

Riverton Board of Directors Meeting
September 19, 2023

Present:

Kyle Cataldo, Melanie Bracaglia, Brandon Luther, Kathy Pomerhn, Mike Welsch, Kelli Cruze, Luke McOmber, Ron Natale, Caitlyn McKetchny, Annette Maas-Harrod

Guests: Deborah Arno, Chen

Meeting called to order at 6:32 p.m.

Two residents presented matters before the board - One related to tree removal and one with regards to accumulated interest and fees on association fees. Both matters will be discussed and decided by the Board.

Everyone introduced themselves and met the new Office Manager, Annette Maas-Harrod.

New Business Items:

1. Credentials and Authorizations: Annette wanted to make sure the board was aware we were paying 2 Spectrum bills - one for the office and one for the pool. This brought about the issue of who is authorized to make changes on accounts as the only person authorized to make any changes to the Spectrum bill is someone who has not been associated with Riverton for a long time. Ron is working on procedures to formalize usernames and passwords to streamline changes when there is employee turnover. There is an Excel spreadsheet on the Google drive that lists the passwords.
2. Current Violations - Annette has a list of "in progress" violations. She is going to send this list to the ARB and have them check on them to see what the status is on each property and the list can be updated from that point.
3. A letter to follow up with vendors was presented for approval on the content language. Approved.
4. Website - Needs a refresh and review for changes. Caitlyn will get permission to log in and review and make changes.
5. Community Center Rentals
 - It was agreed that it is time to raise the rental fee for the Center to \$125 for residents and \$200 for non-residents.
 - Ron is setting up written policies and procedures for rentals that include the cancellation policy (deposit not returned if cancellation happens with the 10 day prior period), when payment must be made (10 days prior to event), and cleaning policy that must be complied with to get deposit returned.
 - Ron requested that when payment is made the office should make note of the date of the event on the check so it is posted to the right place. Also, checks for rental deposit will be held until after the event so that the check can just be returned to the renter (if room is cleaned satisfactorily) instead of depositing and then issuing refund check.
 - On back-to-back rentals, renters who find the facility unsatisfactorily cleaned should document the issue with photos.
 - Keys - A cabinet is needed and keys need to be organized.
6. Weichert is still the contact for the security cameras - Brandon is working on getting this changed.

7. Association Fees received in September - Ron is updating payments received during the September grace period and removing interest and fees.
8. Pool
 - Brandon is working to change the company we deal with from Design Pools to LDL Pools. Design Pools has been difficult to work with. We get our chemicals from LDL and they will give us a favorable rate for opening and closing the pool.
 - One of the pools has been down for most of the summer but the Board had not been made aware of the situation. Brandon will discuss with LDL.
 - Payroll Processing for pool employees - Some lifeguards are still logging hours even though the pool is closed. Ron will follow up with Carrie to see if they have authorization to work. He will request a schedule from her that outlines what duties they are working on.
9. Procedure for Association Fee Invoices
 - 2023 - Invoices will be mailed to those that have not yet paid. Ron will follow up with Annette on this to see how it should be handled (in the office vs. Appfolio - depends on the number of invoices).
 - 2024 - Due date for Fees is September 1. On July 1 - Residents will receive an e-mail notice with a follow-up e-mail later in the month. August 1 - Those that are unpaid will receive an invoice in the mail. Residents that request to be billed by mail will be charged a \$5 fee.
10. New Office Manager - The Board welcomed Annette who has been on the job for approximately two weeks. The second candidate that was hired has not worked out. The existing resumes will be reviewed to see if we can get a second part-time office person to start soon to expand office hours and to support Annette.
11. Technology - Brandon will compile a list of wants for updating the technology in the office. Working with Steve from Dealy IT for two laptops, docking stations and necessary software.
12. Financial
 - Ron reported that the audit for F/Y 2022 is being wrapped up. Just needed some clarification on a couple of issues.
 - F/Y 2023 will be starting in the Fall/Winter.
 - Ron will present a quarterly financial review comparing budget to actual to the Board beginning next month with the conclusion of the first quarter.
 - He has consolidated some of the accounts on the budget and separated outsourcing functions that happen outside of the office.
 - Office supplies - We still have an active account with Intivity with 30 day terms that can be used for these needs.

Meeting adjourned at 7:56 p.m.