

**DOUBLE R RANCH OWNERS' ASSOCIATION, INC.**  
**REGULAR BOARD OF DIRECTORS' MEETING**  
**November 09, 2021, 7 p.m.**  
**161 BROKEN SPUR CIRCLE**  
**Open and Zoom meeting**

**DIRECTORS PRESENT:** Bill Dillard, Cheryl Young, Greg Henrie, John Schuetze, Ron Beadles and Billy Wilson

**OTHERS IN ATTENDANCE:** Joe Ortega, Joan Hutchinson, Susie Crews, JoAnn Peterson

**MEETING START:** The meeting was called to order by 1<sup>st</sup> Vice President, Bill Dillard at 7:00 p.m. The Board and Residents in attendance introduced themselves as well as Office Manager, Deborah Nickels and Ranch Manager, Joe Ortega.

**UPDATE UNFINISHED OLD BUSINESS: CREDIT CARD USAGE** The Board then agreed to receive this item as a convenience to the presenter of PAYNETWORX, LLC'S CEO, Trent Voigt, who Greg Henrie introduced via FaceTime. Greg H. also introduced this company as a Merchant Processing App. Mr. Voigt explained his company is different than many other processors who get "cuts" of each transaction. He stated PAYNETWORX, LLC is not just a processor, it can perform all payment types and provide cash distribution of up to \$500.00. Pertaining to the DRROA, it would pass the applicable convenience fee of 3.5% on to the customer who uses the service via terminal application.

John Schuetze inquired about paperwork which would be required to establish DRROA account in accordance with Homeland Security Underwriting Rules that establishes the identity of user. John S. questioned if PAYNETWORX, LLC would provide the same information on his company as was required of the DRROA, which Mr. Voigt agreed to upon request. John S. also informed he would speak with John Cressey-Neely to review DRROA By-Laws and Standard Operating Procedures regarding Visa/Mastercard usage.

Mr. Voigt advised DRROA residents could also draft bank accounts for specific amounts. Greg H. inquired if there was a setup fee and it was acknowledged the fee for setup would be waived. John Schuetze asked who charges the customer to which Mr. Voigt explained, PAYNETWORX, LLC does this through the App transaction and DRROA then receives what is owed. Greg Henrie questioned how fast the DRROA funds would be received after transactions. Mr. Voigt explained due to processing etc. it was usually a 48-hour turn around that is then distributed daily.

Cheryl Young inquired about potential penalties for amount of usage and also about returns. Mr. Voigt informed that PAYNETWORX, LLC Returns Dept would notify DRROA who would need to go back to the customer and added that PAYNETWORX, LLC would defend a disputed item.

Greg Henrie thanked Mr. Voigt and stated the Board would discuss and get back to him.

**EXECUTIVE SESSION:** Bill Dillard and Board members in attendance, convened for a brief discussion with Ranch Manager, Joe Ortega, regarding Violation Letters. Joe Ortega then returned to the public meeting while Employee Christmas Bonuses were discussed.

**MEMBER COMMENTS:** Susie Crews called for discussion regarding the recent election of Board Members using newly amended ballots, stating the instructions were difficult to understand and asked for statistics to ascertain if use of the new form needed to be reviewed. Deborah Nickels offered that the DRROA office had made effort to contact people, prior to The Annual Meeting and vote count, for incorrect information on the exterior ballot envelope to give an opportunity to correct.

John Schuetze advised the new form was created by attorneys. Billy Wilson said changes were made September 1<sup>st</sup> that had to be followed.

John S. advised that the Board would have a report on the above readied for John Cressy-Neely to discuss at the next meeting which will be Tuesday, January 11, 2022.

Joan Hutchinson spoke of concern in areas of the DRROA which appeared in violation of rules. The matter was addressed by Joe Ortega explaining courtesy letter(s) have been sent to the resident(s) in violation with a 30-day opportunity to correct. If not corrected the next step is a demand letter with a 45-day opportunity to correct will be sent, explaining the lack of response to a demand letter could incur financial accumulating expense to the resident(s) in question.

Office Manager, Deborah Nickels apologized to the Members attending as the office was not able to print copies of all documents usually provided. Deborah explained there was a total computer collapse on Monday, November 8<sup>th</sup>, and the following issue of printer malfunction connecting with the new computer which was installed earlier in the day.

**ACTIONS BETWEEN MEETINGS:**

**Motion:** Ron Beadles made motion to request The Nominating Committee to review Ballots cast for eligibility and prepare a report to be presented at the next meeting. Billy Wilson Seconded. The Board voted and Motion passed.

**MINUTES:** Bill Dillard asked the board members if they had read the Minutes of the October 12th, meeting.

**Motion:** Ron Beadles made motion to accept the minutes as written. Greg Henrie seconded motion. Motion passed unanimously.

**TREASURER'S REPORT:** John Schuetze reported an emergency purchase of \$957.00 had been made by the Office Manager, Deborah Nickels to replace DRROA'S computer, which had failed, and additional expense of IT assistance to recovery data and install to new system. John Schuetze explained that complete financial printouts for Board and Guest's review were not fully available due to printer's compatibility with new system but, financially, everything seemed in line with data he was provided. He clarified the printer was an older model on lease and had recently been serviced but another service call would be needed.

It was reported Deborah had notified all Board Members, including John Cressey- Neeley, in absentia, on the day of computer failure, of impending need to purchase a new system. John Cressey-Neely and Joe Ortega, along with an IT, were in advisement throughout selection and final purchase by Office Manager, Deborah Nickels.

It was also noted IT service would be billed at \$65/HR.

Ernie DeWinne, who had voluntarily assisted the office in trouble shooting a repetitive payroll accounting problem, notated a report to Treasurer advising of another emergency purchase due to DRROA's current QuickBooks License being associated with repetitive direct deposit fraud alert which locked payroll. He advised problems seemed to have started some time ago when a trial version of direct deposit was considered. Therefore, the temporary fixes were not resolving the payroll issue which he and Deborah Nickels trouble shot with online experts during episodes totaling in excess of 8 hours. As a last resort, an online expert recommended purchasing a newer version of QuickBooks Desktop 2022 for \$379.00 adding that QuickBooks would soon stop supporting our older version.

It was also noted, by John Schuetze, that Deborah had notified all Board members of an impending emergency buy.

**Motion:** Cheryl Wilson made a motion to accept the Treasurer's report as presented and was seconded by Billy Wilson, The Board voted and Motion passed unanimously.

**INSURANCE & COLLECTIONS:** Bill Dillard read Collections Report as of Nov 9<sup>th</sup>, advising there are 21 accounts that owe HOA \$18,129.65, which is the same number of accounts as last month. However, total amounts owed this month are down from \$18,824.19 to \$16,840.21 for a positive difference of \$1983.98. The report also advised one account in Lien owing \$736.87 would be released, which will leave 10 Liens on record.

**OFFICE MANAGER'S REPORT:** Deborah Nickels reported office tasks were completed on time however, there were still ongoing problems with QuickBooks Payroll and computer in that transactions were automatically being treated as direct deposits when they were not entered or marked as such. (See Treasurers Report: Noted by Ernie DeWinne)

Deborah stated her Training Officer, Karen Antill had been organizing computer data in effort to remove duplicates and recover "other" relevant files and reports from two external drives in order to centralize documents.

Deborah reported she recently completed a Certified QuickBooks Training course provided by DRROA where she learned of INTUIT QuickBooks and Document Online back-up service. Deborah and Karen notified President, John Cressey-Neely of the issue at hand and permission was given to purchase the daily INTUIT service for \$10.95 per month.

An overview was given pertaining the system crash both before and after an electrical outage in which she and Karen had gone through the prompts to try and retrieve the system. Mike Arguelles was then called for his opinion. Mr. Arguelles agreed the system was irreparable.

Lastly, Deborah recognized DRROA Members, Ernie DeWinne and Mike Arguelles for technical assistance, Joan Hutchinson for secretarial assistance, and Jessica Beadles for on-site notary during Annual Meeting for their voluntary assistance and Karen Antill for continued office support and training.

**COMMITTEE REPORTS:** None

**AUDIT COMMITTEE REPORT:** John Schuetze reported fellow Committee Members as, himself, Ernie DeWinne, Bonnie Tidball and Harold Martin had gathered at the DRROA office to conduct an audit for the 2020-2021 Fiscal Year with help of office management. This audit is a yearly requirement per Covenants & Restrictions which is presented at The Annual Meetings. They found minor discrepancies having to do with pool use and cash collection which were later traced and clarified.

**MAINTENANCE REPORT:** Joe Ortega reported on previous preparations for the upcoming Annual Meeting stating 2 recently purchased used basketball goals had been installed, lights at DRROA Main Entry replaced, timer installed and electrician called to repair a short in wiring. Joe added lights are now working and electrician would return to work on Flag Pole lighting.

Joe reported River Park area had been mowed, using his mower and the HOA's as time management. Flower beds were cleaned, bushes trimmed and new toilet installed in ladies' facility. Annual Meeting banners were placed to advertise the event, though one banner had gone missing over the weekend from Kings Ranch Road site. The banner will be replaced.

Joe advised some roads had been patched and was now waiting on the County as to when they will return to repair other areas still needing attention. He stated all areas of Construction had been checked and held a follow-up meeting with ACC Board Member Paul Barton, at the DRROA office concerning an area on King Ranch Rd.

Joe updated on repairs of the DRROA tractor which was still waiting on parts due to ongoing supply chain delays.

**ACC REPORT:** In Paul Barton's absence, John Cressey-Neely questioned Joe Ortega about a project on Old Camp Rd which seemed to be unfinished within proper time frame and asked Joe to review the submission. Billy Wilson mentioned the King Ranch Rd gate project was nearly out of time and may need to be monitored.

DRROA 3-Year Plan was reviewed by John and determined much had been accomplished with the Mail Center continued improvements while the office Parking Lot and Memorial Park holiday decorations are still pending.

**ADMINISTRATIVE REPORT:** Greg Henrie referred to the FaceTime conference with guest speaker, Trent Voigt in **UPDATE UNFINISHED OLD BUSINESS: CREDIT CARD USAGE**

**OLD BUSINESS:**

**Employee IRA/SEP:** John Schuetze reported on behalf of Ernie DeWinne, in absentia, who had recently spoken with Anthony Ferragamo in resolving a SEP/IRA concern among participating employees. Ernie and Anthony both agreed the best way to resolve the issue was to have employees make individual appointments at Anthony's office.

**Update on Postal Centers:** John Schuetze spoke on current use of DRROA postal centers by non-residents. He reviewed cost of installation if expansion became necessary. John also spoke on a recently implemented process of determining residence with the Post Office and how it was not being followed by contract carrier. To assist in compliance John presented a form for the DRROA's consideration in which the DRROA office would present to new residents for submission to the Post Master who would then issue the key.

**Update on Office Manager Training:** Bill Dillard reported Deborah Nickels completed a 2-day online course in QuickBooks and has received a Certificate.

**NEW BUSINESS:**

**Annual Meeting Update:** Bill Dillard reported attendance as 5 board members, 58 members to the Meeting and there were 31 adults and 40 children participating in Bench Ride's which were welcomed by 31 homes. Bench Drivers providing trailers were Harry Maxwell, Steve Sander, Mike Barnett and Ernie DeWinne. There were 4 residents who signed up for Welcoming Committee 1 for Maintenance & Beautification and 1 for Recreation.

**Discussion of Emergency Purchases:** (See Treasurer's & Office Manager's Reports)

**REMINDER OF NEXT MEETING:** Next Regular Board Meeting – Bill Dillard reminded everyone there is no Meeting in December. The next meeting will be held on Tuesday, January 11, 2022 at 7 p.m.

**Motion:** Ron Beadles made motion to adjourn open meeting. Greg Henrie seconded. The Board voted and Motion passed unanimously. Meeting was adjourned at 8:35 p.m.

DRROA 1<sup>st</sup> Vice President – Bill Dillard

DRROA Treasurer – John Schuetze

