Sterling Estates HOA Board Meeting

Date: 6/10/26, 6:00 PM

Location: Sterling Estates Clubhouse

Present: Kelly Farotto, Rob Rygiel, Ryan Johnson, Janette Anderson (quorum established)

Absent: Nick Gilman

Joined in progress: Gerald Knight, John Rogers

Call To Order: by Kelly Farotto at 6:04 pm

- **Appointments to Board:** The Board unanimously approved the appointments of two new board members: John Rogers and Gerald Knight. (4-0 vote)
- ***Joined meeting at 6:15 PM:*** John Rogers, Gerald Knight.

AGENDA

Management Company. The Board discussed the need to appoint a new management company and considered possibilities. Upcoming meeting with Hinson Management was discussed. Numerous transition issues were discussed with respect to Sterling Management LLC. Numerous neighborhood needs were also discussed in an effort to best align the neighborhood with prospective management companies.

ManageCasa. ManageCasa was discussed at length. Board members discussed having limited knowledge of the relationship and arrangement with ManageCasa. Board members had not seen the contract and had no visibility into the particulars of the arrangement with ManageCasa. It was generally agreed no progress had been made with respect to neighborhood integration, even after well over a year of implementation.

The Board has been working to attribute dues payments made through ManageCasa to the individual homeowners who made the payments, but this is impossible without authorization and visibility into ManageCasa. The ManageCasa relationship has been solely managed by Jared Andersen (Sterling Management LLC). This solo arrangement presents a critical barrier to communication with ManageCasa. Ryan Johnson noted he had suggested to the previous Board, on several occasions, that he would like to sit in on a call with ManageCasa to help get clarity as to the status and cost of the project, but received no response from the Board or Jared Andersen.

It was noted that the arrangement with ManageCasa was contracted for 700+ homes, and later increased to over 900 homes by Jared Andersen, as documented by invoices from ManageCasa. It was also noted that only 423 of these homes could be attributable to

Sterling Estates. Kelly Farotto noted that she understood the arrangement for 900+ homes to have been entered into by Jared Andersen to obtain a neighborhood discount from ManageCasa by promising future growth in licenses.

The Board expressed concern about the substantial amounts already invested in ManageCasa, as well as the amounts that might be required to get out of the arrangement with ManageCasa. The Board agreed that the arrangement with ManageCasa needed to be terminated and amounts settled as soon as possible, and that discussions with Jared Andersen would be necessary to do so.

Meetings. Meeting organization was discussed. Matters included the need to produce an agenda for each meeting, establishing regular meeting times and places to the extent feasible, and retaining and publishing minutes of meetings for easier access.

Officers. Officers and charges were assigned and unanimously approved, by (6-0) vote:

John Rogers- President

Gerald Knight- Vice President

Janette Anderson- Secretary

Ryan Johnson- Treasurer

Rob Rygiel- (Technology liaison)

Kelly Farotto- (Social events)

Nick Gilman- (ARC)

Quickbooks. John Rogers and Gerald Knight discussed an upcoming meeting with Jared Andersen on 6/20. The goal of the meeting would be transitioning any outstanding issues, particularly the HOA's Quickbooks account. It was noted that Quickbooks houses the association's original/source accounting and billing records and can presently be accessed only by Jared Andersen. Ryan Johnson indicated that since the HOA could not access the HOA's Quickbooks records, it could be extremely difficult to reconcile homeowner balances.

It was explained that homeowner payments made via Quickbooks show up on the HOA's bank statements as generic deposits (collections), with only a general description of *Intuit*. This makes access to the HOA's Quickbooks critical; without it, homeowner payments cannot be correctly attributed. It was noted that with some homeowner payments coming through ManageCasa (no HOA access) and some through Quickbooks (no HOA access)

that only manual checks written by homeowners could be successfully traced by anyone on the Board as it presently stands.

Newsletter. A potential Sterling Estates newsletter was discussed, with as well as a "welcome to Sterling Estates" packet for new homeowners. The Board generally greeted these ideas as positive steps.

Social media. The Board discussed the numerous problems associated with social media. In particular, several Facebook accounts associated with the HOA were discussed. These accounts *appear* to belong to the Sterling Estates HOA, and/or its Board, but do not. This makes it difficult for the Board to communicate clearly and effectively, as non-representative groups and even non-residents participate via these pages. The Board generally agreed that it would be best to dissociate from these forms of communication, as they offer few opportunities for meaningful discussion, and many opportunities for the perpetuation of misinformation and speculation. The Board also agreed, generally, that improved communication with the neighborhood through formal channels should be a major focus.

Pool fobs. Issues with aging software and pool fob technology and hardware were discussed. The frequency with which vendors must be called for repair was agreed to be problematic. The Board talked about potential future upgrades to the system to minimize the need for costly and frequent repairs.

Invoices. A number of invoices were presented and their status was discussed by the Board. Reimbursement of Sterling Management LLC for expenses was discussed. Specific payments were approved for Sterling Landscaping ($2,450), Fresh Splash Pool ($1,750), and numerous clubhouse cleaning charges from Sterling Management LLC ($1,050; $200; $1,269; and, $177.70). Visibility into charges for Vignteum (Clubhouse reservation software) was discussed, as well as the transition to rentals with a new management company. Ryan Johnson indicated that, at present, he could not attribute all of the Vignteum rental dates of the clubhouse and/or cabana with specific payments and reservations received for those dates. It was suggested that some of these gaps could be explained by "common" neighborhood dates, such as the [redacted], which might have been reserved by Board members. He further inquired whether the Board knew of a policy of allowing free use of the clubhouse for Board members.

Ryan Johnson indicated that in completing the HOA tax return, he had inquired with former board members as to whether a policy permitting free usage of the clubhouse by Board members had ever been established. He indicated he was told by two such members that the Board had passed a policy in the last few years whereby members of the Board had

been allowed to reserve the facilities without charge. One member did not provide specifics, and the other indicated they recall it being three free uses of the clubhouse. Current Board members had little information about this.

Ryan Johnson also indicated that for 2024 and 2025 combined, the clubhouse was reserved 87 times, with 24 of those reservation slots attributable to either the management company or a Board member—28% of the reservations. As for the cabana, it was 5 out of 27 reservations, or 19%.

Generally, the Board expressed the desire for a new management company to have a calendar and system for managing reservations easily, as well as attributing payments to reservations.

Cameras. The need for camera monitoring of the pool and clubhouse was discussed, as well as the state of the existing security system.

Landscaping. Landscaping costs were discussed specifically, as this is one of the largest recurring expenditures of the HOA. Gerald Knight mentioned the need to obtain bids, and the Board generally agreed that this was a good idea. Rob Rygiel stated that regularly obtaining multiple bids for major services (beyond just landscaping) was a good practice, and Board members supported this idea across the board. John Rogers indicated his agreement and that it should be a regular Board practice to do so. Gerald Knight indicated he would obtain a quote from the existing provider, Sterling Landscaping Services, as part of a new set of bids.

Tasks. Several Board tasks were discussed, with Janette Anderson and Kelly Farotto working on a potential newsletter for the HOA. John Rogers and Gerald Knight would be working on vendor bids and transition matters. Rob Rygiel agreed to take the lead on any issues of technology that might arise. Ryan Johnson was tasked with updating HOA bank access and signature authority, as well as contacting State Farm regarding liability issues related to events and rental equipment.

Scooter/motor vehicle incident. The Board discussed a recent motor vehicle/motor scooter incident in the neighborhood involving an operator (under the age of 18) which required emergency response from county authorities. Specifically, the Board considered if a formal response might be in order. Several Board members expressed concern about the dangers of this kind of motorized vehicle activity, particularly on Colfax Drive. Poor visibility due to curves and rampant on-street parking on Colfax was discussed, as well as the observed prevalence of scooters in that part of the neighborhood. The Board considered whether to discuss this specifically with the HOA out of concerns for the safety of all. The Board noted that such operation is against the covenants, as motorized scooters are

prohibited on HOA streets except for operation to and from one's home by the most direct route—effectively, for use in commuting.

NEXT MEETING: July 7, 2026, at 7:00pm - Hinson Management Conference room

ADJOURNMENT: 7:42 PM.

Submitted, Ryan Johnson, Treasurer