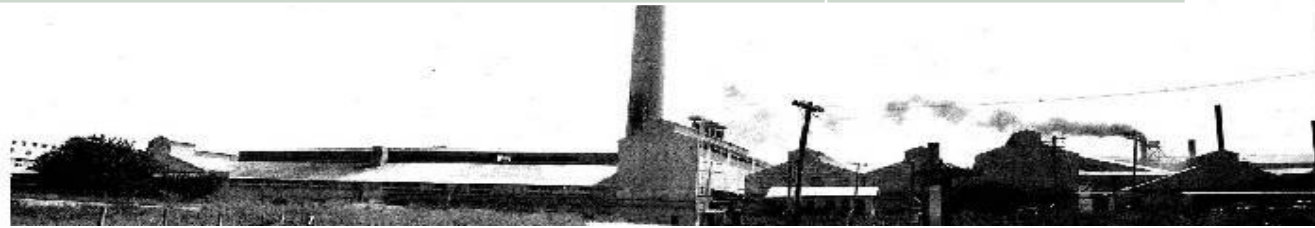
2018 "Planned" Reserve Expenditures



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 2018, we are planning to address:

| Item | Cost |
|---------------------------------|------------------|
| Concrete Repair | \$15,000 |
| Irrigation, Landscaping & Trees | \$220,000 |
| Irrigation Well System | \$7,580 |
| East Pool Rebuild | \$150,000 |
| Main and Kiddie Pool Heaters | \$9,000 |
| Basketball Court Repair | \$1,000 |
| Fence and Gate Repair | \$5,000 |
| Miscellaneous Other Components | \$48,500 |
| 2018 Total | \$456,078 |

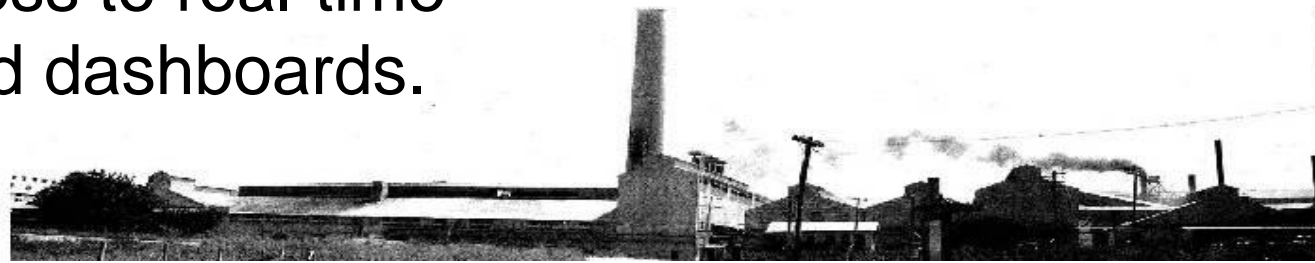
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Architecture Committee Plans



- New Smartwebs System
 - Inspectors will use mobile software to identify and record potential violations
 - Will increase efficiency and information sharing while reducing costs
 - Empowers the Board with online access to real-time records and dashboards.

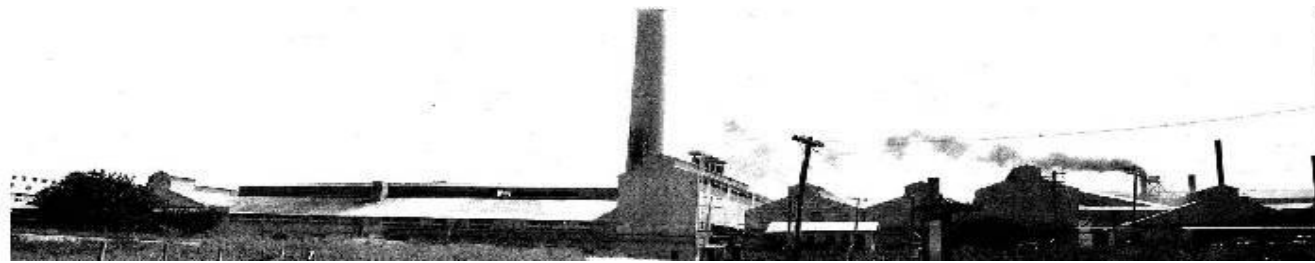


Safety & Security Committee Overview



- New Committee in past year
- Committee is focused on the following areas:
 - Education
 - Informational
 - Prevention
 - Communication
- ***Low crime rate continues in the Crossings***

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Safety & Security Committee Achievements



- First Annual Safety Security Fair (Spring Festival)
- Green Belt Lighting retrofit
- Improved Security Cameras for the association
- Radios for lifeguards & clubhouse
- Developed relationship with CPD District Sgt.
- Receiving monthly crime statistics and make available
- Monthly articles in Signal focusing on S&S

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Activities Committee Achievements



- ❑ 2016 over 1500 residents attended 8 sponsored events

- ❑ **2017 Activities Highlights**

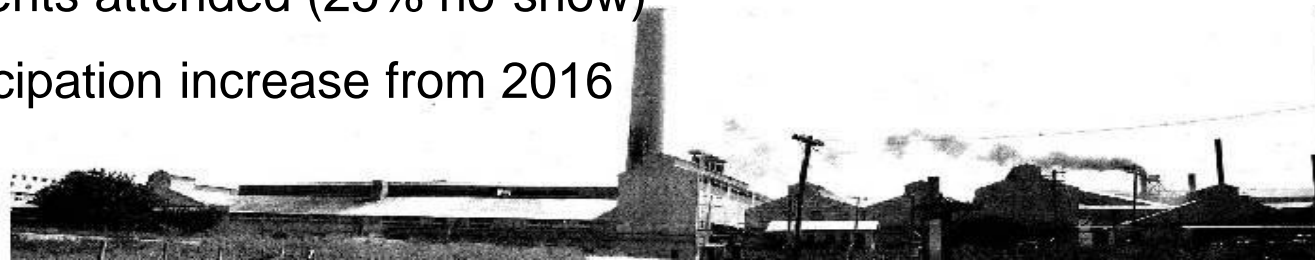
- **Spring Festival**

- ❑ 450 attended (104 families, over 200 kids)
 - 20% participation increase from 2016
- ❑ Over 2500 stuffed plastic eggs, lots of kids activities
- ❑ Expanded to include Safety & Security booths & lunch
- ❑ **No cost to residents**

- **Wine Tasting**

- ❑ 135 residents attended (25% no-show)
- ❑ 34% participation increase from 2016

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Activities Committee Plans



■ Upcoming events

- ❑ Fall/Back to School BBQ – Saturday, Sept 16th
- ❑ Haunted House – Friday & Saturday, Oct 27th & 28th
- ❑ Winter Holiday – Sunday, December 3rd
- ❑ New Year's Eve Party – Sunday, December 31st

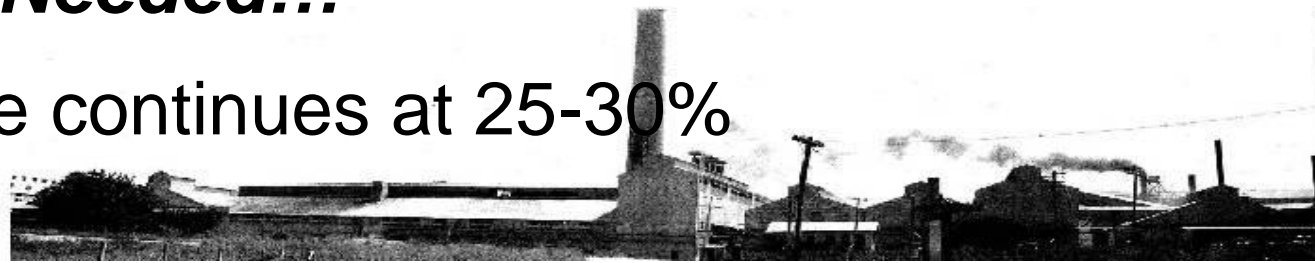
■ New Event in 2018

- ❑ Concert on the Greenbelt – June 2018

■ *Volunteers Needed!!!*

■ No show rate continues at 25-30%

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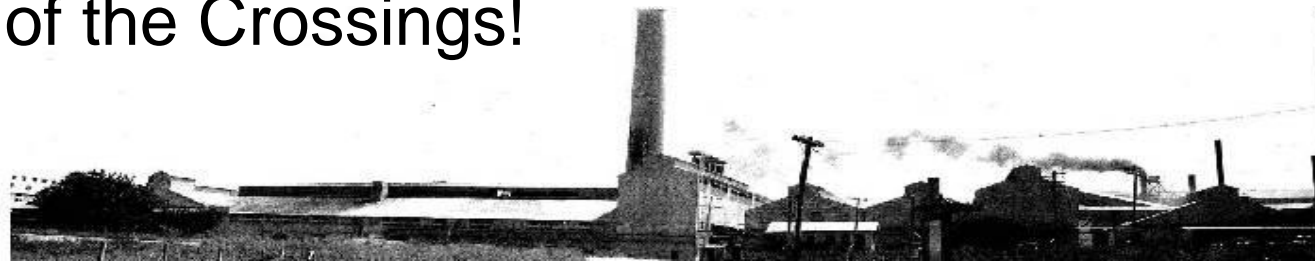
Meet Your Councilmember



- Tim McGallian – Concord City Council
 - ❑ Selected to fill vacancy December, 2016
 - ❑ Previously served as City Treasurer, Planning Commission Member
 - ❑ Past President of Todos Santos Business Association and Vice Chair of Chamber of Commerce
 - ❑ Community Volunteer in many ways!
 - ❑ A neighbor of the Crossings!

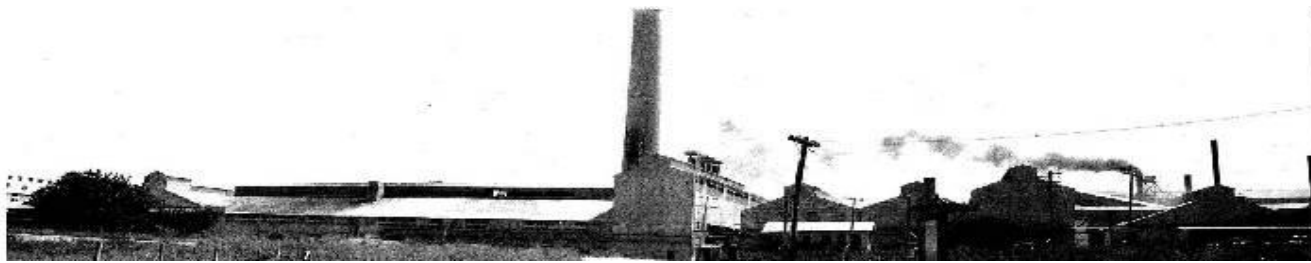


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City of Concord Survey Questions

- Police coverage
 - 35% satisfied/very satisfied, 40% somewhat/not
- Shopping/retail
 - 45% satisfied/very satisfied, 11% - don't go downtown
- Traffic flow
 - 18% satisfied/very satisfied, 74% somewhat/not (!!!)

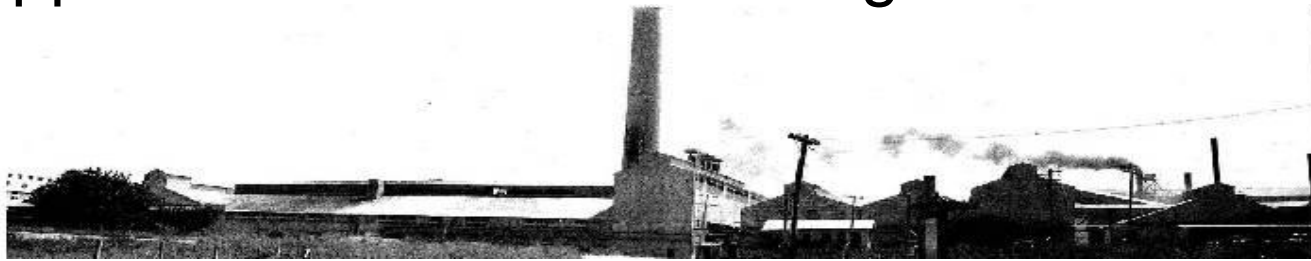


2017 HOA Elections - Update



- Purpose of Election – Elect Board Members
- 4 Openings in 2017; 2 Nominations
- NO Election required – Acclamation
 - ❑ No ballots to be sent
 - ❑ Result of new By-laws approved in 2016
- Annual Meeting – September 28th
 - ❑ Opened and Adjourned (lack of quorum)
 - ❑ Board will Approve IRS Resolution in regular meeting

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We REALLY Need YOU!



- 2 Board Openings – Concerning and Frustrating
 - 1062 Homes > 1062 Candidates
 - Only 5 willing to serve
- Committees Need Members
 - Architecture
 - Activities
- Support Our Petitions to the City of Concord
 - Traffic Safety Improvements
 - Street Maintenance
- The Bottom Line...

Our HOA is a GREAT place to live.

***If you want that to continue, NOW is the time to step up
and serve***

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It's Your Turn!



Questions & Answers



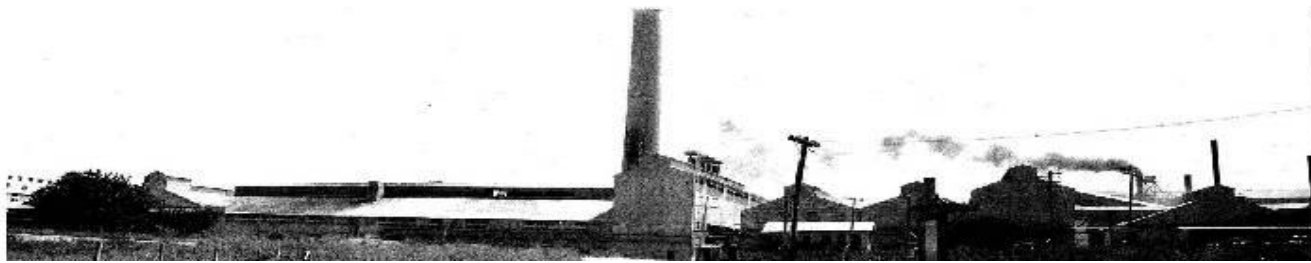
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Thank You for Coming!

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Thank You!

Tim Wright and Marc Buchanan



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