

Redwood Estates Services Association
Monthly Board Meeting
November 19, 2025

Meeting called to order at 7:00 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 Judy Quigley, Director Matt Nelson
- Also in attendance: Operations Manager Jeff Bates
- On Zoom: Office Manager Cheryl Hargrove, Jon Sodos

- **Approval of Agenda**

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

- **Approval of Minutes**

- Motion to approve October 15, 2025 minutes was made by Pete Heller, seconded by Jennifer Throssell.
 - Minutes approved

- **President's Report – Jennifer Throssell**

- **Roads**

- Alma Court is still under construction, slowed down due to weather, still going as expected, slight change with additional materials needed, lower retaining wall is done
- Original plan, completion middle of November, if dry, on track; if wet, will go longer
- Santa Ana Road – permits submitted, going as expected, construction crew will be ready April 15th 2026
- Lindbergh Drive – third priority, with permits submitted for Santa Ana, these permits are underway, existing retaining wall plan not submitted, emergency grading plan also being reviewed, complete application getting submitted with additional retaining wall – goal to submit by middle of January 2026

- **SBA Loan Update**

- Three items pending, took record of deed to county last months meeting, still not recorded by county, could take 8 weeks, have been 6 weeks
- SBA also requires IRS tax documents, could not retrieve, submitted form to IRS to have official record to provide them, will not accept tax attorneys document, straight from IRS
- Board resolution, will be looked at in executive session

- **Events survey – Preliminary Results**

- No commitment yet

- Most community interest, put in by season to help spread load for volunteers and staff, as well as something to look forward to year round
 - Winter – Bingo Night
 - Spring – Easter Egg Hunt
 - Summer – Pool Party
 - Fall – Halloween Trunk or Treat
 - Most voted for 2026
 - When RESA Board looks at budget for 2026, will look at how much funding is going towards events for next year; advance of budget and plan accordingly
- **Treasurer's Report – Pete Heller**
 - Halloween Trunk or Treat
 - Successful event
 - Neighborhood active – great haunted house and other decorations
 - 7-8 Trunk or Treater Vehicles
 - 15 dogs for costume contest – good amount of happiness
 - Glad to hear it was voted for again next year
 - **Monthly Financial Report**
 - Income at 68% of YTD Budget
 - Assessments: 110% of YTD Budget
 - SBA loan committed, not funded, not looking like it will be this year
 - \$40k recouped from delinquent members (\$3.7k increase from last month)
 - Pavilion income already exceeded full year budget (\$27.5k vs. \$25k)
 - Expenses at 82% of Plan (YTD Budget)
 - Road repairs have begun but remain under budget
 - Spent: \$279k; Budgeted: \$533k
 - Legal fees unchanged since last month
 - Spent: \$81k; Budgeted: \$29k
 - **Delinquency Report**
 - 31-60 day delinquencies – 5 accounts
 - 91+ day – 10 accounts
 - 4 of these accounts are on payment plans
 - Delinquency management process is working effectively
 - For 2026 – there are a few property transfers with liens, will not show up as delinquent funds, but will get money from liens closed out
 - **Liens Status**
 - 45 liens now in place
 - 1 lien was officially paid off, 1 new one pending sale
 - **Banking and Cash Status**
 - Operating account cash balance: \$80k
 - Reserve account balance: \$245k
 - \$167k reduction since last month for road repairs and insurance
 - RESA is funding our own road repairs
 - Once Alma Court is completed, we may not have much money left

- Will not be able to move forward with construction without SBA funding, SBA alone will not be enough to fully fund Santa Ana Road repair
 - Staged approach – spend what we have, stop for awhile
 - Get SBA to give us more money
 - RESA President – if we can schedule work, we can send for reimbursement, look at payment plan while we work through project, administrative burden
 - Matt Nelson – MaxiCon should be informed if they are planning to start
 - Pete Heller – want to get through Alma Court
 - Jennifer Throssell – similar discussion as Alma Court – MaxiCon thought RESA would be in similar position, willing to work with us, may have some financing, reach a certain amount before they start
 - Jeff Bates – asked if they take payments – yes
 - RESA President – receipts staged to submit, can't submit until loan is closed, will replenish reserve account
 - Jeff Bates – raise assessment?
 - Pete heller – will not help fast enough or large enough
 - Nothing planned to raise assessments

o Budget

- Jennifer Throssell – Professional Services – up a lot last month, now back down to normal
 - Pete Heller – info Office Manager gave previous meeting – Bookkeeper spent a long time cleaning up payroll discrepancies – QuickBooks category sorting issue – 18 years – QuickBooks customer support for 3-4 hours, lots of time to dig in and catch up on issue recording payroll
- High Utilities – water bill, high again this month – did we have another high bill, or was it something else?
 - Toilet fixed? Jeff Bates – nothing wrong with it, making sure it's not incorrectly used; Jennifer Throssell – need to repair if issue; Jeff Bates – maybe not an issue; Jennifer Throssell – whole new toilet; Jeff Bates – operator abuse/error; Pete Heller – signage?; Jeff Bates – can look into and see if we can do something to stop issue
 - Jennifer Throssell – if it comes back saying water bill high again – we have an issue we need to fix
 - Cheryl Hargrove – Pavilion only – one-month significant increase
 - Lower Park/Pool – stayed the same month over month
 - Pavilion fluctuates but has gone down since the one-off high month instance
 - Jennifer Throssell – Overage for October; Cheryl Hargrove – already down quite a bit, several hundred dollars for Pavilion usage – suspected leak (toilet discussed last month); what is over for utilities in October?
 - Jennifer Throssell – \$1600 over budget
 - Cheryl Hargrove – PG&E – budget was \$600 – actual over \$1000
 - 2 months billed into one for our land lines – \$300 budget – \$600 actual

- All water categories are over budget
- Jennifer Throssell – take this into account for next year
- Jeff Bates – weekend rentals affecting things?; Jennifer Throssell – if electricity – can see increase; Cheryl Hargrove – at even % of budget for Pavilion, over budget for Pool
- PG&E at track to be 100% – not thinking of rentals, can be part of it
- Jennifer Throssell – no issue, but we under budgeted
- Judy Quigley – did we find issue in women's bathroom that was reported?; Cheryl Hargrove – nothing going on that renter experienced, not sure; toilet paper all over, flooding, had to be cleaned up
- Jeff Bates – men's room was trashed; not sure who or what caused this; Pete Heller – correlation to any rental?; Jeff Bates – cannot speculate
- Cheryl Hargrove – walk through with renters – did not see anything of the sort
- Jennifer Throssell – who has access? – change combination for locks, change after every renter?
- Jeff Bates – change every 6 months? – if we use key box out front, we can change every week
- Jennifer Throssell – think about ways to increase security, two instances peculiar and worrisome
- Side door – Electric lock? Leave key inside
- Jeff Bates – timing for changing codes – 52 codes for each rental
- 2026 budget – code lock for side door

- **Office & Operations Manager's Report**

- **Firewise Activities**

- 2026 Firewise Certification acquired – Certificates available for members
 - Attended FireSafe Council meeting, thanked them for the chipping and budgeted money spent, asked to continue this relationship
 - Please visit the RESA / Firewise website to update your Hazardous Fuels Reduction efforts, or visit <https://forms.gle/7DnsLzTKj6BtVKpY6>

- **Roads / Project**

- Alma Court landslide repair is underway
 - PG&E sub-contractors are removing dangerous tree debris left along our roadways and easements, still waiting on a few items for pickup, less dangerous

- **Drainage**

- Cleaning drain inlets and culverts as required
 - One final drainage to clean – will finish this week
 - Lots of debris from recent storms

- **Pavilion**

- The Emergency Exit doors were malfunctioning, have been repaired, and adjusted
 - Passed Annual Fire Marshall Inspection – good for 1 year
 - Battery in one exit light dead, not an infraction
 - No dogs are allowed on The Pavilion lawn

- o **Playgrounds**

- Removed a dead Redwood tree on the west side of the playground fence
- No dogs are allowed in our playground or on grass lawn areas

- o **Pool**

- Closed for the season
- Removed a large, dead Douglas Fir Tree from the east side of the pool property

- o **San Jose Water Company**

- SJWC is in the planning stages for a water main infrastructure upgrade for the residents on lower Madrone, Ida, Betty Anne, Jessie Way, and Alma Court
 - Project start dates have not been stated
- Loose Gravel – call into West Valley Construction, responded to Jeff Bates with no action
 - Operations Manager blowing gravel off to side, and shoveling piles
- Dangerous Road Edges – Asphalt consultants – getting ready for reflective painting
 - Reflectors not yet installed on Bayview Drive
- Could not located Lower Madrone erosion, some issues around the fire hydrant – drop off to creek bed, nothing else located that is considered dangerous
- Bolstering the protection on Santa Ana Road – tarp is getting worn – will it survive the winter
 - Jeff Bates checked before the rain, looked ok, cannot recall if it is failing
 - o Know it is torn and ripped below – location of impact of vehicle
 - o Cleaned drainage up around the top to improve drainage
 - o Can we get a bid from licensed contractor to check Santa Ana
 - o Lots of trees down, be prepared for winter
 - o Tree Matt Nelson reported last month was taken care of

- o **Miscellaneous**

- RESA PUG (Propane Users Group) pricing agreement with Ferrellgas Inc.
 - Contact Lora Brazil @ (831) 227-6567
- Please maintain your properties road edges and drainages to be free of grass and tree debris
 - Take advantage of Green Teams' multiple yard waste bins

- **New Business and Public Comment**

- o Public Comment: No Public Comment
- o New Business: No New Business presented

- **Old Business**

- o Beautification Project Proposals Feedback
 - Two meetings ago – member proposed projects, got more information, package, detailed information, a few board members met at The Pavilion
 - Looked/discussed mostly Pavilion projects
 - Source of revenue generation – biggest priority out of all the areas
 - Parks, Pool, Pavilion
 - If outside interest – Pavilion best place to make more attractive

- Areas looked at: directly off the deck, where ceremonies often take place, BBQ pit area, forest beyond lawn, perimeter of parcel back to Pavilion
- One item proposed – Pavilion fence around perimeter – Jennifer Throssell thinks it's a good idea – lots of foot traffic when Pavilion is not being rented – no dogs on lawn, but always dogs on lawn, would prevent people from coming in, also security and private for people when there is an event – stronger barrier between main thoroughfare and property itself – what kind of materials – anything we want – natural, wood (not sturdy in wind, rots), stone (expensive, time intensive), metal (most similar to pool area, not a natural appeal / fit in to architecture of Pavilion) – look at option and budget
- Judy Quigley – overall thought of how high?
 - 8 ft around swimming pool, more than we need for Pavilion
 - Jennifer Throssell – shorter – keep kids in – less to disguise with shrubbery
 - Jeff Bates – child detainment – 4 ft - 4-inch gap fence
- Pete Heller – can we just have a hedge?
 - Jennifer Throssell – not enough
- Jeff Bates – better use for spending funds, standby emergency generator
- Jennifer Throssell – one thing to consider putting in fence – if we later want landscaping done, gate for tractor width
 - Jeff Bates – dual 4 ft fence, near utility right of way
- Pete Heller – fence the #1 priority?
 - Jennifer Throssell – coming in, yes, would be most safe for running kids and other things – Judy Quigley expressed concern too
- Matt Nelson – thinks that renters are signing liability waiver – speed limit 15 mph, introducing liabilities on us where we aren't liable
- Responsibility of parents to keep kids under control, and drivers to drive safely
- Given conversation earlier in meeting – cost of road, things we can do for community – cost is prohibitive using \$30k for a fence
- Matt Nelson likes idea – would prefer stone, conversation for future – while paying for road repairs – do not spend
- Judy Quigley – with our current finances and road situation – cannot move on it
- In 5-10 years – we can possibly do more
- Matt Nelson – worth getting a quote for a fence
- Jennifer Throssell – quote from individual - \$37k estimate – their sources, no community labor discount
- What we ended up focusing on – we do put budget towards other things – looking at events per quarter – do we want to swap a project for events
- Understand a lot of people like chipping program – not required, do we put money in for the projects, direct half of the chipping funds to projects, see what we can do for smaller items – what can we do with half of the proposed cost

- Priorities – safety – beautification – win-win – fence was first obvious one
- Even if someone signs liability waiver – if happens on your property – means almost nothing
- Cheryl Hargrove – hear what people are saying – reality is – we have one insurance carrier, reducing liability seems like it can help, times change, insurance coverage changes, backed into corner, if it can minimize this, good to investigate
- Jeff Bates to meet with insurance inspector at 9 am
- Jennifer Throssell – other safety related item – lighting – dark – no built-in lighting – solar lights, something else
- Walkability – egress/ingress in back – through Pavilion – no firm surface between back area and front of Pavilion
- Ceremonies off deck – extend sidewalk to be along perimeter of grassy edge – paved path; beyond safety – bride would not want to walk across lawn to ceremony platform – attractive feature for renters – enabling guests and accessibility
- Deck itself expanded, accommodating more people, outside but not on lawn, more guess accommodations
- Adding ingress/egress on other side of deck – sidewalk going around from front of Pavilion to ‘new’ steps/ramp
- Gate off Pavilion or between trees – did not discuss too much
- From pure beautification standpoint – set of benches – concrete, chipped, worn down – if we put any furniture in, put in nice seating area or nicer benches, would make it more attractive
 - Jeff Bates – came out of some city playground
 - When we had trees – benches got usage – now an eyesore with trees removed
- Wedding arch – just a dirt area now – flattening the area near stumps, grinding, platform for wedding venues – would be nice, but not a priority
- Whole back area, untapped grounds that could be spruced up for attracting rentals
- Is the ROI there? Not sure
- Cheryl Hargrove – back area – narrow grass in back, larger grass area that faced granite bench – majority would set up wedding there
- Jennifer Throssell - Back area tucked away from street – flattened and sheltered, walking path discussed, not highest on list
- Priorities are safety and accessibility – higher return right away
- Pete Heller – \$10k to work with – what would you do?
 - Jennifer Throssell – honestly, fence would be first thing, second would be path to around front to side deck, deck ramp
 - Brian Krupp – similar – those two high priorities (fence, path)
- Jeff Bates – had plan to make redwood platform with side wings, in the redwood grove, now, major root problem, do not cut roots!
- Lawn all slopes into building – Jeff Bates had plans to cut lawn flat – if we do big project – need to replace lawn, less is better

- Matt Nelson – what do we charge for wedding, \$3500
 - 4 weddings for 2026; 2 events per month 2025 – member and non-member, 8 full price weddings
 - Budget of \$27k from Pavilion for 2025
 - Jeff Bates – all Pavilion budget in one account
 - Matt Nelson – floor in Pavilion needs to be redone
 - Jennifer Throssell – if we make outdoor area more attractive, would this help
 - Judy Quigley – covered the discussion well – accessibility important, keeping children in mind, would be lovely to have beautiful venue, nicer grass, etc. – far future
 - How can we adjust budget down for chipping program but still get some safety projects at Pavilion done? Will discuss when budget proposal is ready.
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- **Adjournment**
 - Motion to adjourn by Jennifer Throssell, seconded by Pete Heller.
 - Meeting Adjourned at 8:34 p.m.
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- **Executive Board Meeting**
 - Executive Session called to order at 8:43 p.m.
 - The following topics were presented and discussed:
 - Personnel Planning
 - Litigation Follow-Up
 - Insurance Contract Review
 - Executive Session adjourned at 9:10 p.m.

Respectfully submitted by Secretary Brian Krupp