

Snake River Home Owners Board Meeting
March 3, 2011

This meeting was with Michael Magliocchetti, Manager of Key to the Rockies (KTTR). One board member was not present, the rest were present or on conference call.

Management Agreement with KTTR Mike sent us a new agreement earlier in the day and the board will review and respond with questions/amendments to him. Once the agreement is finalized, the contract will be signed.

The discussion of the **cold alarm policy**:

- Contact list for the alarm monitoring company – the numbers need to be updated, 2 for the owner and a third call will be to KTTR if the owner hasn't been contacted.
- Owners have the option to call whomever they would like to resolve the issue – their own plumber, KTTR, etc.
- IF KTTR responds to the unit in question, they owner will be charged an appropriate amount depending on the time of day. A checklist will be sent to the owner so they know what was done – checking the heat, water supply, inspecting for damage, etc.
- The telephone numbers that the alarm company has need updating. Mike will prepare a letter to the homeowners updating all contact information, rates that KTTR charges for checking up on a call. This will be sent out with a response requested within a week.

The **2011 survey** will be conducted, but we will wait a little for more information regarding the percentages of the owner dues for the various large expenditures – spa, plowing, landscaping, etc. We will add an optional unit number to the form. The percentages, not the dollar amounts, will be used for the survey.

The best way for **owners to communicate** with KTTR regarding concerns with their unit or the complex will be directly with Mike at: Michael@keytotherockies.com For accounting problems/questions, contact andrea@keytotherockies.com Within the contract, it is stated that there will be a 2 day turnaround for inquiries.

Current owner's list is in 2 formats. Andrea does email blasts from Quickbooks. In the letter previously mentioned, Mike will request updates on contact information. Also, an email will be sent semi-annually asking if there are any changes/corrections to contact information with the request to positively confirm the information.

There is a request to get information **registering cell phones** and a unit address with 911 emergency services. This will allow a 911 call to tell responders to come to a unit. Mike said he would check with EMS. This would be important for reverse 911 calls.

Response: 'the only way to get a reverse call back or response to a physical address for a 911 call is to have a land line or a Voice Internet Protocol line (VOIP). However, he indicated that the Summit County 911 dispatch does have the ability to take a call from a cell phone and their system in turn identifies the cell number, company that it's with and is able to triangulate the location of the phone instantaneously through the GPS system.'

A question was raised regarding Mike's **bidding process**. He generally gets 3 bids for the bigger items – snow removal, landscape, painting/staining. Mike will be sending copies of contracts to the board.

The freeze/warn alarm **monitoring company** may also provide service for smoke and CO detection. Wireless detectors would need to be installed. Mike will contact the alarm company to determine the cost of the detectors and if there is any extra charge for monitoring more sensors in a particular unit. The owner would need to purchase the detectors from the alarm company directly. Currently the smoke detector batteries are changed around Oct. with a notice sent to the owners around the end of September. The request has been made to have all batteries changed at the same time – CO and Smoke – so there will only be one service call charge. Mike will propose a package price for this. Current smoke detectors are not connected to a central monitoring station.

There are 2 **onsite storage facilities**. The eastern most has windows, hoses, landscape equipment. The western one has ladders, old appliances. Mike has the key. This summer, the board will have a look at these facilities to see what is in them.