

**Continental Country Club
Homeowners Association
Regular Meeting of the Board of Directors
November 27, 2018 3:00pm
Meeting Minutes**

1. **Call to Order:** David Chambers , President, called the meeting to order at 3:00pm
2. **Roll Call:** All members of the board were present except Dusty Rhoton. Robert Hoadley joined the meeting via teleconference call. Others present were Chris Shields and Tahlia Murray.
3. **President of the Board Address:** I want to address a serious issue. As an employer, we have a duty to ensure that our employees are not subject to a hostile work environment. Right now, I would say that if we don't have a hostile work environment, we are closing in on it.
Employees and even board members are receiving a barrage of harassing emails and text messages. I would say that in the past month or so, I have received at least 10 or more. Many include misstatements, distortions of the facts and exaggerations. A personal spin is added and sent to other homeowners in an effort to incite other members of the community to his cause.
The ironic thing is that significant time and effort is being employed to address the very subject that is the target of the complaints. The time wasted on dealing with the harassment is taking time away for a real, long-term solution. By the beginning of the year we will have a system in place to enhance the enforcement of the CC&Rs. In our January meeting we will be discussing our next steps as they relate to Short Term Rentals.
Somehow, some individuals have gained access to staff and board members email addresses and phone numbers. We can't all change those address and phone numbers so I am requesting that if you have an issue, you use the Clubs email address info@continentalflagstaff.com. Your message will then be forwarded to the appropriate individual. If the harassment does not stop, then I will seek legal remedies.
4. **Approval of Agenda:**
 - *Smith made a motion to approve the agenda. The motion was seconded by Goitia and carried unanimously. (MSCU)*
5. **Approval of Minutes:**
 - Regular Meeting of the Board- October 23, 2018
 - *Evans made a motion to approve the minutes with the below modification. The motion was seconded by Smith and carried unanimously. (MSCU)*
 - **John Nilsson- 5105 E. Mount Pleasant Drive-** Asked if there was still time to make changes to the Tenant Registration Form? Also asked the Board and Staff if CCC has

a Complaint Form? He encouraged the staff to look in Trello for another payment option for the website. – Change to Zelle

6. Board Appointment- Charles King- Mr. Charlie King moved to CCC 7 years ago and loves living in Continental Country Club. He has been married for 42 years and has two children and two grandchildren. Charlie graduated from Duke University Summa Cum Laude. In 2013, Mr. King retired from a 35 year career as a lawyer specializing commercial real estate development and leasing. Since retirement Charlie’s current interests include founding and coaching the Southwest Fencing Club- Flagstaff Branch. He trains fencers too compete at the state and national level. Charlie also competes himself in local and national competitions. He plays bridges and also has studied four languages.

7. Homeowner Participation:

- This portion of the meeting is for items that are NOT on the agenda. **Please limit comments to three minutes.**
 - **Terry Makinster & Vicki Steadman-6323 E. Willow Loop-** Homeowners asked for clarification on how the Tennis and Pickleball Memberships will work in 2019. They feel that many guests are using the courts and not paying fees. They are hopeful the new program will work!

8. Department Reports:

Golf Committee Report- Bill McGrath- McGrath announced that November 30th was the last day of golf for the 2018 season. He also informed the board that the committee approved the 2019 League Pricing which is outlined below. The Board challenged the Golf Committee to get the Men’s club to play Continental (3) times per month.

Continental Golf Club
Golf Committee 2019 League Pricing

League Name	Play Day	2018 Price	2019 Price
Men’s Club	Thurs x2 per Month	\$40	\$42
Ladies’ League	Wed x4 per Month	\$40	\$42
Bud Bull	Tues x4 per Month	\$40	\$42
Causey Group	Sat x4 per Month	\$50	\$52
Elden Group	Tues x4 per month Thurs x2 per month	\$40	\$42
Peaks Pass sold to leagues at rate of \$79. Points will accrue on league play days.			
Eric Spiers is the new Men’s Club President.			
Men’s Club = 20 out of 31 rounds in 2018 were played at CCC.			

General Manager Report – Chris Shields: Shields reported that he has been busy working with Kim Rushing, Controller, on the 2019 Budget. He said that the Preliminary Budget will be ready to present to the Board at the December Board Meeting. Shields updated the Board that the installation of the new carpet in the fitness center is complete. He stated that he and Tahlia Murray are working with Southwest Security and Messages & More to train their staff in preparation for the launch of the Neighborhood Safety Hotline beginning January 1st. He stated he shadowed Linda Caniglia, CC&R Compliance Officer, on a few drive and is very pleased with her progress in the short amount of time she has been with the company. Lastly, he announced that the club has been decorated for the holiday by the maintenance manager Bailey Flores.

Drive Log – Linda Caniglia: Caniglia reported since the October Meeting she issued 84 violations. She stated has been focused on utility trailers, illegal parking, unsightly construction materials and RV/Trailers parked on lots past the 72 hours.

Marketing Report- Tahlia Murray: Murray informed the Board that she has been working with Board Member John Keegan weekly on marketing strategies. The most recent meetings have focused on analyzing our email marketing program efficiency and lack of delivery. The Marketing Group: John Keegan, Tahlia Murray, Chris Shields and Chris Mandziuk switched to a new program called iContact which they all feel confident will deliver they e-blasts more efficiently. The second item the group has been focusing on is creating a detailed marketing plan for 2019 using 10-15 golf clubs/country clubs and tracking their campaigns.

9. Discussion Items

- **Disputed Audit Premium-** Chris Shields- After the 2017 Annual Insurance Audit, CCC was assessed an additional \$10,000 charge due to a discrepancy in our total reported revenue. In previous years CCC has only been assessed on Golf Revenue and in 2017 CCC was assessed on Golf and HOA Revenue. The club has settled and will only pay \$6,000 of the \$10,000 charge.
- **New VOIP Phone System-** Tahlia Murray- Murray announced in an effort of saving the club money and moving the club forward, Murray secured a new phone contract for the club. The club is currently paying around \$800 per month for 11 phone lines. The new contract with VOIP the club will be spending about \$275 per month and getting all new equipment free.

- **Capital Reserve Policy:** David Chambers-

CONTINENTAL COUNTRY CLUB
POLICY FOR MAINTAINING CAPITAL RESERVE ACCOUNT (CRA)
NOVEMBER 19, 2018

During 2017, a bank account was opened for funds related to capital expenditures. The portion of transfer fees that related to capital expenditures for 2017 and 2018 were deposited into this account. At the end of each year, the Continental Country Club (CCC) Board of Directors (BOD) will determine what surplus operating funds will be deposited into the CRA.

The CRA provides for limited check use so all capital expenditures will be paid from the operating account. Beginning in 2019, at the end of each month, one check will be drawn on the CRA to reimburse the operating account.

During 2017 and 2018, all capital expenditures were paid from the operating account. On or near, December 31, 2018, a check will be drawn on the CRA to reimburse the operating account for all 2018 capital expenditures. No reimbursements will be made for the 2017 capital expenditures.

- **Design Review Fees & Itemization-** Tahlia Murray- Murray provided the Board Members with the clubs current Design Review Form. Murray informed the Board that the current categories (1. Remodel/Addition- \$100 review fee 2. New Construction- \$200 review fee 3. All Other Improvements- \$25 review fee,) are confusing and unclear to people. The Board recommended that Linda and Tahlia look at what other HOA's are doing and bring a recommended form and fees to the December Meeting.
- **Neighborhood Safety Group Update-** Chris Shields: Shields informed the Board that the next target date for mailing is December 7, 2018 for the letter announcing the neighborhood safety hotline and magnet for every household in Continental Country Club.
- **Tennis & Pickleball Annual Dues Increase-** Tahlia Murray- Murray updated the Board that the Tennis and Pickleball Annual Memberships at Continental Country Club have been eliminated. These memberships were \$150 for a single and \$200 for a family. In an effort to provide consistent service to all members and guests who use the courts the Board and Management consolidated the memberships into social memberships which are \$450 for 6 months or \$650 for 12 months.

- **Rules & Regulations, Membership Policies & Tenant Registration:** David Chambers-Mr. Chambers and the Board discussed that since the mailing of the two documents earlier in the month the Board and Management have received some “push back” from the homeowners regarding some of the rules. The Board instructed the Neighborhood Safety Group consisting of: Bobby Zweifel, Dusty Rhoton, Chris Shields and Tahlia Murray to revisit these documents with the homeowner’s comments in mind and make edits. The Board requested that Charles King be added to the Neighborhood Safety Group.

10. Action Items

- Capital Reserve Policy
McGrath made a motion to approve the Policy for Maintaining the Capital Reserve Account. The motion was seconded by Smith and carried unanimously. (MSCU)
- Design Review Fees- TABLED

11. Informational Items to and From Board Members and Staff

12. Agenda Items for Next Month

- Revised Design Review Form

13. Next Meeting: December 18, 2018

14. Adjourn:

- *Smith made a motion to move into Executive Session at 4:48pm. The motion was seconded by Goitia and carried unanimously. (MSCU)*
- *McGrath made a motion to adjourn the meeting at 5:34pm. The motion was seconded by Smith and carried unanimously. (MSCU)*

Respectfully Submitted By,
Tahlia Murray
Director of Marketing