



Crystal Lakes Road and Recreation Association Board of Directors Monthly Newsletter August 2020

The information in this newsletter comes directly from your elected Board of Directors. We want to hear from you and we promise to listen. You can email the entire Board at clrraboard@crystal-lakes.org or by position, as follows:

Bryon Fessler, President (clrrapresident@crystal-lakes.org)

Lala Jacoby, Vice President (clrravicepresident@crystal-lakes.org)

Steve Dirmeyer, Treasurer (clrratreasurer@crystal-lakes.org)

Ken Nickson, Secretary (clrrasecretary@crystal-lakes.org)

Cheryl Poage, Member at Large (clrramemberatlarge@crystal-lakes.org)

From the President

It has been a busy summer in Crystal Lakes and sometimes it feels like a trial by fire. The Board and Manager are working extremely hard to resolve numerous issues and a lot of volunteer and staff time are being spent on behalf of property owners. I have personally received over 200 emails since the last Board meeting. Additionally, the Vice President and I have attended several committee meetings including Safety and Compliance (x2), Hearing Panel, and Policy and Documents. The President and Vice President are ex officio members of all committees and we committed to attending as many committee meetings as possible. Additionally, I had a conference call with Brian TerHark, CEO of Westwind, which is our accounting company. I wanted to explore some ways to improve our partnership and to make sure it is strong going forward. We both agreed on the need to continue to go through the General Manager regarding our accounting questions and concerns. Also, I had the opportunity to meet with Jack Goodell, President of CLWSA and we both agreed that our Boards should have lunch together in August to discuss

areas of mutual interest and to finalize some outstanding issues. The Vice President and I attended an All Hands meeting with the Staff and we witnessed firsthand the strong sense of teamwork among the staff as well as their positive attitudes. We talked about things that we do well and what obstacles and challenges the team is facing and we plan on meeting quarterly going forward. Finally, we held a Board retreat and spent about 3 hours developing goals and objectives for the year. This Board is committed to improving communication and transparency with property owners and to helping the Manager succeed. I feel that we have a strong partnership that can only get better with time.

Bryon Fessler, CLRRRA President

Board of Director Goals for FY2020-2021

1. Enhance our long-standing commitment to the protection of property values, community upkeep, and community activities.

Objectives:

- 1.1. Develop and communicate an annual Road Maintenance Plan.
- 1.2. Create a Covenant & Rules Enforcement Policy to help enforce our rules and regulations in a fair and consistent manner and complete the updates to our governing documents and policies.
- 1.3. Complete the Bathroom Refurbishment Project per the Reserve Study recommendation.
- 1.4. Create a Safety and Compliance Committee and implement and evaluate new procedures.
- 1.5. Complete major repairs to Tami Bridge.
- 1.6. Evaluate additional recreational uses for the platform at Base Camp and Hidden Park.

2. Improve our communication, collaboration, and service to our property owners.

Objectives:

- 2.1. Utilize the Nextdoor application as a communication tool.
- 2.2. Implement quarterly discussions with Property Owners at Base Camp.
- 2.3. Analyze our use of technology in operations to improve service delivery.

3. Resolve long-standing issues that affect our staff, Board, and property owners.

Objectives:

- 3.1. Conduct a compensation study to ensure our wages and benefits are equitable.
- 3.2. Improve Board continuity and HOA governance.

- 3.3. Ensure the Association is organized, trained, and equipped to accomplish the Road and Recreation mission.
- 3.4. Establish an Ad Hoc OHV and National Forest Access Committee to explore options.

Nextdoor

The Board recently joined Nextdoor. We will endeavor to post general announcements, reminders, event and meeting information, and other factual content that the Crystal Lakes community finds useful. Business will still be conducted at the monthly Board meetings.

Forest Service Update

Courtesy Reghan Cloudman, Public Affairs Specialist at USDA Forest Service.

The Canyon Lakes Ranger District of the U.S. Forest Service was happy to see so many residents at Commissioner Kefalas's meeting on July 23 regarding recreational sport shooting and to listen to your concerns. For those who could not attend, below is some information you might find helpful.

In June 2019, the Forest signed a decision for the Recreational Sport Shooting Project. Documents and an interactive map showing areas identified as "not suitable" for shooting are available online at <https://www.fs.usda.gov/project/?project=46910>. To read the final decision and maps, click on the "decision" tab towards the bottom of the page. It is important to note that closures are contingent on the development of public shooting ranges as a place for displaced shooters to go. Counties and the Forest Service are in the process of developing ranges. An update on the progress of these ranges was recently posted on the Northern Front Range Recreational Sport Shooting Partnership website at <http://www.sportshootingpartners.org/resources/>. We will continue to work with the Partnership to provide up-to-date information about the timeline of implementation.

While we work towards implementation, the Forest Service is coordinating with a group of partners to do a site visit at the areas near the Crystal Lakes Subdivision to determine what action items can be taken to address safety concerns. Besides the Forest Service, this site visit will involve Larimer County, Colorado Parks and Wildlife, and a representative of your subdivision. There is also a plan to erect additional signage in these areas and additional law enforcement patrols have been taking place over recent weeks.

We want to remind folks that if there is an emergency, call 9-1-1. But, if it does not reach that level of danger, you can always call the Sheriff's non-emergency number at 970-416-1985. If you have information related to recreational sport shooting you want to share with the Forest Service, please email ARPrecShooting@usda.gov.

Staff Additions and Changes

Donny Anderson has been hired as the new full time Road and Facilities Technician. As many of you know, Donny is Stella's husband so to help resolve the conflict of interest, two Board members participated in the interview and selection process. A total of four applicants were interviewed and Donny was the most qualified. He already has his CDL and has lots of experience with the backhoe and loader and he is willing to learn how to use the grader. Welcome to the team, Donny!

Carmen Uribe was recently selected to fill the newly created Administrative Assistant position. Carmen is no stranger to most of us having worked part-time in the Office. Her professionalism, positive attitude, and team spirit make her the perfect choice for this position. Carmen will help Stella with Board-related tasks such as meeting minutes, agendas, Board packets, violation notices, etc. Welcome to your new position, Carmen!

Review of Governing Documents and Policies

At the last Board meeting, it became very clear that we need to develop a plan, timeline, and a way for property owners to provide input on any changes that need to be made to our governing documents and policies. The Board asked the Manager to schedule a working session to discuss this subject in more detail. The working session will be open to property owners. Please watch the View for information on the date/time of the working session.

Base Camp WiFi for Property Owners

At the last Board meeting, the Board approved WiFi at Base Camp for property owners to use in the Community Center or in the adjacent parking lot. The cost is \$200 for installation and approximately \$118/month for the service. This is a completely separate network from our Office system and the credentials will be distributed to property owners in the View (similar to what we do for the code for the Bathrooms and Laundry Room). Numerous part-time property owners asked the Board to bring back this needed service.

Live Streaming Board Meetings

The first Board meeting took over six hours and the second meeting took over seven hours and that is obviously way too long for everyone involved. A lot of this time is due to COVID-19 and the added time of trying to conduct an in-person meeting (the Board and Manager are in the Wapiti Room with proper social distancing) and a virtual meeting (for property owners over Zoom). It is important for property owners to be able to listen to the meeting and participate during the Property Owner Forum and before the Board votes on a motion. To that end, the Board and Manager will be following the successful format for the Annual Meeting which included a single video feed for the room along with an external speaker and microphone to help improve the sound quality. The speaker will be unmuted at times during the meeting when property owners are allowed to speak. Zoom is new to many of us so we will continue to provide hints and suggestions. Additionally, we will eliminate the waiting room so property owners can come and go throughout the meeting, just like they could do in person. This will help the Board to stop focusing so much on Zoom and attend to the Association's business.

Office Voicemail

The Office currently has a single phone line to conduct business. Property owners are directed to voicemail if someone is on the phone or for after hours. The telephone system is limited in terms of how many voicemails can be stored. The Board approved a second phone line and the Manager is working with CenturyLink to get it installed as soon as possible. Until then, please leave your name, filing/lot, phone number, and a very brief message and the Office staff will get back to you as soon as possible. Some property owners are taking 20-30 minutes or more to leave a message and this directly contributes to a full inbox and restricts other property owners from leaving a message. Other contributing factors are the COVID-19 restrictions that we must follow to keep our staff and property owners healthy and safe and the fact that the Office is currently down one staff member. They are clearing the voicemails several times throughout the day. Your patience and understanding are greatly appreciated.

Property Owner Survey Follow-Up

As part of our commitment to better communication with our property owners, this is the first in a series of addressing the concerns brought up during the survey. This is just a summary, please visit the Crystal Lakes website and click on Property Owner Survey to see all the comments related to this month's topic: **Security**. The following are things that have been done to begin

addressing the issues brought up in the property owner survey with regard to security:

- With the re-establishment of the Safety & Compliance Committee they are working hard to make sure only members or guests of members can be in Crystal Lakes.
- With the hiring of Code 4 Security (using OHV fees), we are having increased security and the enforcement of rules through education, communication and through violations.
- The Safety & Compliance Committee volunteers use the guard shack to check people entering Crystal Lakes (through that entrance) each weekend.
- Code 4 is watching for vehicles/ATVs without current stickers and stopping them, educating them and directing them back to the office to get updated.
- The Safety & Compliance Committee has volunteers that work in the southern filings. We have lots of area to cover so between the committee and Code 4 they are doing the best they can.
- Code 4 is stopping underage drivers, escorting the drivers back to where they are staying and telling the adults that they cannot be driving. In some cases, violations are issued.
- Property Owners are being educated/reminded on the process for allowing guests to enter Crystal Lakes properly and get the proper fishing credentials. It is up to all of us to follow these processes and make sure our guests know the rules too.

Safety and Compliance Committee

The Board approved a new Charter for the Safety and Compliance Committee and appointed 20 property owners to serve on this committee. Janet Stellema was appointed as the chairperson. The purpose of the committee is to utilize volunteers to discourage trespass by non-members of Crystal Lakes, and promote safety within the community, for property owners and guests, using non-confrontational means. Thank you to these outstanding volunteers who are already making a huge difference!

Slash Depot Update

The Slash Depot is filling up fast and to date we are ahead of last year in terms of total slash collected. Property owners are doing a great job performing fire mitigation and cleaning up their properties. We will continue to receive as much slash as we can for the next ten weeks. Our planned closure date is October 4th but if weather allows, we may be able to stay open until October 31st. Another controlling factor is the space to receive the slash. We are

nearing capacity and we must comply with a State fire controlling factor so it is really first come, first serve at this point. We will keep everyone informed as time moves forward. Firewood logs are still being accepted to the right of the yard for those who need firewood for the upcoming Winter season. This is a free service; however, you must move the logs offsite before cutting them. For safety reasons, no chain saws will be allowed to cut the logs inside the Slash Depot area. Thank you for your concern and for cleaning up your properties.

Road Maintenance Report

Road maintenance was the number two issue on the recent Property Owner Survey. Here is the report provided by the Manager at the last Board meeting:

- North Ottawa from Tami Bridge to Snoopy - Prepping road with water, grading, pulling ditches.
- North Ottawa from Tohome to Sarsi Ct. - Prepping road with water, grading, and rolling.
- Tami Rd gets attention on a weekly basis: prepping road with water, grading (implementation of dips/removal of dips including signage).
- Shoshoni from Cuna to Carrier Way - Prepping road with water, grading, rolling.
- Bear Trap - entrance repair, laid road base, rolling.
- Cuna - Prepping road with water grading and rolling.
- South Ottawa - Chippewa to Selder's Causeway - Prepping road with water, grading and rolling.

Please be very cautious around the heavy equipment and only pass when you are directed to do so. Safety is everyone's responsibility. Thank you.
