

From the President's Desk...#5

October 26th, 2018

Dear Homeowners,

In this letter I want to provide information and give you an update concerning **Home Owners Association Management Company HOAMCO**, our professional management company.

In the last few years questions have been raised by both board members and homeowners as to what exactly is the role of HOAMCO and what do they do?

HOAMCO was originally contracted and hired by the Board of Directors in September of 2006. HOAMCO is charged with "assisting the Board of Directors of the board decision-making process by means of providing information-gathering and fact-finding support; implementing the decisions of the board, and administering the services, programs, and operations of the community association within the policies and guidelines set by the Board." This is achieved through the general manager and the staff of the resort who are employees of HOAMCO. The President of the Board (or his designee) is the direct supervisor of the general manager in concert with HOAMCO.

HOAMCO is responsible for assessment collection (HOA fees), preparing the monthly and end-of-year financial statements, the coordination of annual tax return and audit, Corporate Commission filings, Association member roster maintenance and all aspects of HR (Human Resources) concerning employees.

On September 20th, 2018 a meeting was held to review HOAMCO's contract with Juniper Ridge Resort. In attendance were: Jamie Nelson, HOAMCO's Executive Director of Management Services and David Penrod, HOAMCO Association Manager. From Juniper Ridge Resort, Phil Phillips, General Manager; Larry Weidner, President of the Board; Brian Couvillion, Vice-President of the Board; Charles Eisenbise, Treasurer and Cheryl Lane, Administrative Assistant.

At this meeting, HOAMCO felt that they were not in a position to properly respond to our concerns and were unaware of certain situations, this despite the fact that they were sent an agenda one week in advance and informed we were reviewing their contract with us. They asked for a follow-up meeting.

A second meeting was held on October 2nd, 2018. In addition to the members from the first meeting, Justin

Scott, CEO and Stacy Maule, COO from HOAMCO joined us.

The Board expressed concerns covering several issues. HOAMCO responded by apologizing for its failure to address some of these issues in the past and for not properly living up to its contractual agreements. It was agreed by both parties that we would seek to improve communications.

HOAMCO agreed to the following:

1. To provide a new current contract with Juniper Ridge Resort.
2. To provide a current job description for the general manager.
3. To do an annual performance review of the general manager in concert with the President of the Board.
4. To provide training of its systems for Juniper Ridge employees.
5. To make sure that the HOAMCO Newsletter is properly distributed to JJR.
6. To improve the homeowner database and cross-reference against the JRR Directory.
7. To make sure that our shared files are linked to their system and downloaded on a monthly basis.

8. To be a better resource concerning the Age Certification Process.

In the coming months the Board will monitor and continue to evaluate HOAMCO to make sure it performs in a way that fulfills its contractual obligations and meets the outside management needs of Juniper Ridge Resort.

Hopefully this information gives you a better insight to the role of HOAMCO and its relationship to our resort.

Wherever this letter finds you, enjoy the day!

Larry Weidner, President