

**GRAND TIMBER LODGE OWNERS ASSOCIATION  
BOARD MEETING MINUTES**

**November 9, 2013**

**Attendance**

Board Present: Lew Phinney, Gerrit Mahsman, Rob Millisor, Mike English and Tom Endres, Carolyna Smiley-Marquez, and Marc Block.  
Advisory Committee Present: Chris Maciejewski, Brenda Karl, John Balassa, Roger Lemmon and Gary Blubaugh.  
Management Present: Kimberly Tramontana, Kelley Jensen, Amy Hoffman, Drew Reges, and Peggy Kanetsky  
Absent: Randolph Williams, Dennis Miller and Jay Keany, Gary Knapp.

**Call to Order**

Lew called the meeting to order at 9:30am.

**Changes to Agenda**

- None

**Minutes**

- **A motion to approve the May 20, 2013 minutes was made by Marc and Lew seconded the motion. All in favor and the minutes were approved.**

**Financials**

- Finance Committee Update

The Finance Committee met on October 21, 2013 and reviews the April-August 2013 Financials along with the proposed 2014 budget.

**GRAND TIMBER LODGE FINANCE COMMITTEE**

**Minutes  
10/21/13**

The meeting was called to order at 6:00pm. In attendance: Gerrit Mahsman, Jay Keany, Rob Millisor, Kimberly Tramontana, Kelley Jensen, Amy Hoffmann, Drew Reges and Peggy Kanetsky.

- Review of Unaudited Financial April – August 2013. Line items with variances were discussed per the notes on the August Financials.
  - Trash and recycling – when reviewed together, it balances.
  - Hot tub/pool supplies (chemicals) – mostly a timing issues but we continue to shop for lowest costs.
  - Shuttle Service – is a pass through to HOA and there were three pay periods.
  - Administrative fees – these are the credit card fees. Actuals are now correct YTD. More owners are paying with credit cards and credit card fees are higher than anticipated.
  - Newsletter/Printing – includes the key maker purchase.
  - Bad Debt - is a timing issue and will balance out at the end of the year.
  - Unit Electric/Gas – is a mis-budget for 2013.
  - We are \$30,000 ahead of budget overall.
- It is recommended to approve the April-August unaudited financials.

Proposed 2014 budget – With a beginning point of an 11.64% increase, many line items were discussed where we could be more conservative. They included:

- Taking \$75,000-\$100,000 out of the fund deficit. Drew and Amy will look at the Reserve.
- Adding in the energy savings from the Energy Audit.

- Keys for the new key system are for 2 years. Enter one year as pre-paid.
- Engineering and Housekeeping budget to not budget to 100% staffing.
- Housekeeping increases were discussed in length. Trouble getting staff hired and trained, an increase for inspectors, additional triple sheeting, new appliances and new tables having glass to clean contribute to the increase in new time standards.
- Historical increases were reviewed and discussion was had regarding maintaining GTL to quality levels.
- Addressing some of these issues brought the increase to 9.8%. Staff will continue to look at more adjusting.

Thank you to the Finance Committee for their fresh eyes and ideas for the proposed 2014 budget.

**The meeting concluded at 7:57pm.**

**Discussion included:**

- **11.6% too high for multi week owners.**
- **Asked about price difference for 2 and 3 bedroom owners**

**Unaudited Financials**

**Drew Reges and Amy Hoffman presented the unaudited financials for April- September, 2013**

**Discussion included:**

- **Electric/Gas were over because only budgeted for 8 months instead of 12**
- **Increased Profits due to providing daily housekeeping service for rental guests**

**Motion to approve the April-September Unadited Financials was made by Marc and Tom seconded. All we in favor and the unaudited financials we approved.**

**OLD BUSINESS**

**Home Owners Dues Collection Update presented by Amy Hoffman**

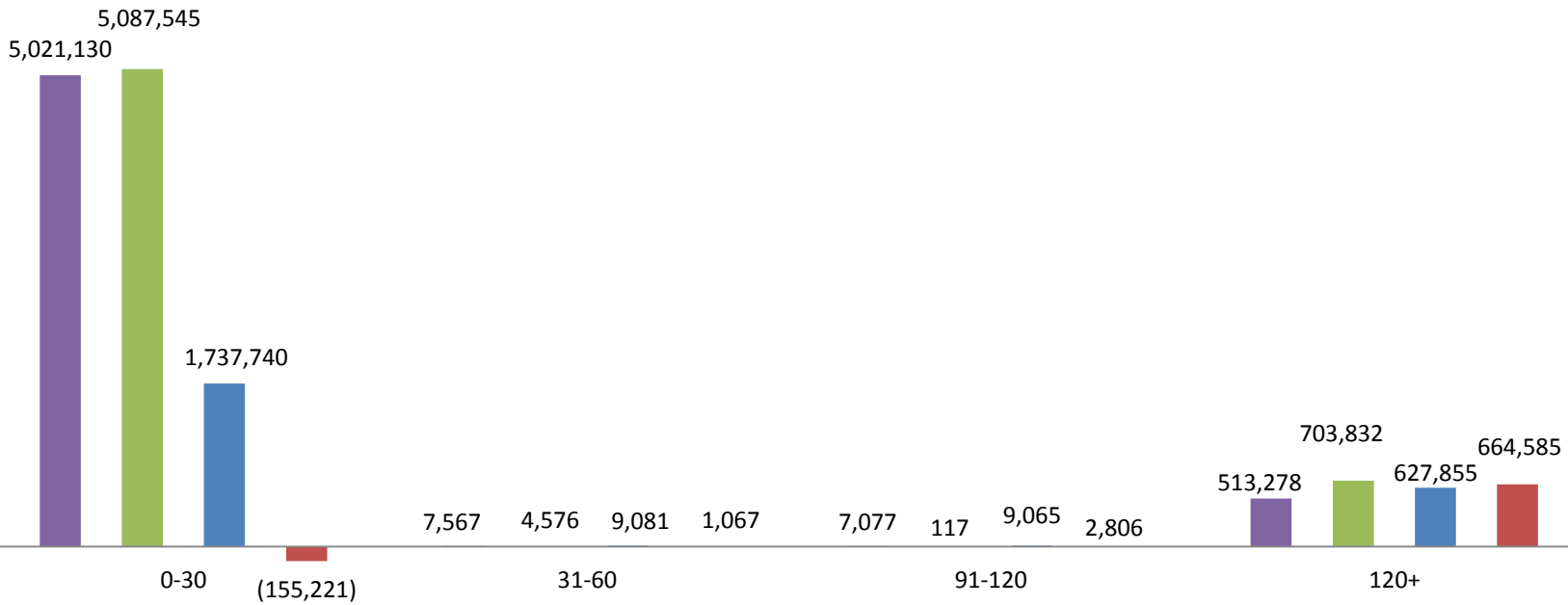
<b>Grand Timber Lodge</b>							
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Days Del.	09/30/10	09/30/11	09/30/12	09/30/13	Incr/(Decr)	% Change
<b>0-30</b>	5,021,130	5,087,545	1,737,740	(155,221)	(1,892,961)	-108.93%
<b>31-60</b>	7,567	4,576	9,081	1,067	(8,014)	-88.25%
<b>91-120</b>	7,077	117	9,065	2,806	(6,259)	-69.05%
<b>120+</b>	513,278	703,832	627,855	664,585	36,730	5.85%
<b>A/R Balance</b>	5,549,052	5,796,071	2,383,741	513,236	(1,870,505)	-78.47%

<b>Total Billed</b>	6,114,074	6,457,519	2,257,185	7,480,682	5,223,496	231.42%
<b>Paid</b>	565,022	661,448	(126,555)	6,967,446	7,094,001	5605.46%

### A/R Balance Comparison

■ 09/30/10  
 ■ 09/30/11  
 ■ 09/30/12  
 ■ 09/30/13



## **Discussion Included**

- **Receiving less income because owners using cash/check vs. credit card**
- **Fees are increasing due to using Concord**

## **Foreclosure Update presented by Peggy Kanetsky**

Grand Timber Lodge does not have any foreclosures in process. When foreclosures are resumed, they will be processed in house and at less cost than through the attorney.

- In regard to foreclosure proceedings that are pending, GPLR suggests that we begin with the unresponsive accounts that are post bankruptcy discharge so as to utilize HOA monies in the most efficient manner while allowing the deed back process to gain more traction.
- The deed back procedure: Every two weeks, deed back packets are mailed.

In preparation to remain in compliance with Colorado House Bill 1276 which requires the executive board to formally approve each individual foreclosure moving forward, Gold Point Lodging and Realty wishes to work with the Gold Point Boards to set up a well-defined procedure as to how the executive board will formally approve each individual foreclosure moving forward.

- Communication to board members:
  - Our suggestion would be to communicate via email.
  - As CO HB 1276 states that the decision of the executive board must formally approve each foreclosure GPLR suggests the following:
    - That the communication will reference each ownership to be approved for foreclosure proceedings by:
      - a) Name of owner(s)
      - b) Contract number
      - c) Concord Interlink account number
      - d) Legal description of property
      - e) Address of property
      - f) Delinquency dollar amount and days past due
      - g) Confirmation from GPLR that all debt collections procedures have been followed according to GPLR debt collection policy.
    - Will include a form specific to each ownership to be signed, scanned and returned by each board member.

**\*\*GPLR suggests that this procedure can be streamlined by the board creating/electing one member of the board to be in charge of such matters. Proper minutes from the board meeting where/when this takes place can be utilized for future presentation to Colorado DORA representatives if necessary.**

## **BOARD ACTION REQUIRED**

**A motion was made by Carolyn per Colorado HB1276 requiring each foreclosure be approved by Marc Block, Board Vice President, our process includes emailing each foreclosure to an appointed Grand Timber Lodge Board member for signature and returned to Gold Point Lodging and Realty. This was seconded by Mike and all were in favor.**

**A second motion made by Rob to include an alternate, Gerrit, in the original motion. Mike seconded the motion. All were in favor of appointing Gerrit as the alternate.**

## **Project reported presented by Kelley Jenson**

The staff at Grand Timber Lodge is dedicated to providing great vacations, so in order to continue to improve our service and the resort, we use the comments provided to us from the guest satisfaction surveys to identify opportunities to make positive changes at the resort. A primary focus for our entire staff is to begin “closing the loop” with owners & guests that have provided us with feedback. First, we will identify the root of problem and work together to create a solution to prevent it from occurring in the future. To close the loop we will reach out the owner or guest that provided us with the feedback and inform them of the solution we are implementing that will correct the issue. Below are the top 5 opportunities we are currently working on and what we are doing to eliminate the issues:

- Have made significant changes to the interior of Building 5:

As with Buildings 1 – 4, we have new sofas, chairs, coffee/end tables and TV cabinets. The new TV cabinets have allowed us to put larger, flat screen TVs in the living areas. We have also installed new carpet! Due to the floods on the front range, the new pedestal beds have been delayed until January. We also delayed installation of the stainless kitchen appliances until spring to provide more time to get the new carpet and furniture installed.

- Hot tubs in disrepair:

The two outdoor hot tubs outside Building 1 have been completed refinished. In addition, we have done some work on the jets in the lower tub to increase their intensity.

- Missed Housekeeping Services:

On any given day our housekeeping staff encounters “do not disturb” signs when trying to do the towel exchanges or provide the daily service. Many times the guests are not even aware they had a DND sign on the door prompting a call to front desk expressing disappointment with having not received the service. These guests are now receiving a call from housekeeping indicating the missed service and inviting them to contact the front desk to schedule a return visit by housekeeping.

- Dirty Grills

We have dedicated an entry level maintenance tech to clean the grills on a daily basis. While this only lasts until the next person with BBQ cooks, it is making a difference.

Additionally, more activity around Grand Timber Lodge includes:

- The remodel of the marketing space previously occupied by the GTL Bar in Building 1 is almost complete. This was Board approved via email on October 4<sup>th</sup>.
- The end of September we moved our laundry from Alma Laundry to Blue River Commercial Laundry. This change was made with minimal disruption of the daily flow of laundry pick-ups at the resort. The staff has been very pleased with the services provided by this laundry company and due to the size of the facility they are able to easily handle the volume of work. They have also been very easy to work with as we have moved through the fall blocks where all linens from an entire building get cleaned at one time.
- We are also exploring having them purchase the leftover detergent at GTL as well as the machines now that all the laundry is being handled outside the resort.
- We have completely resurfaced both outdoor hot tubs in Building 1 as well as fixed some cracks in the waterfall. While doing this we fixed the jets and are installing a new motor which will significantly improve the jets.
- This fall we have continued to paint units and common areas
- Each building is receiving a thorough cleaning and maintenance is cleaning all the fireplaces, dryers and ovens. All buildings have also had the carpet cleaned.

- The Lodgepole Bar and Grill is undergoing an extensive cleaning of the kitchen. In addition, we will begin exploring adding some new menu items for the winter.
- We are very excited to have more upgrades in Building 5 completed. The beds will be delivered in January and the appliances in April. We also will have Building 5 on block for 2 weeks next spring which allow time to replace a lot of the tile in the units.
- The new fitness center has continued to receive great feedback!
- This September, GTL hosted the first Wounded Warrior Summer Event which was very well received. We will continue to host the Ski Week as well.
- We have a new fireplace on order for the Building 6 indoor fire pit.

**Discussion included:**

- **Less equipment in fitness room due to more accessibility for ADA guests**
- **Building 1 pool area being fixed before the original time slot due to feedback from owners and guests**
- **Any maintenance closures are being informed to guest and owner prior to arrival if scheduled 2 weeks in advance. If they are done as a necessary need, guest may not be informed.**

**Action Item List**

**Discussion included:**

- **There were no action items to update from the May meeting.**

**ADA Update Presented by Kelley Jensen**

- The certificate showing we are working toward completion has been received and is hanging by the front desk.
- Unit 6207 is tabled until spring blocks to give us enough time to complete the project properly.
- One of the pool lifts needs to be custom made. It has been ordered and is in process. When that lift is complete, they will be delivered and installed.
- Grab bars in ADA units will be installed in late November.
- Thermostats in the ADA units have been moved to the required 48" height.
- Adding a lower closet shelf in the ADA units is in progress.

**Discussion included:**

- **Prioritizing changes include the easiest to implement and highest impact**
- **Task force includes a lawyer and a consultant and management which meet every quarter**

**Auditor RFP Update presented by Peggy Kanetsky**

The GTLOA Board voted via email to confirm McMahan and Associates will continue as their auditor for the next five years.

Motion made by Lew

Seconded by Gerrit

We had six votes for and none against, and one no response.

## **Energy Audit Update presented by Inconergy representative**

We have received the final recommendation from Inconergy with respect to areas where the resort can improve its energy efficiency. We are specifically taking a closer look at replacing two boilers that support Buildings 1 and 2 as well as wrapping all the water pipes in the garage with insulation to greatly reduce the heat loss. The pipe insulation will be completed in December while the boiler replacement will be scheduled for spring 2014. We are also exploring additional energy savings programs to implement once these are completed.

### **Discussion Included:**

- **This plan would have guaranteed savings.**
- **Adopts a 6 year finance plan**
- **The boilers have aged prematurely**
  - **Who is liable for the boilers having been aged prematurely?**
  - **Fact sheet- energy audit for all the building and boiler**
- **Repair vs replace, should we look at more options?**
- **Should we take a loan from First Bank or should we barrow from PRA Reserve?**

**Tom moved that we adopt the plan proposed by Inconergy but TBD which method will be used for funding, whether it be a loan, using reserves or a combination of both. Mike seconded the motion and all were in favor.**

**\*\*\*Per the discussion it was decided to add this to the long term agenda for a year from now to have a fact sheet including when this problem was discovered and the benefits of using PRA reserves vs a outside loan.**

## **Communication Update presented by Peggy Kanetsky**

Our fabulous IT department created a Google Docs account that we can utilize and receive emails, updates, Board packets and communicate with each other via a Community Board.

Peggy will create a gmail user name identifying you as a Grand Timber Lodge Board member and will send this user name to you to set up the password and security. This is a great opportunity to create one that is Board business specific and protecting you from having personal email exposed if that situation should arise.

Once your email is set up, I will then invite you to join the group.

You will receive an email with a link attached that will connect you to the group.

We can share documents, emails, board packets and it will contain all the history so you will have all board information in one place.

**Marc challenged the security with Google and Peggy will connect Marc and our IT department to discuss.**

## **NEW BUSINESS**

### **Proposed 2014 Budget Approval presented by Kelley Jensen**

Suggestions implemented from the October 21, 2013 Finance Committee meeting resulted in the following changes to the budget:

- Reducing the utilities moving forward with some of the action items from the Energy Audit.
- Budgeting for turnover in the Engineering and Housekeeping department.
- Reducing the printing line item to reflect one year's worth of keys instead of two.

- The CC Fees and corresponding cash discount line item have been increase from 3% to 4% to reflect the actual amount of credit card fees the HOA pays on the transactions. Owners paying cash will now save 4% instead of 3%.
- The Management Fees have stayed the same, but the Accounting, Front Desk/Rez, and IT Fees have all increase by 3% per unit. These fees can increase by up to 5% per the Management Agreement. This increase equates to less than a half of a percent increase in the overall dues.
- Late Fee Income is down significantly from last year's budget, but is in line with the current year actuals. This loss in income equates to a 1% increase in the dues.

**Gerrit recommend the budget and moved to approve the 2014 proposed budget on behalf of the Finance Committee. Marc seconded and all were in favor.**

**Changes to Rules and Regulations presented by Kimberly Tramontana**

**Bonus Time and Day Use Privileges should be limited to one owner per ownership.**

**Motion made by Gerrit**

**Seconded by Tom**

**Most in favor, Carolyna abstained**

**Smoking Policies be put in place:**

**Smoking marijuana be prohibited anywhere on property; the smoking of tobacco be limited to the balconies' of units.**

**Motion made by Tom**

**Seconded by Chris**

**Most in favor, Mike opposed.**

**Chris proposed that the board look at the RFP next year and other property management companies.**

**Marc moved to recess and Roger seconded, all were in favor at 11:55am.**

**Lew reconvened at 2:34pm.**

**Election of Board Officers:**

**Rob moved to elect Gerrit Mahsman as President, Marc Block as Vice President, and Jay Keany as Secretary/Treasurer. Tom seconded and all were in favor.**

**Date and Time set for next Board Meeting:**

**Thursday, February 13<sup>th</sup>**

**6pm to 8pm**

**Denver, CO**

**Location TBD**

**Meeting adjourned by Lew at 2:40pm.**

**Meeting Minutes by Joanni Luteran**