

MINUTES OF THE GREATER CORONA HOMEOWNERS ASSOCIATION BOARD OF DIRECTORS

January 20, 2011

The regular monthly meeting of the Greater Corona Homeowners Association (“GCHOA”) Board of Directors was called to order at 7:02 p.m. at the GCHOA Clubhouse located at 1212 North Juniper, Chandler, Arizona 85226 by Heidi Birkholz. Directors in attendance were Heidi Birkholz, President; Bob Ruth, Vice President; Blaire McCloud, Contracts Director; Damian Nichols, Treasurer. Laurie Roberts was also present. Tom Sounart, Secretary attended through videoconferencing. Sarah was present to represent ACC. Homeowner Ty Wilson was present for the discussion with him about his interest in being hired for the Clubhouse Management position. Larry, the current Clubhouse Manager, was present later for the discussion with him about clubhouse management.

Approval of meeting minutes – Tom

November and December Regular meeting minutes and the annual meeting minutes were reviewed. Bob motioned and Damian seconded to approve the all the minutes. The motion carried.

Property Management report – Laurie Roberts

- Winter grass helped by December rain.
- Legends Lighting was called to remove the light pole at the south park on 1/1/11. Wind blew it over and exposed wiring. Cost to replace with light fixture \$750. Bob motioned and Damian seconded to approve. The motion carried.
- Tennis light cover still on order.
- New park signs ordered. Cost was \$284.18 for 12 signs. Handyman will pick up and replace where needed.
- North pool restroom door bid is \$365 installed – metal door and new hardware, adjust auto-closer. Hardware can be made to lock as it is now or to only keep door shut with privacy lock. Discussed option of risk vs benefit of using privacy lock/auto close, which would leave door unlocked but prevent the vandalism of breaking into the locked door. Board decided on the privacy lock method with auto close due to so many repeated breaking in of locked door.
- Ed Pelham resigned the ACC due to work conflicts. Dennis has not replied in several months. The Board decided to take over the ACC duties until more members participate. Damian and other board members will first try to recruit more ACC members. Larry Blanchard volunteered to be on the ACC.
- Taxes and cash review are in process. 1099’s have been mailed to vendors as required.

Treasurer's report – Damian

- Prepays 22,741.69
- Cash 14,601.18
- Reserves 49,881.71
- Total 64,482.89

Contracts Report – Blaire

- Nothing new to report.

Architectural Control Committee Report – Sarah

- Request to make a post-type mailbox stand was approved.

Orchid Entrance

- We need bids. Laurie to get bids on 4 signs – Orchid and Corona Gardens entrances and also with breakdown for doing only partial.
- Laurie described need for vision for design. Bob requested we get ideas for design ideas to look at first. Some styles discussed.
- Laurie suggested we offer budget and ask what they can do, but board members did not like this approach. The process for how to move forward was discussed. The budget is \$12k and we can possibly go higher. Laurie will get some ideas.

Vacuum Cleaner

- Discussed need for new vacuum cleaner in the clubhouse per annual meeting feedback. Damian motioned to approve the purchase of a vacuum cleaner up to \$150. Blaire seconded and the motion passed.

Pool Table Cover

- Hard top and vinyl cover discussed. Laurie will find product to propose.
- Recovering also needed. Bob motioned to recover with green felt. Damian seconded and motion carried.

Clubhouse Management

- Bob asked Ty Wilson why he was interested in the Clubhouse Management position. Ty stated that he was not happy with current management and thought he could do a better job. He claimed that he and other residents he knows have experienced rude behavior from Larry, that he berated 3 people, and accused Ty of stealing.
- Bob R described the job responsibilities and pay. Ty agreed to all conditions.
- Tom asked if Ty's wife, Cindy, would be able to cover when Ty was at work, and he said yes. Tom stated his opinion on the importance of customer service in this job, and that he had also had problems with that with current management.

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- Blaire said he had a problem with Larry but that was quite a while ago.
- The board told Ty that we would discuss at the end of the meeting and decide tonight. Ty left the meeting.

- Larry attended later after Ty had left.
- Bob told Larry that he does a great job taking care of the clubhouse.
- Laurie asked Larry how people have been to deal with. Larry said that residents in general are really good and he has had very little problems.
- Damian asked about the problem with the clubhouse being unreservable when Larry is out of town and if he would be amenable to a backup. Larry agreed and had some suggestions for people who could be his backup.
- Damian asked Larry if he would consider email scheduling. Larry said he would not mind. Damian also suggested an online reservation system. One potential problem with this is the requirement of being up to date on dues, which needs to be checked before reservation approved. Board discussed email and online scheduling options.
- Tom told Larry that he thinks he has done a great job taking care of the clubhouse. He then stated his opinion about the importance of customer service in this position and stated that there has been feedback that there could be some improvement in this area and asked Larry if he would consider trying to improve on this.
- Larry said great things about the residents and what a great community of people we have and that he likes doing the job.

- At the end of the meeting when neither Larry nor Ty were in attendance, the board discussed the Clubhouse Management position.
- Damian will setup a system for online scheduling, which will be an option. Emails will also be an option. A backup to allow reservations while Larry out was already decided on last year and we still need to find a backup.
- Tom said that he agrees with this approach to solve the scheduling problems we have had, but that this is not enough, and the residents should not have to put up with poor customer service in order to get access to their own property.
- Damian suggested Laurie give an email survey to residents to get broader feedback on clubhouse management. Tom agreed with this and was willing to wait for these results, but Bob stated that we have pushed the decision on offering the job to Ty before and we owed him a decision.
- Tom motioned to hire Ty as the new clubhouse manager. The motion was not seconded.
- Bob motioned to keep Larry as the clubhouse manager. Heidi seconded the motion. Damian abstained from voting. Tom opposed, and the motion carried 3 to 1.

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Homeowner Forum

- Nothing

The meeting adjourned at 8:40

President _____ Secretary _____