

SHHA 2021 ANNUAL MEETING MINUTES
Saturday, February 20, 2021
9:00 a.m. via Zoom Meeting

1. **CALL TO ORDER:** The 2021 Annual Meeting of the Sandia Heights Homeowners Association (SHHA) was called to order by President Elwood “Woody” Farber, at 9:00 am via Zoom Meeting. A quorum of the Board and members of the Association was declared by Travis Rich, Secretary. The President welcomed everyone and thanked them for attending.

2. **APPROVAL OF THE 2021 ANNUAL MEETING AGENDA:**
 - a. The Board approved the Agenda for 2021 Annual Meeting and the 2021 SHHA Annual Meeting Procedures of Conduct at its November 12, 2020 Board meeting.
 - b. 2021 Annual Meeting Packet: Each attending household received the following items in the packet.
 - Agenda for 2021 Annual Meeting
 - The 2021 SHHA Annual Meeting Procedures of Conduct
 - 2021 Report of Officers and Standing Committees
 - 2021 SHHA Annual Meeting Question Form
 - c. Annual Meeting Procedures of Conduct: The President explained the Annual Meeting Procedures below.
 - All attendees must pre-register to receive the sign-in information and link. Attendees will be placed in a Waiting Room for membership verification before release into the meeting.
 - Please place your microphone on mute until recognized by the Presiding Officer during the meeting. This will eliminate background noise.
 - Questions of the Officers or on Committee reports will be written via Chat process and sent to the Secretary, and each addressed according to the agenda. No oral questions will be accepted.
 - Before speaking, a member must be recognized by the Presiding Officer; please unmute your microphone to be recognized and state your name.

3. **APPROVAL OF THE ANNUAL MEETING MINUTES:**
 - a. 2020 Annual Meeting Minutes: The minutes of the 2020 Annual Meeting were reviewed and approved by the Board of Directors at its March 11, 2020 Board meeting. Those minutes are on file in the Official Record Book (ORB) in the office and on the SHHA website.
 - b. 2021 Annual Meeting Minutes: The SHHA Board will review and approve the minutes of the 2021 Annual Meeting at the next regular Board meeting on March 10, 2021. The approved minutes will be on file in the ORB in the office and posted on the SHHA website.

4. **INTRODUCTION OF INVITED GUESTS:**

The President gave the floor to Cheryl Iverson, Treasurer. She introduced our guests, Captain Chris Romero, North Area Command, Bernalillo County Sheriff’s Office (BCSO), and Diana Justice and John Shorey, Representatives of Sandia Heights Services.

5. INTRODUCTION OF THE 2020 BOARD OF DIRECTORS AND SHHA STANDING COMMITTEE VOLUNTEERS: The President introduced the 2020 Officers, Board of Directors, and Committee Chairs.

2020 Board of Directors: Woody Farber – President and Executive Committee; Susan McCasland – Vice President, Executive Committee, Nominating Committee (NC) Chair, and Communications & Publications (C&P) Chair; Travis Rich – Secretary, Executive Committee, and Parks & Safety Committee (P&S) Chair; Cheryl Iverson – Treasurer, Executive Committee, and Finance Committee (FC) Chair; Bob Bower – Executive Committee, Architectural Control Committee (ACC) Chair, liaison on the CSC; Bob Thomas – Executive Committee, Covenant Support Committee (CSC) Chair; Elizabeth Edgren, Stephen Baca - Community Service & Membership (CS&M) Chair (Baca until board term expired 11/2020); George Chen (until board term expired 11/2020); Dale Arendt, Joe Boyce, David Crossley, Roger Hagengruber, Robert Hare, Martin Kirk, Fenton McCarthy, Craig Newbill– 2020 Annual Meeting Planning Committee Chair (resigned 7/2020); Matt Pedigo (resigned 12/2020); Mike Pierce, and Randy Tripp.

The Board, Committee Chairs, and Committee volunteers were thanked for generously giving of their time and expertise to SHHA and its members. The office staff, Betsy Rodriguez and Jennifer Craft, were also recognized and thanked.

6. ANNOUNCEMENT OF THE 2021 OFFICERS AND BOARD OF DIRECTORS: The President announced the 2021 Officers.
President – Roger Hagengruber, Vice President – Susan McCasland, Secretary – Martin Kirk, and Treasurer – Randy Tripp

The 2020 Board of Directors will continue to serve on the Board in 2021, with the exception of those mentioned in item 5. In addition, Woody Farber, Travis Rich, Cheryl Iverson, and Bob Bower have served their terms and will no longer serve on the Board. SHHA began 2020 with 20 Board members and ended with 12 as of the adjournment of the 2021 Annual Meeting.

7. REPORTS OF OFFICERS AND COMMITTEE CHAIRS: Below are the reports covering January through December 2020.

a. President: Woody Farber

- Organized the move to our permanent location.
- Hired Jennifer Craft.
- Provided leadership and direction to Board of Directors and Committee Chairs.
- Retained new legal counsel, Shona Zimmerman, Attorney at Law.
- Accepted the 2020 Strategic Plan from the Strategic Planning Committee chaired by Emily Rudin, with members Travis Rich and Bob Thomas. After countless Committee meetings during 2019 and 2020, the Strategic Plan was formally presented to the Board in two consecutive installments on December 9 and 10, 2020. We obtained unanimous Board approval for the Strategic Plan at the January Board meeting. The next phase is for the Board and Committee members to go through the recommendations, debate the

recommendations, add to or take away from what's there, and, moving through the year, come up with an ongoing three-to-five-year strategic plan. All the hard work this Committee did to put together the Strategic Plan is greatly appreciated.

- Initiated the annual board review of the SHHA Policies and Guidelines for Board and Committee Members, and the SHHA Rules and Regulations for the Association, which were adopted at the December Board meeting.
- Managed the office staff in their day-to-day activities.

b. Vice President: Susan McCasland

- Served as Vice President for duration of the one-year term.
- Performed the following functions in accordance with the Bylaws:
 - Acted on behalf of President when President was not available. This included the first remote meeting of the Executive Committee via Zoom.
 - Set up interview to select a new attorney for SHHA. Interviews were held remotely. Presented collective interviewers' recommendations to President.

Nominating Committee

Members:

Susan McCasland-Chair, Travis Rich, Dale Arendt

- Screened Board members to select a slate for 2021 Executive Committee.

Since Travis Rich will be no longer on the Board, Martin Kirk has volunteered to be on the Committee.

c. Secretary: Travis Rich

- Performed the following functions in accordance with the Bylaws:
 - Oversaw the preparation and approval of the Board meeting minutes.
 - Certified the presence of a quorum necessary for the proper conduct of business at each Board meeting.
 - Ensured that SHHA's Official Records Book is properly maintained and is on file at the SHHA office.
 - Reviewed and approved the format and printing of the monthly newsletter, *The GRIT*.

d. Treasurer: Cheryl Iverson

Finance Committee Members:

Cheryl Iverson, Chair

Carnie Abajian

Bob Bower

Woody Farber

Fenton McCarthy

Matt Pedigo

Randy Tripp

2020 Budget Results

The Board approved the 2020 Budget with an estimated Gross Income of \$221,157.73, Expenses of \$219,783.29 and Other Expenses of \$930.00, resulting in a Net Income of \$444.44.

As stated at the time the 2020 Budget was approved, these are projections which may change during the year and have changed. The final financial reports show a Gross Income of \$210,622.74, Expenses of \$198,498.21 and Other Expenses of 1,995.53, resulting in a Net Income of \$10,129.00. The major difference between budgeted and actual amounts were the purchase of only four Tram tickets for 2021 and no lease payments for six months. In addition, all Committee Chairs managed their budgets, which resulted in cost savings.

2021 Budget

After reviewing the proposed budget at its October 14, 2020 meeting, the Board approved the budget as proposed by the Finance Committee. The Finance Committee developed the budget based on the current and projected reserves and the revenues needed to cover the services needed by property owners.

This allows for a reasonable targeted Net Income of approximately \$2,710.20.

Each year the income and expenses will be reviewed to establish the best courses of action for the following years.

Budgets are projections which may change as the year progresses, so please go to the Finance tab on the Board section of the SHHA website for current details.

Internal Reviews

Each year members of the Finance Committee review the major financial procedures to ensure they are being followed.

This past year members reviewed payroll, QuickBooks, dues, petty cash, advertising, Tram passes, health insurance, and security.

While there were no major issues noted, several needed improvements were identified, especially in the area of security. Security processes were updated to reflect changes required due to the amount of data being backed up.

Based on the reviews, the required annual report was prepared and submitted to the Executive Committee for review and acceptance by the President.

In 2018 the New Mexico Legislature began requiring that homeowners' associations have an audit done by a CPA. Our CPA audited us this year, and it was very simplistic. No issues were reported.

e. Finance Committee (FC):

The report was presented as part of the Treasurer's report.

f. Architectural Control Committee (ACC):

Members:

Bob Bower, Chair	
David Crossley	Craig Newbill (resigned July 2020)
Robert Hare	Michael Pierce
Cheryl Iverson	Emily Rudin

The year 2020 was similar to ACC activities in 2019. A total of 319 applications were processed which is a slight decrease from the 327 approvals in 2019. The ACC continued to work with the County on new developments in the community. These include the North Tramway Estates (NTE), the Hawks Landing, and the Unit 16 Las Pradas Subdivision developments. Most of the 14 building sites in the NTE subdivision have been sold. The Hawks Landing (33 residences) and Las Pradas (8 residences) projects started construction of their planned residential units in 2019. The ACC also attended meetings of the County Zoning Administrator, Planning Commission, and the Board of County Commissioners on requests for zoning changes and other issues that could impact the residential properties within Sandia Heights and on zoning requests for commercial ventures within the immediate vicinity of the community.

In 2020, as has been done in prior years, the ACC submitted articles for publication in the GRIT newsletter that are also posted on the SHHA website and will continue to do so in 2021. It is hoped that these articles provide useful information for residents of Sandia Heights on issues related to home ownership and on the ACC processes related to approval of exterior modifications to residences within the community. David Crossley will be the new Chair of this committee as soon as the Annual Meeting is adjourned.

Major accomplishments for 2020 include the following:

- Updated the three ACC application forms to reflect address and other editorial changes.
- Worked with the new owner of Quail Run Center (new name: Sandia Heights Village) for major upgrades.
- Modified ACC approval letters to clarify mandatory inspections.
- Reviewed and updated all six of the ACC Design Guidelines

In 2021, the ACC, in addition to its normal functions, will continue to keep the community informed on the following efforts:

- PNM rate hike decisions and the status of a proposed new substation at the intersection of Paseo del Norte and Browning Street.
- Changes to the County's wastewater ordinance and how these changes will affect residents who own septic systems.
- The NTE, Hawks Landing, Las Pradas, and Sandia Heights Village developments
- Decisions by the County's Board of Commissioners, Planning Commission, Development Review Authority, and Zoning Administrator that will have an impact on the Sandia Heights community.

Bob Bower will no longer be Chair of the Committee. David Crossley will be the new Chair. The Committee is actively looking for new committee members. Bob Bower was thanked for his service and David Crossley was also thanked for taking the Chair position.

g. Communications & Publications Committee (C&P):

Members:

Susan McCasland, Chair
Stephen Baca Anne Manning (resigned November 2020)
Judy Durzo Burt O'Neil
Elizabeth Edgren

Summary of Activities for 2020:

- Initiated remote meetings via Zoom until office staff was ready to assume hosting.
 - Held Zoom training sessions for the Board overall and for individual members
- Continued editing and laying out the monthly *GRIT* newsletter, adding content in each 2020 issue.
 - Jan: SHHA Office Has Moved! (2B, Then Not 2B), 2020 SHHA Annual Meeting, A Food Recycling Service Now Available in Sandia Heights, Thank You (to Jessica Seeley), Martin Luther King Day—January 20, The Nitty Gritty on *The GRIT* (historical article), Sandia Peak Ski Area & Ski History
 - Feb: Bow Hunting in Sandia Ranger District, Presidents' Day, Sandia Heights—Its Concepts and Development (historical article)
 - Mar: annual committee reports
 - Apr: Coronavirus/COVID-19, Census Reminder, Welcome Jennifer, Tram Departure— July 1972, Dog Poop Trivia
 - May: The SHHA Office Has Moved...Again, Coronavirus News, A Little Humor to Brighten Your Day, Letters to the Editor—Policies
 - Jun: Coronavirus Update, Hummingbirds
 - Jul: Coronavirus Update, Writers Wanted, The Many Moods of Our Mountain, Plant of the Season (historical article)
 - Aug: Leave Fireworks to the Pros, Writers Wanted. Writers Found, News from Sandia Peak Tram and TEN 3
 - Sep: Same Old Reminders (historical article), It's not too late to participate in the 2020 Census!
 - Oct: Voting Information, A Freaky Friendly, Plant of the Season (historical article)
 - Nov: Now Is the Time for All Good Folks to Come to the Aid of Their HOA
 - Dec: SHHA Annual Meeting—Save the Date, Mouse Control
- Oversaw and assisted office staff with publication of the 2021 *Residents Guide and Directory*.
- Instigated and oversaw updates to the SHHA webpage.
- Designed SHS utility bill inserts as needed for SHHA business.
- Assisted in SHHA office move.
- Responded promptly to member requests, comments, and complaints.
 - Oct: Voting Information, A Freaky Friendly, Plant of the Season (historical article)
 - Nov: Now Is the Time for All Good Folks to Come to the Aid of Their HOA
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- Oversaw and assisted office staff with publication of the 2021 *Residents Guide and Directory*.
- Instigated and oversaw updates to the SHHA webpage.
- Designed SHS utility bill inserts as needed for SHHA business.

- Assisted in SHHA office move.
- Responded promptly to member requests, comments, and complaints.

All were thanked for their service on the committee.

h. Community Service and Membership Committee (CS&M): (Report given by Woody Farber)

Members:

Stephen Baca, Chair
 Paula Baxter
 Joe Boyce
 George Chen
 Bill Koup

Advisors:

Karen Linford
 Todd Fielder
 Keith Julian
 Catarina Torres Wignell

Stephen Baca completed his term on the Board in November and also stepped down as Committee Chair. Elizabeth Edgren was thanked for volunteering to chair the Committee.

Functions:

Exists to strengthen member benefits and to present Association events that will encourage membership in the SHHA.

Summary of Activities for 2020:

- The total Association membership for 2020 stands at 83% of 2,220 households in Sandia Heights, which is 2% higher than 2019.
- With COVID-19, the Tram usage was the lowest it has been since we started tracking usage in 2009. In 2020, 1,033 Tram passes were used and 1,375 were unused (44% usage rate).

i. Covenant Support Committee (CSC):

Members:

Bob Thomas, Chair
 Bob Bower, ACC liaison
 Stephen Baca
 Judy Chreist
 Stan Davis

Joyce Harkwell
 Pamela Mitchell
 Patricia Moody
 Randy Tripp

- Pamela Mitchell and Patricia (Pat) Moody joined the Committee.
- Camille Belden resigned from the Committee.

○ *Functions:*

Sandia Heights has Use Restrictions (Covenants). There are over 38 sets of Covenants, each applying to a designated unit within the community. The CSC works with property owners to enforce these legally binding documents through a formalized process.

Many of the covenants were written in 1960-1970 and do not specifically address some of the key issues we face today. For some complaints, the unit covenants do not cover or

address an alleged violation and there is nothing the CSC can do to help. We are bound by what your covenants state. Only the homeowners in a specific unit can change their covenants. The SHHA webpage offers guidance on how to change your unit covenants.

In some situations, the Bernalillo County codes and ordinances are more restrictive than the SHHA covenants, such as for outdoor lighting, barking dogs, and trash. In these instances, we encourage the homeowner to file a complaint with the County. The SHHA office staff can offer guidance on contacting the County.

The CSC meets the first Tuesday of every month at 6:00 pm in the office conference room. Due to COVID-19, most CSC meetings in 2020 were conducted via Zoom.

Homeowners with questions or a statement to make to the Committee are allotted five minutes at the beginning of each meeting. Then the doors are closed to maintain the confidentiality of CSC business. With a Zoom meeting, the homeowner must sign off. If you plan to speak at a meeting, please notify the SHHA office beforehand. The CSC agenda and minutes are for internal distribution only.

Summary of Activities for 2020:

The CSC handled 52 complaints in 2020, including five carried over from 2019. This was an increase of 136% over the previous year. All were investigated by CSC members and recommendations were made as to the validity of the complaints with regard to the covenants in their particular units. Of these, 46 complaints were closed in 2020. One complaint has required the SHHA attorney and has carried over to 2021.

All the CSC volunteers were thanked for their hard work.

j. Parks & Safety Committee (P&S):

Members:

Travis Rich, Chair	
Roger Hagenruber	Matt Pedigo
Barb Kelly	Emily Rudin
Martin Kirk	Ron Vigil
Burt O'Neil	Cheryl Wieker

- Joe Boyce will become the active Chairperson of the Parks & Safety Committee effective immediately following the conclusion of this annual meeting.

Summary of Activities for 2020:

- In April and October, the Committee fulfilled our twice-per-year obligation to the New Mexico Highway Department of leading a trash clean-up detail on Tramway Blvd. between mile markers 8 and 9 (from the intersection of Paseo del Norte/Tramway Blvd., south to Simms Park Rd.). Participants have consisted of Board members and volunteers from within the community. Thank you!
- Unfortunately, the March 14, 2020 Crime Risk Management Seminar, in conjunction with BCSO and Sandia Heights Security, was canceled due to the onset of the COVID-19 pandemic. However, the content of that event was published in

the July issue of *The GRIT*, “Common Sense & Do It Yourself: Reduce Opportunity for Home Theft and Vandalism.”

- There were 16 articles published in *The GRIT* during 2020 that were pertinent to the objectives of the P&S Committee. Nine of them were specific to crime, fire, and safety; another three gave guidance on living with wildlife; and the remaining four were non-specific in nature.
- Worked with Bernalillo County Parks & Recreation to resolve potential removal of trees from Little Cloud Park due to exposed roots as a safety issue. The trees were not removed. The County has come up with an alternative: they will backfill the exposed roots.

Since Travis will no longer serve on the Board, Joe Boyce has volunteered to chair the committee.

8. The Officer and Committee reports were concluded. Woody thanked everyone on the Board and Committees and everyone attending. Diana and John, with Sandia Heights Services, were thanked for all the work their staff does and continues to do for the community.

Woody announced that a 5-minute break would be taken and then the meeting would move into the Question-and-Answer Session.

9. **ADJOURNMENT:** President Woody Farber adjourned the Annual Meeting at 9:30 am.

10. **QUESTIONS TO OFFICERS AND COMMITTEE CHAIRS:**

The Question-and-Answer Session started at approximately 9:35 am. Secretary Travis Rich called on the appropriate Officer, Committee Chair, or guest to answer the questions submitted in writing prior to the meeting or via Chat during the meeting. Below are the questions and answers.

1. *Finance Committee questions submitted via email by Marsha Thole:*
 - a. Question: What expenses does the EC and CS&M have?
 - b. What is covered under Insurance? How much is covered for D&O?

Response by Cheryl Iverson, Treasurer:

- a. The EC expenses consist of legal expenses which could come from ACC, CSC, or legal questions submitted by the Board to our attorney. The CS&M expense is for the 4 Tram tickets that were purchased for 2021.
 - b. We have the Umbrella Liability, General Liability, Automobile Liability, and the Directors and Officers Liability Policies. Yes, we do have a D&O policy. The cost for that is about \$4,000.00 per year.
2. *Officer questions submitted via email by Dick Wavrik:*
 - a. Regarding the lawsuit against SHHA, which is public record. What was the nature of the suit?
 - b. What was the outcome?
 - c. How much to date, has SHHA spent in legal fees?

Response by Woody Farber, President:

- a. The suit was a Writ of Mandamus which specifically asks for additional information on a request to the ACC for outside modifications to a property.
- b. The information has been provided through legal counsel to the person asking the question. As far as we know, all information requested has been provided to the best of our ability.
- c. I don't know the specific cost of that suit, but it would be in the ACC's legal expenses for the year, for which the total is \$6,525.00.

3. *CSC question submitted via email by Jill Janov-Kelly:*

- a. We hear the term that something is "grandfathered in" but not allowed now. Given that, when were the covenants for Sandia Heights South Unit 5 last updated and officially filed with Bernalillo County?

Response by Bob Thomas, CSC Chair:

- a. To my knowledge, they have never been updated. I do not think the word "grandfathered in" has a meaning here.

4. *Officer question submitted via Chat by Iris Brackett:*

- a. How do we get a copy of the strategic planning report?

Response by Woody Farber, President:

- a. The plan was accepted by the Board at the January Board meeting. The plan now is for the Committee Chairs and the Executive Committee to review the recommendations in that plan and to bring those updated concepts back to the Board for review and approval. Bob Thomas has agreed to accept the responsibility on behalf of the Executive Committee to coordinate the activities of the work going forward. I would imagine that would be coming out during the year as those committees report back their review and their final recommendations.

5. *Officer question submitted via Chat by Marsha Thole:*

- a. Since the HOA Act defines an association where it is mandatory that all lot owners be members, and SHHA is voluntary, what is it that makes SHHA fall under the Act?

Response by Woody Farber, President:

- a. You are correct, the Homeowners Act when it was passed defined an association as mandatory that all lot owners be members. However, there is also a grandfather clause in the Act that was passed that says any existing organization prior to the passage of the Act would not have its Bylaws, its Procedures or its Charter modified by the passage of the Act that would be covered by the Act.

6. *CSC question submitted via Chat by Ruth O'Keefe:*

- a. What kind of complaints does the Committee get?

Response by Bob Thomas, CSC Chair:

- a. It is not all the same type of complaint. It ranges from people leaving their trash bins out at the curb for weeks on end and that usually gets resolved pretty amicably. There are issues about people piling up trash in their yards. We have had a lot of help with

Bernalillo County Zoning Department fixing some of those problems. We really raise a red cape in front of the bull when you park your RV in your driveway for months on end. We are seeing a lot of complaints about trampolines and basketball poles. This is because people are staying at home.

7. *ACC question submitted via Chat by Sireesha Koppula:*

- a. We are new to Albuquerque, with the snow, the roads were so slippery and dangerous, particularly in Sandia Heights. Can we request the county to plow the snow?

Response by Bob Bower, ACC Chair:

- a. That's really not an ACC issue, that's a County issue. Bernalillo County is responsible for the streets around here. There are announcements in past *GRITs* and in the current *Directory* that you may call. The County number was given, 848-1503. Diana Justice was asked if they have contact information for the County that can be used. Diana responded that they unfortunately do not. She believes the suggestion to have residents themselves make contact with the County is the best bet. She believes the more calls they get the more responsive they will be in getting the roads cleared. Board members and SHHA residents also gave useful information to Ms. Koppula via Chat.

8. *Follow-up question for Cheryl Iverson via Chat from Marsha Thole:*

- a. Cheryl, I did not hear a response to my question on what the operating expenses were. Why are there no line items for rent, utilities, legal, payroll, etc. Lumping them all under "Operating Expenses" is not being transparent, nor do they provide a realistic picture to the members as to what the numbers are for the various expense categories. For example, how much total was spent on legal in 2020?

Response by Cheryl Iverson, Treasurer:

- a. The legal cost for last year was \$14,294.46. As for the line items, this was a format that was developed years before my time. That does not mean that it should not change, and this would be a good question for the Finance Committee to resolve for next year so that you know how monies are being spent.

9. *ACC Question submitted via Chat by Jessica Johnson:*

- a. I have a question about fencing, garages, and working out of homes. It seems that the ACC is no longer following their guidelines in terms of size and setbacks. Is this a change in the direction of the ACC guidelines?

Response by Bob Bower, ACC Chair:

- a. I'm not sure that working out of homes falls under the purview of the ACC. The business of fences and garages is covered under our Guidelines. In all those cases there are restrictions in terms of how much property you can fence. The garages, we look at the setbacks and issues. I would like to remind you that the ACC does not get involved in the permitting. When we approve a garage or some fencing, and if it needs to be permitted, there are some cases that fencing under six feet in height, you don't have to get a permit. You do have to abide by the amount of area on your property with respect to the first-floor heated floor space of your home; it can only be 50 percent of that number. With garages and large structures, where permitting is required by the County, we don't get involved in that. If the County buys off on that, we are fine with it. As

long as you stay within the colors and the boundaries and the requirements on your property that the ACC requires, you're fine.

Response/Statement via Chat from Jessica Johnson:

- b. My main question is that it seems there has been some approvals lately for fenced areas that massively exceed the fifty percent of those. Are we going away from those guidelines? Should we expect that there's going to be a lot more fencing of almost entire lots? Are there guidelines in terms of relandscaping, it just seems excessive? Are we to expect that these types of approvals are going to go on in that massively change the way our neighborhood looks, and have it look more like say Albuquerque Acres, where pretty much anything goes?

Response from Bob Bower, ACC Chair:

- b. If you would submit to the ACC specific examples where you think these things have been done in excess, we will be glad to answer those individually. I can tell you right now that probably 70 to 80 percent of the work done in this community, we have control over, and we have knowledge of. A lot of it is done without our approval and sometimes we can challenge that legally, but a lot of times we don't even notice it. And in fact, neighbors, if they don't complain about it, we never find out about it.

10. *Sandia Heights Security question submitted via Chat by Sireesha Koppula:*

- a. What does security do?

Response from Diana Justice, Sandia Heights Security:

- a. Hello Sireesha, Sandia Heights Security is a vehicle patrol that specifically services Sandia Heights. For members, we respond to a variety of calls and provide assistance when needed. Our most popular/common request are special watches, in which customers let us know when they will be out of town and our guards will keep a special watch on the property. Please feel free to contact our office for any additional information: 856-6347.

11. *Question submitted via Chat by Marsha Thole:*

- a. What percent of lot owners belong to the SHHA?

Response by Elizabeth Edgren, Board member:

- a. Marsha, the Community Service & Membership report in the Annual Meeting packet, page 12, says 83 % of households are members.

The Question-and-Answer Session ended at 10:02 am.

Questions not answered during the session will be answered by the appropriate Officer or Committee Chair via email to the SHHA resident. Below are those questions.

1. *Questions a-c submitted via email and d via Chat by Marsha Thole:*

- a. The info. For NMGRT was confusing. Don't you have to charge tax on the vests, for example?
- b. How many households are eligible to be members?
- c. What were the changes from 2019 – gains and losses?

- d. I am seeing more shed being located in public view and not in the rear yards adjacent to the home. Why are they now being allowed in the front view and sides?
- 2. *Question a submitted via email and b via email and Chat by Jill Janov-Kelly:*
 - a. The SHHA website has additional document that have been created beyond what is filed with the Bernalillo county. These documents include the landscaping guidelines. While these documents may be informational, how can they be enforceable by the Covenant and Architectural Control Committees given that they are not part of the official covenants?
 - b. The current method of homeowner’s communication with committees is formal and somewhat confrontational. How can this process be improved to be more cooperative and cordial?

Roger Hagengruber, President

Date

Martin Kirk, Secretary

Date

Note: Signatures on file in the SHHA Office