



OPEN BOARD MEETING

Tuesday, November 19, 2024

10:00 AM - Recreation Hall

MEETING MINUTES

Attendance: Sherri Stewart, Carl Thoutt, Ron Sparks, Cindy Weingart, Dan Borders (Zoom), Claudia Mescher, Jayne Tiffany

Management: Steve Byfield, Trish Hoagland, James Hoagland, Roger Sanchez, Tracey Jennings, Sarah Lindsay

In-person Guests:146

Zoom Guests: 20

Call to Order by Sherri Stewart, President at 10:00AM

Introductions presented by Sherri Stewart

- Welcome Message
 - Sherri welcomed and introduced each member of the board of directors and management, then proceeded with a heartfelt welcome back to the resort message.

Approval of Minutes presented by Sherri Stewart

- Open Board Meeting March 26, 2024 Claudia motioned the meeting minutes as presented and Cindy second the motion. Motion carried unanimously.

Financial Report presented by Ron Sparks followed by Roger Sanchez (Accountant, CFO)



PROJECT RESERVE FINANCIALS

CASH: \$162,468.14

Roadhaven Resort
 INCOME STATEMENT
 PROJECT RESERVE P&L
 Start: 10/01/2024 | End: 10/31/2024

Account	Current			Year To Date			
	Actual	Budget	Variance	Actual	Budget	Variance	Budget
PROJECT INCOME							
ASSESSMENT PROJECT RESERVE	26,853	26,853	-	77,413	107,413	(30,000)	322,240
RESALE PROJECT CONTRIBUTION	3,000	4,167	(1,167)	6,000	16,667	(10,667)	50,000
INTEREST PROJECT RESERVE	95	-	95	3,100	-	3,100	-
INTEREST LAND ACQUISITION	54	-	54	318	-	259	-
HOA INCOME Total	30,002	31,020	(1,018)	86,831	124,080	(37,307)	372,240
PROJECT EXPENSES							
PROJECT EXPENSES Total	92,782	79,195	(13,587)	373,058.97	372,240	(819)	372,240
Net Income	(62,780)	(48,175)	(14,605)	(286,228)	(248,160)	(38,126)	-

LONG TERM CAPITAL RESERVE FINANCIALS

CASH: 1,324,807.34

Roadhaven Resort
INCOME STATEMENT
LONG TERM CAPITAL P&L
Start: 10/01/2024 | End: 10/31/2024

Account	Current			Year To Date			
	Actual	Budget	Variance	Actual	Budget	Variance	Budget
LONG TERM CAPITAL INCOME							
ASSESSMENT CAPITAL RESERVE	6,007	6,007	-	6,007	24,027	(18,020)	72,080
RESALE CAPITAL CONTRIBUTION	7,080	9,833	(2,753)	13,040	39,333	(26,293)	118,000
INTEREST CAPITAL RESERVE	1,084	-	1,084	14,476	-	14,476	-
HOA INCOME Total	14,170.35	15,840.00	(1,669.65)	33,522.64	63,360.00	(29,837.36)	190,080.00

FY 24 Financials: Revenue

- HOA revenue \$3,343,967 exceeded budget by \$270,000
- Golf income \$186,484, topped the budget \$31,000
- Activities income \$101,293 surpassed the budget by \$24,933
- Oasis’ income was \$154,935, and had a shortfall of \$25,065 to the budget

Expenses

- Payroll expenses \$2,027,652, were under budget by \$50,534
- Utilities expenses \$814,513, a significant overage totaling \$198,749
- Maintenance expenses \$362,548, exceeded our budget by \$57,480
- G & A expenses \$341,780, surpassed the budget by \$28,110
- Golf expenses \$378,252.32 exceeded our budget by \$23,483
- Activities expenses \$132,847.80, below budget by \$7,230
- The Oasis expenses \$269,983, operated in a deficit of \$115K

Summary

- In FY24 we had \$3,786,678 in revenue and \$3,733,922 in expenses. We concluded the year with an operational surplus of \$52,756.

October 2024 Revenue

- HOA revenue \$280,661, surpassed budget by \$7,433
 - Several individual line items such as Late fees, resale inspection, disclosure fees, transfer fees, and pet fees were over budget by \$7,433 through October

Expenses

- Payroll expenses were under budget by \$26,090
 - This favorable outcome was primarily due to employee wages, which were all in line with our efforts to manage staffing levels and operational costs. It is important to note that these savings are expected to level out once staffing levels are met throughout the year.
- Utility expenses were under budget for \$298
 - This consistency demonstrates our commitment to maintaining fiscal responsibility.



- Maintenance expenses surpassed the budget by \$6,472
- This overspending is primarily attributed to the unexpected cost of repairs to resident's homes due the palm tree trimming issues.
- Administrative expenses exceeded the budget by \$8,256
 - The main contributing factor was an unforeseen income tax expense of over \$7,000, for which we did not account in our budget.

Cash

- Operating: \$347,911.90
- Projects: \$162,468.14
- Land Acquisition: \$77,672.14
- Long Term: \$1,324,807.34
- Prepaid Assessment: \$302,882.55

Summary

- I am pleased to provide an update on the financial performance of our operations for the month of October. Operations Revenue exceeded the budget by \$7,393, while expenses remained under budget by \$11,605. Since we have recently opened our season, I expect the numbers to begin to level out. We anticipate a more stabilized financial performance in the coming months.
- We operated in a deficit of \$2,173 during this period.
- I believe this information provides a comprehensive overview of our financial performance for October. Should you require further details or clarification, please do not hesitate to reach out.

Roadhaven Manager's Report

- Manager
 - Golf presented by Steve Byfield
 - Golf course is open and looks the best it has ever looked, due to reseeding early this year.
 - New golf apparel in the pro shop as well as main office
 - Golf slips are required to be completed for after hours golfing as Roadhaven must submit play counts to the state.
 - Administrative updates presented by Steve Byfield
 - Check-in process being completed through the online JotForm has made a great difference and speeds up the process
 - Questions for the board and management at any type of meeting need to be recorded and an email will be sent out to all homeowners. This is to allow the research for accuracy and not to answer off memory.
 - Summer Projects presented by Trish Hoagland
 - Idaho Gate Bell Tower Signage
 - Due to the wear and tear, we replaced the Roadhaven Resort light-up sign on both sides of the Idaho Bell Tower at the main entrance. We kept the old logos from the original signs for nostalgia and installed them on the courtyard bell tower.
 - Dog Parks
 - We replaced the fencing at the dog park for small dogs for safety and to eliminate unwanted insects and critters. At the dog park for large dogs, We poured a concrete pad in the main gated entrance.
 - Re-strap Patio Chairs
 - We had the courtyard chairs re-strapped for safety.
 - Pickleball Fencing Support & Sound Panels
 - We raised the pickleball fencing to the north to be the same height as the fencing to the west. And sound panels were added to decrease the noise.
 - Activities Storage



- We added a storage unit south of the Hospitality and Information Center to provide our Activities Director with a single location to store equipment and supplies.
- Rec Hall Doors
 - We replaced the main Rec Hall doors and the far northeast Rec Hall doors. The current doors are no longer in production, and replacement parts cannot be purchased. We will be replacing the middle set in December.
- Yuma Room Roof
 - We replaced the aging flat roof membrane.
- Indoor Spa Repairs
 - A failing motor, starter, heat exchanger, and drains were replaced. The railings were powder coated, the room was painted, and the pool was acid-washed.
- Projector Screen Rec Hall
 - Our maintenance crew was able to repair our projector screen. Its replacement was returned.
- Rec Hall Tiles
 - A ⅓ of the tiles were replaced over the summer; we will continue replacing tiles until the ceiling is complete.
- Retention Area Concrete
 - Concrete was poured at the entrance of the retention area between the dog parks to help mitigate standing water and rutting.
- Shuffleboard Awning Post
 - The concrete at the base of an awning post cracked, causing it to heave and the post to lean. The concrete has been repaired, and the post is secure.
- Riser Replacement
 - Our maintenance crew replaced 16 risers this summer.
- Phase I Pump Room
 - Pool and electrical vendors redesigned the pump room so the equipment would function more efficiently, and new electrical was installed. This was an unexpected project due to safety concerns after multiple electrical fires.
- Library Shelves
 - New shelves were built and installed in the library. An existing cabinet was painted.
- Phase I Pool Fence Repairs
 - We replaced the bottom rail, spot-welded the areas that were rusted through, ground it down, and repainted.
- Maintenance Cart
 - Maintenance needed another cart. Maintenance lead Jim Knudson is using it.
- Speed Humps
 - Four were installed to help reduce speeding.
- #7 Bridge Repairs
 - The metal base was removed, the supporting I-beams were repaired, new sheet metal was installed on the top, and it was repainted.
- Rec Hall HVAC
 - We replaced one of the units that failed over the summer.
- Staffing Updates presented by Trish Hoagland
 - IT
 - Anthony is no longer with us. We have moved to a contracted IT company.
 - Maintenance
 - PJ and Mike are no longer with us. We welcome Slade and Jacob to the team.
 - Main Office



- Heather has joined the Main Office team. She will be with us all year as Susie transitions to her seasonal winter career with us.
- Security
 - Weekend security Jim is no longer with us. We welcome Chauna to our team.
- Activities
 - Work camper Vicki is no longer with us. Edie stepped into the assistant position.
- Compliance
 - Jamie is no longer with us. We are looking for a replacement.
- Architectural Director presented by James Hoagland
 - Numbers for 2024 to date
 - Permit= 364
 - Resales=82
 - Finals=458
 - Need to make changes, See who requires the permit. Need help? Visit the architectural office.

PERMIT REQUIREMENTS REQUIRE **BOTH** ROADHAVEN AND CITY

Air Conditioner (new)	Plumbing	Habitable room	Raised deck over 30"	Awnings
Screen rooms	Storage Sheds over 120 sq.ft & Conversions	Electrical	Park Model (New)	EIFS
Siding replacement	Roofing	Door replacement	Window replacement	Solar

PERMIT REQUIREMENTS REQUIRE ONLY BY ROADHAVEN

Concrete slabs	Raised deck under 30"	Concrete patio	Railing and handrails	Decorative walls	Storage shed 120 sq.ft or smaller
Eyebrow shades	Special antenna	Flag poles	Masonry	Trellises	Paving and pavers
TV Antenna/Dish	Park model (relocate)	Wrought iron	Protective golf ball screens	Material changes to exterior	Siding replacement
Window replacement	Door (exterior) replacement	Exterior painting	Roofing	Air Conditioner (replacement)	

- Activities Director presented by Tracey Jennings
 - New ticketing process, quick and efficient, easy to use and allows you to keep your ticket on your phone for the shows.
 - Edi is working in the activities office
 - Still need volunteers
 - Use of Rec hall- make sure it is cleaned before your leave.
 - Activities at a glance is emailed out weekly on Mondays to show scheduled events. Also see bulletin boards and wall hangings near the activities office
 - Lots of great events so far and upcoming events. Stay connected

Unfinished Business

- None

New Business

- Board Announcements
 - Board open office hours presented by Sherri Stewart
 - Each Wednesday this season is in the boardroom from 8-10AM. Members of management and accounting will be included to answer questions. Only 2 board members will be present, and quorum will not be met.
 - Board and Committee Meeting Schedules presented by Sherri Stewart
 - Board schedules and committee schedules are posted in the following areas:
 - Phase I and II bulletin boards
 - HOA portal
 - Printed directory
 - Roadhaven.com
 - Weekly Newsletters for board meetings and Activities at a glance newsletters weekly for committees.
 - Zoom participants 100 limit presented by Cindy Weingart



- **Open Board meeting**
 - Dec -71 /9
 - Jan 71/7
 - Feb 157/14
 - Mar 126/23
 - In person avg: 106
 - Zoom avg: 13

- **Special Legal Meeting**
 - In person:285
 - Zoom avg: 100

- **Working Session**
 - Nov- 2/0
 - Dec- 1 /0
 - Jan- 7/0
 - Feb- 10/0
 - Mar- 4/2
 - In person avg: 4
 - Zoom avg: 1

- Current plan is Zoom Workplace Pro with 100 participants in meeting at 170.57 a year. We use a meetings platform. We have 1060 properties in Roadhaven.
 - **Zoom Meeting:**
 - Upgrade to **500** participants for an additional **\$600.00** a year (Existing Zoom Workplace is required) Total= **770.57** a year
 - Upgrade to **1000** participants for an additional **\$1080.00** a year (Existing Zoom Workplace is required) Total = **1250.57** a year
 - Meetings limits at 1000 participants. From there, Webinars would need to be utilized.

 - **Zoom Webinar:**
 - Upgrade to **500** participants for an additional **\$690.00** a year (Existing Zoom Workplace is required) Total = **860.57** a year
 - Upgrade to **1000** participants for an additional **\$3400.00** a year (Existing Zoom Workplace is required) Total = **3570.57** a year
 - Upgrade to **3000** participants for an additional **\$9900.00** a year (Existing Zoom Workplace is required) Total = **10,070.57** a year

- Draft Budget at Town Hall January or February presented by Ron Sparks
 - January Town Hall will be used for presenting first/rough draft of the budget
 - February Town Hall will be used for presenting revised budget

- Reviewing Financial Policies to read at Dec OBM presented by Ron Sparks
 - Financial policies will be reviewed to ensure the procedures are cohesive to accounting procedures and will be presented in December at the open board meeting.

- HOA 101 presented by Claudia Mescher
 - HOA stands for Homeowners Association and is a private, non-profit organization /business created to manage a specific community. Its purpose is to uphold and enhance property values by enforcing community standards and providing amenities and services to our RH community.



This private entity derives its authority from the Covenants, Conditions, and Restriction” (CC&R), to maintain a certain lifestyle within the community. An elected Board of Directors governs the HOA, comprised of owners who volunteer to share their time and talents. The HOA is responsible for RH’s operation and common areas. With other homeowners the HOA creates comprehensive policies and rules to maintain RH’s curb appeal, quality of life and property values and planning. While you vote on leadership and major decisions, HOA’s typically operate more like private boards and are not always comparable to governmental agencies. RH has a General Manager and with his team oversees the day-to-day operations, performs on-going maintenance duties and communicates with the residents. The General Manager and his team collaborate with the BOD to ensure compliance with CC&R’s and state statutes. Governing Documents (all can be found on RH website) are legal documents that state the Bylaws, CC&R’s, and Rules and Regulations. Being part of an HOA comes with understanding your rights and responsibilities. The HOA board has the responsibility to fulfill fiduciary duties to the community in the best interest of the whole community. Exercise sound business and management practices, understand the statutes and laws pertaining to HOA’s. Balance the needs of the community as a whole and not individuals. Conduct open, fair, and well-publicized elections, committees and means to gather input. The HOA leadership has the right to expect owners to meet their financial obligations to the community. The HOA leadership has the right to expect owners to read and comply with rules and regulations. The HOA leadership has the right respectful and honest treatment from residents and receive support and constructive input from owners. The HOA leadership has a right to privacy at home and while enjoying the amenities. As a home ownerIt is your right to have a responsive and competent community association. It is your right to participate in governing the association by attending meetings, serving on committees, and standing for election. It is your right to access appropriate association books and records. It is your right to live in a community where property is maintained according to established standards. Along with rights comes responsibilities. It is your responsibility to read and comply with governing documents. It is your responsibility to maintain your property according to established standards. It is your responsibility to treat leaders with respect and honesty. It is your responsibility to vote, be a positive and constructive agent of change

- Unanimous Consents presented and read by Carl Thoutt
 - Board Member Appointing
 - WHEREAS, Roadhaven Resort Board of Directors have the authority to appoint three individuals to fulfill occupancy of three resigned members to reach the maximum of seven members to align with the Governing Documents. RESOLVED, the Board members consider appointing board members as follows: RESOLVED, the Board members consider voting to approve Carl Thoutt - Vice President - It makes sense to utilize Carl's experience, given his service on the board executive in several capacities, his support of the Project Planning Group, and his extensive experience operating his business. This term would be from the date of appointed acceptance through the Annual General Meeting held March, 2026. Ron Sparks - Treasurer - He brings a wealth of financial experience, having worked extensively in various financial roles that have equipped him with a complex understanding of financial systems and strategies. Beyond his professional expertise, he has a genuine passion for Roadhaven, demonstrated through his involvement and commitment to the community's growth and success. His unique combination of financial acumen and personal dedication makes him an invaluable asset to our team. This term would be from the date of appointed acceptance through the Annual General Meeting held March, 2027. Dan Borders - Member at Large - He has demonstrated innovative ideas and has shown a genuine interest in what is best for Roadhaven. His forward-thinking approach, combined with his dedication to the community and the fact he is not afraid to challenge the status quo, ensures that his contributions are aligned with the long-term success and well-being of Roadhaven. This term would be from the date of appointed acceptance through the Annual General



Meeting held March, 2026. Based on your approval, the individuals will be notified and appointed as soon as possible.

- Phase I Pool pump room
 - WHEREAS, Roadhaven Resort Board of Directors have the authority to approve usage of unused pre-approved project monies not spent in the total amount of \$98,677.00. RESOLVED, the Board members consider approving the fund usage of monies of unused pre-approved project funds not spent for Phase I pump room repairs. RESOLVED, the Board members consider voting to approve repairs to the Phase I pump room. Due to excessive heat and aged equipment placement, the usage of the room is difficult to complete repairs or replace equipment and has been deemed as a safety concern. The use of the unused pre-approved project funds will provide reconstruction to the pump room to make more efficient use of the room, increase ventilation to assist with ventilation, replace salt cell systems, replace conduit and provide longevity of additional equipment stored in the pump room. The contractor for this project is Raven Pools, Inc. Plumbing and Equipment relocation will cost \$13,200.77, Salt cell system will cost \$37,289.63, and Electric will cost \$48,186.60 for the total cost for this project at \$98,677.00. Based on your approval, payment would be rendered to Raven Pools, Inc. soon as possible.
- Rec Hall AC Replacement
 - WHEREAS, Roadhaven Resort Board of Directors have the authority to approve the purchase of an AC replacement unit for the Rec Hall in the amount of \$19,982.00 RESOLVED, the Board members consider approving the fund usage from Projects to purchase a 10-Ton Gas Package AC Unit for the Rec Hall from A&A Cooling and Heating LLC. RESOLVED, the Board members consider voting to approve the replacement of the Rec Hall AC unit to a day and night by Carrier 10-Ton gas package unit A&A Colling and Heating LLC which is a known and trusted manufacturer, The total cost for the AC replacement for the Rec Hall is \$19,982.00 Based on your approval, payment would be rendered to A&A Cooling and Heating LLC soon as possible.
- IT services
 - WHEREAS Contract to sign a one-year agreement with Leeshanok Network Solutions to provide extensive 24/7 monitoring and alerting technology, manage software upgrades, manage detailed asset inventory, while protecting the firewalls and data in cloud storage. This service will exclusively support Roadhaven Resort for IT services at \$51,600 for the year. This contract will replace the current paid position of the IT Director on site. RESOLVED, the Board members consider funding for Leeshanok Network Solutions Line as follows: RESOLVED, the Board members consider voting to approve and authorize the contract to be signed between Roadhaven Resort and Leeshanok Network Solutions. Based on your approval, the contract would be signed as soon as possible.

Homeowner Open Forum (Three-minute limit per homeowner) moderated by Bob Bartholomew



1065	Penny Mattson	Asked how to apply for board position on Dear Roadie and was told that the positions were not for applications, it was appointments. How was this fair when not all can apply? (Ron stated that he was approached by the board to apply, Sherri clarified that Ron was asked to submit his Bio, it was not an application for the position. Many individuals were asked to provide a bio when determining who would be appointed.
1304	Pam Petersen	If Mike Kramer was already vetted by Nominations and Elections, why was he not approached by the board for the appointed positions?
2050	Maryeleise Citton	what is the point of the Nominations and Elections Committee if the board has the choice to select who is running? Why not change the verbiage of the CC&R rule that passed. It seems like this was overlooked by residents when voting as they just read the board reccomends
1158	Mike Kramer	How many lawyers are on payroll for Roadhaven? What is the procedures to get the total amount spent on legal fees in the last year?
1279	Maianna Bekei	was there a lawsuit against management over the summer?
1279	Maianna Bekei	Can the time of the OBM be changed to 3PM?
2375	Lisa Rouse	Handlebar was announced as coming as a food truck? Are they still coming? (Trish said they have confirmation that they will start Dec 3rd, Tues-Fri 11A-4P)
2375	Lisa Rouse	Security reports at the board meeting, will security reports be provided at future meetings? (Trish stated that security will be reported as of Dec, due to the staff member on medical leave it was not reported this month)
1430	Linda Katke	work order submitted by glass crafters to fix the exhaust fans. They are broken and causing safety hazzards in this space. How can this be escalated?
1430	Linda Katke	How many jobs are outsourced for Roadhaven operations?
1480	Walt Schulz	Fruit trees are very nice to have around, over the years they have declined and encouraged to be removed. Over the summer the fruit trees were not being watered. Was the water shut off a cause from management or HOA to shut off? (Trish responded that individual watering systems on own properties were not tampered with by any staff member or HOA.
1067	Debi Tester	Nominations and Elections Committee is looking for potential of 5 volunteers and 2 positions on the board are open. Apply today
2306	Larry Duchscherer	Can golf maintenance start later in the morning as it seems they have down time when the sun has not come up yet

Next Meeting (December 17, 2024)

Adjourn with motion by Cindy Weingart at 11:26am