

# CRESTMONT TOWN HALL MEETING #2

Wednesday, May 21, 2009

## MEETING RECORD

Meeting began at 7:10 p.m.

Welcoming remarks by Jyoti Gondek, meeting facilitator

Introductions of guests:

- Qualico Communities representatives in attendance - Joanne Voll, Terry Smith, Karin Finley, Garrett Wohlberg and Jacqui Lucas
- Terri Delarue, Crestmont Hall Manager
- Alderman Dale Hodges, Ward 1

Review of agenda

Presentation on how Crestmont Homeowners' Association was formed and current status of operations (Jyoti Gondek)

- Questions were raised at this point of the meeting asking for further clarification and detail regarding financials; Karin Finley agreed to address any questions on financials during her presentation

Presentation on differences between homeowners' associations and community associations; review of future development plans within Crestmont (Garrett Wohlberg)

Presentation about management of Crestmont homeowners' association, including history and present state (Karin Finley)

- At this point, the meeting format was revised to accommodate the many questions posed by residents
- Qualico Communities fielded as many questions as possible, and recorded the ones that required greater investigation and/or different representation
- Most questions dealt with the need for improved communication between Qualico Communities and Crestmont residents, as well as further detail on the Statement of Operating Income presented in the operations report
- The following questions were recorded, to be addressed by Qualico Communities by the next meeting date:
  - **Financial:**
    - Provide breakdown of professional management fees
    - Break out line items
    - Increased detail of expenses and why some expenses are repetitive (e.g. water park)
    - Provide detail of security expense on financial statement

- Provide greater detail through audited statements
  - Have an expert available to address specific questions regarding financial statements
  - Remove the water park maintenance from the year over year analysis to provide a less skewed table of how the expenses are shared
  - Explain if Qualico Communities' representatives are remunerated as HOA board members
  - Outline the threshold number of residences required to make the HOA self-sustaining
  - Provide realistic timeline of development of the community to the west:
    - How many more residences are forecasted?
    - When will development start and finish?
    - Is there substance to the theory that it will be 10 years before development?
- **HOA Board:**
    - Increase resident involvement in HOA board
    - Outline steps required to transition from developer-managed HOA to resident-managed HOA
    - Provide minutes from past HOA board meetings
    - When are the meetings?
  - **Community Association:**
    - Explain the benefits of forming a community association
    - Describe how a community association can be formed
  - **Communication:**
    - Explain why phone calls and letters are unanswered by Qualico Communities
    - Retrieve the questions and comments that are being forwarded with HOA fees

Explanation of the role of the meeting facilitator, and assurance that all comments are being recorded for the purpose of creating a report outlining residents' views on future needs for Crestmont (Jyoti Gondek)

Brief break to reorganize room for breakout groups

Breakout session to address 3 questions:

1. What makes Crestmont a great place to live?
2. What changes would you like to see?
3. How can those changes be brought about?

Summary of group comments, and decision by residents to extend the breakout session timing by 10 minutes to allow for complete feedback

Meeting concluded at 9:10 p.m.