



July 26, 2022

Mr. Gorman,

The property manager has provided us with your requests and correspondence. We will attempt to address the concerns expressed by you, from the emails that you have sent. If you feel that something has been overlooked, let the property manager know and we will follow up with you when possible.

The HOA does not record the Zoom meetings and has no plan to do so. The Zoom meetings have been offered as a convenience to owners and help provide a gateway for owners to connect with the board and manager more easily. Owners need to feel comfortable to ask questions or express concerns freely; not under the pressure of being recorded. The governing documents require that minutes be taken during meetings and minutes are taken by the Secretary. Meeting minutes are available on the web portal or by request. Roberts Rules of Order do not require the “conversational” content of meetings; only the actions and specifics are required to be recorded.

The Board of Directors is elected or appointed. Elections take place for vacant or vacating seats at the annual meeting if a quorum is established. If there is not a quorum at the annual meeting, business may not be conducted. When that is the case, any vacant seats are filled by appointment, at the discretion of the board.

The property management company is appropriately licensed. JPR Management Services Inc has been in transition from their previous dba of Jim Preston Realty, which is owned by JPR Management Services Inc. All State and local requirements are met, insurance coverages meet and exceed requirements, and all staff have active and appropriate professional licenses. Due to banking regulations, it was and is necessary that both names appear on the business license. In response to your accusations, JPR Management Services Inc, advised by HOA counsel, obtained an additional license without the dba. They now have two licenses, both in good standing.

Contractors, vendors, contracts, and employees are an exclusive duty of the board. General ownership does not have authority in this area. Obtaining and retaining reliable vendors in Juneau can be complicated and this is even more troublesome for Homeowners Associations. There are not enough vendors in this area to complete all of the desired tasks at any given time, within the budgetary constraints. Vendors are directed by the property manager within the guidelines set by the board. Owners do not direct vendors or oversee contracts.

Requests to add an agenda item to the meetings may be submitted in writing to the property manager. Those requests are sent to the HOA President for consideration. Requests may become part of an agenda at a future meeting. Some topics may be discussed in a work session or executive session, rather than a regular board meeting, depending on the nature of the topic. The president sets the agenda, board

members approve the agenda or may also request to add items at the time of a meeting. Some topics may be tabled or set aside for a future meeting as well.

Crow Hill Homeowners Association is a large physical complex with 78 ownership units, 7 buildings, 3 terraced levels, multiple terraced landscaping and rock retaining levels, parking and driveways, trash huts and a workshop building. The workshop building is original to the project and was present including work related items when you purchased your unit. Nothing has changed. Your request related to the building have been received and weekly progress has been made to address your concerns. It is necessary that the board prioritize required work at the complex. The property manager has been directed to prioritize emergency items and items that could be a hazard to people or the buildings first, all other items are to be addressed once emergency items are resolved. Plumbing leaks, water heater failures, mechanical failure, decks and railing failures are common and weekly events. These types of items will always outweigh items related to visual aesthetics. Maintaining curb appeal is very important and very much a part of the owner enjoyment experience; we do not disagree. However, it is still necessary that this work be balanced with other items and all within recognition of the budget.

Financials. The management company processes funds for Crow Hill, however, they do not deposit or hold any funds that belong to the HOA in their accounts. The payments processed through the web portal and deposited by a 3rd party processor directly into the HOA banking accounts. All of the banking accounts are reconciled monthly, two board members are required to sign checks and a CPA preforms an annual review of the bookkeeping. You have asked for financial records from the HOA which you have been provided. Your request for banking records from the management company is not a valid request and there is no obligation for those records to be provided. The HOA provides financials at every board meeting.

The Board believes that the information provided in the letter covers the broad spectrum of topics you have requested information regarding. The task list for the manager is very extensive this year and the HOA may well exceed budget attempting to accomplish all these tasks with limited resources and the lack of available workers currently in Juneau. We have asked the manager to proceed at his best pace and we ask that you understand the process and the extensive list of items to accomplish. Overwhelming the manager and vendors is not a solution, it is troublesome and takes their time and focus away from needed projects. Please be patient and know that the board and management share your concerns and are working to accomplish all items as quickly as possible.

The Board of Directors
Crow Hill Homeowners Association

Cc: Christopher Burton, Property Manager
Cc: Jim Sheehan, Simpson Tillinghast and Sheehan, P.C.