

STARLIGHT PINES HOMEOWNERS ASSOCIATION
Minutes of the Regular Meeting of the Board of Directors
Saturday, August 14, 2021
Starlight Pines Community Center

1. Call to Order /Determine a Quorum

President Dave Janecke called the meeting to order at 9:00 a.m. Board Members present in person were: President Dave Janecke, Vice President Bill Patterson, Secretary Connie Kiser, Treasurer Sue Davis and Directors at Large Dan Knox, Kim Traver and Gary Hanson. Bill Cross was absent and unavailable to appear by phone. The President announced that there was a quorum present to conduct business. Others present were Trisha Birtwistle, Community Manager, and those Members listed on the attached sign in sheet.

2. Pledge of Allegiance

The President led all in the Pledge of Allegiance.

3. Comments from the President: President Dave Janecke stated that during the July 10th Board meeting several Starlight Pines residents expressed concerns about who to contact in case of an emergency and their expectations of what the Community Manager's job should be. It became apparent at last month's meeting that some residents felt the Association should be providing 24/7 management services, comparable to what you would find in a downtown complex or 5-star hotel. In order to dispel these misconceptions, it was recommended that the Board issue a clarification statement. After much thought and discussion, a letter was drafted for distribution to all Starlight Pines residents. Dave Janecke then read the statement from the Board addressing the questions and issues raised at last month's meeting. A copy of the letter/statement that was read verbatim is attached and incorporated herein by reference.

Motion: Connie Kiser moved and Dan Knox seconded a Motion to approve the Board's letter, as read, and that it be distributed to Starlight Pines residents by sending a blast e-mail through MailChimp.

No Members asked questions or expressed comments.

The Motion passed with Bill Patterson voting no.

Sue Davis indicated that we do not have e-mail addresses for all residents so the e-mail blast will be going out to only those with an e-mail address in our database.

4. Minutes from Previous Meetings:

July 10, 2021 Regular Board of Directors Meeting – Connie Kiser Secretary

Motion: Dan Knox moved and Kim Traver seconded a Motion to approve the July 10, 2021 Board of Directors Regular Meeting Minutes as presented.

No Members asked questions or expressed comments.

The Motion passed unanimously.

July 10, 2021 Executive Board of Directors Meeting – Connie Kiser Secretary

Motion: Connie Kiser moved and Dan Knox seconded a Motion to approve the July 10, 2021 Executive Board of Directors Meeting Minutes as presented.

No Members asked questions or expressed comments.

The Motion passed unanimously.

5. July 31, 2021 Treasurer's Report

5.1. Documents distributed to the Board

- Account Balances for all funds as of July 31, 2021
- Income-Expense Statements for All Funds and HOA Funds Only as of July 31, 2021, compared to the 2021-2022 Budget
- July 31, 2021, Transaction Report sent by electronic transmission for Board only
- Starlighters Auxiliary Transaction Report sent electronically to Starlighters Leaders
- All SPHOA funds are held in six (6) FDIC-insured accounts at three (3) banks, reconciled as of the last day of the month, and filed in the Office for review by Members.

5.2. Year-to-Date Income/Expense Statements as of July 31, 2021

	All SPHOA Funds	HOA Funds Only	Starlighters Funds
Income:	\$139,084.90)	\$129,781.78	\$9,303.12
Expenses:	<u>(\$38,050.88)</u>	<u>(\$28,747.76)</u>	<u>(\$3,425.49)</u>
Income Less Expenses:	\$101,034.02	\$101,034.02	\$5,877.63

YTD Income Highlights for HOA Funds Only

- Fiscal Year is 17% over. Income received is 77% of Budget projections.
- Line 4062 - YTD 10 New Members paid Initial Contributions
- Line 4065 - YTD 11 Escrow Disclosure Statements processed, one Rush request
- Line 4075 - 581 Members (95%) paid the 2021-2022 Assessment. 23 Members have unpaid balances for this fiscal year. 8 Members have unpaid balances for previous years. Liens are placed on lots that have unpaid Assessments.

YTD Expense Highlights for HOA Funds Only

- Line 5080 - Philadelphia Ins. charged \$54 for extending our property coverage one month.
- Line 6000 - Legal expense remains under Budget. Board created a Legal Reserve Fund.

5.3. Account Balances for fiscal year 2021-2022

- Cash on hand in six (6) bank accounts - \$314,692.07; Reinvested NYCB CD -8985 in a 7-month non-liquid CD at .35%, will mature in February 2022; NYCB CD -8217 at .40% matures September 9, and needs to be reinvested before the next Board meeting.
- Current Liabilities - \$151,545.69
- Replacement Reserves - \$152,269.35
- Total Liabilities and Replacement Reserves - \$303,815.04
- Undesignated/Equity Funds - \$10,877.03
- The SPHOA is in a sound financial condition but must continue to find sources of member income to support required HOA expenses while building future financial and replacement reserves.

5.4. Accounts Receivable - \$50,658.68

a. 2021-2022 Unpaid Assessments – 31 Members - \$18,715.93– Owners have been notified and billed. 10 of the 31 members have unpaid assessments for previous years. Liens have been placed on these Lots. Unpaid Assessments are often collected when the lot is sold.

b. 2021-2022 CC&R Violation Fines – 32 Fines - \$31,842.75 – Owners have been notified and billed.

- Ground Fires - \$1,500.00 – **3 Fines for 3 Members** owe \$500 each in fines for Ground Fires in 2015, 2016, and 2020.
- Firewise Fines Accruing - \$20,892.75 – **14 Fines**, Two violations were abated into compliance. Abatement cost was billed to Lot Owners. Some fines and abatement costs will be collected during escrow when the lot is sold. The Association has engaged legal counsel to help collect some unpaid Firewise violation fines.
- Bark Beetle Fines - \$6,100.00 – **9 fines for 9 Members**. Five (5) violations have been abated into compliance. Abatement cost has been billed to Lot Owners. Some fines and abatement

costs will be collected during escrow when the lot is sold. The Association has engaged legal counsel to help collect some unpaid violation fines.

- Property Rules Violations Fines accruing – \$2,700.00 - **6 Fines for 4 Owners** have been notified and billed. Fines are accruing.
- Architectural Committee Violation Fines accruing- -\$650.00 – **One Fine for one (1) Member.** The property is noncompliant for constructing a tree house in 2020 without AC approval. Fines are accruing at \$50.00 a month. Owner has been notified and billed.

c. Newsletter advertisers - \$150.00 still due for 2nd Quarter 2021.

Sue mentioned that Philadelphia Insurance sent the Association a Notice of Nonrenewal of Insurance for our property and general liability coverages. This is due to the fact that we are at risk for wildfires because we are a forest community and the insurance industry has suffered heavy losses from wildfires in Arizona and California. Philadelphia has agreed to extend our current insurance coverage through 12:01 a.m. September 21, 2021. Our insurance agent, Hill & Usher, is continuing to look for another carrier to handle that insurance. As for our Directors and Officers liability and Crime coverage insurance, we do have an insurance proposal from Hill & Usher for this next renewal year. The D & O insurance issue is already an agenda item that will be discussed later in the meeting.

There also was discussion about reinvesting our CD at NYCB that will be maturing on September 9th and the need for a Board motion to do that.

Motion: Connie Kiser moved and Sue Davis seconded a Motion to approve reinvesting the NYCB CD -8217 in the amount of \$50,000, plus accrued interest, maturing September 9th, 2021, into another CD at the highest interest rate available through NYCB.

No Members asked questions or expressed comments.

The Motion passed unanimously

Motion: Sue Davis moved and Dan Knox seconded a Motion to accept the Treasurer's Report as of July 31, 2021, as presented.

No Members asked questions or expressed comments.

The Motion passed unanimously.

6. Community Manager's Report – Patricia [Trisha] Birtwistle:

Trisha reported that it has been a very busy month and she has been putting in a lot of time on the MOU Firewise project to get funding for lot thinning. Due to new COVID concerns she did stock up on masks and sanitizing supplies.

7. Committee Reports:

7.1 Architectural Committee (AC) – Kim Traver - Chair/Board Liaison; Ken Grode and Don Morden. Kim Traver reported that the Committee:

- Passed 1 new cabin completion
- Passed 2 cabins that have been repainted
- Passed 1 deck completion
- Passes 1 completed new roof
- Approved 3 RV permits
- Approved 2 air conditioning units for placement on lots
- Approved 1 new shed
- Approved 1 new sunroom addition to a cabin

7.2 Greenbelt Committee – Don Cacioppo - Chair; Buddy & Sue Peck, Dave Ihns, Dan Knox, Paul & Gayle Budrick. Don Cacioppo prepared the following written report:

The Community Center sprinkler system was installed by Buddy Peck, Dan Knox, Dave Lutz and Don Cacioppo but it hasn't been needed due to all the rain. Greenbelt inspections were performed before the rains started and no new problems were found. The dying tree that was spotted and tagged near the Greenbelt forest access at Apache Dr. and Kiowa Circle was removed and Buddy Peck was thanked for his assistance in cutting and hauling that tree away. Buddy Peck and his son also removed a large Bark Beetle tree from the east Greenbelt. The moisture received in July has curtailed further operations for the immediate future, but the Committee hopes to start on the west Greenbelt laddering project later this month. Dan Knox also said that they are looking for volunteers to help with the Greenbelt Committee and anyone interested should contact the office.

7.3 Firewise Education Committee (FEC) – Bill Patterson - Board Liaison; Conrad Davis, Chair; Brian Birtwistle, Larry Butler, Bob Dahlgren, Dave & Pam Ihns, Paula & Tom Osterday, Dave Lutz, Dan & Margaret Knox, John & Patty Motley, Doug & Cindy Sparks. Conrad Davis reported:

For 2021 the Firewise Committee inspected lots 1-200 with 122 lots passing and 78 failing, yielding a 61% pass rate. The 78 property owners who failed have until September 19th to get re-inspected and pass, otherwise a list will be turned over to the Property Rules. So far 17 of those lots have been re-inspected -- 15 have passed and 2 have failed for the second time. Firewise is at approximately the same pace for re-inspections as in past years.

Conrad indicated that Bark Beetle loss will be extensive this year and so far infested trees on 55 lots have been identified. Firewise would never have been able to keep track of all these Bark Beetle lots except that Trisha enters all the information into a database which has been a tremendous help to the Committee. This month should be the busiest one yet because the prolonged drought has weakened so many trees that now do not have enough pitch to fight off the beetles. Although we have had a few good rains this past month, 2020 was so dry and it takes a year or more for the trees to recover. Over the past year to date, we have had only about half the normal amount of precipitation. Conrad indicated he noticed on one lot form that Dan Knox and Dave Lutz inspected a lot where three infested trees had been removed but on reinspection they found seven more new trees that had been infested.

For the EQIP five-year funding program, Firewise was able to get 138 notarized MOUs from owners of lots 201-400. There were 130 lots required to show the necessary acreage to qualify for the program. Of the other 58 owners who are not yet part of the program, Conrad believes most of them will decide to join for 2023. We had such a tight deadline and some of the lot owners were unreachable. Some had no working phone number in our database, some repeatedly had a full mailbox on their phone, and some were selling their lot. So far only four lot owners have refused to be a part of the program. Next year, when Firewise inspects Lots 201-400, with the approval of the Committee and the Board, Firewise might be able to excuse from thinning those lots that will be thinned in 2023 under the EQIP funding.

Jonathan Chee with the Natural Resources Conservation Service, who has been helping us to obtain the funding, had to make a map of the 138 lots to show to the Farm Bureau (where the money is coming from) to prove that we had the necessary acreage to qualify for its program. The effort to reach the owners of lots 201-400 started with a letter and an enclosed,

personalized MOU to be signed, notarized, and returned. This letter was mailed on July 26th, just three days after Jonathan gave us the go-ahead with a deadline of August 13th. Getting this letter mailed in just 3 days would have been impossible without the impressive technological skill of Board Member Sue Davis. Using mail merge, she printed all the letters with a name, address, and lot number to fit into a window envelope. She then filled in all the necessary information on each MOU, including names of the owners, the lot number and the parcel number and then printed them out. A copy of the letter and the MOU are in the Board packets. Farm Bureau then demanded that Jonathan work on an August 10th deadline instead of the 13th and Conrad indicated he had the pleasure of trying to call 200 Lot owners to explain the change in the due date. He said he probably reached 150 of the owners, but the phone call actually made reaching the goal possible because many owners had lost the letter or thrown it away because they didn't think it applied to them.

Conrad mentioned that getting the required information to Jonathan would have been impossible without the extra time and effort put in by Trisha. As the MOU forms came in each day, Trisha scanned and emailed them to both Jonathan and him. She even came in at 5:00 p.m. last Monday on her day off, after a doctor's appointment, and stayed until 6:30 getting this job done.

Thinning has not been required for several years during Firewise inspections due to issues with Bark Beetles. There is now a necessity to get our lots thinned because insurance companies are going broke, particularly in California and Arizona, and they don't want to take the loss risk. The insurance companies want safer properties to insure and even some lot owners indicated they lost their homeowners insurance this year as well.

Firewise Committee Members will go through a training program on how to recognize properly thinned lots and will continue to reach out to lot owners with the goal of getting as many of them as possible to join the EQIP Program.

7.4 Property Rules Committee (PRC) – Bill Cross - Board Liaison, Brian Birtwistle, Chair, Rosemary Johnson; Stacy Frederick, and Le Ann McCoy

Brian Birtwistle reported that the Committee:

- Met with 3 property owners regarding various complaints made to the Property Rules Committee
- Sent follow-up letters and new violation correspondence to various property owners for complaints received and determined to be valid.

7.5 Newsletter - Alma Seward

Alma Seward indicated that the next edition of the Newsletter will contain information about various Holiday activities. It was also mentioned that she is researching using a mailing firm to take over sending out the Newsletter. She thanked the volunteers who helped with the mailing of the Third Quarter Newsletter while she had hip surgery.

7.6 Starlighters – Bonnie Steele

Naila Erwin gave the report for Bonnie Steele:

- 167 Hygiene Kits were delivered on Thursday, July 29th, to selected Winslow and Flagstaff charities serving the homeless communities. These kits were assembled by seven ladies during a Starshine meeting. Naila explained that Project Starshine is a sub-group of ladies from the Starlighters who put together the hygiene kits that contain all sorts of personal care items.
- A Community breakfast was held on July 31st and 76 meals were served for a net income of \$270.55. The total cash income for July, including credit card sales, was \$818.01.
- Yesterday was the Starlighters' annual trip to Fargo's in Payson for lunch and all ladies of the mountain were invited. There were 16 attendees who enjoyed the fellowship and great food.

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- The next Community breakfast is scheduled for August 28th and will be a green chili, cheese and egg casserole served with a bread item and fruit.
- The Starlighters earned \$3,478.62 from the Happy Jack merchandise sale on July 3rd at the BRFD event. They will be selling their merchandise again on September 4th at the Labor Day event. Additional merchandise has been ordered and Community patronage is always appreciated.
- There will be a pie and ice cream social this afternoon from 2-3:30 p.m. Everyone is encouraged to come and enjoy socializing with neighbors and eating those summer treats.
- The chocolate and chili cookoff in October has been cancelled. It requires a lot of planning and labor and with the latest wave of COVID-19 cases there could be minimal participation.

8. Community Comment: Dave Janecke opened the meeting to Members.

John Foster - Lot 75. Mr. Foster said he received a Violation Notice about his dump trailer and asked why it is being considered machinery and not a utility trailer. He is curious about where the Board stands on this. Connie Kiser clarified that his trailer is a very large dump trailer and the issue was already resolved when he met with the Board in Executive Session. Dave Janecke indicated that 10 months ago during that Executive Session he made a proposal and agreed that within 6 months he would build a shed or garage to house the large hydraulic dump trailer, but he never followed through with that promise and now he back to complain that he is being treated unfairly. Mr. Foster continued to argue and was upset that he wasn't being allowed to park the dump trailer on his lot without getting fined. He indicated that he no longer had the dump trailer on his lot and he would not be helping anyone to get trees cut down and lots cleaned. Mr. Foster was thanked for his comments.

Laird Mason - Lot 342. Mr. Mason indicated that 10 days ago he removed three Bark Beetle trees and this week he has three more. He mentioned that he has seen marked trees on a neighboring lot that have been there for several weeks. He would like to suggest that instead of giving people 30 days to remove a tagged Bark Beetle tree, Firewise should only allow two weeks for removal in order to minimize the spread to other trees. He also asked what is being done at Bly Pit to get rid of the infested trees that have been hauled there. Dave Janecke indicated that Bly Pit is a Forest Service matter. Conrad Davis, Chairman of the Firewise Committee, indicated that if you see a dead or brown tree on a neighbor's lot, report it immediately to the office, because the sooner we spot those infested trees and are able to have them removed to Bly Pit the safer it is for our neighborhood. Mr. Mason said that his primary concern is that the 30-day period is just too long. Dave Janecke explained that the Association is trying to keep on top of the Bark Beetle lots and get infested trees quickly removed, but the process has to be done legally. Dave noted that there is one lot where the Association is going to have to pay a contractor to remove a large infested tree, but it has taken time for the necessary notifications to be sent to the non-responsive owner.

Brian and Trisha Birtwistle – Lot 279. Brian said he had inspected a lot and by the time the trees were removed and reinspected there were seven more. Trisha asked Conrad if by the time a tree has died and turned orange haven't the Bark Beetles already moved on? Conrad explained that yes, but then that dead tree for the next year becomes a Bark Beetle hotel for other Bark Beetles to use for laying eggs.

There was discussion about the Bark Beetle infested trees along Highway 87 and a suggestion was made that the Forest Service be contacted about burning the infested trees that have been taken to Bly Pit.

Lisa Markley – Lot 85. Lisa commented about the number of signs as you drive into Starlight Pines and wanted to know if there was any way to make the entrance happy and friendly instead of having all those negative warning signs. Dan Knox said that several of the signs have already been removed but some of the signs that are there now is because people don't follow the rules or are signs required by the County.

9. Old Business:

9.1 Trash Compactor Committee Report

Gary Hanson said that the Committee is working on a sign to be put at the compactor entrance. Also, there are new cameras up at the trash compactor area which should help. The Committee is also working on bulletin board notices to make sure people are aware of options for places to take items that are not allowed to be thrown into the Starlight Pines compactor. A copy of the proposal from the Committee for the sign wording is in the Board packet. There was discussion that the language about contacting the office at 928-477-2602 needs to be removed. There was also discussion about the benefit of taking recycled trash items to Flagstaff's recycling center.

Motion: Dan Knox moved and Dave Janecke seconded a Motion that the proposed wording for the Compactor Rules sign be approved as presented, after removing the part about contacting the SPHOA office.

No Members asked questions or expressed comments.

The Motion passed unanimously.

9.2 Doggie Tank. Trisha reported that Kevin Scott is a couple of weeks away in getting it started. Trisha also noted that the Forest Service will have a key to the gate.

9.3 NRCS Forest Management Program update. This was given during the Firewise Committee Report.

10. New Business:

10.1 Starlight Pines Property Insurance:

Sue Davis indicated that in the Board packet there is a copy of Philadelphia Insurance's Notice of Nonrenewal of Insurance for our property and general liability coverages. Philadelphia has extended our current coverage through 9/21/2021 while Hill & Usher, our insurance agency, is researching the issue and trying to get coverage through another carrier. We did, however, receive a renewal proposal for our Directors and Officers liability and Crime coverages from Hill & Usher for a total premium cost of \$3,931.02 and with a policy period of 8/21/2021 through 8/21/2022. There was discussion on various insurance issues, with comments that for now we will hope that Hill & Usher is able to find another insurance carrier to pick up our property and general liability coverages.

Motion: Sue Davis moved and Dave Janecke seconded a Motion to accept the \$3,931.02 proposal from Hill & Usher for renewal of our Directors and Officers liability and Crime insurance coverages for 8/21/21 – 8/21/22, with the understanding that the Association can modify it later when we have additional information on the status of our property and general liability coverages. Dave Janecke was authorized to sign the Request to Bind Coverage in regard to the above proposal.

No Members asked questions or expressed comments.

The Motion passed unanimously.

10.2 Covid Precautions for the Community Center

Sue Davis indicated that she is a volunteer with the Arizona Department of Health Services and carries its message forward for individuals with compromised immune systems. She understands that wearing a mask is a personal decision, but the Association needs to decide

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what it wants to do regarding COVID precaution requirements for people using the Community Center. There was discussion about personal responsibility and social distancing. It was noted that a sign was put on the door for today's meeting asking people to please wear a mask for the safety of others and the chairs for the meeting were set up 6' apart. Naila Erwin indicated that it would be very difficult for the Starlighters to enforce masks for its events. One attendee noted that if masks are not mandated by the State, then how can we legally mandate the use of masks. There was discussion on the current increase in COVID cases in Arizona and Sue Davis pointed out that we can't rely on the COVID numbers for the Happy Jack zip code for guidance. People come up here on week-ends from other locations in Arizona that have much higher COVID numbers and if they get COVID up here or bring it here, it will be counted in the numbers of the County where they permanently reside. Bill Patterson said that he thinks we need to say that we highly suggest the use of masks. There was also discussion about returning to Zoom Board meetings.

Motion: Bill Patterson moved and Sue Davis seconded a Motion that the Association adopt a policy and post a sign indicating that while using the Community Center it is highly recommended that people wear masks and practice 6 feet of physical distancing. There was discussion about the wearing of masks and what type of masks to make available for people who forget to bring a mask. Brian Birtwistle noted that cloth masks protect other people from you and the N-95 masks protect you from other people. No Members asked additional questions or expressed comments.
The Motion passed unanimously.

There was discussion regarding whether or not we should be sharing the cost for having masks available at the Community Center. It was the consensus that the Association will pay to have masks available for now and see how fast the supply is depleted.

11. Adjournment:

There being no further business to come before the Board, the President asked that the meeting be adjourned into Executive Session for reasons allowed by ARS 33-1804.

Motion: Bill Patterson moved and Dan Knox seconded a Motion to adjourn the meeting and move into Executive Session to discuss legal advice, contemplated litigation, personnel and subcontractor issues, personal and financial information about individual Association Members and appeals relating to various violations and delinquent and outstanding assessments and fines.

No Members asked questions or expressed comments.

The Motion passed unanimously.

Board Approved On:

9/14/21

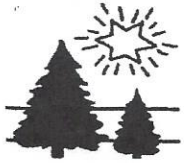
Submitted by:

15/
Connie Kiser, Secretary

Approved:

15/
Dave Janecke, President

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Starlight Pines Homeowners Association (SPHOA)

2740 Arapaho Drive, Happy Jack, AZ 86024-8245

Phone: 928-477-2602 Fax: 928-477-2295 sphoa1216@tds.net

8/14/2021 -- During the July 10, 2021 Board of Directors Meeting several Starlight Pines residents expressed both concern about who to contact in case of an emergency and expectations of what the position and function of the Community Manager [CM] entails. This e-mail from your Board of Directors is to address some of those concerns. If you still have questions or concerns the Board will be happy to sit down in Executive Session to further discuss your issues.

- First, Trisha, as Community Manager, has the full support of the Board of Directors and it was never the intent of the Association/Board of Directors to provide 24-hour emergency phone service to residents or access to the CM and the office 7 days a week. The CM is there to assist residents with Association related matters only during office hours. The CM works for the Board of Directors, and quoting from the CM job description: “[her] Primary responsibilities include carrying out policies set by the Board of Directors, managing the Association’s daily operations, and helping the Board plan for the Association’s future sustainability”. The CM position is strictly to assist the Board and Board Committees in the day-to-day operations of the Association.
- Residents who have emergencies, questions or need help for other than Association related issues should contact the appropriate numbers for APS, Starlight Water Company, Blue Ridge Fire Department, Coconino County Sheriff, Blue Ridge Ranger Station, US Forest Service, or one of the State or local information hot lines on road closures, weather, etc. We will be posting that relevant contact information on the bulletin board by the mail boxes for residents to refer to. If you have questions regarding the Starlight Pines governing documents, those can be downloaded from the starlightpineshoa.com website.
- The CM’s position is part-time and the office is open from 9:00 a.m. – 2:00 p.m. Tuesday through Saturday. The office is closed on Sunday and Monday. The CM has also been given authority to close the office to calls and public traffic when needed in order to focus on tasks without interruptions or if she needs to take time off for any reason, including running Association errands. With more people moving into Starlight Pines, full and part time, Board and Committee responsibilities assigned to the CM have expanded substantially. The CM may not be able to return voice mail messages left at the office as soon as a resident would like, but they will be returned as soon as possible during regular office hours.
- In the past the CM has given out her personal cell phone number in an attempt to help accommodate an ever-increasing number of residents with inquiries pertaining to both Association and non-Association issues. That attempt by the CM to accommodate and help is now being abused by some residents. Also, the volume of non-essential phone traffic coming into the office is making it difficult for the CM to get her work done during office hours. Residents are calling about information on: road and weather conditions; date of a church fish fry; use of the office fax and copy machine for personal business; running electricity to a vacant lot; asking for Coconino County agency phone numbers; asking if the mail person has come yet, and the list goes on.
- The Board expects the CM to treat residents with respect in both phone calls and communication. Please remember, however, that the CM is only the messenger and is following tasks and directions given to her by the Board, or the AC, Property Rules and Firewise Committees - including who is and isn’t supposed to be issued violation letters and fines. The Board will not tolerate anyone speaking to or treating the CM or any Board or Committee Member, either in person or by phone, in a disrespectful manner, and that includes yelling, continually arguing, using foul language or making threatening comments. If any resident has a disagreement, dispute or doesn’t think he/she has received fair treatment from the CM, Board or a Committee member, there is a simple process available for residents to use in order to sit down and discuss the issue with the Board of Directors in Executive Session. All you have to do is email the office or any Board Member, explain your issue, and ask to be put on the agenda for the next Executive Board of Directors meeting. The Board understands that there will be hot topic issues and disputes you don’t agree with, but the CM, Board of Directors and the Committees are here to bring the Association together so that the time you spend in Starlight Pines is one of enjoyment.