

KCCA Board Advisory committee

December 5, 2022

Minutes

KCCA Board member present: N/A

Advisory Board members present: Debbie Hartvickson, Sandi Fuhrman, Elaine Simms, Julie Strand, Beth Freeman

Committee was advised the board did not discuss the Committee report submitted on November 17th titled Strategy for Determining Property Management, thus no direction provided by the board. The committee will continue as best we can.

Current bookkeeper was removed by NW Staffing. Committee asked to develop proposed plan to replace with either a temporary or permanent employee.

Jim Minor provided the committee a letter from AMS stating KCCA structure needed before PM can be considered. Committee will develop a road map to PM based on the feedback.

Reviewed structure findings from other HOA 55+ communities:

Salemtowne

440 detached homes, 2 small sub-associations (condos, one 12 units, the other 10 units)

9-hole public golf course. Golf course managed by the association

- Self-managed with an office manager and part-time bookkeeper, also Grounds Supervisor with staff
- Office manager (with additional duties) been there for 6 years
- 2023 assessment \$1215 per door (pay annually or semi-annually)
- 2023 buy in / transfer fee \$3375 (majority funds reserves, small portion to operations)

Senior Estates – Woodburn

1500 Homes

18-hole private golf course. Golf managed by the association

9 board members – struggle to keep board members' full term

- Undergoing a large re-structure & just voted a new management plan
- Decided property management cost would cause too large of a fee increase. Instead, in addition to their current staff of a full-time office manager, full-time front desk person, they hired:
 - Facilities Manager
 - Financial Manager
 - Golf Pro who also serves as the Rules and Regulations Manager
- Transfer fees of 1 1/2 % go to Reserves
- Due to push back from residents that do not golf, they adopted new dues structure:
 - Without golf \$825/door for existing residents
 - With golf \$1,300/door includes onetime rental of auditorium, plus walking on cart path during certain hours.
 - All new residents starting in 2023, cost will be \$1,300

Summerfield

499 detached homes, 218 attached (townhomes), 186 condos and 175 apartments. (8 sub associations)
Amenities: an outdoor pool, tennis & pickle ball courts, separate proshop building, clubhouse, gym, meeting rooms, art/craft room, library, men's/women's dressing rooms & showers for the pool, office, ballroom and kitchen.

- Self-managed with a paid administrator, front office person and a golf pro
- 9-hole public golf course managed by the association
- Reserves are \$1.3M
- 2023 dues are \$650 per person
- Transfer fees of \$2,000

There is an administrator group from HOA's that meet to discuss challenges and best practices – may be a good place to try and recruit an Administrator. Someone with HOA or Non-profit experience

Will need training for Administrator-Possibly from Management Co. Needs to be able to manage changes in Board every year. Needs to be able to orchestrate a culture change.

Board will need training as well to understand their roles and admin roles
Committee is leaning toward:

- Admin assistant (Terry) to cover window and assist Administrator
- FT Bookkeeper
- Administrator

How to hire an Admin:

Need job descriptions for Administrator and Bookkeeper

Julie checking data base for salary range

1. Settle on Job descriptions
2. Salary range in market
3. Recruiting process
4. Decide on Linked in / Indeed / Professional Organization, State of Oregon
5. Who does the interviewing & hiring / Panel
 - a. Panel needs to be organized
 - b. Panel needs HR training-what to say and not to say
 - c. Need interview questions

We all agreed to recommend to the Board:

1. Hire FT Administrator
2. Hire FT- Temporary Bookkeeper (Not sure of needs in future thus Temporary)

Financial Committee – Gloria

Gave us an example of what they are going to need and will have a completed Template for us after their 12/6 meeting

1. we are paying \$4800 to CAP currently
2. Maintenance Program that tracks reserves

Further discussions:

1. submit monthly article in Newsletter – further discussion needed