
Casa Real Homeowners' Association
Special Meeting Minutes
Saturday, November 9, 2024 at 11:00 a.m.
East Side City Hall

Present:

Board:		Staff:	
P	Judy Skog , President	A	Sarah Kiernan , Pinehurst Manager
P	Brian Kahn , Vice President		
P	Pamela Correll , Treasurer		
P	June Holmes , Secretary		Independent Contractor
P	Diane Knowlton , Director	P	Joan Groom , Meeting Minutes
P	Dennis Nicol , Director		
P	Marcia Burney , Director		

Owners:	
Joan Lay, Lot 40	Cindy Ratzlaff, Lot 160
Frances Raya, Lot 12	Gloria Allen, Lot 171
Shari Huffman, Lot 152	Janet McGinn, Lot 85
Gary Lape, Lot 72	Ardyth Trenholm, Lot 146
Andrea Fooks, Lot 143	Nancy Craychee, Lot 137
Penny Zacharias, Lot 45	Karen Kasper, Lot 33
Jeannette Huey, Lot 88	Diana & Patrick Fennie, Lot 84
Dennis Richards, Lot 89	Bob Simmon (?) for David Myers, Lot 71
William Heying, Lot 139	Keanne Thompson, 142
Tricia Duval, Lot 58	Douglas Vaughan, Lot 75

I. Call to Order

A quorum was established and the meeting was called to order by Judy Skog at 11:01 a.m.

II. Preparation for Contracting a New Management Company

Judy explained this is a meeting of the Board. Our Pinehurst property management team terminated our contract, and we are here to discuss what we are looking for in a new company: what we want to pay, how much we want the property management company to manage. We are looking for a committee that will help the Board accomplish this. Legally, we need members present to hold a Board meeting, and you are here today as witnesses. Questions will be addressed at the end of the meeting. We will have a regular Board meeting on November 19th. Judy then introduced the Board members.

Pam

There are 3 items that need to be resolved quickly:

1. Appointment of a lead person or persons to investigate a potential replacement management company, which translates into a committee;
2. Arrange a follow-up meeting to set up interviews to hire the new company in a timely manner;
3. Determine what we need to do to facilitate the switch. Sarah said we

only have to hire a new company and Pinehurst will coordinate everything with them.

Judy

She spoke with Sarah who said Pinehurst would work with the new company for the first two months, but if there are lingering questions, they will respond. Pinehurst will not just disappear at the beginning of the year. They are there to make sure the transition is smooth and that all questions are answered. Issues will come up and will be addressed.

Pam

Her concern is the bookkeeping because Pinehurst's accounting system is so new to them she worries it will transfer appropriately to the new company.

Brian

We should have one or 2 board members part of the committee searching for a new management company, and one of them should be the chairperson of the committee, with input from residents to help select the next company.

Pam

The key is to identify how many companies we want to interview. Three on the list distributed had an online form to complete.

Judy

She completed a form and told the company there was a meeting today to decide what we are looking for: cost is always a consideration; Pinehurst has not raised their fee in a while, so we'll be lucky to get \$1,600 a month. Hopefully, we will hire a reputable company that will hit the road running and make sure everything is getting done properly. This committee is a committee and not all are board members. Their job is to find a company and report back to the board. The committee will do the leg work of searching for companies, making phone calls, and determining if the company meets our criteria. We're a large community so it might be hard to find interested companies. Pam volunteered to chair the committee.

Brian

Pam, as the committee chairperson, will reach out to the companies to set up appointments. Then the committee will meet with the companies to learn the cost and all the details we need.

Board members on committee: Pam Correll, chairperson, June Holmes
Members on committee: Shari Huffman, Keanne Thompson, Tricia Duval, Joan Lay, Douglas Vaughan

A member asked about self-management and Judy and Dennis responded CR is too big for the Board to be able to take care of everything involved in running the HOA.

Douglas mentioned the limited amount of time to find the right company. Dennis suggested signing a one-year contract to ascertain if it is the right company for CR and deciding after that period whether to retain it or to look for another management company.

Brian

He suggested conferring with Pinehurst about continuing to manage CR month to month, basically providing minimal service, until a new company is found.

A member asked why Pinehurst let CR go and Judy responded that could not be shared, but mentioned petty complaints and threats to both the Board and Pinehurst.

Diana Fennie encouraged the Board and committee members to be honest with companies they interview about the issues at CR. Brian will ask the new company how they deal with similar issues in a community.

Marcia

The board understands the frustrations of the members, but we need to realize it might not be possible to extend management with Pinehurst.

III. Adjournment

- **There being no further items of business, the meeting was adjourned at 11:42 a.m.**

Casa Real Board Members

	Term Ends	Phone	Cell	Email
Judy Skog , President	2025			
Brian Kahn , Vice President	2025			
June Holmes , Secretary	2026			
Pamela Correll , Treasurer	2026			
Diane Knowlton , Director	2026			
Dennis Nicol , Director	2026			
Marcia Burney , Director	2026			
Sarah Kiernan , Pinehurst Properties		298-2146		Sarah@pinehurstproperties.net