

# The State of Cottonwood Ridge Condo Complex

## o How I got involved with the Board and became HOA President

1. I didn't ask to be on this board. After the 3<sup>rd</sup> time of being asked by Wendy, I accepted her invitation to place my name on the ballot, expecting not to be elected. Other than talking to Wendy on the phone a few times over the past 2 ½ years, I hadn't met anyone or especially wanted to be on any HOA board. I showed up at BOD meeting on election night. When it came my turn to introduce myself, as I had just listened to an owner concern about the direction the complex which mirrored some my own feelings. I stated my name and said I was a result orientated no-nonsense individual.
2. I was elected and was now involved with the HOA board. At our newly elect board had an organizational meeting right after the election, I volunteered for no officer positions and was content to just be a member.
3. On our first BOD special meeting held after the election, the management company had requested that someone from BOD be designated as a board liaison to interface with the management company. I after listening to BOD issues concerning the management company. From those concers, I drafted a letter to the management company stating the board directives of what was expected in accountability and documentation to be provided the new BOD. Seven days later without notice the management company resigned.
4. Jay Cadena was serving as HOA president until mid-March. After the tornado damaged some of his family homes he need to help out, his work load as a OKC police officer increased and the distance he lived from Norman entered into him tendering his resignation from the board.

5. I guess since I had done such an effective job of getting rid of the management company with one letter within seven days, I should be elected as the new HOA President. I didn't vote by the way.

Knowing To be an effective president and leader, I had to get more involved and make a commitment to the HOA Board, association owners and complex residents. Although a non-profit corporation, it should be run as any corporation with vision, structure, assigned responsibilities and accountable with checks and balances in place. I'd had many years of experience with corporation management at different levels.

**FOR ME, MY ROLE WAS AS CLEAR AS THE DIFFERENCE BETWEEN BACON AND EGGS.** Up and until being elected President my role was more like a chicken, just **INVOLVED** getting done what was asked. As President my role was like the pig, a **COMMITMENT** and knew it involved establishing a clear vision for the complex, board leadership with a plan and my willingness to do whatever is necessary to carry out the vision and execute the boards plan.

Since becoming a board member, I've heard a lot of complaints, rumors, accusation being made by residents and some owners. It became obvious this complex is in a state of decline and immediate action by the board would be required to put this complex into state of incline. Owners were losing good tenants because of what was perceived to be going on. I didn't have all the facts to back up what I was hearing. So I begin patrolling the complex neighborhood several times every day during the day and at night just watching, meeting residents and verifying what I was hearing from residents and children living in this complex.

I've observed criminal activities, drug use, loitering, misconduct, disturbing the peace, abnormal behavior by few residents as well as others from outside coming into or through this complex and many residents not following the complex rules and regulations. This kind of behavior shall not be tolerated in this complex anymore by this board and Neighborhood Watch. Our owners and residents deserve better

Since asking the Norman police department for more police patrols and three weeks of the Neighborhood Watch patrolling the complex the complex has calm down a little. .

**MY RESPONSIBILITIES AS HOA PRESIDENT IS TO PROTECT THE OWNERS INVESTMENT AND PROVIDE FOR A SAFE AND ENJOYABLE PLACE for complex residents to live.**

**IT DOESN'T MAKE ANY SENSE TO KEEP DOING WHAT IS NOT WORKING OVER, OVER AND OVER AGAIN EXPECTING A DIFFERENT RESULT.** This is the definition of stupidity.

### **MY BACKGROUND**

1. Retired with over 45 years working in businesses at different management levels in a fact finding and problem solving roles.
2. The last 25 years has been as a Chief Executive Officer (CEO).

I've had extensive experience in corporate vision, planning, managing and getting things done through other people. All that I've heard from owners and complex residents, I've needed time to see for myself and get the facts. The complaints, rumors, accusations and what I've seen for myself are all symptoms to what the real problem is. The good news is a root problem solved will eliminate most of the symptoms everyone is currently seeing and everyone's life will immediately get better.

**There is absolutely no reason that this complex although getting older couldn't be the best and most desirable complex to invest in and live in east Norman. A great location close to OU, restaurants, medical, pharmacy, grocery store, two strip malls all within walking distance. There is a bus stop available for public transportation to go elsewhere without a need for a car.**

I've have determined this complex root problem is lack of **INVOLVEMENT AND COMMITMENT** at all levels. This root problem resides with the:

### **Board of Directors**

- To provide leadership by example
- To provide leadership with a clear vision, purpose and plan

- Require registering all adult residents, vehicles owner and their pets
- Enforcing the complex Rules & Regulations fairly, fining owners when necessary until the issue with their tenant has been resolved.
- Effective collection policy to collect of past due accounts from owner to keep the association solvent without increasing dues other than inflationary costs..
- Providing new residents with a HOA welcome package detailing the complex amenities and Rules & Regulations and etc.

### **Owners**

- Lack of interest and involvement
- Lack of their commitment to serve on the HOA board when asked
- Following complex Rules & Regulations and help the HOA to enforce them
- Lack of a standard lease agreement, eviction policy that protects their investment as well as other complex owners
- Failure to provide up to date contact information to the HOA
- Leasing to tenants without a background check and allowing other adults to move into their units

### **RESIDENTS**

- Must follow the complex Rules & Regulations
- Must Respect other residents living in a high density neighborhood
- Get Involve and volunteer to serve the Neighborhood Watch to help protect themselves, their neighbors and their property

### **Complex Security**

- Improved Lighting
- A Complex fence limiting access
- IR Cameras
- And a effective Neighborhood Watch

### **Infrastructure**

- Complex Roofs need repair
- Sidewalks repaired or replaced
- Boilers that heat complex water
- Common water & sewer lines
- Common entry ways

- Parking lot need to be maintained
- Wood Fence
- Pericles need to be repaired or replaced
- Pools area needs to be repaired
- Grounds (lawn, shrubs, trees and landscaping) need to be maintained

### **Collections**

- Effective collection policy
- In-house bookkeeping for more timely information
- Implement ACH capabilities for collection of dues

### **Communications**

- Save HOA funds by reducing or eliminating cost to mailed documents
- Use available technology to communicate with owner and residents

Later I will be getting into some emotional issues for the board and I'm asking for everyone to remain calm, otherwise I'll have a police officer remove you from this meeting. Because of the sensitivity of these issues and the people involved, I may go into an executive session with the board, police officers and attorney. I will leave this up to the board members to decide. These issues have to be addressed and resolved for this complex to begin a path to incline..

# FINE RECOMENDATIONS

## Board Review & Assessment

Effective September 10, 2014

### **WARNING NOtICE: Public Safety Violation – Building 19 roach infestation**

Police officers reported to Neighborhood Watch they hadn't seen so many roaches in one place when they entered unit 212 to talk to the resident after Neighborhood Watch had called the police. This building is a health hazard and must be immediately sprayed by a certified commercial pesticide company. Proof of spraying must be given to the HOA office every three months for this next year. Failure to immediately commercial spray this building will result in the Neighborhood Watch notifying the city health department and a subsequent fine will be issued.

**Recommendation:** Give the building owner a chance to Remedy this situation

### **Building 19                      Unit 210 & 212 Fined 250 dollars each**

**Reason:** Excessive resident complaints and police calls, disorderly conduct and disturbing the peace and loitering the complex late at night. Citation issued to tenant in 212.

**Recommendation:** Eviction

### **Unit 213                      Fined 250 dollars**

**Reason:** Excessive resident complaints and police calls, disorderly conduct, disturbing the peace, under the influence, loitering late at night and early morning and suspicious behavior.

**Recommendation:** Eviction

### **Building 18                      Unit 206                      Fined 100 dollars each**

**Reason:** Boyfriend of tenant assaulted an elderly mentally disturbed resident (250) causing EMSA to be called to take her to the hospital emergency room for treatment.

**Reason:** 9/5/13 the son of the tenant assaulted an elderly resident (250) by hitting her and then bragging about it. There were witnesses to this assault.

**Recommendation:** Owner notify tenant of fine



has been closely watched for the last ninety days by Gary, the BOD and Neighborhood Watch.

One owner has lost good tenants because of the activities going on in unit 279. One of the tenants met with Gary and was very specific on what was going on in unit 279 that made her feel unsafe. She had men loitering at the front door make statement to her as she walked through them to get to her condo. She had people knocking on her door, she heard threats coming from a man towards the woman in unit 279 and she got her car broken into after being gone for a couple of hours. Gary also received an email stating mostly some of the same things.

The owner of unit 279 was notified of this activity by Gary and was told the tenant was her daughter. At that time the owner informed Gary her daughter was on probation and she would talk to her. She was also going to come to the board meeting to talk to Gary. She didn't show up and nothing has changed. What has changed were seeing is because of Neighborhood Watch patrolling that area of the complex and are seeing cars and people entering and immediately leaving.

### **Recommendation Eviction**

### **WARNING NOTICE: All Residential Buildings Owners – Rules & Regulation Violation**

All windows must have screens; cracked and broken window must be replaced and broken window blinds replaced. All window air conditioners are to be removed. Outside door light must not be unscrewed by tenants.

Common area windows and doors are to remain closed. No doors shall be propped open or loitering in front of door. There shall be no smoking in residential common areas. The residential common areas are to be cleaned.

Neighborhood Watch will replace light bulbs in all common areas and inspect the residential common area for compliance.

No food is to be left outside that attracts rodents and stray animals roaming the complex, To do so is violation of the complex Rules & Regulations.



