

Redwood Estates Services Association
Monthly Board Meeting
December 18, 2024

Meeting called to order at 7:10 p.m. Location: The Pavilion at Redwood Estates

- **Determination of Quorum**
 - Quorum was met with the attendance of: President Jennifer Throssell, Treasurer Pete Heller, Secretary Brian Krupp, Director Joseph (Joe) Bruna, Director Matt Nelson
 - Also in attendance: Operations Manager Jeff Bates, Rita Manachi, Laurie Praskin, Paul Morin
 - On Zoom: Office Manager Cheryl Hargrove, JJ Martin, Gregory J. Bryan, Mona Raby, Elizabeth Gehrke

- **Approval of Agenda**
 - Motion to approve the agenda was made by Pete Heller, seconded by Jennifer Throssell.
 - Agenda approved

- **Approval of Minutes**
 - Motion to approve November 20, 2024 minutes was made by Pete Heller, seconded Joe Bruna.
 - Minutes approved

- **President's Report – Jennifer Throssell**
 - **Credit Card Fees**
 - Motion passed in October, 2024 BoD Meeting to turn on charging credit card transaction fees
 - Communication sent to the community, fee will start with January 2025 statement
 - Options to avoid fees: ACH or Check – No fee associated
 - Also auto pay from member's bank
 - **SBA Loan**
 - Call with Case Manager first week of December
 - Gathering information from previous case manager
 - Error made to loan application on SBA side they are trying to fix
 - No response back after SBA internal meetings
 - RESA President calling and emailing regularly
 - No contact back
 - Escalated to Anna Eshoo office – RESA did follow up around action items previously suggested, no response back
 - **Santa Ana Road Slide Incident**
 - Non-resident, so far, no claim against RESA to date
 - As a result of the incident occurring, RESA launched investigation into events leading up to it and safety measures to bolster area to prevent reoccurrence

- Reached out to residents in the area and requested witness forms, installed stronger barriers (non-movable), added and installed locked-in-place “No Pedestrian” signs along hillside edges (pedestrian traffic continued even with previous road closed signs), researching option to put additional fencing around the barrier and signage areas to further make it difficult for pedestrian traffic to cross slide zone
- **Treasurer’s Report – Pete Heller**
 - **Monthly Financial Report**
 - Income 60% of YTD Budget
 - Assessments 108%
 - SBA load still not funded - \$621k
 - Lot lease income \$56k
 - \$73.8k recouped from delinquent members – 13% of assessment income
 - Expenses at 50% of Plan (YTD Budget)
 - Road repairs \$70k of \$721k budgeted
 - Wildfire protection \$35k of \$60k budgeted
 - Culvert repairs \$53k of \$10k budgeted
 - **Delinquency Report**
 - 31-60 day delinquencies – 14 accounts
 - 91+ day – 12 accounts
 - Increase in 31-60 day accounts attributed to 7 fewer days in billing cycle
 - 4 of 5 payment plans on track
 - Suspensions lifted on 3 members after receiving \$2k
 - **Lien Status**
 - 2 Liens paid off for \$21k and in process of lien release
 - 2 Member property transfers underway for \$6.6k
 - 2 new liens will be submitted to Santa Clara County week of 12/16
 - **Banking Status**
 - Generating interest income monthly
 - Operating account cash balance @ \$75k
 - 1 reserve transfer employed to cover insurance payments
 - **2025 Budget**
 - Assessment budget expected to be similar to 2024
 - RESA has done well with Pavilion Income
 - Proposed to push up to \$25k in 2025
 - A lot of rental activity
 - Rental Income is accounted for when it gets paid
 - Pete Heller suggested putting half the amount RESA receives from SBA as Income in 2025
 - Jennifer Throssell – Based on what we think we can spend, depending on project plan, may need to be adjusted
 - Pete Heller – Assuming Alma Ct. gets completed; possibly getting started on Santa Ana Rd.
 - Assuming RESA continues with the 3 slide repairs

- Jennifer Throssell – When we do get funds, parallel projects can be happening
 - What is the risk of not adding the full amount into the budget?
 - No downside, if we don't get money, we will continue to receive budget reports showing large gap
 - Good to use as reminder for road work
 - May be able to start work on Santa Ana in 2025 if permit application is approved
 - Do we get money from SBA with the quote, or do we get money after the repair is complete?
 - Need to understand and ask appropriate individual
 - Threshold if project is over a certain amount
 - Pete Heller will correct budget back to full SBA loan amount
 - Jeff Bates – Spend in good faith and then get reimbursed
 - Expense side
 - Large items – Roads, Culverts, Fire Safety
 - Remaining items are relatively insignificant in comparison
 - Roads – Also reduced based on historical project progress
 - Will increase back to original amount assuming we can get started on Alma and Santa Ana repairs
 - Culverts – \$50k – consistent with 2024
 - Jeff Bates – lots of storm damage, will have more damage to repair in the future
 - Wildfire – \$50k – \$10k less than last year, still allows roadside chipping and other activities, also if Fire Safe Council does not come through with funds this year RESA will have to pay more than 2024
 - Credit Card (CC) fees – Should show in “Income” section
 - Cheryl Hargrove estimated CC fees \$4,500
 - Need to match with what is shown in budget
 - Pete Heller and Cheryl Hargrove to add into assessments section
 - Bump up SBA Loan and Road Repairs to be consistent
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- **Office & Operations Manager's Report – Jeff Bates**
 - **Firewise Activities**
 - 2024-2025 Firewise Community Certification Approved
 - Posted Certificate at RESA Office
 - Sent Certificates to members via Constant Contact
 - No funding expected until Spring 2025 at the earliest
 - Pete Heller – FAIR Plan – 10% discount if in Firewise Community
 - FAIR previously unable to match addresses
 - This year's application has full detailed map
 - Please visit the RESA / Firewise website to update your Hazardous Fuels Reduction efforts, or visit <https://forms.gle/7DnsLzTKj6BtVKpY6>

o **Roads**

- Alma Ct. – Working with Engineering Firms and Civil Engineers to obtain the required repair permit
 - Close to having a complete package ready to resubmit to the County
 - Action items based on previous plan check comments
 - Civil Engineering documentation to be provided to Sung Engineering to verify all calculations and details – 12/18/2024
 - o Monday RESA will know if package is ready for the County
- Researching other Civil Engineers to take on the other two work packages – Santa Ana and Lindbergh
- Contractor and Architectural design firms ready for more
 - Proposal received from Jeff Roeper Engineering; more requests sent out

o **Drainage**

- Fabricating drain inlet covers for debris flow and safety concerns
 - June Ct. at Locust Dr. – Fabricated cover failed, will need to be rebuilt
- Hired Corey & Sons to assist with drainage maintenance during upcoming storms
 - Joe Bruna requests written contract with hourly rate indicated
 - o Jeff Bates has a record for each day with a labor charge of \$60/hr.
 - Going forward – Company document showing labor rates for future work
 - o Jeff Bates can provide paid invoices showing labor and daily work

o **Pavilion**

- Lot Line Adjustment: no update from County
 - Matt Nelson to check with Title Office

o **Playgrounds**

- Friendship Park – Seesaw/Teeter-totter repair parts received / awaiting installation – Jeff Bates to install parts soon

o **Pool**

- RESA is currently seeking Pool staff for 2025 Pool Season
 - Please contact the RESA office if interested

o **SJWC**

- Water main installation updates: Contact the RESA Office to sign up for daily updates via Constant Contact
- West Valley Construction
 - Phase 2 (Upper Section) – Summit Road to Santa Ana Rd. @ Naomie Ct.
 - o Grinding and repaving trench repair to begin December 17, 2024
 - o No main thoroughfare work this week

● **New Business and Public Comment**

o **Public Comment:**

- **Paul Morin**
 - Lien status and financial issue – RESA Board is already engaged with Mr. Morin on this topic
- **Rita Manachi**
 - Job Descriptions (Office Manager and Operations Manager) – requests more transparency into job descriptions

- o What are the current Job Descriptions and Roles and Responsibilities?
- o Recommendation: Members of community should have the opportunity to be involved with performance reviews as part of the Annual Survey
- **Laurie Praskin**
 - Comment on Santa Ana Rd. Incident – Stellar, exceptional individual
 - o Asked if RESA has insurance
 - RESA Board – Yes
 - Swail under redwood grove (near the front of the Pavilion) is full of debris
 - o Currently not maintained by RESA, in the past the cost was split (RESA/Residents)
 - Intended to channel water away from residence
 - Residents adding wattle/berm
- **Mona Raby**
 - Inquired if RESA could rent out office and generate income when not in use
 - o Jennifer Throssell – Office hours are held within RESA office
 - o Current Office Manager was full-time working from home for one-week situation
 - o Private documents in office pose a confidentiality risk
- o **New Business:**
 - **RESA Events Survey – Jennifer Throssell**
 - Good response to survey last year, would like to repeat this year
 - Positive feedback/suggestions came in from last year’s survey and new events will be added
 - Music & Food Truck event planned for 2024 moved to 2025, no similar events will be added
 - Initial Events List:
 - o Chili Cookoff, Movie Night, Easter Egg Hunt, Summer Pool Party, Halloween Trunk or Treat, Adult Halloween Dance, Family Halloween Dance, Community Potluck/Picnic, Cookie Exchange, Community Garage Sale/Swap Meet, Wreath Making
 - Any other suggestions on what to include?
 - o No response
 - JJ Martin – Confused about the wreath making event
 - o In the past, no charge except for materials
 - Volunteer time to set up and run event
 - Told Organizer would have to pay to use Pavilion
 - Jennifer Throssell – RESA has bandwidth to support certain number of events, cost of resources and RESA overhead, individual not a member of RESA, several other events people want to have, if we offer to one person, would have to offer to everyone the

same, survey used to plan events with highest level of interest

- All details of previous discussion with Organizer available in October, 2024 Meeting Minutes
 - Wreath Making will be put on the 2025 survey
 - Vote for the events you are interested in and make them happen!
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- **Old Business**
 - No Business Presented
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- **Adjournment**
 - Motion to adjourn by Jennifer Throssell, seconded by Pete Heller.
 - Meeting Adjourned at 8:37 p.m.
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- **Executive Board Meeting**
 - Executive Session called to order at 8:51 p.m.
 - The following topics were presented and discussed:
 - Member easement encroachment
 - Santa Ana liability discussion
 - Member Rules of Conduct violation
 - Review 3rd party parking contracts
 - Road repair consultant contract
 - Community member letter distribution to Board
 - Executive Session adjourned at 10:23 p.m.

Respectfully submitted by Secretary Brian Krupp