

August 31, 2011

Snake River Homeowners,

Thank you to everyone for completing the 2011 spring survey. Your feedback and input helps the board with decisions concerning Snake River Village. This letter responds to your questions, concerns and comments.

Board communication: The goal of the board is to be transparent regarding expenses and to communicate our decisions. The board meeting minutes will be posted on the website <http://www.ktrhoa.com/SnakeRiverVillage/Minutes/Minutes.htm>. Updates, like this, will be via email to provide insight into decisions being made. The final results of the survey are posted at this sight.

Snake Bites: The Snake Bites web site will be discontinued until further notice and all communications will be via email and at the above website.

Reserve Funds: The cash reserves do not grow other than the normal monthly deposits. At this time, there are few low-risk vehicles available with favorable interest rates. The board will continue to monitor the market interest rates. The reserve fund is for future major capital expenditures. Snake River Village is now 15 years old. Major components addressed in the reserve fund include: paving, concrete sidewalks, painting, roofing, spas and the associated mechanicals. This fund is also used to address unforeseen issues requiring immediate attention.

Spa: The spa is the largest single line item in the breakdown of expenses. For the minority of owners using the spa, we try to control costs by reducing the heat for one spa during the summer and controlling the temperature for both spas during the winter. In the winter, only one spa may be at full temperature during low occupancy times.

Comcast: In 2008, the board signed a 10 year agreement with Comcast for cable and internet.




Trash and recycling: The problem at the dumpster area was many residents and/or renters were depositing trash in the recycling bins or on the floor by the dumpster. Birds and bears then spread trash around the complex, requiring frequent clean-up by the staff of KTTR at an additional charge. The board made the decision to discontinue our recycling program and build a door for the dumpster enclosure with the hope of improving the area. We also increased the frequency of pickups during higher occupancy times to minimize overflow of the dumpster. We will continue to monitor the situation and attempt to address changes in this situation. For those of you wishing to continue to recycle, there are centers located in Dillon, Frisco and Breckenridge.

Landscape Maintenance: Currently the front of the units is mowed 3 times per month and the back once per month. There was a suggestion to try natural landscaping in the back of the units. The board discussion included the potential for the natural landscaping to become too tall and harbor mosquitoes and bugs which would compromise the use of decks and patios. We decided to continue with the mowing program.




We hope that this communication provides some detail on the questions/concerns voiced in the survey. If you have further questions do not hesitate to follow up with the board.

Regards,
Snake River HOA Board

3. If you answered Yes to Question #2 please provide how many weeks per year your unit is rented?

		Response Percent	Response Count
1-2 times per year (weekly short term rentals)		0.0%	0
3-5 times per year (weekly short term rentals)		20.0%	1
5-10 times per year (weekly short term rentals)		60.0%	3
10+ times per year (weekly short term rentals)		20.0%	1
6 months or more (long term rentals)		0.0%	0
answered question			5
skipped question			21

4. If you answered No to Question #2 please provide how many weeks per year you spend at your Keystone unit?

		Response Percent	Response Count
1-2 weeks per year		0.0%	0
3-5 weeks per year		23.8%	5
5-10 weeks per year		14.3%	3
10+ weeks per year		61.9%	13
answered question			21
skipped question			5

5. Please provide your level of satisfaction with each line item referenced above for the HOA fees.

	Not Satisfied	Satisfied	Very Satisfied	Rating Average	Response Count
Cash Reserves	12.0% (3)	68.0% (17)	20.0% (5)	2.08	25
Administration Fees	12.0% (3)	72.0% (18)	16.0% (4)	2.04	25
Repair and Maintenance	16.0% (4)	64.0% (16)	20.0% (5)	2.04	25
Services	24.0% (6)	60.0% (15)	16.0% (4)	1.92	25
Spa Facility	16.0% (4)	72.0% (18)	12.0% (3)	1.96	25
answered question					25
skipped question					1

6. If there are any specific budget line items which you would like to provide more detail please explain below.

	Response Count
	8
answered question	8
skipped question	18

7. Please provide your level of satisfaction with services provided and delivered by Key to the Rockies (KTTR).

	Not Satisfied	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
HOA billing is accurate and correct?	12.0% (3)	56.0% (14)	32.0% (8)	0.0% (0)	2.20	25
Customer service is friendly and helpful?	0.0% (0)	44.0% (11)	56.0% (14)	0.0% (0)	2.56	25
Response to requests for service or repair?	12.0% (3)	36.0% (9)	36.0% (9)	16.0% (4)	2.29	25
Answers my questions when applicable?	4.0% (1)	52.0% (13)	40.0% (10)	4.0% (1)	2.38	25
Response to emergencies when applicable?	8.0% (2)	28.0% (7)	52.0% (13)	12.0% (3)	2.50	25
Provides referrals for contractors when applicable?	8.0% (2)	32.0% (8)	44.0% (11)	16.0% (4)	2.43	25
SR HOA Website?	16.0% (4)	40.0% (10)	16.0% (4)	28.0% (7)	2.00	25
Communication with the association?	24.0% (6)	40.0% (10)	32.0% (8)	4.0% (1)	2.08	25
answered question						25
skipped question						1




8. Please provide any feedback specific to our Property Management Company Key to the Rockies and any items you believe are being done very well or items you would like the board to address in the comment area below.

	Response Count
	7
answered question	7
skipped question	19

9. Please provide your level of satisfaction with communication and alignment of the Snake River HOA Board.

	Not Satisfied	Satisfied	Very Satisfied	Rating Average	Response Count
Communication with Owner community?	20.8% (5)	66.7% (16)	12.5% (3)	1.92	24
Provide accurate and correct information on the budget?	0.0% (0)	83.3% (20)	16.7% (4)	2.17	24
Response to questions from owners?	4.2% (1)	79.2% (19)	16.7% (4)	2.13	24
Listening to concerns of individual owners?	8.3% (2)	75.0% (18)	16.7% (4)	2.08	24
Board is aligned with the needs of the owner community?	12.5% (3)	70.8% (17)	16.7% (4)	2.04	24
answered question					24
skipped question					2

10. The following question relates to the recycling program at Snake River Village. Today we have mixed recycling bins for aluminum, glass, plastic, cardboard and newspapers. What we see each week is trash being put into these bins which is causing excess debris outside of the trash containers. This creates the need for miscellaneous trash pickup through the year which increases our costs along with trash being outside of the trash area which is not pleasant to look at in the community. The cost of recycling annually is \$720.00 and the cost to clean up around the trash due to spillage in the recycling containers is approximately \$2,100 annually for a combined total of \$2,800 for both services. We have a few options we can evaluate and appreciate your opinion on possible actions.

		Response Percent	Response Count
Increase recycling bins and separate them by aluminum, glass, plastic and newspaper/cardboard to make it obvious what is recycled		45.8%	11
Continue with program as is and pay for the miscellaneous cleanup required throughout the year		8.3%	2
Discontinue recycling program and just have all items put in dumpster		45.8%	11
	answered question		24
	skipped question		2

11. Do you have any ideas or suggestions for the board?

	Response Count
	11
answered question	11
skipped question	15

12. Are there any specific items that you believe the board or the Property Management Compay (KTTR) needs to address?

	Response Count
	8
answered question	8
skipped question	18

13. Do you have any skills that would be beneficial to our association? If so, please provide some specifics below.

	Response Count
	3
answered question	3
skipped question	23

Page 1, Q1. If you would like to provide your unit number for reference please do so below. This is optional.

1	21	May 23, 2011 6:52 AM
2	41	May 21, 2011 6:29 AM
3	27	May 19, 2011 5:03 PM
4	43	May 12, 2011 5:20 PM
5	3	May 12, 2011 1:02 PM
6	33	May 9, 2011 9:17 PM
7	04	May 9, 2011 5:06 PM
8	28	May 9, 2011 9:35 AM
9	11	May 8, 2011 5:55 AM
10	SRV #30	May 7, 2011 10:03 AM
11	45	May 6, 2011 11:00 AM
12	37	May 6, 2011 9:46 AM
13	13	May 6, 2011 9:29 AM
14	17	May 6, 2011 9:22 AM
15	42	May 6, 2011 9:09 AM
16	unit 8	May 6, 2011 8:35 AM

Page 2, Q2. If there are any specific budget line items which you would like to provide more detail please explain below.

1	Need additional trash pickup during peek times...need larger recycling bins	May 23, 2011 7:02 AM
2	cash reserves - - it seems like we pay into our cash reserves but the cash reserve does not grow. so is it really a cash reserve for a big project that will come down the road or is it used for day to day repairs and improvments	May 19, 2011 5:05 PM
3	Administration fee should be 10% of the HOA fees collected - that is the industry standard!	May 13, 2011 5:19 PM
4	hot tubs seem to be not quite hot enough quite a bit of the winter.	May 9, 2011 9:21 PM
5	I think we should always be looking at cost cutting measures. Some (maybe all) of the christmas lights on the trees are on all the time. Spa covers are left off. Snow removal is done when only a couple of inches of snow.	May 9, 2011 5:09 PM
6	more maintenance to buildings delete internet, reduce spa expense	May 8, 2011 6:12 AM

Page 2, Q2. If there are any specific budget line items which you would like to provide more detail please explain below.

7	cash reserves to cover which specific future improvements or replacement items?	May 7, 2011 10:04 AM
8	seems like quite a large percentage of my monthly HOA fee going towards reseves. Can this be justified? How is this money planned for spending?	May 6, 2011 8:43 AM

Page 3, Q2. Please provide any feedback specific to our Property Management Company Key to the Rockies and any items you believe are being done very well or items you would like the board to address in the comment area below.

1	Boiler issues not communicated to homeowners in a timely fashion Website not updated since Dec 09	May 23, 2011 7:04 AM
2	the boiler inspection charge seemed excessive this year. was it more than previous years. I had someone come out and actually do some work on the boiler and it only cost a bit more than the inspection. the inspection said i should move my boiler from the current basement location - - seems odd that this has never been an issue before.	May 19, 2011 5:07 PM
3	Better communication , letting the owner know when they enter the unit , except when is an emergency.	May 13, 2011 5:21 PM
4	Billing of extra items is often late and not explained on the HOA statement.	May 9, 2011 5:11 PM
5	The Snake Bites web-site needs more frequent updates. News, photos, etc.	May 7, 2011 10:06 AM
6	what is the link to the website?	May 6, 2011 8:43 AM
7	It takes too long to communicate problems discovered with my unit and then no one can answer my questions without numerous phone calls to numerous people.	May 6, 2011 8:39 AM

Page 4, Q3. Do you have any ideas or suggestions for the board?

1	If the trash wasn't full - renters wouldn't put trash in the recycling. Recycling containers not clearly marked. Put recycling bins in rental units? Need larger, clearly marked, combination recycling bins	May 23, 2011 9:19 AM
2	the reason it is a mess is because the dumpster is full or it is hard to get the trash into the sliding door. fix that and the cleanup cost goes away	May 19, 2011 5:11 PM
3	Cut costs , bid out the Property management Company Service.	May 13, 2011 5:24 PM
4	I like the recycle program. I think some (maybe most?) people are just too lazy to unhook the c-clamp to open up the dumpster. I don't like having to pay more for cleanup. Maybe we might have to quit the re-cycle program because of the \$\$\$\$	May 9, 2011 9:27 PM
5	I would like to see us convert the back sides of our units into natural landscaping which would require minimal maintenance. I think it is a waste to mow this area. Could I do a pilot natural backyard this summer?	May 9, 2011 5:14 PM
6	non-essential items should not be in dues i.e. required to be paid - nonessential items should be optional. Internet, cable, spa	May 8, 2011 6:15 AM
7	Since there are owners that rent, this prob leads to increased trash. What would be the cost to install another trash/recycling hut?	May 7, 2011 10:08 AM
8	No ideas. I believe in recycling. But when folks put trash in in containers clearly marked recycle. What are you going to do.	May 6, 2011 11:04 AM
9	xxx xxx	May 6, 2011 10:14 AM
10	Evaluate the reserve for adequacy in covering future major repairs and replacements	May 6, 2011 9:51 AM
11	Have an extra pickup scheduled for high volume weeks that can be anticipated. For unanticipated high volume, if a last minute pickup is too costly, then have a sign posted that instructs people to put everything in the dumpster if there is no more room in the recycle containers.	May 6, 2011 8:51 AM

Page 4, Q4. Are there any specific items that you believe the board or the Property Management Company (KTTR) needs to address?

1	they did a good job - - happy to be part of snake river don't use the back cul-de-sac to park various equipment. do we get a discount to store their supplies and machinery	May 19, 2011 5:11 PM
2	HOA dues constantly going up. Replace the landscape with natural grass and vegetation , there should not be any need for mowing grass etc. Minimize landscaping costs.	May 13, 2011 5:24 PM
3	Better trash management	May 13, 2011 12:01 PM
4	would additional insulation be advisable?	May 8, 2011 6:15 AM
5	xxx xxx	May 6, 2011 10:14 AM
6	Related to the recycling issue: The HOA should suspend the recycling program until a more complete recycling program is available in Summit County. The current program accepts only limited categories of recyclables. The requirement to sort recyclables and the list of excluded products is not a great fit with a community that has rental units such as ours. Visitors to our community will not familiarize themselves with the "acceptable/not acceptable" list, or spend time sorting their newspapers from their napkins, or their #2 pop bottles from their #5 Big Gulp cup, let alone interlopers who use our trash facility illegally.	May 6, 2011 9:16 AM
7	Snow removal on the north facing driveways could be improved.	May 6, 2011 8:51 AM
8	please kills the weeds that grow in the rocks in front of my unit 23. It is one of the most esthetically displeasing areas of the community at the height of the summer months.	May 6, 2011 8:47 AM

Page 4, Q5. Do you have any skills that would be beneficial to our association? If so, please provide some specifics below.

1	xxx xxx	May 6, 2011 10:14 AM
2	I am an attorney. In the past I provided legal advice to the board on certain issues, however, as with all homeowner boards, personal needs and desires greatly influence the decisions of the board so legal advice is generally ignored.	May 6, 2011 8:51 AM
3	previous board member, willing to lend a hand. But I do live in FL at this time.	May 6, 2011 8:47 AM