

University Park Homeowners Association, Inc.

Board of Directors Meeting Minutes

Telecommunications (Zoom)

January 10, 2024

The meeting was held by telecommunications and was called to order at 3:00 PM.

Present were as follows:

Lloyd Nordhausen	President
John Smith	Vice President
Nancy Bunker	Secretary
Jim Forman	Treasurer
Janet Butts	Director at Large
Judy Walton	Director at Large
Derek Patterson	Property Manager
Heidi Lane	Director of Management, RC
Ken Caskey	Regional Vice President, RC
Excused Absence: Ray Hendershot	Director at Large

New Business:

The meeting was called with RowCal representatives to discuss eight questions or concerns created by the Board. Topics ranged from Annual billing errors, reminder statements, office accessibility for timed or non-timed appointments and how to drop off items, concerns with CareTeam delayed responses for voice messages, the status of the contract renewal in April 2024 and any possible increase, how to issue mailed notices for UPHOA summer picnic and holiday party, and if RowCal can provide Board member emails through their software and general accounting questions.

Mr. Caskey and Ms. Lane responded to the topics noted above with a question-and-answer period taking place. RowCal stated that there will be no management fee change for this year. The Board and RowCal agreed to a three-month and a six-month progress review.

4:07 PM. Mr. Caskey and Ms. Lane were excused from the meeting.

The Board reviewed the results of the meeting with Mr. Caskey and Ms. Lane and decided not to seek new management company proposals at this time.

The Board requested the Secretary to create a comprehensive report on the meeting to send to all UPHOA Members via eblast. (See attached copy of eblast dated 1/23/2024).

Mr. Nordhausen discussed the second letter submitted by Ms. Hubbard-Larson (and others), which is under review by the Association's law firm. More input will be provided to the attorney for a response.

There was further discussion on the recent special meeting petition Ms. Hubbard-Larson (and others) sent to residents. Mr. Patterson will contact the attorney for guidance on moving forward with a possible special meeting.

Mrs. Bunker discussed a proposal to update the Bylaws (created in 1998), where an entirely new set would be created. Discussion followed. A motion was made to approve the proposal, which carried 6-0 in favor.

There being no further business, the meeting was adjourned at 5:38 PM.



Derek Patterson
Property Manager

Sent to UPHOA Members via eblast 1/23/2024 11:05 AM

University Park / Information from RowCal Meeting



donotreply@cincsystems.net
To

Follow up. Start by Tuesday, January 30, 2024. Due by Tuesday, January 30, 2024.

Reply Reply All Forward ...
Tue 1/23/2024 11:05 AM

Dear UP HOA Members:

UP HOA Board of Directors met with representatives from RowCal Property Management via Zoom. Attending the meeting were the new Colorado Springs RowCal Director of Management (working full time in the Colorado Springs office), the RowCal Regional Vice-President (who lives in south Denver and works both the Denver and out of the Colorado Springs office daily), our Property Manager, Mr. Derek Patterson and UP HOA Board of Director members.

The following is the list of topics presented to RowCal and the remedies discussed.

Problems with 2024 billings. The residents of UP HOA historically received one billing by mail with clear instructions on how, when, and where to pay the annual dues. The billing from RowCal was confusing to the residents as there were emails, mailed statements, incorrect amounts, missing information, address errors, and the information missing about where to mail checks, etc.

Remedy: RowCal is in the process of moving to an "in-house" accounting system that should alleviate these problems and concerns.

Accessibility to the office. Due to security concerns, the RowCal office door will continue to be locked. They explained they have had issues in the past that promoted this company policy.

However, at the request of the UP HOA Board, RowCal has implemented a policy that a worker will be on duty daily from 9:00 am to 3:00 pm Monday – Thursday and 9:00 am to 1:00 pm Friday to answer the doorbell and receive drop-offs.

If you require personal assistance, please contact our Property Manager, Derek Patterson, to make an appointment at 719-471-1703.

The UP HOA Board welcomed the idea that RowCal is going to add staff to have the doorbell answered during their listed hours above.

Drop-offs at the office. There is no drop box at RowCal to leave any items. The landlord/owner of the building will not allow RowCal to construct a hall, exterior drop box, or insert into the wall drop box.

However, now that there will be a staff person to answer the doorbell, this will help with drop-offs. Also, if you can place your item in an envelope with Derek's name on it, you can slide it under the door.

RowCal did announce to the UP HOA Board that they have added more staff due to the acquisition of another property management company. Therefore, they are also currently looking for a new office space. The UP HOA Board expressed the frustrations of the current office space: stairs, the lack of drop boxes, no receptionist, the location, convenience, etc. All concerns were listened to and taken into consideration by the Regional Vice-President.

Care Team. The Care Team has people in every RowCal office who answer calls company-wide. There are currently 4 Care Team staff in the Colorado Springs office. It is not guaranteed that a person in the Colorado Springs office will answer the phone when a UP HOA member calls. RowCal is working to ensure they have adequate staffing and training for the Care Team. There have been fewer complaints about the Care Team.

RowCal handling of Holiday/Picnic invitations. RowCal will send the Picnic and Holiday invitations by postcard to the UP HOA Members in the future.

Attendance. The UP HOA Board requested that RowCal management attend the April board meeting for a progress review.

RowCal Review. The UP HOA Board has scheduled a six-month review with RowCal to determine the status of the above items. Additionally, the UP HOA Board will continue to monitor all active RowCal Issues.

Administration fees/Management fees. In view of the issues UP HOA has experienced, RowCal has agreed to reduce administration and management fees for 2024.

Respectfully submitted.

Nancy Bunker

UP HOA Secretary