

Tierra de Zia Property Manager's Report- 2018- 2019

Highlights

-Improved security measures- laundry money key bags, purchased a locking safe and a new keybox. Created a key log for better access management.

-Implemented various cost saving measures. We reviewed our insurance policy, for example, and saved over \$2000 by switching to one with even better coverage. We have reallocated accounting costs, with our bookkeeper handling more of the work previously done by a CPA and getting more professional level work at less cost.

-This month we gave the office a bit of a facelift for a more professional appearance.

-We mucked out the upper pond, continued our painting schedule, and made some improvements to lighting. Those improvements will continue, as will scheduled maintenance and an increased budget for landscaping maintenance.

-Charro continues to bring his expertise, property knowledge and good humor to our community. We are lucky to have him onboard.

-Researched compliance with new state regulations regarding the pool and needed changes that will be made this spring.

-We interviewed outside property management companies, concluding that we would much rather keep the management responsibility in house. This will keep our administrative fees low and provide more responsive, personalized service.

Intangibles- Community Mood

We formed various committees: landscape, building maintenance and social. We allowed a Garage Sale- there will be another one announced soon. We held a very well attended BBQ in the summer and a holiday party in December. We also had a holiday decorating contest. Doggie pool hour (the last hour the pool was open for the season) was a very cold afternoon. We'll do it again this year and hope for better weather!

We totally revamped our website- it now has an events calendar and other news. There is a member only area for homeowners to access the bylaws, parking assignments and other information.

Please contact the office if you would like to participate on the committees.

Plans for 2019

-Better communication- improved database for both owners and tenants. This will help us cut down on printed items like newsletters and announcements. Please respond to requests for updated information, along with emails and information for your tenants, if applicable.

-New resident onboarding program/re-keying the pool. This program will be an orientation covering the rules and regulations of TdZ, along with the nitty gritty of parking spaces, dumpsters, how to pay your HOA dues, etc. New homeowners and tenants will be required to attend and there will be a fee of \$50, as well as a partially refundable deposit of \$15 for the Pool/Laundry/Gate keys. The locks will be rekeyed sometime in April. Existing homeowners will be charged a \$5 for their new key. They will not have to pay for an orientation, although all are welcome to attend. Expect this to launch in the Spring.

-Rules & Regulations Compliance Manual. As our bylaws were written prior to email usage, and prior to the recent updating of the NM State Condo Act, they need to be brought up to date and many areas need additional clarification. A document is being produced that can serve as a handy reference for approved paint and stain colors, pet rules, fireplace maintenance, etc. This manual will be uploaded to our website and be reviewed at the orientation meetings. It will in no way contradict the Bylaws.

-Signage- besides getting some more attractive and welcoming signage at the entrance gates, we will have some directional signs once inside the property.

-Smart phone laundry equipment: A few of our washers and dryers are being updated to allow you the option to pay with an app. We hope to have this installed by the end of March.

-Doggie Play Area: We are looking at locations for a small area to let your pets off leash in a supervised way.

-Focus on landscape maintenance. We will retain the relaxed, natural look that we love at Tierra de Zia, in a cleaner, more attractive way and have allocated an additional \$15,000 to landscape work.

-Bridges and pathways will be repaired and improved this year, along with increased lighting on pathways. The light in the lot between C and the triangle is being repaired. The vehicle bridge is also going to be repaired this year.

Housekeeping

-We have a new emergency procedures list, please keep it handy. There is also a box with emergency information by the office door. We often get calls to the office about suspicious activity a couple days after the fact. Please know there is absolutely nothing we can do about it

then. The emergency sheet includes the anonymous drug tip hotline and other numbers that you can use immediately for a much greater impact.

-We have a lost and found bag in the office. Lots of car keys and even a cell phone. If you find something, please bring it to the office.

-We have two snow shovels available to borrow. They're kept on the office pool portal, so in case you need snow removal before Charro and his crew get around to you, they're there.

-Daylight savings time is Sunday, March 10th. Please remember to change your smoke detector batteries.

-Over the past year, we had more homeowners and residents attend monthly board meetings than ever before. Your presence is welcome, please keep coming! Check the website for upcoming meeting dates.

About Me

Some of you might be wondering the reasoning behind the decision for me to step off the board and become Acting Property Manager. I've been a resident here since 2015, a homeowner since 2016 and served on the board for over two years. There are challenges the board faces and goals they have, and we felt like the time was right to move towards the goals in a new way.

I have an interior design firm and am an author and blogger. I also have a lifestyle business with my husband. As a busy small business owner, I know the importance of follow through, clear communication and fiscal responsibility.

Experience pertinent to being Acting Property Manager: I have 26 years of experience in residential construction, and I've built nearly 100 homes as part owner of a general contracting firm. I also have an AAS in Interior Design. I've had my interiors firm for over ten years and have a demonstrated ability to manage projects on time and on budget. My BA from Washington State University is in Social Sciences, focused on political science. I became a political consultant and campaign manager for state and senate races when I lived in the Seattle area. I then was employed by the United States Congress as outreach coordinator for a House member. Finally, when I lived in Las Vegas, Nevada, I had the good fortune to manage the local Dale Carnegie Training office and was able to take three of the courses, including one on customer service. I feel that I bring a unique set of skills to this job, but most importantly, I really care about the community. Thank you for giving me a chance to make a positive impact.

Julie Rill

Acting Property Manager

February 5th, 2019