

Jan 12th Eblast

Since becoming BOD President, I and other Directors have met several times with Eagle Crest Management (ECM) to address items needing prompt attention. These items have included maintenance projects, customer service levels, and management contract performance. Examples include:

- Repair of damaged footbridges in Creekside and Eagle Creek neighborhoods
- Re-scheduling MOC projects that weren't accomplished during 2021
- Increasing mailbox letter and parcel capacity
- Removing outdated Updating the RECOA website and removing outdated information
- Recruiting of a full ECM staff

In the December 22nd meeting, Curt Heimuller, ECM Vice President, informed Directors Skaggs and Sharpe that ECAG has been unable to fill the non-manager vacancies in the ECM team and in addition was now recruiting to fill the RECOA Manager Position.

RECOA relies on ECM to conduct association business including servicing all requests and inquiries from homeowners and so the RECOA Board will discuss this situation this week during the Special Meeting scheduled for Friday, January 14, 10 am - noon. This specific discussion will occur in executive session since it involves a current vendor issue. Directors will discuss available options and next steps.

The Directors involved in these meetings have provided ECM with a consistent message, which is that RECOA expects the current Management Agreement to be honored for the full length of the agreement period (January 1, 2021 – December 31, 2025).

The Board will continue to meet with ECM and will communicate with owners regularly during this period of deliberation.

Please note: ECAG is recruiting for open positions within the HOA management offices. Candidates must have a proven track record of HOA management including a minimum of three years of experience managing large-scale, complex HOA projects. For full details, visit www.indeed.com, and search for Eagle Crest. Open HOA positions will be among the results.

Janet Skaggs, President