

# Tierra de Zia 2019 Manager's Report

It would be great if ALL our homeowners could come to our Annual Meeting in February... but so many of you live out of state, and even out of the country. So, we are bringing TdZ to you with a picture filled trip through 2019.

We hope you enjoy it!!

Julie, Charro, Ramon' and the Board:

Mary Deane, Libby, and Colin.

Special thanks to Rand and Janice, who are both retiring from the Board this year after many years of service. And thanks to Connie, Eugenia and Mike for their service this year as well!

If you are local and have a few extra hours a month, your time would be greatly appreciated! Please come to a board meeting and see what it's like.

2019 Stats: 11 Units Sold

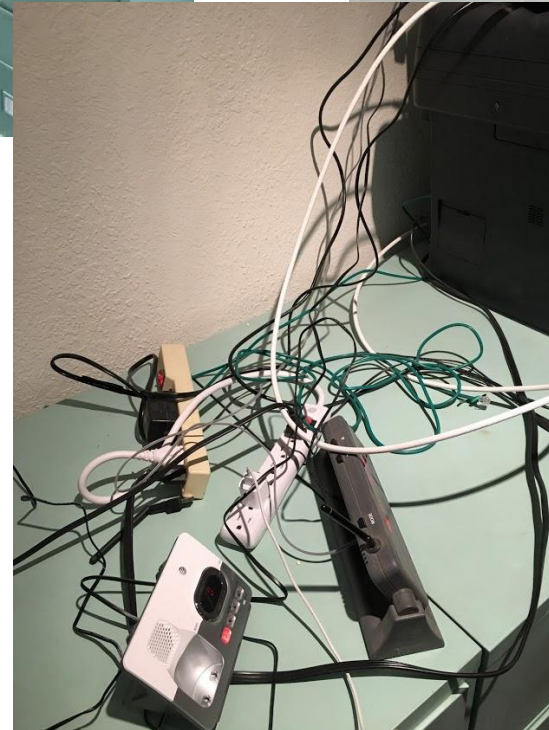
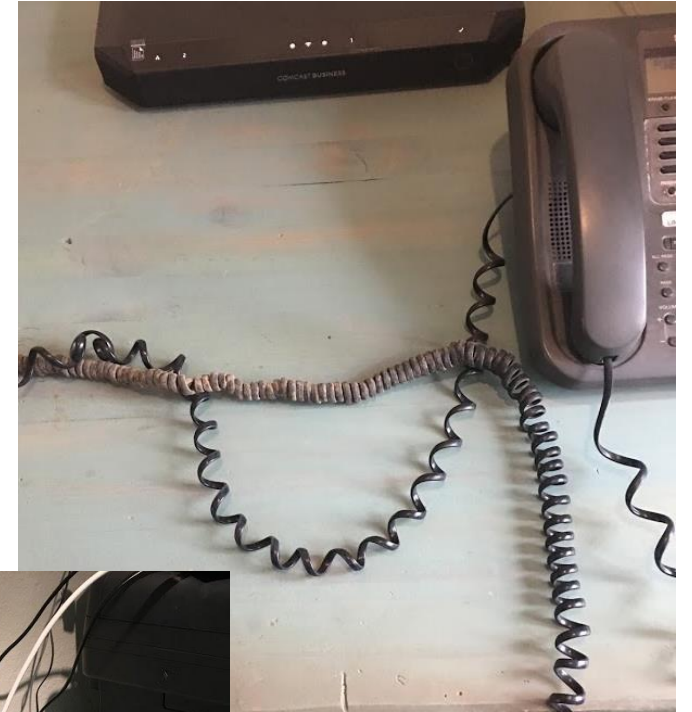
We are currently at about 33% Owner Occupied. (And 7 units sold so far this year!)





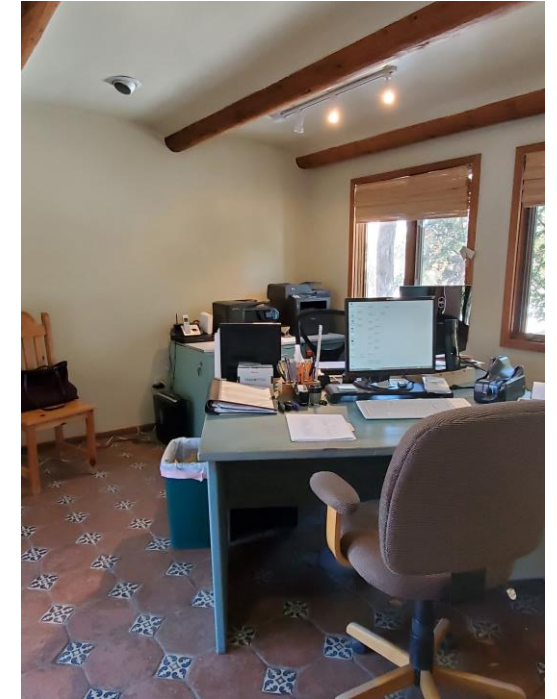
# In the Office

- Cleaned out and freshened up many years of piled up files and old stuff.
- Created a working database of both owners and renters, searchable by building, and also including pertinent issues by unit.
- Created online maintenance request and comment/suggestion/complaint forms to simplify response.
- Increased the frequency of newsletters and communication and increased the use of email rather than printing.
- Added elements to the website and kept updated (usually!)



Ever feel like  
you're all  
tangled up in  
knots?

- Created a key log and purchased a working safe.
- Changed gate codes and implemented a parking sticker system to increase security. Totally reorganized the code database to reflect current owners and residents.
- Created a yearly maintenance calendar of routine maintenance procedures and an office version for regular office tasks.
- Re-vamped the Homeowner files by unit, instead of by last name, so they can easily be located, and notes can be added for historical value.
- Made recommendations to the Board and researched and wrote the new Policies & Procedures manual for their approval.
- Researched and purchased a new computer to get the office into the new millennium.



The Office Now...



# For the Board

- Creating a searchable database of all past board resolutions.
- Improved filing and record keeping.
- Ordered yummy food for meetings! Finally learned not to order pizza with mushrooms!
- Proactively provided bids and research for possible capital projects.
- Have set a goal to provide the agenda to owner's one week prior to each board meeting in 2020.
- Worked hard to increase uniform enforcement of policies and procedures and improved tracking and documenting of issues.



The Board has worked really hard this year- the pizza was well earned!

Thanks to all who served this year!

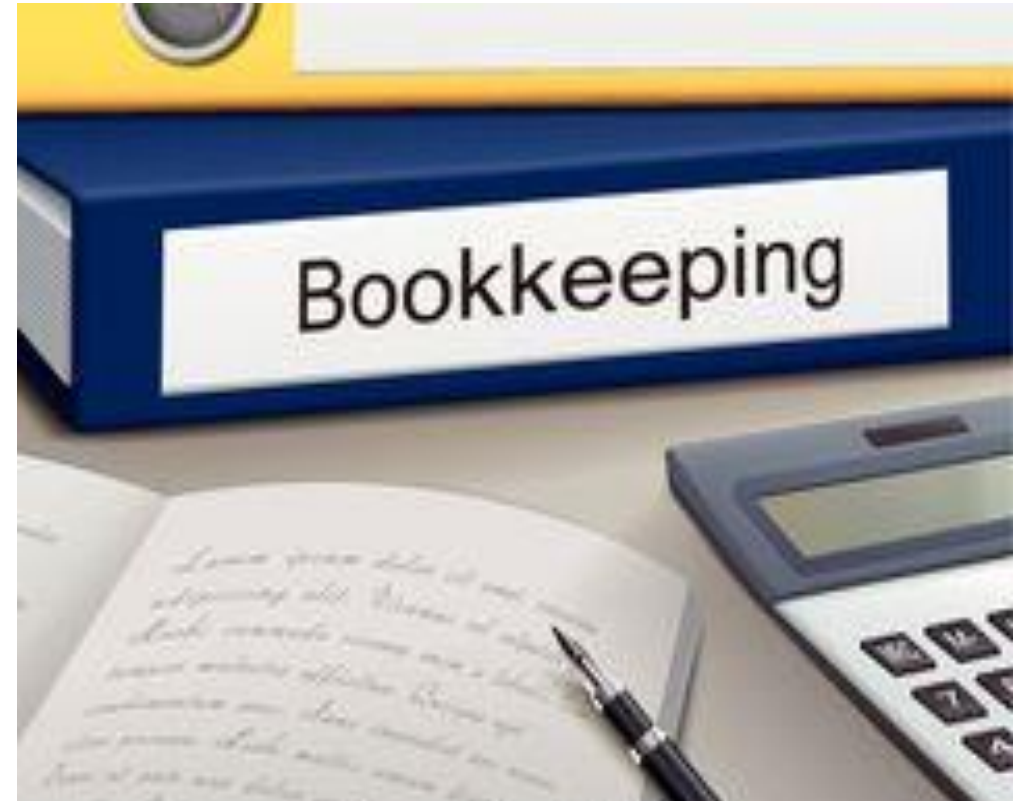


Spring Sprung!



# Bookkeeping

- Worked with the Auditor to collect the needed reports and materials for the 2018 year Audit and federal return.
- Updated our Quickbooks files to reflect names and contact info of current owners.
- Created a calendar of tasks for the bookkeeper to keep us current on bills.
- We changed banks for improved service.
- Worked with new accounting management firm, HOAMCO, to transfer all data smoothly. Now we have an online payment portal! Thank you Board!





## Around TdZ

2019 was a busy year around the complex.

Lots of projects were undertaken, from small to large. BIG THANKS to Charro and Ramon for all their hard work this year. It made a HUGE difference in the look and feel of TdZ!

Here are a few of the projects, in no particular order...



One big undertaking was making improvements to the wiring of the North Arroyo in hopes of making our exterior lighting/pathways safer and more reliable. It was a big job that became a bit bigger than we'd hoped, but we think that scenes like this one of bandaid solutions will be decreased. Future improvements can be made to build on the work that has been done.





Installed a new concrete walkway between the A and N Buildings

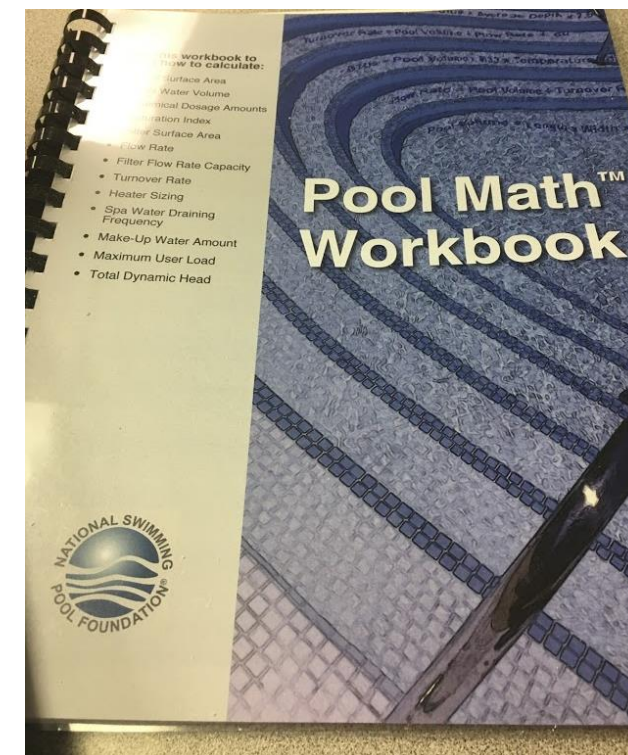


Painted the B Building and repaired parapets and roofs of a few others.



A Beautiful  
Tierra de Zia  
Summer



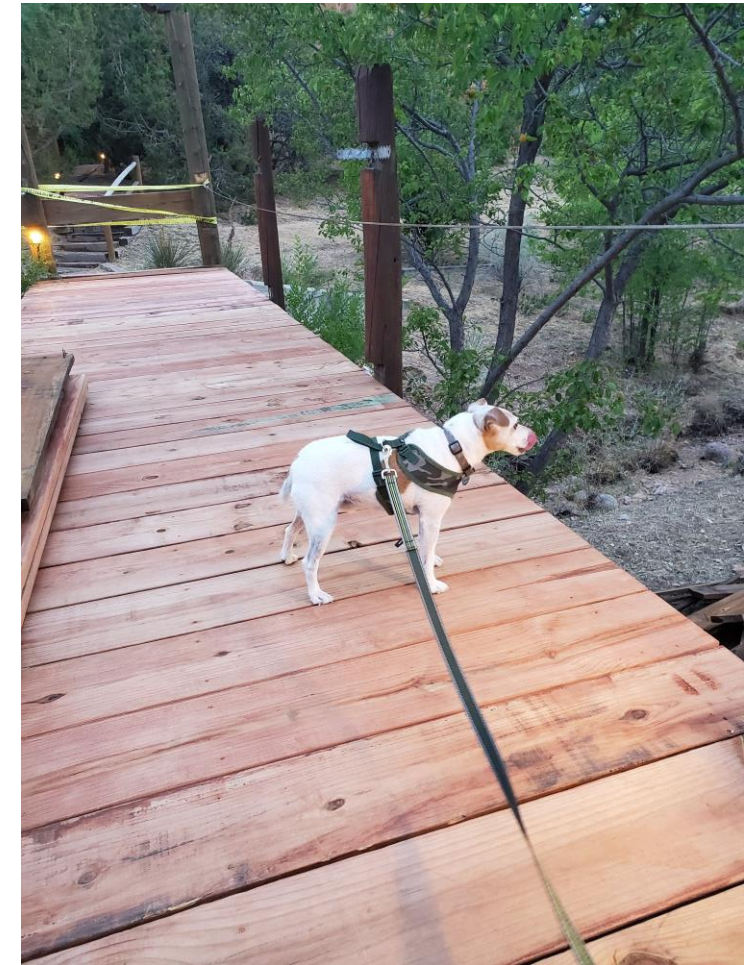


Learned a lot about pool maintenance this year. We installed an automatic pool chemical dispenser, which is now required by state law and a few other required odds and ends, like an emergency phone adjacent to the pool and changing tables in the bathrooms.

We also prettied things up a bit by consolidating most of the signage. And, by visiting the pump room 3+ times a day, I learned that it is full of spiders.



Charro and Ramon worked for weeks and completed repairs on the vehicle bridge and on both footbridges over the arroyo. Next year minor repairs will be made to the remaining bridges. They did a great job!





## A few more updates



Painted the laundry and bathrooms and installed brighter lighting. Working on keeping all the machines working at one time...



Currently installing long awaited directional signage. Pathway version shown- there will be 10 of these around the property, as well as two larger versions at the entrances.

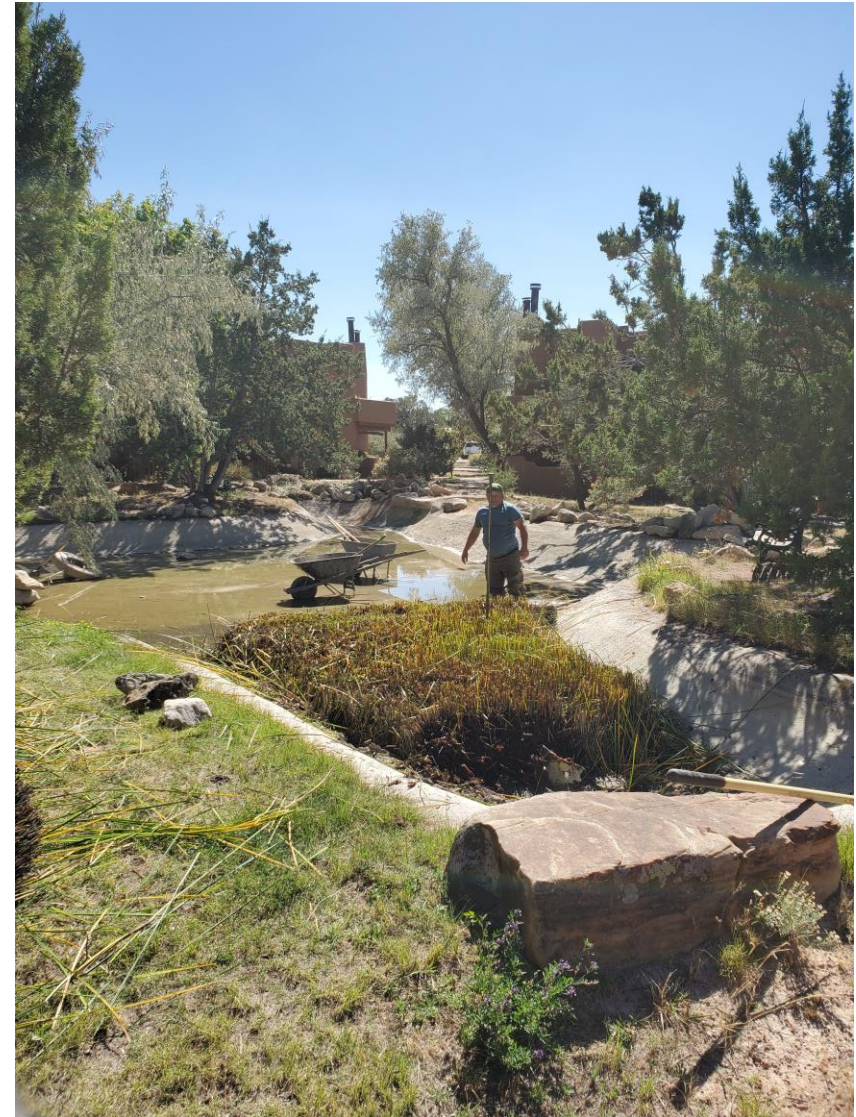


Finally figured out the right size of paper towels to order for the dispensers! Third times a charm...

Poo bags too...



It took 4 men a week  
to muck out the  
South pond.



We were able to donate all the  
pond grasses to a local  
community farm for compost.



# The 2019 Annual Meeting

There was a nice turnout for the meeting last February! We hope to see you on February 8<sup>th</sup>, 2020 at 10am in the TdZ Boardroom.

All the information will also be uploaded to the owner's section of our website [www.tierradezia.com](http://www.tierradezia.com) If you do not know the password, please contact the office.



# Manager's Notes



It has been a privilege to serve as Association Manager over the past year. Definitely some challenges and quite a learning curve. Charro, Ramon and the Board deserve everyone's thanks for all their hard work.

A lot was accomplished this year, and there is still much more to do. 2019 was a lot of discovering how much we didn't know about the workings of the office. Personally, I'm satisfied that we at least now "know what we don't know" and have a much better handle on the systems we need. Some, like the database and a uniform way to handle maintenance requests have been implemented. Others, like parking stickers and a better way to handle the financial side of things are just getting started.

One thing that has been interesting for me is learning the history of TdZ. At creation, we had a much higher number of owners residing here and a much higher level of involvement. Now, we are at around 38 owner occupants and many of the non-resident owners live out of state/country. Some are involved and responsive, others are not so much. There are currently 3 board members handling the load.

One of the biggest issues facing us is not knowing contact information for many of the tenants. This has greatly improved, but we will be creating a mandatory system for owner/landlords to notify the office when their tenants are moving out/in. We would like to require new residents to visit the office for an orientation like other condos in the area do. We would then be able to deactivate gate codes for those who move away, put new residents on our contact list, etc. Cooperation with this will help us improve safety, get everyone on the same page regarding rules like numbers of pets, parking, etc. and help increase the sense of community.

Some of the projects for 2020 are painting the I and A buildings, repairing and maintaining our 31 stairwells, replastering the pool and sprucing up our entrance gates with paint and stucco repairs. Best wishes to you for a happy and blessed 2020!

Julie