

SHHA 2020 ANNUAL MEETING MINUTES

Saturday, February 22, 2020

9:00 a.m. Church of the Good Shepherd

1. **CALL TO ORDER:** The 2020 Annual Meeting of the Sandia Heights Homeowners Association (SHHA) was called to order by Elwood “Woody” Farber, President at 9:05 am at the Church of the Good Shepherd. A quorum of the Board and members of the Association was declared by Susan McCasland, Secretary. The President welcomed everyone and thanked them for attending.
2. **APPROVAL OF THE 2020 ANNUAL MEETING AGENDA:**
 - a. The Board approved the agenda and the Annual Meeting Guidelines at its January 8, 2020 Board meeting.
 - b. 2020 Annual Meeting Packet: Each attending household received the following items in the packet.
 - Meeting Agenda
 - The Annual Meeting Guidelines
 - SHHA Bylaws and Outcomes Desired from the Annual Meeting
 - 2020 Report of Officers and Standing Committees
 - Responsibilities of the SHHA
 - 2020 SHHA Annual Meeting Question Form
 - Exit Survey
 - c. Annual Meeting Guidelines: The President explained the Annual Meeting Guidelines below.
 - Please silence all cell phones during meeting.
 - Questions of the Officers or Committee Chairs will be written, handed in to the Secretary, and each addressed according to the agenda.
 - There is a question form at the end of this packet. If you have more than one question, additional forms are available. One question per form please.
 - Before speaking, a member must be recognized by the Presiding Officer; please present yourself at a microphone to be recognized and state your name.
 - Speakers will be limited to five minutes.
3. **APPROVAL OF THE ANNUAL MEETING MINUTES:**
 - a. 2019 Annual Meeting Minutes: The minutes of the 2019 Annual Meeting were reviewed and approved by the Board of Directors at its March 13, 2019 Board meeting. Those minutes are on file in the Official Record Book (ORB) in the office and on the SHHA website.
 - b. 2020 Annual Meeting Minutes: The SHHA Board will review and approve the minutes of the 2020 Annual Meeting at the next regular Board meeting on March 11, 2020. The approved minutes will be on file in the ORB in the office and posted on the SHHA website.
4. **INTRODUCTION OF INVITED GUESTS:**

The President announced that there were no invited guests present.
5. **INTRODUCTION OF THE 2019 BOARD OF DIRECTORS AND SHHA STANDING COMMITTEE VOLUNTEERS:** The President introduced the 2019 Officers, Committee Chairs and Board of Directors.

Officers: Woody Farber - President, Emily Rudin – Vice President and Nominating Committee (NC) Chair, Susan McCasland – Secretary and Communications & Publications (C&P) Chair, Cheryl Iverson – Treasurer and Finance Committee (FC) Chair. Walter Forman resigned as Secretary in July 2019.

Board of Directors: Dale Arendt, Stephen Baca - Community Service & Membership (CS&M) Chair, Bob Bower - Architectural Control Committee (ACC) Chair, Joe Boyce, George Chen, David Crossley, Elizabeth Edgren, Roger Hagengruber, Robert Hare, Martin Kirk, Fenton McCarthy, Craig Newbill, Matt Pedigo, Mike Pierce, Travis Rich - Parks & Safety Committee (P&S) Chair, Bob Thomas - Covenant Support Committee (CSC) Chair, and Randy Tripp.

The Officers, Board of Directors, and Committee volunteers present were asked to stand and be recognized. The volunteers were thanked for their time and efforts. The office staff, Betsy Rodriguez and Jennifer Craft were introduced.

6. ANNOUNCEMENT OF THE 2020 OFFICERS AND BOARD OF DIRECTORS:

The President announced the 2020 Officers.

President – Woody Farber, Vice President – Susan McCasland, Secretary – Travis Rich, and Treasurer – Cheryl Iverson

The 2019 Board of Directors will continue to serve on the Board for 2020 with the exception of Emily Rudin. Her term will have expired at the end of this Annual Meeting. She was thanked for her years of service on the Board.

7. REPORTS OF OFFICERS AND COMMITTEE CHAIRS: Below are the reports covering January to December 2019.

a. **President: Woody Farber**

- Provided leadership and direction to Board of Directors and Committee Chairs.
- Developed a procedure for response to member inquiries by appropriate Committee Chair.
- Created a Strategic Planning Committee Chaired by Emily Rudin.
- Initiated the annual Board review of the SHHA Policies and Guidelines for Boards and Committee Members and SHHA Rules and Regulations for the Association for adoption at the March Board meeting.
- Planned and completed the SHHA Office move in conjunction with the Board.
- Initiated search for a replacement administrator.
- Managed the office staff in their day-to-day activities.

Highlight: My major job is coordinating the activities and providing the leadership to the Board and Committee Chairs and allowing them to do their work.

b. **Vice President: Emily Rudin**

- Served as Vice President for duration of the one-year term.
- Initiated special project to develop comprehensive Strategic Plan for SHHA for outyears. Selected and led planning team comprised of Travis Rich and Robert Thomas. Project will be completed in mid-2020 and formally presented to Board

for consideration and adoption by year's end.

Emily thanked everyone. After eight years of service, she will stay affiliated and supportive of this Board and will continue to serve on the ACC and P&S Committees.

Nominating Committee (NC)

Members:

Emily Rudin, Chair
Robert Bower
Travis Rich

- To avert a situation in which number of Board Directors would fall below minimum of 11 needed to transact business, actively sought new Board members from SHHA's general membership during a seven-month period.
- Screened numerous applicants and convened Nominating Committee at frequent intervals to interview and evaluate them. Nominated eight candidates; all were approved by Board vote as new Directors.

c. Secretary: Susan McCasland

- Assumed the position of secretary following the mid-term resignation of the previous secretary.
- Performed the following functions in accordance with the Bylaws:
 - Participated in the SHHA survey, which was answered by over 400 members
 - Continued the activity of overseeing and finalizing the monthly Board agenda.
 - Oversaw the preparation and approval of the monthly Board meeting minutes.
 - Certified the presence of a quorum necessary for the proper conduct of business at each Board meeting.
 - Ensured the preparation and publication of the notification for the Annual Meeting.
 - Ensured the preparation and filing of SHHA's annual report for nonprofit corporations to the State of New Mexico.
 - Ensured that SHHA's Official Records Book is properly maintained and is on file at the SHHA Office.
- Performed additional duties as needed by the Executive Committee and the Board in general.

d. Treasurer: Cheryl Iverson

Finance Committee Members:

Cheryl Iverson, Chair	
Carnie Abajian	Fenton McCarthy
Bob Bower	Matt Pedigo
Woody Farber	Randy Tripp

2019 Budget Results

The Board approved 2019 Budget estimated Gross Income of \$208,040.60. Expenses of \$204,459.07 and Other Expenses of \$2,666.46, resulting in a Net Income of \$915.07.

As stated at the time the 2019 Budget was approved, these are projections which may change during the year and have changed. The final financial reports show Gross Income of \$215,848.26, Expenses of \$208,457.96 and Other Expenses of \$1,115.46, resulting in a Net

Income of \$6,274.84. The major difference between budgeted and actual amounts were additional revenues from GRIT and Directory advertising and Tram ticket sales but, in addition, all Committee Chairs managed their budgets which resulted in cost savings.

2020 Budget

After reviewing the proposed budget at its September 11, 2019 meeting, the Board approved the budget as proposed by the Finance Committee. The Finance Committee developed the budget based on the current and projected reserves and the revenues needed to cover the services needed by the property owners.

This allows for a reasonable targeted Net Income of approximately \$444.44.

Each year the income and expenses will be reviewed to establish the best course of actions for the following years.

Budgets are projections which may change as the year progresses, so please go to the Finance tab on the Board section of the SHHA website for current details.

Internal Reviews

Each year members of the Finance Committee review the major financial procedures to ensure they are being followed.

This past year members reviewed payroll, QuickBooks, dues, petty cash, advertising, Tram passes, health insurance and security.

While there were no major issues noted, several improvements were identified, especially in the area of security. Security processes were updated to reflect changes required due to the amount of data being backed up.

Based on the reviews, the required annual report was prepared and submitted to the Executive Committee for review and acceptance by the President.

e. **Finance Committee (FC)** – the report was presented as part of the Treasurer’s report.

f. Architectural Control Committee (ACC)

Members:

Bob Bower, Chair	
David Crossley	Michael Pierce
Cheryl Iverson	Emily Rudin
Craig Newbill	

Functions:

- Chartered by covenants for all SHHA Units
- Manages the architectural control process for SHHA by approving changes to the external appearance of properties
- Conducts neighborhood reviews, if needed
- Strives to make decisions within 30 days of receipt of completed applications
- Processes and manages about 300 projects annually
- Meets monthly on 1st and 3rd Wednesdays to expedite response times
- Administratively approves projects where review by entire ACC is

deemed unnecessary by the Chairman

- Publishes guidelines to assist residents with the design process
- Maintains a log of active projects on the SHHA website and in the GRIT newsletter
- Periodically publishes articles in the GRIT newsletter

Summary of Activities for 2019:

A total of 327 applications were approved in 2019. The ACC continued to work with the County on new community developments including North Tramway Estates (NTE), Hawks Landing, and the Las Pradas Subdivision in Unit 16. The ACC also attended meetings of the County Zoning Administrator, Planning Commission, and Board of County Commissioners on requests for zoning changes and other issues that could impact residential properties in Sandia Heights.

Major Accomplishments for 2019:

- Developed process to protect proprietary nature of documents and sensitive drawings during the neighborhood review process
- Worked with Covenant Support Committee and Hawks Landing (HL) developers to prepare covenants for HL
- Working with new owner of Quail Run Center for major upgrades. New name: Sandia Heights Village

g. Communications & Publications Committee (C&P):

Members:

Susan McCasland, Chair
Stephen Baca Anne Manning
Judy Durzo Burt O'Neil
Elizabeth Edgren

Summary of Activities for 2019:

- Published a Format and Style Guide for *The GRIT*, resulting in a more professional looking publication
- Continued editing and laying out the monthly *GRIT* newsletter, adding new content in each 2019 issue.
 - Jan: A New Neighborhood Business, Sandia Heights Climate Data, Happy Birthday GRIT?
 - Feb: email Addresses in the Directory...Maybe, Social Media Survey Results, 33 Years Ago—Homeowner Survey Results (historical reprint), Successful Goatscaping Trial for Wildfire Reduction
 - Mar: annual committee report
 - Apr: Elena Gallegos Open Space, New Peak Restaurant Update
 - May: The Outpost Ice Arena—New Owner, Big Changes; Choice Plants and Rabbit Food (historical reprint)
 - Jun: added photos and clip art
 - Jul: Brush Fire in Foothills at Bear Canyon, It's Summer and Snakes Are Out, photos for The Goats of Sandia Heights
 - Aug: Sandia Peak Restaurant Has a Name, It's Back-to-School Time!, Some Pointers About Hantavirus

- Sep: Ten3 Restaurant Is Open!; It's Chile Harvest Time; Not Too Big, Not Too Small (historical article)
- Oct: no articles
- Nov: Ice Wolves Schedule, Thank You to Trash Pick-up Volunteers, added photos to Light Pollution and Water Pipes Freezing articles
- Dec: How to Form a Neighborhood Watch, Beep! Beep! (historical article), The 2020 Census Is Coming, Pick Up Your Pooch's Poop, holiday clipart
- Investigated utility to membership of having email addresses in the Directory.
 - Based on input, determined not to add email addresses to the Directory at this time.
- Oversaw publication of the 2020 Residents Guide and Directory.
- Instigated and oversaw updates to the SHHA webpage
- Assisted in SHHA office move
- Got quotes and provided artwork for canopy sign and reserved-parking signs
- Responded promptly to member requests, comments, and complaints

h. Community Service and Membership (CS&M):

Members:

Stephen Baca, Chair
 Paula Baxter
 Joe Boyce
 George Chen
 Bill Koup

Advisors:

Karen Linfoord
 Todd Fielder
 Keith Julian
 Catarina Torres Wignell

Functions:

Exists to strengthen member benefits and to present Association events that will encourage membership in the SHHA.

Summary of Activities for 2019:

- Facilitated the second Sandia Heights Annual Survey.
- Analyzed the results of the survey.
- Initiated planning and preparation for New Neighbor Welcoming Initiative—2020.
- Developed and the Board Approved a Business Partnership Policy and Procedure.
- Continued a supportive liaison with the Sandia Heights Artists Organization.
- Continued an informal liaison with the Sandia Heights Cork and Fork dinner organization
- Conducted Easter Egg Hunt with over 100 children participating on April 20th.
- Continued voter registration service at the SHHA office for all members.
- Began 2019 with 1,774 members and ended with 1,801 members. The total membership stands at 81% of 2,219 households in Sandia Heights which is up very slightly from 2018.
- In 2019, 2,365 Tram Passes were used and 379 were unused (86% usage rate).

i. **Covenant Support Committee (CSC)**

Members:

Bob Thomas, Chair	
Bob Bower, ACC liaison	Stephen Baca
Camille Belden	Judy Chreist
Stan Davis	Joyce Harkwell
Randy Tripp	

Functions:

Sandia Heights has Use Restrictions (Covenants) governed by over 38 sets of Covenants, each applying to a designated Unit within the community. The CSC works with property owners to enforce these legally binding documents. CSC provides covenant enforcement through a formalized process.

Many of covenants were written in the 1960–1970 timeframes and do not specifically address some of the key issues we face today. For some complaints, the unit covenants do not cover or address the alleged violation and there is nothing the CSC can do to help. We are bound by what your covenants permit. Only the homeowners in a specific unit can change their covenants.

The CSC meets the first Tuesday of every month at 7:00 PM in the office conference room. Homeowners with questions or statement to make to the Committee are allotted five minutes at the beginning of the meeting. Then the doors are closed to maintain the confidentiality of CSC business. Please notify the SHHA Office beforehand. The CSC Agenda and Minutes are for internal distribution only.

- Joyce Harkwell, Camille Belden joined the Committee.
- George Connor, Ruth Haas, and Susan Seligman resigned from the Committee.

Summary of Activities for 2019:

There were 22 complaints handled by the CSC in 2019, including 4 carried over from 2018. All were investigated by CSC members and recommendations were made as to the validity of the complaints with regard to the covenants relevant to their units. Of these, 21 were closed in 2019.

2019 Successes:

Complaints handled by CSC were thoroughly investigated. Only one necessitated intervention by the SHHA attorney. In some situations, the Bernalillo County Zoning Codes and Ordinances are more restrictive than the SHHA covenants, such as outdoor lighting. Additionally, in some situations the Codes and Ordinances cover a specific problem that is not prohibited by the SHHA covenants, such as barking dogs. In these instances, we encourage the homeowner to file a complaint with the County. In 2018 and 2019 the CSC has outreached to BernCo Zoning, and we have developed a great working relationship, resulting in the successful resolution of several complaints.

j. **Parks & Safety Committee (P&S)**

Members:

Travis Rich, Chair	
Roger Hagengruber	Burt O'Neil
Barb Kelly	Emily Rudin
Martin Kirk	Ron Vigil
Roger Hagengruber	Cheryl Wieker
Matt Petigo	Bill Wiley

Summary of Activities for 2019:

- SHHA has adopted the section of Tramway Blvd between the intersections of Paseo del Norte and Simms Park Road. We have a commitment to clean this area 2X per year. This year it was done in March and again in October. Should you be curious, after consolidating, we average perhaps 1½ large (40-gallon) trash bags per cleanup. The next scheduled “cleanup detail” will be March 21, 2020. You are invited to join the effort.
- March 19–21, 2019 were the dates for another successful effort to provide education to SHHA membership regarding “Fire Risk Management.”
- There were 11 articles published in the GRIT during 2019 that pertained to the challenges of our committee. Fire risk was most prominent (6 articles), security and crime next (3 articles).
- Two GRIT articles (February and July) referenced an SHHA-sponsored demonstration project of using grazing goats to remove excessive flammable organic material and thus lessening the wildfire risk. The goat-grazing procedure appeared to remove a portion of undergrowth and that removal prevailed until the next growing season. Goat-scaping is an alternative option available to homeowners that prefer a biological approach rather than chemical or mechanical techniques.

Projects in the making:

- Your association will be sponsoring a “Crime Risk Management Seminar” on Saturday, March 14, 2020. This will be a one-day event scheduled for 9:00 AM at Church of the Good Shepherd. The purpose of the seminar will be identifying things a resident may do to help lower the risk of becoming a victim.

The Officer and Committee reports were concluded. The President asked the members of the Association to submit their written questions to George Chen. The question forms were handed to the Secretary. The questions and responses are below.

8. **QUESTIONS TO OFFICERS AND COMMITTEE CHAIRS:**

1. Written question(s) about the President’s Report. No questions were submitted.
2. Written question(s) about the Vice President and Nominating Committee Report. No questions were submitted.
3. Written question(s) about the Secretary’s Report. No questions were submitted.
4. Written question(s) about the Treasurer’s Report.

(1) Finance Committee question submitted by Bob Gough

Question: Operating expense constitutes more than half of the total expenses on the Income Statement. What is expensed under Operating Expense?

Response by Cheryl Iverson, Treasurer and Finance Committee Chair:

Under operating expense, we have staff salaries, rent, PNM, gas, water, security, general and liability insurance and all those expenses have gone up.

5. Written question(s) to the Architectural Control Committee (ACC) Chair.

(1) ACC question/comment submitted by Dick Brackett

Comment: Unit South 11 has had a number of outages. The power lines have been in place for about 50 years. PNM may need to replace the equipment.

Response by Bob Bower, ACC Chair:

Woody and I went to a meeting in September or October 2019. PNM wants to put in another substation down on the intersection of Eubank and Paseo. They had a meeting at the Grace Lutheran Church. They want to tie in the new substation to the substation that is south of there. The big issue is that they needed these 105-foot multi-kilo power lines to go through there and there has been a tremendous backlash from the neighbors in that area because they don't want to look at these big huge metal poles. Right now, the PRC and PNM and those homeowners down there are in a debate as to where other locations could be possible that wouldn't impact those neighbors down there. When Woody and I went to the meeting, they pointed out that Sandia Heights and several other neighborhoods are to the point where they are overloaded. There has been so much building up here and so many additions that the current power grid is stressed. So, they need that new substation. I have no idea when the PRC, PNM and those people are going to reach an agreement. In the meantime, you are going to find that there are occasional power outages. I understand that there are some PBA lines that PNM is replacing. I don't know whether they are deteriorated, or they have some kind of program where they are ripping them out. Some of those lines have been there over fifty years. About the only thing that we can do is use the contacts that we have with PNM to see if there is anything that is on the horizon to quicken this effort to get that substation going.

6. Written question(s) to Communications & Publications (C&P) Committee.

(1) C&P question submitted by Brian Bentz

Question: How does the 2020 Census affect our community? Will the C&P Committee remind everyone to participate?

Response by Susan McCasland, C&P Chair:

It does affect our community in that a lot of the federal funding that is allocated is based on population. More will come our way if we have more people, simple ratio there. Yes, the GRIT has already had an article about the upcoming census, and that is a good idea. We will get it on the website so that people will see it as soon as they go to the website, "Participate in the Census".

7. Written question(s) about the Community Service & Membership Committee report. No questions were submitted.

8. Written question(s) about the Covenant Support Committee report. No questions were submitted.

9. Written question(s) to the Parks & Safety (P&S) Committee.

(1) P&S question/request submitted by Carnie Abajian

Request: Currently the very east end of Tramway Lane is all torn up for a water-main replacement. This section of road was also not repaired approximately twenty years ago

when the rest of Tramway Lane from San Bernardino up to about 1024 Tramway Lane was. Please liaison with Bernco to get this stretch repaved once the water-main work is completed.

Response by Bob Bower, ACC Chair:

Sandia Heights Services is responsible for the infra-structure. They own all the water-mains, and they own all the sewers in Sandia Heights. Have they finished the water-main?

Response by Carnie Abijian: No, but projected after the original Thanksgiving projection, is about St. Patrick's Day now.

Response by Bob Bower, ACC Chair:

The County owns all the roads. The County will not repave anything until Sandia Heights Services finishes digging out to repair the water main. A lot of those water mains are pretty old. We've had a lot of those mains replaced all over the community. We could take an initiative to contact Sandia Heights Services to get the water main fixed. I don't know what their schedule is in regard to the availability of people and other projects, but we can certainly ping them on that. And then once they finish that, then we can put in a work request with the County which we could do.

Response from Carnie:

That would be great, that's all I'm asking for.

Comment by Travis Rich:

At our last Parks & Safety meeting, we acknowledged that there had been two similar type comments made about other locations in the road at point x that need repair. We have started to accumulate some of these sights by location and will present them to the County all at one time.

(2) P&S question submitted by Maureen Baca

Question: Why are the streetlights never on at this intersection, the largest and most used in our community? Streetlights are on north and south at each of the smaller intersections, but streetlights are never on at Tramway and Paseo Del Norte. This is a safety issue.

Response by Bob Bower, ACC Chair:

We have dealt with this problem for quite a number of years. In fact, when they're on, a lot of people complain about them. And they recently, the past couple of years, they replaced them with these LED lights that are down facing and in fact they put a little shield that prevents reflection of the light into those homes that are just east of that intersection. Again, this is a County issue because they own those lights. We can put in a work request and get them fixed.

Question by Maureen Baca:

Is it a question of just turning on a switch and getting some power on those lights and least part of the night?

Response by Bob Bower, ACC Chair:

It could be wire thieves in this community stealing the copper wire.

Response by Maureen Baca:

So you think the lights may be out because the wire isn't there?

Response by Bob Bower, ACC Chair:
I don't know.

Response by Maureen Baca:
I keep forgetting to call the County myself and complain.

Response by Bob Bower, ACC Chair:
Let us do it. We'll take care of it.

(3) P&S question submitted by Marsha Thole

Question: I thought I heard - why only cleanup South of Paseo? How about North of Paseo? How about Tennyson? Could this be an implemented community effort?

Response by Travis Rich, P&S Chair:

When we entered into the agreement of Adopt-a-Highway, we requested just for Tramway Blvd. The New Mexico Highway Department designated mile marker so and so, and that would be from Paseo South. So that is what the New Mexico Highway Department gave us. The second part of the question is how about Tennyson. That may be an immediate community effort, but we will certainly look into it.

The officer and committee reports were concluded along with the question and answer portion of the meeting.

9. ADJOURNMENT: President Woody Farber adjourned the Annual Meeting (Business Session) at 10:07 am. He announced that a ten-minute break would take place and then the Membership Engagement Meeting would commence.

Woody Farber, President

Date

Travis Rich, Secretary

Date

Note: Signatures on file in the SHHA Office