

**Continental Country Club  
Homeowners Association  
Regular Meeting of the Board of Directors  
October 23, 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 Bill McGrath. Others present were Chris Shields, Chris Mandziuk and Tahlia Murray.
3. **President of the Board Address:** Chambers welcomed all homeowners and Board Members to the October Board Meeting. He reminded the homeowners that when the homeowner participation of the meeting comes He asked that they please keep their comments or questions to three minutes. He announced that Steven Schlosser resigned from the Board of Directors. He invited anyone interested to apply and submit by November 16<sup>th</sup>.
4. **Approval of Agenda:**
  - *Evans made a motion to approve the agenda with the below additions. The motion was seconded by Hoadley and carried unanimously. (MSCU)*
    - *Golf Memberships*
    - *Liquor License*
    - *Insurance Coverage*
5. **Approval of Minutes:**
  - Regular Meeting of the Board- September 25, 2018
    - *Evans made a motion to approve the minutes. The motion was seconded by Goitia and carried unanimously. (MSCU)*
6. **Homeowner Participation:**
  - This portion of the meeting is for items that are NOT on the agenda. **Please limit comments to three minutes.**
    - **John Nilsson- 5105 E. Mount Pleasant-** When was the Tenant Registration Form approved? All vehicles that stay at a STR must be reported. The HOA should provide the definition of a Single Family on the Tenant Registration Form or Policy.
7. **Michael Chadburn- 1341 N. La Costa-** Asked the Board for their interpretation of the definition of single family. He then explained the he has a VRBO that is in his back yard that he has renter in and out on a daily basis. He stated that there has been a RV with people living in there for over three days and it was hooked up to the side of the house. He is very frustrated and wanting to know when the Board is going to take a stand. He said he follows the rules but doesn't understand why others get away with not following them.

## 8. Department Reports:

### Golf Committee Report-

- 2019 Golf Rate Proposal-
  - *Evans made a motion to approve the 2019 Golf Rates. The motion was seconded by Goitia and carried unanimously. (MSCU)*
- League Pricing- **TABLED**
- Peaks Pass Pricing-
  - *Rhoton made a motion to approve the 2019 Peaks Pass Rate of \$99. The motion was seconded by Hoadley and carried unanimously. (MSCU)*
- Golf Memberships- the Board discussed a 5% increase on annual membership dues. The Board also discussed the Golf Membership contract and the challenges the club faces when the club approaches 50 memberships.
  - *Hoadley made a motion to approve the 5% increase to Golf Membership Annual Dues. The motion was seconded by Rhoton, opposed by Smith and carried. (MSC)*

<b>Card Members (HOA Members)</b>						
<b>Time</b>	<b># of Holes</b>	<b>Mon-Thurs</b>		<b>Friday- Sunday (Holidays)</b>		
		<b>Walking</b>	<b>Riding</b>	<b>Walking</b>		<b>Riding</b>
				<b>Walking</b>	<b>Riding</b>	
February 2019	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
February 2019	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
March-19	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
March-19	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
April 1st -8th	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
April 1st -8th	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
April 9th -30th	18	\$ 34.00	\$ 42.00	\$ 37.00	\$ 45.00	\$ 45.00
April 9th -30th	9	\$ 32.00	\$ 38.00	\$ 31.00	\$ 38.00	\$ 38.00
May 1st -19th	18	\$ 38.00	\$ 52.00	\$ 41.00	\$ 55.00	\$ 55.00
May 1st -19th	9	\$ 32.00	\$ 38.00	\$ 32.00	\$ 38.00	\$ 38.00
Summer Rates	18	\$ 46.00	\$ 60.00	\$ 50.00	\$ 64.00	\$ 64.00
Summer Rates	9	\$ 30.00	\$ 36.00	\$ 30.00	\$ 36.00	\$ 36.00
September 24th-30th	18	\$ 34.00	\$ 48.00	\$ 37.00	\$ 51.00	\$ 51.00
September 24th-30th	9	\$ 27.00	\$ 33.00	\$ 27.00	\$ 33.00	\$ 33.00
October-19	18	\$ 29.00	\$ 43.00	\$ 31.00	\$ 45.00	\$ 45.00
October-19	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
November-19	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00
November-19	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00	\$ 31.00

## Guests / Local Residents

Time	# of Holes	Mon-Thurs		Friday- Sunday (Holidays)	
				Walking	Riding
		Walking	Riding		
February 2019	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
February 2019	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
March-19	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
March-19	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
April 1st -8th	18	\$ 33.00	\$ 39.00	\$ 33.00	\$ 39.00
April 1st -8th	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
April 9th -30th	18	\$ 39.00	\$ 53.00	\$ 42.00	\$ 56.00
April 9th -30th	9	\$ 35.00	\$ 41.00	\$ 35.00	\$ 41.00
May 1st -19th	18	\$ 53.00	\$ 67.00	\$ 56.00	\$ 70.00
May 1st -19th	9	\$ 35.00	\$ 41.00	\$ 35.00	\$ 41.00
Summer Rates	18	\$ 62.00	\$ 76.00	\$ 68.00	\$ 79.00
Summer Rates	9	\$ 39.00	\$ 45.00	\$ 39.00	\$ 45.00
September 24th-30th	18	\$ 44.00	\$ 58.00	\$ 45.00	\$ 58.00
September 24th-30th	9	\$ 35.00	\$ 41.00	\$ 35.00	\$ 41.00
October-19	18	\$ 42.00	\$ 56.00	\$ 42.00	\$ 56.00
October-19	9	\$ 33.00	\$ 39.00	\$ 33.00	\$ 39.00
November-19	18	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00
November-19	9	\$ 25.00	\$ 31.00	\$ 25.00	\$ 31.00

**Drive Log –** Linda Caniglia: Caniglia reported since the September Meeting she issued 46 violations. She has been focused on utility trailers, illegal parking, weeds and RV/Trailers parked on lots past the 72 hours. There has been numerous design review forms submitted for exterior paint, deck replacements, fence repairs, privacy fences and tree removals.

**Marketing Report-** Tahlia Murray: Murray reported that golf hosted their last tournament for the season. The Mountain Ridge Tournament was a big success! It is always nice to host this high school tournament and see young players on the field.

Murray also stated that she has been working on developing her 2019 Marketing budget and plan. She has submitted she budget to accounting.

For the past three weeks she has been meeting with Mandziuk, Shields and Keegan in weekly Marketing meetings to develop and cohesive marketing plan for 2019 and work out so issues in our current software.

Murray also has been working with the Neighborhood Safety Group. She worked closely with Chris, Bobby and Dusty to fine tune the last details to ensure the program rolls out properly to the homeowners. They reviewed and revised both the Membership Policies and Rules and Regulations in comparison with three other Homeowners Associations. Murray has been working hand in hand with CCC's website designer to build out the website for the tenant

registration portion to ensure it is user friendly. November will bring our annual food drive for the Saint Mary's Food Bank and the toy drive for Toys for Tots. Our Annual Breakfast for Santa is scheduled for December 15<sup>th</sup>!

## 9. Discussion Items

**City of Flagstaff Reclaimed Water Presentation:** Chris Shields- Shields reviewed the City of Flagstaff Reclaimed Water Users, The Master Reclaim Distribution System for the City and Water Distribution for Continental. He during his presentation he answered questions regarding the flow to Aspen Valley Golf Course, Walnut Canyon Lakes, Lake Elaine and Timberline Short Nine.

**Neighborhood Safety Watch Presentation:** Chris Shields & Tahlia Murray- Shields presented the below information to the Board.

- **Tenant Registration Policy**

ARS 33-1806-1 allows Associations to implement a Tenant Registration Policy and charge a processing fee. Continental Country Club, Inc. makes all Association Documents such as CC&R's and Bylaws available on Association website.

Within **fifteen (15) days after** commencement of each lease/rental term (even a renewal), the Owner shall provide the Association with a completed copy of the Tenant Registration Form. In addition, the Owner shall pay the Association a \$25 fee within **fifteen (15) days after** commencement of the lease/rental term if there is a change of tenancy.

The Owner shall be liable for any violation of this Declaration, the Design Guidelines or the Association Rules by the Tenants or other persons residing in the home and their guests or agents and, in the event of any such violations. Owner is advised to explain and provide copies of the Association CC&Rs, Rules and Regulations and all Continental Country Club Policies to the Lessee/Tenant. The Owner, upon demand of the Association, shall immediately take all necessary actions to correct any violations.

Each Owner shall pay to the Association a \$25.00 processing fee to be paid each time there is a change in tenant. Existing contracts between owners and tenants will not be grandfathered in or exempt from this new program.

All fees associated with this policy are the responsibility of the homeowner, of which all liabilities and responsibilities shall rest upon. No portion of the cost of compliance shall be reimbursed or repaid by the Association, or the Board, for any reason at any time.

- **Tenant Registration & Payment**
  - Continental Homeowners who rent their homes on a short term or long term basis are required to complete step #1 for each rental. Should the owners want their tenants to have access to the amenities the homeowner will need to purchase a Recreation Pass (1) times per year.
    - Step #1- Visit CCC Website and complete Tenant Registration Form and pay \$25 fee per rental.
    - Step #2- Recreation Pass- Homeowners will need to purchase a Recreation Pass that will be billed annually in addition to their annual assessment beginning January 2019.
      - **Price Structure**
      - 1 Bedroom = \$250
      - 2 Bedroom = \$500
      - 3 Bedroom = \$750
      - 4 + Bedroom = \$1000
  
- **Neighborhood Safety Group Accomplishments**
  - Restructured Fine Schedule
  - Contracted Southwest Protective Services
  - Contracted Messages & More
  - Restructured Rules & Regulations
  - Restructured Membership Policies
  - Held a 2 hour STR focus group to discuss recent vote
  - Developed Tenant Registration Program & Policy
  - Developed Safety Program
  
- **Messages & More + Southwest Security Response**
  - If a disturbance arises ANY homeowner can call the afterhour's safety line and report a situation.
  - The phone call is routed to Messages & More who are trained by CCC Staff and are versed in the CC&R's and will determine if the complaint qualifies a security guard to be dispatched.
  - What qualifies a security guard to be dispatched?
    - Noise Disturbances
    - Parking Violations:
      - If cars are blocking a hydrant or a driveway or if during winter parking rules.
    - Fire Protection Violation
  
- **Reporting to HOA Management**
  - Southwest Security will document every call they are dispatched to. They will notate all parties involved and if any outside agencies such as police or fire department were dispatched.

- The hoa will be notified the next morning which will allow any follow up violation letters to be issued. The hoa manager will also make contact with the property owner to inform them of the incident that occurred.
  - **Communication and Notification to Homeowners**
    - **November billing** to all homeowners will include the “approved” Rules and Regulations and Membership Polices.
    - **December mailing** will include a magnet with all contact information necessary to contact Messages & More. It will also include a cover letter explain the program and acceptable call-ins.
    - **January mailing** will be a final letter announcing the launch of the program! All publications including: newsletters, e-blasts and violation letters will include the afterhour’s phone number.
      - **Art Glass- 4870 E. Mount Pleasant Drive-** Asked if the homeowner would be notified by letter? **Yes.** He also inquired when Security is dispatched to a house if the Board would be notified. **No.**
      - **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 Zelle for another payment option for the website.
- **Review of Revised Rules & Regulations:** Chris Shields & Tahlia Murray- Shields presented the Board with the Revised Rules & Regulations. The Board reviewed the Rules and made suggestions to the Staff such as adding:
  - 2019 to the cover
  - Effective date
  - Correct two spelling issues
- **Review of Membership Policies:** Chris Shields & Tahlia Murray- Shields presented the Board with the Revised Membership Policies. The Board requested effective dates be added.
- **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.
- **2019 Board Retreat:** Chris Shields-The Board discussed the 2019 Board Retreat to be held on January 26<sup>th</sup> in Phoenix.

## 10. Action Items

- 2019 Golf Rate Structure
  - *Evans made a motion to approve the 2019 Golf Rates. The motion was seconded by Goitia and carried unanimously. (MSCU)*

- Revised Rules & Regulations
  - *Smith made a motion to approve the Revised Rules and Regulations effective January 1, 2019. The motion was seconded by Goitia, opposed Keegan, motion carries.*
- Revised Membership Policies
  - *Smith made a motion to approve the Revised Membership Policies effective January 1, 2019. The motion was seconded by Goitia, opposed Keegan, motion carries.*

**11. Informational Items to and From Board Members and Staff**

**12. Agenda Items for Next Month**

- Golf League Pricing

**13. Next Meeting: **November 27, 2018****

**14. Adjourn:**

- *Goitia made a motion to move into Executive Session at 6:12pm. The motion was seconded by Smith and carried unanimously. (MSCU)*
- *Rhoton made a motion to adjourn the meeting at 9:02pm. The motion was seconded by Smith and carried unanimously. (MSCU)*

Respectfully Submitted By,  
Tahlia Murray  
Director of Marketing