

**Continental Country Club  
Homeowners Association  
Regular Meeting of the Board of Directors  
February 26, 2019 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 John Keegan. Others present were Tahlia Murray, Kim Rushing, Linda Caniglia and Susan Thomas.
3. **President of the Board Address:** Chambers welcomed the Board and staff to the February Board Meeting. Chambers thanked the staff and Tahlia Murray for their hard work over the last 30 days through the clubs transition period.
4. **Approval of Agenda:**
  - *Goitia made a motion to approve the agenda with the following additions. The motion was seconded by Hoadley and carried unanimously. (MSCU)*
    - *Approval of Heath Insurance Contract*
    - *Approval of Revised Capital Budget*
5. **Approval of Minutes:**
  - Regular Meeting of the Board- January 26, 2019
    - *Evans made a motion to approve the minutes. The motion was seconded by McGrath and carried unanimously. (MSCU)*
6. **Homeowner Participation / Correspondence**
  - **Star Kelley-** 1641 N. Continental Drive- (Letter Submitted) - Michael Chadburn read letter on behalf of Star Kelley. Letter voiced frustrations with vacation rental near her home that has people trespassing in and out of her back yard.
  - **Michael Chadburn-** 1341 La Costa- Mr. Chadburn asked for clarification on the Tenant Registration Form 15 day submission. He also inquired if the Board looked into Flagstaff Property Management companies.
    - Chambers responded and stated that the form must be submitted within 15 days of commencement of the lease.
    - Charlie King stated that committee looked at all Flagstaff Property Management Companies and they were too small to handle CCC's complex issues.
  - **Terry Makinster-** 6323 E. Willow Loop- Asked if there will be an on-site General Manager.
    - Chambers responded and said yes there will be an on-site staff including a General Manager.
  - **Carl Wood-** 1860 N. Rain Tree Rd- Does the Board expect that legal fees will be reduced with Property Management?
    - Yes significantly. Property management offers continuing educations for staff and board members.
  - **Mike Sargent-** 6110 E. Laurel Loop- Recommends the whole Board meets the top two companies in person.

- **Bob Prida**- 6030 E. Laurel Loop- Concerned Property management will turn out like OB Sports.

## 7. Department Reports:

### General Manager Report-Tahlia Murray:

I am extremely honored and humbled to be appointed as the Interim General Manager of the HOA. I want to see Continental Country Club thrive and be an example of how a vibrant community should be while striving to be progressive and a best practice. I hope to stay true to the history and character that has made Continental a wonderful place to raise a family or spoil your grandchildren. With this in my mind, I approach every project/task with safety in mind. Below you will find the current projects the team is working diligently on around the club.

**Walnut Canyon**- CCC filed a claim with the city due to damage at Walnut Canyon Lakes grass, valve box and piping by a City Water Truck totaling \$1454.00. City assumed the guilt and cut a check to Continental Country Club. Warner's will do repair on the sprinkler system in the spring and repair the grass. **(Continental may need to re-open this claim because of sidewalk damage discovered)**

**Lighting Permit**- City of Flagstaff approached CCC regarding Pickleball Court Light complaints. CCC submitted a lighting permit for entire CCC property (at the city's request). All lights on property are up to code except the Pickleball lights. To bring the lights up to code new lights will need to be installed or shields will need to be fabricated by an engineer. CCC Maintenance Manager, Bailey is currently in the process of gathering quotes for Board's approval.

**Locker Room Insurance Claim**- January 3<sup>rd</sup> pool locker room bathrooms backed up causing extensive damage to bathrooms and pool pump room. Insurance claim filed. Claims adjuster accessed property Wednesday January 30, 2018 and determined that all tile needed replaced, three feet worth of dry wall needs replaced. All quotes and bills have been submitted to Phil Giese. Giese has been fighting with Philadelphia insurance for denying the claim due to the pool house building "not being covered" under the blanket policy. The policy currently states (1) clubhouse, (1) cart barn, (2) maintenance buildings. **Deductible \$2500.00**

**#9 Golf Bridge**- **Full Replacement required.** Approximate cost \$2500. Labor will be done in house by Maintenance Manager, Bailey.

**Marquee Roof Leak**- 3-4 areas over the Marquee Room are leaking. There is a 12 year old heater that was installed incorrectly and leaking under the heater. Water damage in the marquee. Heater to be replaced and roof to be patched. **Total approximate cost- \$11,440**

**Master Mechanical- removal of old unit + new unit and install = \$10,900**

**Chris Short- Roof Repair- \$540**

**Lobby Bathroom Remodel**- Work started Monday February 4<sup>th</sup>. CCC staff discovered termite damage on a load bearing beam which stalled progress. Exterminator determined that termite damage was old and that it was in CCC best

interest to spray when beam was replace and new drywall installed. Engineers/Contractor bids gathered ranging from \$8,000-\$15,200. Jason Woodward's team (current CCC Homeowner) started work on February 15<sup>th</sup> replacing rotted framing/ load bearing beam. Tile work to begin on February 25<sup>th</sup>. The Tile work is expected to be completed by March 8<sup>th</sup>. New granite counter tops and partitions will follow. The hope is to have the bathrooms finalized and sprayed to **re-open by March 28<sup>th</sup>**.

**APS- Open Service Ticket # 190219-00388-** It was brought to my attention that the CCC clubhouse parking lot is extremely dark at night. When the servers leave between the hours of midnight at 2:00am there are multiple light posts there are not lite. I filed a ticket with APS to fix all light poles with brighter light bulbs for safety. **Expected completion March 15<sup>th</sup>**.

### **Continental Staff Update**

There is a mountain of knowledge and experience in our neighborhood and many residents have served on the HOA Board or a committee of some sort. We encourage your feedback and ideas to improve the neighborhood and continue the friendly atmosphere that has defined Continental in the past. The Continental Staff is excited for the 2019 season and is open to new challenges!

**Kim Trujillo-** Front Desk Lead/Accounting Assistant- Kim has been working with Continental for two years and has grown exponentially. She is fully cross trained between front desk and accounting and is always willing to learn more! If you're a football fan there is no one better to talk football with! She loves the Patriots!

**Amanda Mattei-** Front Desk- Amanda is approaching her one year anniversary with Continental and is a perfect addition to our team. The homeowners love her friendly demeanor. Amanda is cross-trained in processing Property Transfers and Disclosure Packets. Amanda has a soft spot for animals-particularly cats!

**Bailey Flores-** Maintenance Technician- Bailey is also approaching is one year anniversary with Continental. Bailey is one of the hardest workers you will ever meet. He currently works full-time for Continental and full-time for Plated Projects. At the young age of 23 he just purchased his first home!

**Linda Caniglia-**CC&R Compliance Officer- Linda joined our team only six months ago from Little America. She is retired and working 20 hours a week. Linda does our property compliance drives Monday-Friday and also handles our design review process. Linda has a beautiful granddaughter that is two years old that is her only grandbaby!

**Susan Thomas**- CC&R Compliance Officer- Susan just joined our team on February 18<sup>th</sup> as a part time CC&R Compliance Officer. Susan will be working 20 hours per week Thursday-Sunday focusing on Rental Enforcement. She will be monitoring rental websites, guest review, submission of tenant registration forms, county assessor's records and maintain a running spreadsheet of all rental properties in CCC. Susan loves to work out and go to garage sales early in the morning with her girlfriends!

**Kim Rushing**- Controller- Kim has been with Continental for two years and has been a wonderful Controller for CCC following previous hires. She has cleaned up the accounts and has restored relationships with vendors. Kim also handles all new hire processing for the club. Kim and her daughter Jenna love Mexican food and movie nights!

**CC&R Compliance Report: Linda Caniglia-**

Caniglia reported that since the last Board meeting she has had 110 violations. She has had 12 new complaints reported that consist of the following:

- Garbage Cans (4)
- Parking (2)
- Trashcan Storage (2)
- Parking off of Driveway (2)
- Unsightly (2)

Linda stated her goals for spring will be focusing on paint/stain, overgrowth, dead vegetation and pine needles.

**CC&R Compliance Report: Susan Thomas:**

Susan Thomas briefly introduced herself to the Board and homeowners present. She stated that her primary goal is to proactively enforce and monitor the rental websites, guest reviews, tenant registration forms, county assessors records and maintain a running spreadsheet of all rental (short term and long term rentals) within Continental.

**8. Discussion Items:**

- **Property Management: Charlie King:**

Charlie King informed the Board that the Property Management Committee has met with multiple companies and has requested proposals from three (CCMC, AAM & PDS). The proposals will be available for review by the next Board meeting. Charlie stated that the purpose of Continental looking at a Property Management Companies is to see if it a good fit for our community and have them provide multiple scenarios on how they propose it can be done better.

**Town hall Meeting- David Chambers**

Chambers stated that Continental has many important topics happening all at once and it might be in the Boards best interest to consider holding a Town Hall Meeting early in the season to keep the members informed about items such as Lake Elaine, Golf, Short Term Rentals, Rules & Regulation Changes, etc. The Board tentatively decided on June 1<sup>st</sup> pending space availability.

**Online Voting Proposal- TABLED**

**Revised Capital Budget- Increase to a total of \$150,000.00**

**CHANGES**

\$26,104 Pickleball

\$8,000 Pool Lift Chair

\$15,000 Lobby

- ***Goitia made a motion to approve the revised Capital Budget. The motion was seconded by McGrath and carried unanimously. (MSCU)***

**Rules & Regulations**

Charlie King stated that all homeowner feedback has been reviewed and will continue to be reviewed and taken into consideration. At the March meeting the Board will review the final Rules and Regulations from the committee and approve.

**9. Action Items:**

**Architectural Control Review:**

Dave Evans- Chairman  
Linda Caniglia  
Tahlia Murray

**House and Grounds Committee:**

Bobby Goitia- Chairman  
Tahlia Murray  
Bailey Flores

**Golf Club Committee:**

Bill McGrath- Chairman  
Gary Smith  
Chuck Thompson  
John Keegan  
Chris Mandziuk  
Tahlia Murray

**Finance Committee:**

Dave Evans- Chairman  
David Chambers  
Kim Rushing  
Tahlia Murray

**FGMC Committee:**

Bill McGrath  
Gary Smith  
Chuck Thompson- Chairman for CCC  
Chris Mandziuk  
Tahlia Murray

**Restaurant Committee:**

Bobby Zweifel- Chairman  
Tahlia Murray  
Ryan Field

**Golf Viability Committee:**

Bill McGrath  
Charlie King- Chairman  
John Keegan  
Gary Smith  
Tahlia Murray

**Neighborhood Patrol/Compliance/ Rule & Regulations Committee:**

Dusty Rhoton  
Charlie King- Chairman  
Tahlia Murray

- Bank Account Updates
  - SunWest Operating
    - Remove William McGrath
    - Remove Chris Shields
    - Add David Evans
    - Add Tahlia Murray
  - SunWest Capital Reserve
    - Add Tahlia Murray
    - Add David Evans
    - Add David Chambers
    - Remove Chris Shields
  - SunWest CD
    - Remove Chris Shields
    - Add David Chambers
  - Chase Bank- Credit Card Account
    - Remove William McGrath
    - Remove Chris Shields
    - Add David Evans
    - Add Tahlia Murray
- ***Goitia made a motion to approve the above changes to the bank accounts. The motion was seconded by McGrath and carried unanimously. (MSCU)***

#### **10. Informational Items to and From Board Members and Staff**

#### **11. Agenda Items for Next Month**

- Finalize Rules & Regulations
- Property Management

#### **12. Next Meeting: March 26, 2019**

#### **13. Adjourn:**

- ***Goitia made a motion to adjourn the meeting at 4:37pm. The motion was seconded by Evans and carried unanimously. (MSCU)***

Respectfully Submitted By,  
Tahlia Murray  
Interim General Manager