

Lake Haus Condominium Association

Manager's Report

2017/2018

Some of what your HOA/Property managers do is visible. Much is behind the scenes. Below is a fairly comprehensive list of action-items completed since 1-September-17:

- **Meetings-**
 - *Organized/hosted Board of Director's Meetings on 2-December, 3-March, 25-May and 3-August*
 - *Organized annual homeowners meeting 4-August*
 - *Created a HOA meeting binder comprising governing docs, minutes, contracts etc., to be referenced if needed during meeting discussions*
- **Unit sales –**
 - *Completed HOA Surveys, Condo Questionnaires, Right of First Refusals and Deed Releases for seven unit sales since 1-September-2017*
 - *Revised and distributed "new owner packets" to new owners*
 - *Sent extra principle payments (from assessment loan proceeds) to Mutual of Omaha*
- **Administrative/Financial –**
 - *Collected association mail*
 - *Notified multiple owners of new dues rate effective 1-Oct.-2018*
 - *Deposited/posted dues, assessment and kayak storage payments*
 - *Completed monthly bank reconciliations*
 - *Processed monthly accounts payable*
 - *Entered 2017/2018 budget into Quickbooks*
 - *Prepared 2018/2019 Draft Budget for Board input/review*
- **Common Areas –**
 - *Tropic Cleaning was hired to clean all common entry carpets in May*
 - *Common entry heat was turned on in October, off in May*
 - *Completed bi-weekly commons cleaning*
 - *Organized shed to accomodate all equipment and "stuff" previously stored outdoors*
 - *Conducted common area light checks and replaced burned out bulbs*
 - *Kept Fido bag stations full*
 - *Cintas was hired to inspect/recharge common area fire extinguishers*
- **Projects –**
 - **Asphalt-** *Executed a contract with A-Peak Asphalt to crack-fill and patch deteriorating areas of parking lots!*
 - **Concrete** - *Contacted Colorado Coring & Cutting for concrete repair/replacement pricing*
 - **Ski Locker Doors** – *Working with Ziemack Construction to come up with a viable (affordable) plan to repair/replace delaminating ski locker doors*
 - **Painting Proposals** – *Management completed a site walk with Board members to evaluate the exterior paint condition of all buildings. Subsequently requested exterior painting Proposals from Peak to Peak Maintenance and Platinum Coatings. Contract was awarded to Platinum and work is complete.*
 - **Dryer Vent Cleaning Proposals** – *A dryer vent cleaning Proposal was requested from Consider-it-Done and Service Monkey. Service Monkey, who did it in the past, will complete the work September 4-9*

- **Window Cleaning Proposals** – Exterior window cleaning Proposals were requested from Michael Schiffer and Consider-it-Done. Consider-it-Done responded with a bid for the entire complex vs. individual units. We requested they revise it so we can present it to owners on an opt-in basis
 - **Roof Inspection** – Turner Morris was engaged to complete a thorough roof inspection
- **Parking** - Management received parking complaints per usual this past season. Poachers were observed on numerous occasions. The Board therefore deliberated and enacted a resolution to help enforce the existing Lake Haus parking policy
 - Notified owners of new parking enforcement policy
 - Purchased and distributed new parking permits
 - Installed “permit parking only” signage
- **Property Maintenance** –
 - Completed bi-weekly commons cleaning
 - Conducted regular common area light checks and replaced bulbs as necessary
 - Kept Fido bag stations stocked
 - Hired Cintas to inspect/recharge common area fire extinguishers
 - Turned common area heat on/off and monitored during winter season
 - Removed ice dam on B-bldg.
 - Responded to main drain back-up in A-bldg.
 - Adjusted swing of ingress/egress doors in B and E-bldgs.
 - Installed new bike route signage
 - Re-attached roof gutter downspout on B-bldg.
 - Fixed stuck bath vent flapper on B-bldg.
 - Installed bird spikes on A and B-bldgs.
 - Hired Tropic Cleaning to clean common area carpets in May
- **Snow Removal** – Although seemingly dismal, Summit County snowpack ended-up near 90% of the median amount for the year. In spite of this, Lake Haus expenditures for snow removal were well under the 2017/2018 Budget allowance. The largest driver of this savings, besides less snow, was that no outside contractors were used for assistance shoveling this season vs. last. Management tried several approaches to parking/plowing management; 1.) knock on doors and get cars moved. 2.) do nothing. 3.) text owners when the plow arrives (on a trial basis with A-bldg. only). #2 worked best. Cars parked in certain spaces on one morning may be gone or elsewhere on another. The law of averages gets the whole lot clean over time. Also, less hassle to owners/tenants and managers. Best of all, less time (\$\$\$) onsite for plow guys. Management also:
 - Purchased ice melt and several snow shovels, filled dispensers at each quad
 - Purchased and installed snow plow stakes around all parking areas
 - Prepped snow blowers for the season
 - Executed snow plow contract with HILCO and conducted a site-walk with plow operator to review snow removal plan
 - Removed several downed aspen limbs after first snow
 - Shoveled snow from walkways on snow days (44 last season)
- **Trash Removal** – Timberline, the new trash removal contractor, is working well (as expected). Dumpsters were full to overflowing during peak periods. Otherwise, volume has been mostly manageable.
 - Placed curb stops around new dumpsters to prevent wind driven escape attempts - one car/dumpster interaction was reported
 - Recycling proposals were solicited from Clear Intentions, out of Denver, and Timberline
 - Arranged for furniture left by dumpsters to be hauled to the landfill
- **Deferred Maintenance Assessment** – Management completed a deferred maintenance assessment (paint, siding, concrete, asphalt etc.) for presentation to the Board

- **Short-Term Rentals** – Management received several complaints about short-term renters. In response to this and previous complaints, the Board worked to create new guidelines and implemented via resolution
- **Insurance** – Management requested HOA Insurance Proposals from three providers; State Farm, Neil-Garing and HUB. Neil-Garing provided a policy with better coverage, a lower deductible and a slightly lower premium
- **Education** - Management (Dave) took a QuickBooks two-day training course in March, hoping to relieve some of the stress on Jack Zeller. Katie has been moving slowly through her M-100 online training course
- **Website** -
 - Contacted HOA website host, GoDaddy, re: contact/directory options on our website
 - Posted 2017 annual meeting minutes, 2017/2018 budget, insurance certificate and manager's reports
- **Landscape** – Management has been cutting grass at 4.5 inches tall this year (vs. 3" which is typically preferred) in an effort to conserve water. Grasses in the backs of buildings has been mostly left to naturalize (and conserve water).
 - Completed irrigation system winterization via/HILCO
 - Raked/removed fall leaves
 - Cut back perennial beds
 - Applied winter fertilizer to lawn areas
 - Completed site-walk with landscape committee chairman
 - Activated the irrigation system this year in-house, vs. hiring Premier Plumbing as in the past
 - Completed Irrigation start-up, Replaced numerous sprinkler heads and nozzles
 - Management rented equipment and completed lawn de-thatching and aerating this year rather than hiring E&A Maintenance as in years past
 - Applied spring/summer fertilizer to lawns
 - Neals Lunceford sprayed a fungicide on the aspen trees in front of F/G. Also applied deep root fertilizer to young aspens
 - Trimmed spruce and aspen trees
 - Installed new cobble and stepping stones along D-bldg.
 - Installed mulch area under bird feeder at D-bldg.
 - Refreshed mulch beds at A and F/G bldgs.
 - Weeded perennial beds
 - Replaced 10-12 sprinkler heads and 40-50 nozzles
 - Worked to trouble-shoot and repair numerous "dead" sprinkle zones. Especially West end of F-bldg.
 - Mounted a major campaign against dandelions
 - Sprayed herbicide along cobble borders
- **Owner liason** –
 - Granted unit access to numerous contractors, accepted deliveries, adjusted heat settings and responded to lock-outs on behalf of multiple owners
 - Sent and responded to over 1500 owner emails, numerous phone calls
 - Sent new owner contact form to all owners to complete and return – this form includes much needed access codes and auto information
 - Implemented new dues rate effective 1-October 2017
- **Reserves** – Presented the Board with possible options to the deferred maintenance spending plan recommended in the Reserve Study.
- **Other** –
 - Met with Comcast rep to discuss rates/service

Misc.

We painted the interior of D-12, purchased a new refrigerator and over-the-range microwave.

Jack Zeller was most helpful getting us up to speed with Quickbooks. This part of the job is a tad more cumbersome than expected. Part of which is the learning curve, part of which...it's just the way it is.

Many owners have pitched in to help. Shoveling snow and maintaining perennial beds. Rather than mentioning names and missing someone, please just know your help is/was greatly appreciated.

Our year here has passed in a flash. Tim and Cindy did an awesome job of preparing us with what to expect (or at least the best they could given what they had to work with). We are sad to be leaving so soon, before we feel we hit our stride. Everyone here has been friendly and most welcoming. We wish you all the best!

Warmest Regards-

Dave and Katie Kuepfer