

Klamath Falls HOA Board Meeting

Date: 06-03-2025

Topic: Meet and Greet Board meeting with MGM property Management Company

Board Member in attendance: Dan, Joe, Teresa, Tanner, Chris

Time: 4pm to 6pm

Location: 289 SW 5th Ave, Meridian, Idaho (conference room)

MGM representatives in attendance: Jen (account manager) and Hailee (Assistant to Ryan CEO)

Board requested subjects of discussion

1. MGM needs better communication with the residents and the HOA board. We understand that CBH was the board before and that there has been a culture of an absentee board; but now that there is a resident board it is the HOA board's expectation that MGM prove to the board its value and need moving forward through communication and execution of tasks and follow through – that includes emails, texts, phone calls, and face to face interactions.
2. HOA board requests that moving forward we deal with our account manager and not “fill-ins” The example was given of Lisa and Crystal who have been running our annual board meetings and with every question the same answer of “I don't know” was given.
3. HOA board requested immediate action on the Landscaper / snow removal contract. We requested suggestions for bids. Moving forward we will be removing and cancelling the Landscaping contract.
4. HOA board addressed the park, and questioned why the monthly compliance drive through was not checking the park, and thus drawing into question if any of the common areas were being looked over and issues being properly addressed for fixes or repairs. MGM said they would speak to their personnel and make sure it is not missed moving forward. MGM reminded the board that the compliance drive throughs run from April through Sept, not all year round.
5. HOA board addressed the list of compliance issues the drive though personnel use, as there are violation notices being sent that do not comply to our CC&R's. MGM requested a future meeting to review our desired updates to compliance reviews.
6. HOA board asked if MGM knows which houses in Klamath Falls are owned by absentee owners and are used as rentals. MGM said they do not have that information at this time.

7. HOA board addressed abandoned vehicles and unregistered vehicles. MGM reminded that their compliance reviews begin in April and end in Sept; but if the board has a vehicle to flag, they can always notify MGM or the city of Caldwell.
8. HOA board requested a list of residents that have used the online portal and have activated their accounts. This will help the board to better determine how to communicate with the residents moving forward. MGM requested time to compile the list.
9. HOA board requested moving forward that all communication from MGM (bills, ARCs, compliance issues, etc) be sent to the entire HOA board. This will allow all board members an opportunity to review and discuss before a decision is made.
10. HOA board requested a copy of all contracts, and bills payable (example: Insurance, City of Caldwell, Irrigation) so that the board can review.

MGM requested subjects of discussion

1. MGM is only contractually bound to attend one HOA board meeting per quarter and only resident meeting per year; additional meeting attendance will result in a sur charge.
2. MGM is only contractually bound to provide one compliance drive through per month (April through Sept); additional drive throughs will result in a sur charge of \$100
3. MGM has adjusted all board members portal access to see all ARC requests and have the ability to approve or deny in the portal.
4. CBH issued an \$1800 re-imbusement check for snow removal that was used not for Klamath Falls but for their open house activity.
5. MGM will provide Jen's direct phone number and email address to the HOA board members and will be our primary contact to MGM in all things Klamath Falls related.

HOA board had a mini-meeting following the meet and greet. It was agreed upon that the board will have our first official board meeting on June 9th at 6pm at Joe Jardine's house to review the responsibilities of the board officers and vote to fill them.