

## **Director's Corner**

### **Exciting Changes to Our HOA Management System!**

We are pleased to announce that at our August 2024 board meeting, the HOA board decided to contract with a new management company to better serve our community. After careful consideration of several available management companies with the ability to serve a community of our size, the board selected **AMI Community Association Management** as our new partner **effective November**1st, 2024.

### 2024 Annual Mtg

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This decision was made to provide an enhanced communication experience for homeowners, featuring more efficient and transparent channels to address your questions and concerns, and improved technology options.

With these modern technology solutions, one example being an intuitive mobile app, homeowners will have convenient access to their portal for essential information, updates, and resources. AMI is deeply committed to cultivating a strong sense of community involvement and prioritizing open communication and transparency to ensure that every homeowner's voice is heard.

In addition to improved communication, the new management company will offer an improved range of self-service options, making it easier and quicker for homeowners to access important services while ensuring professional management assistance remains available when needed. Just a few examples of exciting improvements will be a simplified process for reserving our clubhouse, streamlining Design Review Committee (DRC) requests, and the ability to choose from several payment options for monthly assessments.

By switching our community to AMI, the HOA is investing in a partnership that ensures the long-term success and satisfaction of our entire community. We look forward to a smooth transition and are confident these changes will have a positive impact on our homeowners!



## **Assessment Updates**

As the HOA prepares the 2025 budget, it has become clear that an increase in monthly dues will be necessary. Such increases reflect the last two years of inflation. The three largest contracts—Property Management Services, Front Range Recreation, and Waste Management—make up about 60% of the HOA's budget, with annual cost increases driven by labor, equipment, and fuel expenses.

Since monthly assessments are the primary source of income, these rising costs necessitate an increase in dues, especially as the HOA must also continue to fund the replacement of vital assets like pool equipment, Clubhouse structures, and playgrounds, through our Reserve planning.

To address these financial demands, the Board anticipates a modest assessment increase of \$3, to maintain a strong financial position and avoid the need for special assessments. The HOA remains committed to offering high-quality services and amenities at a comparatively low-cost relative to other HOAs in the region.

# Mailboxes

In 2023, after vandalism left some Conservatory homeowners without functional mailboxes, the HOA Board was unable to find documentation or precedence that the mailboxes were owned by anyone, that being either the USPS, the Conservatory HOA, or the Metro District. With no clear ownership documentation, and with the homeowners' best interest in mind, the HOA Board decided to assume responsibility for the mailboxes (CBUs).

This effort includes a plan to replace CBUs at all 25 kiosks, as some are too old to repair. Despite a months-long attempt to collaborate with the USPS and the Metro District on this project, including a Congressional Inquiry, the Board was ultimately unsuccessful. The replacement project, estimated to cost between \$200,000 and \$250,000, will be phased in over time to minimize disruption to mail service, with funding coming from the Construction Defect Reserves.

Homeowners will be issued new keys, and future key management will be homeowner responsibility with involvement from the USPS. The project will not require a special assessment and will not negatively impact the HOA's financial condition, though the Board may plan to replenish the reserve funds over time. More detailed information is available on www.conservatoryhoa.com.

Operating a homeowners association carries many of the same duties and responsibilities as overseeing any other business. Serving is a valuable and rewarding experience that should be undertaken by those who see it as an opportunity to protect and enhance the community. Please consider volunteering your time and experience to our community.

# Looking for Homeowners to fill two vacancies on a newly created Underdrain Committee.

Purpose: The purpose of the Underdrain Committee ("Committee") is to plan and oversee both routine maintenance and new restoration requirements of the Underdrain System. The committee will advise the Board of Directors ('Board') on all aspects of the Underdrain and help communicate information to residents about the system as required.

Membership: The Committee will have 2-4 members, comprised of 1-2 current Board members and 1-2 homeowner volunteers, appointed by the Board. The Committee will appoint a chairperson, who will serve as the primary liaison between the Committee and the Board.

Underdrain maintenance contractors, service providers, engineers, project manager(s) and the Association's community association manager may serve as additional advisors to the Committee.

Volunteer Applications are available on our website.

#### **Board of Directors**

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Treasurer Charlie Fiser
Secretary Helen Hardin
Director Vacant
Director Vacant

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