

**MINUTES**  
**22 STATION OWNERS' ASSOCIATION BOARD MEETING**  
**January 19, 2022**

**Meeting Participants:**

<b>Name</b>	<b>Title/Affiliation</b>	<b>Present or Dialed-in</b>
Arthur Chiang	Board President	Dialed-In
Jon Grant	Board Treasurer	Dialed-In
Mike DeGross	Board Commercial Director	Dialed-In
Stacia Lange	SVH, Owner Experience	Dialed-In
Christy Beck	SVH, General Manager	Dialed-In
Michelle Smith	SVH Asst. General Manager	Dialed-In
Ronnie Whitelaw	SVH, Maintenance	Dialed-In
Adrienne Derry	SVH, Administration	Dialed-In
Mike Martin	PTH, Building Services	Dialed-In
Waylon Lowery	DND Plumbing	Dialed-In
Caroline Vertongen	Homeowner Unit 4409	Dialed-In
Celine Sanie	Homeowner Unit 5230	Dialed-In

**Call meeting to order**

The meeting was called to order by Arthur and there was a quorum presents. Arthur noted the call is being recorded. Arthur reiterated the HOA's meeting guidelines: do not interrupt, please indicate when you have finished speaking, limit to each speaker of 3min, and to be courteous to one another.

**Adoption of Agenda**

Arthur made a motion to adopt the agenda with DND Plumbing being added to the agenda and beginning of the meeting. Jon seconded and it was approved.

**Approval of Minutes**

Jon made a motion to approve the minutes from December, Mike seconded, and they were approved.

**General Reports**

**A. Management Presentation**

- We have been receiving many packages for our homeowners. They are being left for weeks even months in the back office. We do not have enough space in the back office to keep holding these packages for long periods of time. Christy is going to put together stricter policies for the packages. Possibly start charging for packages left for long periods of times.
- Arthur recommends working offline with Christy for this new policy.
- Spa towels have been going missing frequently. Over the holidays when linens did not make it up due to road closures. Stacia, Adrienne and Christy were doing

Laundry in all our buildings. Our housekeepers are reporting guests taking handful of towels back to their units, they seem to be all non-rental units. PTH gets charged for any missing towels. The Labor involved with replacing towels is a lot, guests are very upset when getting to the spa area and find no towels available. Christy is suggesting that if this keeps being a problem, we will place the spa towels in only our rental units.

- Christy is putting together a newsletter to go out to all homeowner regarding the packages and the spa towels.
- Homeowners comment that they do use the spa towels, bring back to unit but then return after their stay. They do not agree with taking away the towels from non-rental owners.

#### **B. Commercial- Mike DeGross**

- Commercial having a rough time with weather, covid and staffing.
- The restaurants were hit the hardest but starting to open back up with full time hours now.

#### **C. Finance Presentation**

- Delinquent Accounts
  - Stacia included the AR going summary of over payments and over payments.
  - 4 owners are late on no fee assessments. Stacia has contacted all owners.
- Energy Trends
  - Electric costs remain high but are all at seasonal averages.
  - Propane usage and expense are at seasonal averages.

#### **D. Maintenance Presentation**

- Stacia comments about the snow removal after the storm. A lot of work got done in building 5 spa area. 1<sup>st</sup> floor units were completely berried. Many balcony doors could not be opened, had to go out windows. This was very time consuming as the shovelers had to be chaperoned.
  - Ice dam on bld 4, DLP was able to remove all ice 1/18/22. Mike Martin had guys up on the roof shoveling.

#### **E. New Business**

Assessment to unit 5309, related to an insurance claim and leak originating in their baseboard heater, for \$1011.20.

- Jon made a motion to pay the amount of \$1011.20 for the unit 5309.

#### **F. Open Forum**

- DND Plumbing

- Is recommending that we replace the pipes with PVC from iron. The cast iron pipes. This would help with the deuteriation problem occurring that is then causing build up and damage.
  - DND plumbing states that this build up is caused from Grease going down the drains.
  - The board ask to place signs in the unit that say "Do not put Grease down drain"
  - Stacia comments about the scale of damage to the pipes. Waylon has provided videos to show in further detail.
  - The board is curious as what the primary cost would be for the replacement and why this is not occurring in FA?
  - Stacia comments that PTH initially thought the damage was due to lack of use to the pipes.
  - The board asks for a more detailed idea of what pipes need to be replaced and what pipes are okay before we go and replace all.
  - The board would like to have an offline meeting when Ronnie is back to discuss further.
- Homeowner asks why the lobbies are not being cleaned.
    - Christy comments that she will investigate this.

**Meeting concludes**