

**HACIENDA CARMEL COMMUNITY ASSOCIATION  
MINUTES OF THE REGULAR MEETING OF THE  
BOARD OF DIRECTORS  
Thursday, April 27, 2023  
Casa Fiesta**

**PRESENT:**

Mr. Art Sutton, President & Director  
Ms. Fran Baca, Vice-President & Director  
Ms. Jackie Graham, Treasurer & Director  
Mr. David Delwiche, Corporate Secretary & Director  
Ms. Mary Pat Adams, Director  
Ms. Sara Harnish, Director  
Ms. Elizabeth Husby, Director  
Ms. Joan Murray, Director  
Mr. Bill Quinn, Director  
Mr. Robert Hedberg, General Manager  
Ms. Jeanne Mileti, Recording Secretary

Eighty-six members attended the open meeting in Casa Fiesta.

1. **CALL TO ORDER:** The open meeting was called to order at 10:14 a.m. by Art Sutton, President.
2. **REVISION OF AGENDA:** Mr. Hedberg requested the Consent Agenda be corrected to reflect 3 pending sales.
3. **MEMBER COMMENTS ON AGENDA ITEMS:**

- Mary Pat Adams, Chair of the Policies and Procedures Committee, made the following comment: “At the Board meeting last month the Policy & Procedures Committee asked the Board to approve a series of changes for the use of some community spaces. We made a mistake and I apologize for that. We violated our own rules and the California Civil Code, which require a 28-day notice to all members of HCCA for such changes, and this rightly drew the attention of many in our community.

“I might add that our Committee was trying to address the issue of finding more space for the various art and craft activities identified as a need by the E&E Committee and Arts Council. The goal was to balance the needs of all and the equitable use of our limited community spaces.

“Again, I’m sorry for this error on our part in not providing proper notice to give the community time to provide their ideas on this issue.”

**MEMBER COMMENTS ON AGENDA ITEMS, continued**

- Mary Lou Donegan, unit 291, asked for an explanation of the two sections that provide for member comment periods on the agenda.

Mr. Sutton explained that the first comment period is for items on the current agenda; the second is for any association matters.

- Eleanor Robinson, unit 279, asked that the membership be provided with the information in the report on the G&G rooms, to determine if the report contains factual information regarding the number of doctor’s patients, massage participants, and customers of the hair salon.
- Cathy Solms, unit 31, commented that the color of the lobby furniture is not what the membership chose, and there is a need for pillows for lumbar and neck support.
- Susan Reddington, unit 238, noted that at the September 22nd Board meeting it was stated community members would have input regarding the landscape plan all along the way – why didn’t this happen?

Mr. Sutton noted there is no landscape plan in place – it will be reviewed today and the membership will have 28 days to comment.

- Connie Winners, unit 197, noted the agenda item on a pickleball guest policy. She suggested the Board first speak to the small pickleball committee that has been established.

Mr. Sutton noted that in Executive Session the Board discussed reaching out to the pickleball players first.

**4. CONSENT AGENDA:**

**a. Approval of Minutes:** Regular Board meeting of March 23, 2023.

**b. Occupancy Applications:**

Rasha Morad & Ashraf Mostafa	Authorized Occupants, Purchasing #289
Marianne Groh	Authorized Occupant, Purchasing #50
John & Rebecca Pollard	Authorized Occupants, Purchasing #44
Doug & Cheryl Messinger	Authorized Occupants, Leasing #168
Gregory Morrell	Additional Authorized Occupant, #171

**c. Sales Activity & Rental Report**

4 units currently listed, with 3 of those currently in contract. 22 unit sales since May 1, 2022. The current number of rentals is 42.

**d. Financial Report:**

- i. Review of Financial Statements for March 2023
- ii. Approval of Reserve Fund Expenditures for Mar. 2023 total \$33,563.13.
- iii. Verification of bank reconciliation & check register review for Mar. 2023.

CONSENT AGENDA, continued

Ms. Adams made a motion to approve the Consent Agenda. Ms. Harnish seconded the motion which carried unanimously.

5. **PRESIDENT’S REPORT:** Mr. Sutton reported that as a result of the decision last month that was made to eliminate the doctor’s office, the massage service, and the hair salon, he reached out to Dr. Saddy on Tuesday and told him we have a petition signed by over 190 people, which is a significant portion of our membership. Dr. Saddy indicated that he is willing to continue to see his patients here. The Board will be voting on this later today.

As it stands right now, the Board has not voted on the landscape plan. There is a petition requesting a meeting to talk about the plan, but it has not been approved. We have hired a company to prepare a landscape plan for us, but actual implementation of the plan, and commitment of the funds to achieve that implementation, have not been approved. The Board will be discussing this later in the meeting today. Members will have a 28-day period in which to submit their comments, and it will be voted on at the May 25<sup>th</sup> meeting.

In Executive Session the Board discussed staff pay increases and other personnel issues. The Board received a request for a variance on the parking rules. As the request involves a disability, the variance was approved. The Board also discussed the bids for the boiler replacement in Casa Central, and a guest who went through the window in Casa Fiesta while playing pickleball. New safety glass is to be installed.

Comments at the last meeting on agenda items included John Hale who commented on the restriction of the number of vehicles per unit. A variance needs to be requested if there are more than two vehicles. John Ryder commented on the parking rules and felt some of them were onerous, however, many of the items he mentioned were removed from the final version. Doug Zane suggested we install generators in case of power outages. Mr. Sutton explained there is no money in the budget for that, but individuals can purchase their own so long as it is powered by propane.

Mr. Sutton did not go through the comments on the doctor’s office and hair salon at the end of the last meeting – that will be discussed later in this meeting. There was another comment from John Hale thanking the Board for their consideration.

Mr. Sutton noted the Board received seven letters regarding the hair salon and doctor’s office, which will be discussed later in the meeting.

6. **GENERAL MANAGER’S REPORT:**

- **Lobby Refurbishment:** The lobby is nearly complete. The furniture has been installed and the lighting is almost finished. Pillows are on the way.
- **Casa Amigos:** The Board initially approved an amount not to exceed \$35,000 for the bottom floor of the Guest House. The total spent was \$32,700.

**GENERAL MANAGER’S REPORT, Casa Amigos, continued**

The General Manager requested direction on the disposal of the old furniture that came out of the Lobby and Guest House rooms. The Board discussed it, and Ms. Adams made a motion to allow employees to select any pieces they wish to take at no cost, and then residents can submit their interest in the rest of the pieces, which they can purchase. Any remaining furniture to be donated to the Veteran’s Transition Center and Yellow Brick Road. Ms. Baca asked that a time period – within one week – be added to the motion. This was agreed to by Ms. Adams. Ms. Harnish seconded the motion which carried unanimously.

- **Status of Vehicles on Order:** The carts are still on order and Ford is still working on production of their ’23 passenger van model.
- **EV Station:** The EV station is up and working. There is an information sheet on it in the wall rack by the Front Desk. There is one rate for residents and employees, another for outsiders.
- **Berm Resurfacing:** Weather has stalled the berm resurfacing project, but they are hoping to start the latter part of next week. Portions of the berm will be blocked off as they are worked on. They will start mid-way on the south side and work to the west.
- **Site Map Revision Update:** Work continues on the site map. The project will be further discussed at the next Fire-risk and Mitigation Committee meeting.
- **Elevated Walkway/Balcony Inspection:** The General Manager reported that a new law went into effect a few years ago in California that requires all condominium associations to have an inspection done of their balconies and elevated walkways. The only two at Hacienda Carmel are off of the business office in Casa Central, and the top floor of the Guest House. California Deck Inspection performed the required task and found no defects or work needed. The item is included in the Reserve Study.
- **Additional Information Items:** Annual servicing of all fire extinguishers on the property was done last month, as well as the hood in the kitchen which has its own fire suppression system. VNA has contacted us about a booster shot clinic. The General Manager will coordinate it for sometime in May. Also, the ballots have been distributed to all members. There are no Board member candidates on the ballot, as there were three openings and three candidates, therefore it will be an election by acclamation.

7. **COMMITTEE REPORTS:** The following committees either presented and/or submitted reports:

- **Finance:** Jackie Graham, Treasurer and Committee Member, reported that the Finance Committee met on April 20th and reviewed the March Financial Statements, which are included today in the Consent Agenda.

The committee discussed the annual natural gas contract with Commercial Energy, but since a final quote had not been received, they only recommended a fixed rate contract.

**COMMITTEE REPORTS, Finance, continued**

Mr. Hedberg explained that the quote for gas was received before the Board meeting. We are currently paying 87.5 cents per therm – the new fixed rate is 73.4 cents per therm. We also have the option of going with a collared rate which has a range of 53.8 cents per therm to 93.8 cents per therm. Following discussion, Ms. Baca made a motion to approve the fixed rate of 73.4 cents per therm. Mr. Delwiche seconded the motion which carried unanimously.

The existing camera system at Hacienda Carmel consists of one camera mounted on a pole, pointed towards the bridge, and another camera mounted on the end of the Art Studio building, pointed towards the entrance to the west end. The system is hard-wired and there is a digital recorder in the Security office, near Carport 5, that does not have internet access. Mr. Hedberg presented the committee with a bid from First Alarm to replace with two upgraded cameras with wireless capabilities. The bid is for purchase of the cameras and the link for remote viewing – there is no monitoring of the system by First Alarm and it is completely separate from the alarm system. The Finance Committee recommended approval. Ms. Adams made a motion to approve the expenditure of \$2,264.47 to First Alarm for replacement of the cameras and addition of a remote viewing link – monies to be expended from the Reserve Fund. Ms. Husby seconded the motion which carried unanimously.

- **Architectural Review**: Connie Winners reported: “The committee met on Wednesday, April 12<sup>th</sup>. We received two requests for change or addition to units that were in accordance with the Architectural Rules and were approved.

“The committee received one request from the owner of 197 for addition to the common area. There is a photograph of the proposed area located on the east side and front area of the unit. There is an estimate from Granite Rock, along with rock samples, proposed to cover the area. The estimate as proposed, including fabric cloth to cover, would be approximately \$350. This is a visible area of bare dirt that has been cleared since early November 2022. If approved this area can be covered until any new landscaping can be planted. The committee approved the request as a variance to the Board of Directors.”

Ms. Adams made a motion to approve the variance as recommended by the Architectural Review Committee. Ms. Harnish seconded the motion. Following Board discussion, the motion carried unanimously.

Ms. Winners mentioned that the outdoor dining chairs were out of stock, but are in stock now. The dining table tops were ordered and received, but had damage to them so we have been reimbursed for the purchase.

- **Fire-risk Assessment & Mitigation**: Bill Quinn, Chair, reported: “On Wednesday, April 12, the Fire-risk Assessment & Mitigation Committee held its monthly meeting. The General Manager handed out the 2<sup>nd</sup> draft of the new site map of Hacienda Carmel prepared by the newly named Ward Engineers. The Committee considered the revisions to the 2<sup>nd</sup> draft from the 1<sup>st</sup> draft, and a consensus was reached to add two additional revisions to the map which were to include (i) the system of concrete walkways and (ii) drawing lines separating each unit within each building with the unit number in its center,

**COMMITTEE REPORTS, Fire-risk Assessment & Mitigation, continued**

matching the look of the existing site map that does not show all the property owned by the Association.

“The General Manager thereafter reported on the status of bids regarding installation of a chain-link fence around the entirety of the structures grouped in the flood pump area in the northwest corner of the Association’s property, which includes a cistern and pump, a generator, the propane tank, and an electric panel—each separate structures. The Committee considered the various options provided by the bidders and elected to recommend awarding the contract to Cypress Coast Fence for an amount not to exceed \$5,500 for a six-foot fence with green slats that will surround all these critical structures and provide both some aesthetic improvement and wildland fire protection for them, and for the propane tank in particular.

“In furtherance of the woodpile mastication effort, Committee Member Mary Pat Adams met with Capt. Shayon Ascarie of CalFire on March 29, 2023 in order to review the mastication of all the existing wood piles in the West End for the “after” inspection, in order to get approval for payment under the grant from the Cypress Fire District. That mastication work was undertaken on March 13, and continued on March 15, 16 and March 17 when it was completed. In addition to eliminating a significant wildland fire hazard, the whole area has been newly beautified and has an attractive park-like look, which has all been paid for by the Cypress Fire District.

“This payment by Cypress Fire District now leaves a remainder of \$3,000 of grant money that must be used by the Association by the end of the current grant cycle early this summer, and the Committee agreed that this amount, plus some funds from the reserve account created for this purpose, be used to focus on widening and strengthening the currently vulnerable firebreak between the Quail property and the Association’s property at the southwest corner. To this end, the Association shall be contacting Lopez tree service to provide an estimate for this service for this grant cycle, which task may need to be continued and completed in the next Cypress Fire District grant cycle beginning in June. And as to the question of the next grant application to the District from the Association, Committee member Mary Pat Adams kindly volunteered to oversee this effort, in which the Association may increase its annual request above the \$24,000 in matching funds that was awarded to the Association this past year.

“The horticultural Master Plan for the Association now nearly fully developed by Rana Creek was the next significant topic of discussion by the Committee. The first of the proposed meetings open to the Association’s membership to allow our Residents’ input and feedback on the draft Master Plan occurred on March 29 at Casa Fiesta. This slideshow presentation by Rana Creek was well attended, and a variety of differing opinions about Rana Creek’s work were aired. Apparently as a result of information shared at this meeting, the Board received a petition dated April 9 pursuant to §7510(e) of the State’s Civil Code from eighteen Members of the Association calling for “a special meeting of the membership to discuss current and future expenditures under the recently Board-approved landscape master plan.” Scheduling for this meeting is governed by §4.13 of the Bylaws, which provides that “in the case of a special meeting called pursuant

**COMMITTEE REPORTS, Fire-risk Assessment & Mitigation, continued**

to written request of Members, notice of such special meeting shall be given to Members by Individual Delivery within twenty (20) days after receipt of a written request by the Board, and the date for such special meeting shall be not less than thirty-five (35) days nor later than ninety (90) days after the date of the Board’s receipt of the written request.” The Board will be addressing this matter and the scheduling issues at the April Board meeting and thereafter.”

Mr. Quinn made a motion that the Board of Directors award a contract to Cypress Coast Fence, based on its bid, for an amount not to exceed \$5,500 to install a six-foot chain-link fence with green slats that surrounds all four critical flood-pump structures, including the propane tank, in order to provide both increased wildland fire protection for them, and for aesthetic improvement of the site. Ms. Adams seconded the motion which carried unanimously.

Mr. Quinn made a motion that the Board of Directors authorize the General Manager, in response to a requirement of CalFire and as an initial course of action, to contact the General Manager of the Quail corporation to discuss weed abatement of its property immediately south of the Association’s south berm, for which work the Association has fully paid in recent years, in order to seek amicably a more equitable arrangement. Ms. Adams seconded the motion which carried unanimously.

- **Policies & Procedures:** Mary Pat Adams, Chair, reported: “The Committee met on April 6, 2023 with members Fran Baca, Sara Harnish and Elizabeth Husby, chair Mary Pat Adams and advisors Robert Hedberg and Jeanne Mileti.

**1. “Discussion of proposed policy for annual increases in fees for use of shared assets.**

After some discussion the Committee tabled this discussion until after the Finance Committee makes a recommendation to the Board on this topic. It was noted that while the current budget has no increase in these fees the Finance Committee has not yet had time to review and consider this issue.

**2. “Job descriptions for staff**

The Committee briefly reviewed its task of Supervisor interviews and agreed to compile and then review their notes before scheduling additional staff interviews. The Committee will continue to work on this project.

**3. “Use of G&G Rooms**

The Committee discussed the need for more discussion and information about the equitable use of community spaces and will continue to work on this.

Ms. Adams made a motion that the Board reverse approval of the changes made to the use of various community spaces at the March 23, 2023 meeting of the Board. Ms. Baca seconded the motion which carried with one Director opposed.

**4. “Proposed changes to Ground Rule #14 (use of HCCA Employees for Residents’ Projects)**

Remains tabled until the job description project is completed.

COMMITTEE REPORTS, Policies & Procedures, continued

5. **“Use of Casa Fiesta for Pickleball play**

After discussing the injury of a guest playing pickleball in Casa Fiesta the Committee considered recommending the Board consider a policy restricting such play to HC Residents only, or establishing an age requirement for players, or consider liability waivers for players. The Committee agreed to ask the Board if it wishes to consider policy changes on this topic.

6. **“HCCA Ground Rules regarding smoking**

The Committee learned that an HCCA Ground Rule regarding smoke and secondhand smoke (Appendix A of Ground Rules, approved by the Board in 2020) is in conflict with the CC&Rs that were approved by the Members of the Association in 2021 (CC&R 5.4 , No Smoking in Common Area). The Committee agreed to ask the Board to repeal the Ground Rule.”

Ms. Adams made a motion to repeal Ground Rule Appendix A. (The presiding policy in the CC&Rs is more restrictive and does not allow smoking anywhere in the common area. This does not include patios, which are exclusive use common areas.) Ms. Graham seconded the motion which carried unanimously

“The Committee will meet next on Thursday, May 11, at 9:30 a.m. in the Durr Room”.

- **Events & Entertainment:** Elizabeth Husby reported: The E&E had \$1,082.09 in the budget as of April 1<sup>st</sup>. They spent \$500 for a downpayment to secure the Firefly Band for New Year’s Eve, and \$359.17 in preparation for Memorial Day festivities. Easy Yoga will be cancelled tomorrow morning, but it will continue the following week.

8. **UNFINISHED BUSINESS:** None

9. **NEW BUSINESS:**

- **Board Approval of Election by Acclamation:** Mr. Sutton reported that the following candidates have been found to be qualified candidates for the Board and are to be Elected by Acclamation in compliance with California Civil Code Section 5103 and the HCCA Bylaws Article 5.7:
  - i. Paul Carriere, Unit 186
  - ii. Brendan Kelly, Unit 201
  - iii. Niki Tugwell, Unit 282

Ms. Adams made a motion to approve the Election by Acclamation. Ms. Graham seconded the motion which carried unanimously.

- **Replacement of Casa Central Boiler:** The boiler in Casa Central, which provides heat to the building and is located off of the upstairs business office, has finally, after 62 years, stopped working altogether. Mr. Hedberg secured three bids for replacement:



**NEW BUSINESS, Boiler Replacement, continued**

Air Tech Service quoted \$59,720; Peninsula Hydronics quoted about the same, and Della Mora Heating and Air Conditioning quoted \$53,949. The allocation in the Reserve Study was \$72,300.

Ms. Baca made a motion to approve the bid from Della Mora to replace the boiler in Casa Central for \$53,949, monies to be expended from the Reserve Fund. Ms. Husby seconded the motion which carried unanimously.

- **Petition to Call Special Meeting on Landscape Plan:** Mr. Sutton explained that there seems to be a misconception about the landscape plan and how it's to be implemented and what it's for. It was created in an attempt to lift the planting moratorium and give us a road map for planting to reduce fire risk. The plant material within the complex is aging and we have to be in a position to replace it as it becomes obsolete. We are mandated by a new law to remove combustible material within five feet of structures. Almost every building on the property has combustible material growing next to it. The plan gives us guidance on what to plant to replace these areas. Right now there is nothing set aside to do that. Normal maintenance is something we do every year, it is in the Reserve Study. When the area beside your unit comes up for replacement, this is a method that will give our grounds people a template for what goes there. As cited earlier, there is nothing in place yet. The plan is on the website now and will be voted on next month. Members will have 28 days to comment. Those comments will be taken into consideration when we vote on this next month.

Ms. Adams noted that the plan grew out of the Fire-risk Assessment & Mitigation committee. They asked themselves that if they have to take plants out, what are they going to do to replace those areas so that they still look beautiful? That was the genesis for this whole project – to have a plan for what we would do as we implement the process of what is required of us by state law.

Ms. Baca made a motion to approve the landscape plan and delay the vote until next month so that all members have a chance to view the plan. Comments can be made in writing or at the beginning of the next meeting. Ms. Adams seconded the motion and added that the plan has been posted on the website. Mr. Quinn noted that the Board has a responsibility under the California Civil Code to implement the petition process and hold a special meeting. The motion was withdrawn, and Mr. Sutton will work with management to get a time for the meeting arranged and post notice.

- **Petition to Reverse Board Decision on Services:** Mr. Sutton noted this decision has been reversed. (See entry under P&P item #3 above.)

**10. COMMENT PERIOD FOR MEMBERS:**

- Susan Reddington, unit 238, noted there were two letters sent to the Board on the landscaping that were not mentioned in the President's report. She feels the Rana Creek plan includes far more than fire mitigation. According to Mr. Quinn it will cost us hundreds of thousands of dollars, over time, to fulfill the plan. The plan itself cost us \$32,750. Our own gardeners will be planting and could have made plant decisions. Additionally, the members were told we would have input throughout the process and we would like a vote on the matter.

**COMMENT PERIOD FOR MEMBERS, continued**

The letters will be posted on the Bulletin Board.

- Liz Tarrozi, unit 261, attended the Rana Creek meeting here and asks that the Board give the members the respect they deserve. There is protocol about how the members are to speak to the Board, but we need protocol about how the Board speaks to the members. At the meeting those over 80 were asked to raise their hands and were then told they would not live long enough to see what will happen in the future.

Mr. Sutton owned the comment and apologized if people were offended by it, but the point is this is a long-term plan to replace vegetation as it becomes necessary to do so.

- Janet Crosby, unit 68, thanked the Board for serving – she has served on Boards in the past. If one day Dr. Saddy should choose to leave, Dr. Kennedy is interested in coming here. She also thanked the Board for the furniture, and feels that was handled well. She suggested slipcovers for the arms of the new chairs in the lobby, and would like to see a couple of hard armchairs there as well. She also believes there is a law in California that does not allow smoking in multi-family buildings. [That law is by county and Monterey does not have a restriction.]
- Beth Egge, unit 178, mentioned the cost of heating the main building, which is part of the maintenance fees paid by all owners. She suggested the door to the pool in the dining room, which is left open, be replaced by an electric door. Perhaps ceiling fans, to circulate the warmer air, might also be considered.
- Jane Bowles, unit 260, understands the needs of the Art Group are important, but she feels the need for a doctor and hair dresser on site are more important.
- Jeanne Wooldridge, unit 175, is pleased to see that Niki Tugwell will be serving on the Board. She passed along a suggestion that Niki made a few days ago: Share the space in Casa Fiesta between ping pong and pickleball. Two days a week you have ping pong, and two days a week you have pickleball there.
- Connie Winners, unit 197, thanked the Board for their hard work and asked members to be appreciative and respectful of how they speak to the Board. She commented on the placement of various items in the common area by residents. The CC&Rs state that you cannot place anything in the common area (all outside areas with exception of your patio) without getting Board approval. There are also restrictions on what you can place in the walkway outside your front door. She asked that all residents please consider these rules.
- Heather McClaren, unit 88, called attention to the number of people who attended the Board meeting today. She feels it indicates an overwhelming rejection of the actions taken by the Board. She asked if members are aware that Hacienda Carmel paid \$11,000 for a landscape plan in 2010. We have an outstanding head gardener who knows the property. Her fees have gone up 50% since moving here and now members are being told we will be spending hundreds

**COMMENT PERIOD FOR MEMBERS, continued**

of thousands of dollars on landscaping, albeit over 10 to 20 years. This could drive many out of their homes. She feels there should be a round table discussion with residents. Many wish to know how and why the rules are being changed without the membership understanding what is going on. We have a professional manager, but the Board is moving more and more towards what happened at Del Mesa, where the Board took over management of the association. They have had four or five managers over several years.

- Star Erickson, unit 105, reported that she was with Betty Olson when she found out, through the Bulletin, that she was losing the hair salon – she was in tears. She asked that if changes such as this are to be made, that the Board be more considerate about the people it will affect. She understands it is not easy to be a Board member and thanked them for their hard work.
- Julie Anongos, unit 271, thanked everyone who turned out today. It is a great time for people to share their thoughts. This is the best way to find out what's going on. She does not like to attend meetings but feels it is important to be involved in her investment here and follow what's going on. She expressed her appreciation for all the time and work the Board members put in, and thank you to the outgoing members, Mary Pat, Joan, and David.
- Eleanor Roeck, unit 248, has lived here for 28 years and noted we have never had a Board who tried to take away our amenities. Past Boards worked hard to enhance our lifestyle at Hacienda Carmel and added amenities.
- Mary Lou Donegan, unit 291, stated we had 8 lamps in the lobby before. Now there are only 4. She feels we need additional light by the sofas to read. She knows it takes a lot of time to serve on the Board, but it also takes a lot of time to communicate with the community. She asked that the new Board reach out to the community to see what they want.
- Donna Bessant, unit 214, stated that in March 2022 the Board set five goals, one of which was more effective communication between the Board and the General Manager, and between the Board and the membership. Offering the option of writing a letter to the Board is not enough. Very few people write to the Board. She suggested the Board take as much time as is necessary to actually talk to members: Set up meetings with members, small chats, etc. Communication is a lot of give and take. She asked that the Board discuss, at the next Board meeting, different ways of communicating more effectively with the membership. She asked if there will be an open house for the new Board members.

Mr. Sutton explained there will be a presentation at the Annual Meeting on the first Monday in June.

- Kathy Picetti, unit 224, sells real estate and has always been so proud of Hacienda Carmel. Recently, at her open houses, she has started to see a change in the residents. Where there was a very special and welcoming community, suddenly everyone has so much strife and is so unhappy. Hacienda Carmel was always better than Del Mesa mainly because of the wonderful amenities we offer. She is

**COMMENT PERIOD FOR MEMBERS**, continued

happy that the Board reversed their decision on the doctor's office and the hair salon. Having the doctor on site for quick visits such as blood pressure checks is such a great amenity.

Mr. Sutton noted that Dr. Saddy is willing to come more often if more people wish to see him.

- Susan Reddington, unit 238, feels that our General Manager, Robert Hedberg, does a great job and deserves a round of applause, and feels we need to rely on him more.

- 11. ADJOURNMENT:** The meeting adjourned at 12:17 pm, The next regular meeting of the Board will be held on Thursday, May 25, 2023 at 10:00 a.m. in Casa Fiesta. The Board will meet at 8:30 a.m. in the Durr Room prior to the open meeting.