



# Woodstream Falls Condominium Association, Inc.

www.woodstreamfalls.com

9700 East Iliff Avenue • Clubhouse Office • Denver, CO 80231

Office: 303-755-4226 • Fax: 303-755-9193

woodstreamcondos@comcast.net

## 2nd Quarter Newsletter

April, 2009

### Board of Managers

**Caryl Buckstein – President**  
**Barry McConnell – Treasurer**  
**Jay Fluet – Member-At-Large**

**Juanita Rucker-Vice President**  
**Pansy Moore, Secretary**

This Board continues to represent the face of the Woodstream Falls community. We are motivated and dedicated to work with the community to promote positive changes through suggestions, recommendations, and input from the community, the Management Company, and members of the Board.

Final decisions are made by the Board of Directors. The Board of Directors works collaboratively with the Management Company who assists the board and community by continuing to provide administrative, financial, and management experience resulting in cost savings, and a strong on-site presence.

### Woodstream Falls Hires a New Management Company

Effective January 1, 2009 Woodstream Falls is managed by Community Association Management Services, LLC (CAMS, LLC). CAMS is headed by president, Pansy Moore, who has lived at Woodstream Falls for 20 years and has served as the on-site property manager for the past two years. At the direction of the board of managers, Pansy has been the impetus behind the many improvements around our community over the past two years. Under her direction, our occupancy is up, property values have stabilized and our financial position has been solidified. Pansy has also served as vice president on our board of managers for the last 2 years. While challenging, the board believes her dual role as onsite manager and board member, has been instrumental in streamlining the communications between the board and management company and has been a critical factor in the revitalization of Woodstream Falls. The move from the Mitchell Powell Company to CAMS as property manager will save the community over \$20,000 in 2009, and gives this community something that it has always needed: A dedicated onsite property manager who is responsive to the needs of this community and this community only. Pansy holds a Masters degree in Business Administration from Regis University and brings several years of administrative experience to her current position. At the direction of the board of managers, Pansy has been instrumental in the development of our new website and in implementing procedures that have delivered consistent financial results. For more information regarding the changes at Woodstream Falls, be sure to check the website at [www.woodstreamfalls.com](http://www.woodstreamfalls.com)

Community Association Management Services, LLC  
9700 E. Iliff Ave. Clubhouse  
Denver, Colorado 80231  
Office 303 755-4226 Fax 303 755-9193  
Email [woodstreamcondos@comcast.net](mailto:woodstreamcondos@comcast.net)

**Election of New Board of Directors Members Held on April 9, 2009**

After being delayed for 14 days due to an untimely spring blizzard, the election of 3 board of directors' members was held at the Doubletree Hotel on Thursday April 9, 2009.

We would like to thank the independent firm of Saltzman, Hamma, Nelson, Massaro, LLP for its service to the community.

The results of that election in order of votes received are as follows:

| <b><u>Name</u></b> | <b><u>Votes Received</u></b> |
|--------------------|------------------------------|
| Pansy Moore        | 166                          |
| Jay Fluet          | 157                          |
| Juanita Rucker     | 153                          |
| Boris Lipkind      | 133                          |
| Forrest DeYoung    | 127                          |
| Chu Son            | 132                          |
| Blair Rollenhagen  | 24                           |
| Igor Pleshkov      | 8                            |

The Board would like to thank all of the members of the community that participated in the election by voting and or running for a seat on the board. We sincerely hope that those members who unsuccessfully sought board positions will work closely with the new board to meet the challenges facing our community in the future.

The newly elected Board Members and their respective terms are as follows:

| <b><u>Name</u></b> | <b><u>Office</u></b> | <b><u>Term Ends</u></b> |
|--------------------|----------------------|-------------------------|
| Caryl Buckstein    | President            | October 2009            |
| Juanita Rucker     | Vice President       | October 2010            |
| Barry McConnell    | Treasurer            | October 2010            |
| Pansy Moore        | Secretary            | October 2011            |
| Jay Fluet          | At Large             | October 2011            |

Those interested in serving the community may also wish to volunteer to work on special committees formed by the board to focus on special projects. If you have an interest in committee service please contact the Management Office 303 755-4226.

Committees Available:

Historical

Finance

By Law-Chair: Barbara Franzen – Board Member Oversight Volunteer – Pansy Moore

Compliance/Grounds-Chair: Joyce Taylor – Board Member Oversight Volunteer – Caryl Buckstein

**Property Manager Notes**

**Financial Update**

**The Association remains in stable financial condition.** The association recently added \$ 99,000 to the \$570,000 in the long-term reserves account. An additional \$ 237,000 has also been set aside in the short-term reserve account

to cover the cost of projects planned for 2009. The Association is positioned to respond to emergencies as needed. These long-term reserve funds will assist the Association in deferring future costs for capital projects. Only recently has Woodstream Falls been able to set aside substantial reserves. Currently the Association also has \$255,000 in the operating account (the majority of the funds come from HOA dues, other revenue sources are the Association's rental property income, window screen purchases, and laundry income.

Approximately 80-85% of owners are paying dues on time or in advance. There are about 10% of the owners on payment plans and the remaining 10% are actively engaged in debt collection procedures by the Association's Attorney. Some of this 10 % are quite old and are gradually being taken off of the books.

### **Payment Process**

Many owners have a misconception regarding the payment process - **NO BOARD MEMBER OR MANAGEMENT COMPANY STAFF HAS THE AUTHORITY TO CASH CHECKS.** Checks are received in the mail, credited to your HOA fee account then deposited into the Association's operating bank account. The Association's operating expenses are in turn paid with these funds. Each month the bank sends a statement confirming receipt of deposited checks and bills paid.

All expenses incurred by the Association are **paid in full** each month and this practice has continued for the past 2.5 years, which has resulted in a solid credit rating for the Association.

### **Pet Regulations Enforcement**

Renters continue to contribute to the large volume of complaints regarding non-pick up of dog waste, and unleashed dogs. Unleashed dogs are also contributing to the rise in complaints of attacks on other dogs and residents. A notice was posted on all mail kiosks, the website, and placed in notification holders to encourage all residents to contact 311 and report violators, it also included notice that if this problem remains unresolved, it may result in revocation of dog privileges within the community. (See copy of notification in newsletter).

**Written** complaints continue to be taken at the Management Office. Owners will be notified in the standard manner. However, if residents report violators directly to Denver Animal Control by calling 311 officers come out immediately and issue tickets. Your name will be kept anonymous if requested.

### **Cigarette Hazards**

Residents continue to throw cigarette butts from their balcony, decks, patio areas into the breezeways and onto other units within the common areas of the community. A large number of complaints are being lodged regarding this issue, which is a major SAFETY issue. Children have been reported to find these butts and attempt to smoke them or using them to light paper items. Fires can easily start by flicking butts onto other unit areas or onto the gravel areas especially during a dry hot summer.

Tenants committing these offenses will cause the owners to be immediately referred to the Association's attorney for legal action upon receipt of a complaint form, as this is a detriment to the entire community and surrounding communities. Place a bucket, or coffee can filled with sand within you unit area and empty that container into the trash receptacles regularly.

### **Rules & Regulations Enforcement**

**Verbal complaints are against regulations Section 3.6** All resident complaints must be in writing. Residents experiencing problems must complete a complaint form. If an issue remains unresolved, the complaint forms serve as a paper trail to take legal action in the event of non-compliance. Because of the potential of legal action, the covenants require the Association to act only on written complaints. All complaints are kept confidential unless

legal action occurs. Please pick up a form at the management office, complete it and drop it off and the Association will be happy to take action on behalf of the owner/resident.

The objective of the Association is to be fair, firm, and consistent with rules enforcement. If we all follow the rules the result is an enjoyable standard of living for everyone.

The Denver City and County ordinances apply to all homes within Denver. The noise ordinances should be followed to avoid disturbing your fellow residents; this includes barking dogs, loud music, visitors or parties. Often times when these ordinances are not followed tension between residents occur. The By-Laws, Article X Section 8 addresses the Association's responsibility regarding interior unit issues. We can only enter a unit on an emergency basis. Owners/landlords, or property managers hired by owners are responsible for handling unit-to unit issues.

Complaint letters will be generated if a complaint is received; however, the Association is NOT a law enforcement agency and cannot take action in a manner that requires police action.

Please contact the following entities to report problems:

1. Police – non-emergency 720-913-2000 or call 911
2. Denver Housing Authority – code enforcement concerns - 720-932-3107 or 311
3. HUD Section 8- tenant/landlord compliance concerns - 720-932-3030

**Take the high road and learn your regulations.** All Rules & Regulations and Bylaws are posted on the Website at woodstreamfalls.com

**All Community Association Governing Documents are not the same.** Some residents mention their experiences at other communities and want to continue those practices at Woodstream Falls. The reality is that each Association is governed differently. Working within the parameters of the governing documents will result in an easier path to meet the needs of all residents consistently. If you need clarification, contact the Management Office.

Board Member Duties - In accordance with the *By-Laws, Article IV Section g*)... to protect and defend the name of the Association any part or all of the condominium project from loss and damage by suit or otherwise.

The By-Laws provide for board members and designated management company contractors to act responsibly on behalf of the organization. If a member threatens to sue, implies attorney contact, or similar actions that imply potential legal activity it is prudent for the Board and Management Company to notify the Association's Attorney and refer individuals or consult with the attorney to ensure the Association is protected. Referrals include, emails, written requests, or documents received. In many cases, attorney fees will be assessed either to the individual or to the Association depending on the nature of the situation.

In cases of violations, debt collections, or locating individuals for collections or contact data, the Association's attorney has methods available to them that the Management Company and Board lack. In these cases attorney fees may be assessed to the owner of record.

Board members and Management Company contractors are entitled to respectful treatment. If they are members of the community, they are also entitled to enjoy their time away from their responsibilities. Residents should contact the Management Office during office hours to address concerns. The Board continues to welcome the opportunity to meet and listen to members who respectfully express legitimate concerns.

#### Evidence of Ownership Regulations

In accordance with Article IX I) of the By-Laws, it is the responsibility of the owner to provide a certified copy of the recorded document giving ownership of a unit to the management company. Copies of those documents are kept in the Association's owner files.

## **Landlord/Tenant Forum**

The number of rental units within the community has increased, which has also resulted in increased violation notices. Unfortunately most violations come from renters who either do not know or do not follow the community rules and regulations. While there are a few resident owners who are sometimes out of compliance with regulations, tenants continue to be the primary violations offenders.

The majority of our landlords visit the property on a frequent basis to keep apprised of the condition of their investment. They understand the common area elements are not utilized as storage facilities or yards for pets. They conduct background checks and carefully screen tenants. These owners read the regulations and provide tenants with them to ensure an understanding of the community standards. These landlords appreciate the notifications sent by Management with the understanding they are being alerted them to issues that affect their property values and that of the overall community and readily respond by resolving the issues. The Board and Management Company thank you for your continued cooperation.

However, the Association's challenge continues to be those few landlords who fail to accept responsibility for the actions of their tenants and would rather seek to blame or deny problems than to facilitate compliance. Those owners should review Section 3 of the regulations. Residents, board members, Covenant Community Services and the onsite officer all of whom are meeting their responsibility to maintain a peaceful and enjoyable living environment can lodge complaints.

**The most frequent rules violations within the community involve the misuse of the balconies and patios and decks:**

- 1. Using common areas for storage of various items including trash, fire extinguishers, headboards, ladders, freezers, exercise equipment resulting in an increase of rodents and a poor image to interested residents**
- 2. Hanging hand laundry and rugs on common fencing**
- 3. Using common elements as yards for dogs and allow pets to defecate and urinate on them which in turn creates disease and health concerns for the residents, particularly the children who play within the grassy common areas.**
- 4. Allowing dogs to run unleashed on the property to poop wherever allowed, particularly in front of fully supplied dog stations, and attacking residents or other dogs because they are unleashed**
- 5. Units are observed to have broken windows, bent window screens, patio screens removed from the sliding track, which gives a negative image of the community.**

Woodstream Falls is a multicultural community of hard working individuals who want to come home to a safe, healthy, appealing, and peaceful environment! The Board would like to challenge all multiple unit owners to help our community by encouraging tenant compliance with all of the regulations. Together with the management company, this joint effort of on-site and off-site owners can work together to bring about changes in our community 2, 7, or 20 units at a time.

Better yet! Join the Grounds Committee. This committee is available for all members truly interested in raising the property values within the community. If you are interested in committee service, please contact the Management Office at 303-755-4226 and leave your contact information **BE PART OF THE SOLUTION!**

## **Neighborhood News**

Construction of Prospect Village (in the 16 acres of open land across Iliff from Clubhouse) will begin late this spring. The preliminary plans were approved by Arapahoe County on March 3<sup>rd</sup>. Prospect Village will be a mixed-use development with 30,000 square feet of retail on the first floor with 328 residential units above. The tallest buildings will be four stories high.

## Finance Committee Volunteers Needed

During the recent election, there was considerable discussion about possibly reducing HOA fees and the possibility of the need for a future special assessment. The Board would like to restate for the record that there is no plan for a special assessment at this time. Those parties interested in planning the financial future of this community are encouraged to volunteer to work on the finance committee with the board treasurer, Barry McConnell. Your suggestions and ideas are welcome.

## Energy & Water Conservation

### Water Conservation

#### What you can do

According to Denver Water, toilets are the largest users of indoor water.

1) Replace existing toilets with high-efficiency models, which can save 3 gallons or more of water per flush. When shopping for a new toilet, look for the WaterSense label – a certification from the Environmental Protection Agency that assures customers the fixture is water-efficient and high-performing.

2) Repair leaking/running toilets. Toilets that continually run after flushing use unbelievable amounts of water in a day. According to Denver Water, *Replacing the rubber flapper (about \$6.00 in a running toilet can save up to 100 gallons a day.* That is a cost savings of \$ 93.80 per year per running toilet.

**Denver Water offers a \$ 125.00 rebate to owners who install a new Water Saver Toilet.**

1) Replace old faucets and shower heads with “water saver” faucets and shower heads.

### Electrical Conservation

#### What we are planning in 2009

**Our cost for electricity makes up more than 50% of our total utility cost.**

### Electrical Conservation

#### What you can do

1) Clean the heat exchanger in your unit regularly. Because of poor air flow many residents run the heating/cooling systems in their units 24/7 with the thermostat set at 60 degrees in the summer and 90 degrees in the winter. This causes the electrical fan in these units to run constantly.

Poor air flow has 3 main causes:

- ✓ The units’ fan is loaded with dirt and dust and does not move enough air through the system. The “squirrel cage fans should be cleaned at least every 3-4 years
- ✓ The back side of the coil ( you can’t see it) is covered with dust and dirt and prevents any air from flowing through it to be warmed or cooled. The coil should be cleaned at least every 3-4 years to allow airflow and adequate heating and cooling.
- ✓ The filters are dirty and need to be replaced. Filters should be changed at least every 3 months. Filters are supplied at the management office at no charge.

2) Install programmable thermostats. Many systems are left running all day or night when residents are at work and the units are empty. Your HVAC system professional can install a programmable thermostat at the same time your

system is being cleaned and serviced. According to Xcel Energy, “Using a programmable thermostat can save as much as 10% a year”.

Cleaning these systems and installing programmable thermostats will result in immediate electrical savings from reducing the running time of these fan motors. Estimated cost of these services should be around \$ 175.00 for cleaning, & \$ 40.00 for programmable thermostats.

**Maintenance Tips**

What to do if you have a water leak.

- 1) If you are on the top floor and have a leak from your ceiling –Call the office immediately.
- 2) If you are on the either of the lower floors of you building contact your neighbor first. Most leaks between units are caused by poorly sealed bath tubs, washing machines, or dishwashers. These problems must be solved between neighbors/owners.

**Lukewarm Water?**

About 3-4 times per month we receive calls in the management office regarding a lack of domestic hot water. Because these calls are usually from a single unit, we know that the problem isn’t a malfunctioning domestic hot water boiler. (When one of our large domestic hot water boilers is out we get several calls from the units served by that boiler, because each boiler serves between 60 -75 units)

**Worn out or malfunctioning single handle faucets and showers are the most frequent cause of lukewarm water in your unit**

Because the hot water is always re-circulating through the pipes, worn out single handle faucets and showers can begin to allow the hot water to blend with the cold water. Even when the water is not running.

This problem can even affect the units above yours, because the mixed hot and cold water then travels up the pipe to the next unit on the stack. Owners should replace the cartridges in their single handle showers and replace their single handle faucets with either a new single handle faucet or a new two handle faucet to correct the problem. In most cases, the shower cartridges can be replaced without having to remove the tile from the shower wall; however, it does require shutting off all water to your building. Most faucets contain a shut off valve underneath the sink. If your shut off valves are extremely hard to turn I suggest you also have your plumber replace these while the water to your building is off.

**Summer Maintenance Projects Planned**

| <b>Project</b>  | <b>Month</b> | <b>Done By</b> |
|---|--------------|----------------|
| Finish Painting Stairways/Handrails Bldg G,H,I,J,K,KK | April        | staff          |
| Install New Stair Treads All Bldgs                    | April -May   | staff          |
| Install New Bldg Signs All Bldgs                      | April May    | staff          |

|  |               |                |
|--|---------------|----------------|
| Finish Clubhouse Exterior                                      | June /July    | staff          |
| Patio enclosures 20 scheduled for repair/replace               | April-August  | staff          |
| Laundry Room Exteriors C, CC, R, L, + Storage Bldgs            | June /July    | staff          |
| Install Rain Sensors Sprinklers                                | April         | Contractor/bid |
| Laundry room Gutters   | August        | Contractor/bid |
| General Lighting Improvements                                  | April-August  | Contractor/bid |
| Landscape Step replacement                                     | April- August | staff          |
| Minor Roof top Deck Repairs                                    | May-June      | staff          |
| Childrens Play Area  | July/Aug      | Contractor/bid |
| New Woodstream Sign Main Entrance                              | Sept/Oct      | Contractor/bid |
| 2nd & 3rd Floor Landing Railing Replacement                    | OCT/SEPT      | Contractor/bid |
| Paint Rust Stains on Breezeways Below Landings                 | OCT/SEPT      | Staff          |
| Selected Stucco Replacement 3rd Floor Breezeways               | JULY/AUG      | Contractor/bid |
| Grass planting selected areas/ Flowers/shrubs on Hill by Falls | Spring        | Staff          |
| Flowers/Shrubs Front of Bldg Double Doors                      | Spring        | Staff          |
|  |               |                |