

State of the Association

CLRRA Annual Meeting

June 12, 2021

Good Associations preserve the character of their communities, protect property values, and meet the established expectations of property owners. Great Associations also cultivate a true sense of community, promote active property owner involvement, and create a culture of informed consensus. Shortly after becoming our President, Bryon Fessler held a Board retreat and invited the Manager to attend. Together, we came up with three goals and several objectives and I would like to report on our progress to date.

Goal #1: Enhance our long-standing commitment to the protection of property values, community upkeep, and community activities.

- We reaffirmed our commitment to always put the community first and act in the best interest of the Association.
- We approved a special road project for Mosquito Drive and plan to do additional special road projects in the future based upon need and property owner input.
- We authorized improved fencing and cameras for the trash compactor area.
- We took on the daunting task of updating our outdated Articles of Incorporation and Bylaws. That effort culminated in a successful property owner vote, and we want to thank you for that.
- We signed confidentiality statements
- We authorized an Ad Hoc Committee to study our wages and salaries to make sure that we were adequately paying our Office and Field Staff.
- We approved the immediate hire of a part-time administrative assistant for the Manager to take minutes at all Board meetings and assist with the preparation of the agenda, board packets, violation notices, etc.
- We gave bonuses to our non-seasonal staff to recognize all their hard work and positive contributions to the Association and property owners.
- We directed the Manager to install Wi-Fi in Base Camp for property owners to use. This is especially important to some of our part-time property owners.
- We implemented quarterly “all hands” meetings with the Staff and talked about things that we do well and what obstacles and challenges the team is facing.
- We accepted the \$21,000 bid for the 2012 F250 pickup and plow. This asset was at end of life, and we recovered nearly half the cost.

Goal #2: Improve our communication, collaboration, and service to our property owners.

- We adopted a Covenants and Rules Enforcement Policy that includes a warning/courtesy letter plus damages, if applicable, and then escalating but reasonable fines for repeat offenders. By doing so, we eliminated nearly two pages of fines that ranged from zero to \$10,000.
- We changed the Office hours from Memorial Day to Labor Day to Tuesday – Saturday (9-5), Sunday (9-1) and Monday (Closed) to better serve all our property owners.
- We created Association email addresses for all Board members to help with continuity of communications.
- We started live streaming our Board meetings and plan to continue that after COVID.
- Speaking of COVID, we supported every one of the Manager’s recommendations to keep our staff and property owners safe during the pandemic.

- We authored a property owner survey, analyzed the results, and then focused on the top three areas including road maintenance, security, and rule enforcement.
- We standardized the Violation Observation Form that is used to enforce our covenants and rules. We issued several hundred violations in a fair and consistent manner that helps change the behavior while still treating property owners with dignity and respect.
- We joined NextDoor to post announcements, reminders, event and meeting information, and other factual content that the Crystal Lakes community finds useful.
- We authorized a free special trash day for property owners.
- We approved a second phone line for the Office and encouraged property owners to leave brief messages (some were taking 20-30 minutes or more).
- We collected the largest amount of slash to date at the Slash Depot and provided the resources to our manager to conduct a successful burn.
- We published road maintenance updates monthly and directed the Manager to create a road maintenance plan which will be issued shortly.
- We implemented quarterly discussions with property owners, the first one being the emergency town hall meeting to discuss safety and compliance issues. The Cameron Peak Fire impacted the scheduling of these meetings, but more are planned with this new Board.
- We asked the Manager to clean up the contacts in our email distribution program and limit them to property owners only so that we could communicate directly with property owners and share codes to the restrooms and laundry facilities (and eventually the trash compactor).
- We spent five months reviewing the Association's anticipated income and planned expenditures for the upcoming year, held two workshops that were open to property owners, and approved the release of a draft budget for next year. Adopting the budget is one of the most important components in the effective management of our Association.
- We streamlined the Hearing Panel and the Architectural Control Committee.
- We passed a motion that recognized that there are times when property owners, prospective property owners, and contractors need to temporarily park on Crystal Lakes' roads.
- We used the Board monthly newsletter to better inform property owners of our progress on numerous fronts. We received feedback from numerous property owners that our newsletters are the best they have ever seen, and we hope to continually improve upon this important communication tool.
- We diligently worked with our collections attorney to reduce our delinquencies. As of the end of March, the Association had 23 delinquent property owners who owe a total of \$52,295.61 to the Association. Three of the most delinquent properties totaling over \$33,000 are scheduled for Sheriff sales. The Board considers the collection of maintenance fees, assessments, special assessments, or other fees due to the Association to be serious and the primary means of support for the community. The absence of these maintenance fees or assessments and special assessments would constitute an imminent threat to the peace, health, and safety of the community.

Goal #3: Resolve long-standing issues that affect our staff, Board, and property owners.

- We partnered with the USFS, LCSO, CPW, DNR and County Commissioners and helped to temporarily close a portion of the National Forest to recreational sports shooting along Deadman and Tiny Bob Roads bordering Crystal Lakes. This monumental effort took thousands of volunteer hours and there is a lot more information on the Crystal Lakes website.
- We resurrected the Safety and Compliance Committee and asked the volunteers to help discourage trespassing by non-members and promote safety within the community, for property owners and their guests, using non-confrontational means.

- We took a four-prong approach to security and rule enforcement that includes contract security, staff, volunteers, and property owner education.
- We discussed areas of mutual interest with the Crystal Lakes Water & Sewer Association and suggested and authored a draft Memorandum of Agreement (MOA) between the two Associations.
- We improved our partnership with Westwind, our accounting company.
- Our Staff helped LC emergency officials issue credentials during the Cameron Peak Fire, and we authorized the use of any of our heavy equipment to help put out the fire, which shows what a community can do when we come together and support one another. We held an appreciation BBQ for all our volunteer firefighters and special duty responders to thank them for all their hard work.
- We recognized that the Cameron Peak Fire was an extremely stressful time for our community and our neighbors, especially those who lost homes due to the fire. We remained vigilant and let our community vision statement guides us during those uncertain times: Let our legacy be a peaceful, caring, and cooperative community.
- We approved tires for the loader, tire chains for all our vehicles, grader repairs, etc.
- We approved a v-plow for the grader to help with heave snow removal.
- We received three dump loads of crushed asphalt as a trial in front of the Wapiti Center and Base Camp.
- We provided the resources for the Field Staff to fix Tami Bridge.
- We authorized the creation of the Crystal Lakes Open Space Conservancy (501c3) whose mission is to maintain and enhance the health of approximately 563 acres of open space, forests, wetlands, trails and to promote the reduction of fire hazards in the community.
- We helped the Manager to deal with the 4th largest snowstorm in Colorado history and created an Ad Hoc committee to review our snowstorm response, solicit input from property owners, and make recommendations to the Board.
- We purchased a 2009 CAT Grader at auction and restricted the third field staff position to be a heavy equipment operator going forward.
- We successfully defended the Association in a lawsuit regarding the Bear Gulch easement and in another lawsuit regarding over \$35,000 of past due assessments, attorney fees, interest, etc.
- We approved plans to repair the maintenance shop roof leak when weather allows.
- We aligned our insurance policies to our fiscal year.
- We made additional operating reserve contributions and full reserve contributions per the Reserve Study and approved budget.
- We supported the Manager's decision to procure a new trash compactor.
- We issued Request for Quotes for website transition and upkeep, fire mitigation and cleanup, portable restroom maintenance, chain link fence, and janitorial services. Per policy, we posted all these RFQs on the website and allowed property owners to bid on them if they meet the requirements.

As you can see, the State of the Association is strong. We have a wonderful staff who work hard, treat each other with respect, and accomplish amazing things. Equally important, we have an outstanding Board of Directors who volunteer their time and talent to serve the property owners of the Association and put the Association first. As Bryon would say, our community works best when it works together. Thank you for a wonderful year and best wishes to the incoming Board.