

ELDORADO

at Santa Fe

1 La Hacienda Loop
Santa Fe, New Mexico 87508
Office: (505) 466-4248

ECIA Board Meeting Minutes

Tuesday, November 21, 2023
Via Zoom and In-Person in ECIA Classroom

Call to Order and Introductions. The meeting was called to order at 5:31 PM; held in-person and via Zoom. President Amelia Adair, Vice President Jonathan Turkle, Treasurer Joseph Gutierrez, Secretary James Herbert Williams, and Directors Carol Sanguinetti and Carol Bonilla were in attendance and quorum was met. Director Ken Howard had an excused absence. HOAMCO staff present included General Manager Julie Navarro, Executive Assistant Ciara Walsh, Operations Director Mike Rogers, and Director of Communications Jessica Neal.

Agenda. President Adair removed the Agenda from the Consent Agenda, and moved to amend the Agenda to move the President's Report first. The Board unanimously approved the amended Agenda.

President's Report and Announcements. President Adair responded to member Patricia Sill's questions and explained the options for resolution of a compliance dispute. According to the ECIA Covenants, members may choose either arbitration or mediation, and enforcement will be on hold during the dispute resolution process.

President Adair announced that the draft Compliance Policy has been posted for public comment on the ECIA website, and there will be two town halls held for further member input on **Tuesday, Dec. 5 at 6 PM** and **Saturday, Dec. 9 at 10 AM**; both meetings will be hybrid. The annual Volunteer Appreciation dinner will be held **Wednesday, Dec. 6** at the Community Center (CC) to thank all ECIA committee members and other ECIA volunteers. A Santa Meet and Greet for kids and families will be held in the CC living room on **Saturday, Dec. 16 from 11 AM to 12:30 PM**. In observance of the holidays, the ECIA office will be closed **Nov. 23 and 24**, and **Dec. 23 through Jan. 2**; there will not be a December Board meeting. 2023 annual committee reports and 2024 goals are due by **Feb. 15, 2024**. The next quarterly Committee Chair meeting, held via Zoom, will be scheduled for January.

Consent Agenda. The Board unanimously approved the remaining items 2 – 9 on the Consent Agenda, thereby approving motions to 2) ratify the Minutes of the October Board meeting, which were previously approved unanimously via email; 3) update the charter of the Eldorado Volunteer Committee (EVC) to reflect its new name, approved last month; 4) accept the resignations of Judy and Darrel Owen from the EVC and thank them for their service; 5) approve the Staff Paid Holidays Policy; 6) approve the audit engagement letter and audit date timeline; 7) approve the revised Association Management Agreement with HOAMCO dated Nov. 13, 2023 and the Sole Source Justification Memo dated Nov. 14, 2023; 8) authorize the Portfolio Accountant to send the preliminary December 2023 year end financial information to the CPA to start the audit process; and 9) approve including the Election Committee Note in the year end Assessment Letter package.

Community Connections. President Adair recognized the Eldorado Volunteer Committee for hosting another well-attended and successful New Resident Welcome Event. Special thanks to other members and residents who attended the event, including Conservation Committee co-chair Thomas Bredenberg, Joe Newman of the Eldorado Cactus Rescue Project, Election Committee chair and Greater Eldorado Neighborhood Watch leader Bette Knight. Thanks also to the members of the El Dorado Fire Rescue who attended to answer questions.

Open Forum. Member Patricia Sill explained her concerns about a violation notice she received regarding her fence.

Management Reports

- General Manager Julie Navarro reported on professional development training for the community management staff, including Executive Assistant Ciara Walsh working toward completion of Community Association Institute's M-100 course, and GM Navarro working toward completion of Community Governance training and becoming a member of Toastmasters. GM Navarro presented three options for staffing the CC after-hours and on weekends. Following discussion, the Board selected the option to hire a part-time Committee Administrative Assistant who will also work on Saturdays. The CC will be closed Sundays during the winter, but groups can reserve the Railroad Building in the evenings. An ADA-compliant porta-potty will be placed near the Railroad Room so groups will not need access to the main building, which will be closed during most evenings.
- Director of Communications Jessica Neal reported she has received approximately 50 requests for *Vistas* mailing preference updates, so she will continue this practice on a quarterly basis. DC Neal is preparing 2024 templates and modules on the ECIA website for meeting minutes and agendas, as well as updating the calendar to reflect recurring meetings and groups, community events, schedule changes, and private room reservations. DC Neal continues to gather information on multiple mass-text options to compile to present to the Board. Additionally, DC Neal is developing standard operating procedures for the DC position.
- Covenant Compliance Report was presented in writing.
- Operations Manager Mike Rogers reported on the progress of the Maintenance Facility construction. The foundation should be poured Dec. 4. All other reserve and capital improvement projects for the year have been completed.

Treasurer's/Finance Committee Report and County Liaison Update. Treasurer Joseph Gutierrez reported on the status of ECIA's financials as of the end of October 2023: Only .07% of 2023 assessments remain outstanding. The cash balance is approximately \$215K higher this year than at the end of October of 2022; 83% of the budgeted expenses have been spent, whereas 76% was spent at this time last year. The main variance is the Maintenance Facility expenses allocated at the end of the year. There were no new Santa Fe County project updates to report on.

Motions – Note that all proposed policies approved for public comment can be viewed, and comments can be submitted, on the Governing Board page of the ECIA website.

10. 2024 Budget. Treasurer Gutierrez moved to approve the revised 2024 Budget, version 6, as recommended by the Finance Committee. The motion was seconded and approved.
11. Annual Roll Over of Excess Assessments. Treasurer Gutierrez moved to approve the following recommendations from the Finance Committee:
 1. To roll over the unspent Operating Budget in GL 5293.23.1 to a liability for the Maintenance Facility.
 2. To roll over \$100K of the unspent total funds in the 2023 Operating Budget to a liability for the Maintenance Facility.
 3. To roll over any additional unspent operating funds to the Reserves Accounts.
 The motion was seconded, and following discussion, the motion was approved. The Board discussed how the roll over into liabilities for the Maintenance Facility construction was originally approved by the Board in July 2023, prior to the construction contract being signed. The roll over of any remaining unspent operating funds to the Reserves Accounts is an annual motion, required for tax purposes.
12. Dog Park Rules and Signage. Treasurer Gutierrez moved to approve for posting for public comment the proposed revised Dog Park Rules and Signage recommended by the Facilities and Grounds (F&G) Committee. The motion was seconded and, following a presentation by the F&G Dog Park Subcommittee, the motion was approved.
13. Facility Master Plan Task Force. President Adair moved to approve the appointment of a task force reporting to the F&G Committee to draft a Facility Master Plan with member input. Members of the task force: 1) Kathy Ritschel, 2) Joseph Gutierrez, 3) John McDermon, 4) Russell Winslow; 5) Kim Kiplin; 6) Martin Adair. Staff liaison for the task force will be OM Rogers. The motion was seconded and approved.

14. Facebook Procedures and Editorial Policy. Vice President Turkle moved to approve for posting for public comment the Draft Editorial Policy and Draft Facebook Procedures as recommended by the Communications Director. With an amendment to the Editorial Policy to remove the item of virtual-only Board meetings, the motion was seconded and approved following discussion.

Committee Reports (Minutes of Committee meetings may be viewed on their respective page of the ECIA website, www.eldoradosf.org):

- a. Election Committee (EC). The 2024 Nomination Petition will be available to download from the ECIA website in early December. The EC will promote open Board positions and the process to submit nominations for election via a *Vistas* article, on marquees, and in eBlasts. Members interested in running for election to the Board are encouraged to ask a Board Member about their experience serving. The EC will not meet in December; their next regular meeting will be held **Jan. 10 at 2 PM**.
- b. Facilities & Grounds (F&G) Committee. The Committee has been hard at work all year and their time and dedication is greatly appreciated. There will be exciting upcoming news about the Pollinator Garden, an exceptional community project.
- c. Eldorado Volunteer Committee (EVC). The Committee is grateful to those that participated and helped make the New Resident Welcome event a success. The EVC will be working toward onboarding new ECIA volunteers and providing leadership training to foster a desire to serve. The next New Resident Welcome event will be held in February 2024.
- d. Architecture Committee (AC). The Committee met twice in October and approved 11 plans; 176 plans have been approved year-to-date. Public feedback comments on the proposed revised Architectural Guidelines closed on Sept. 30; the Committee reviewed comments on Oct. 7 and will continue that review on **Dec. 5**. Initially the AC will identify whether comments and recommendations are allowed under the ECIA Covenants. The AC will meet on **Dec. 12**, but will not meet on **Dec. 26**. The first meeting of 2024 will be **Jan. 9**. Three members of the AC are active in the revised Compliance Policy task force, and they look forward to the feedback received during the upcoming town hall meetings.

No Variance Requests.

Old Business

- a. Retreat Review. President Adair reported a survey will be sent to all lot owners with the year-end Assessment Letter package. The purpose of the survey is to collect information on members' values, demographic information, amenity and facility use, and communications. The information will assist a task force of Board and community members proposing revised mission and vision statements for the ECIA. The Board discussed the contents of the survey and established a **Jan. 15, 2024** deadline for survey responses. Surveys may be submitted on paper or online, one survey per lot.
- b. Greenbelt Management Policy Working Group. Vice President Turkle reported on the progress of the GIS project, including plans for a field test to develop a conditional survey of culvert locations. With the assistance of Roads Committee Chair Dr. James A. Mason, the project will evaluate erosion, floodplains, soil characteristics in Eldorado, pinch points, and elevations to assist in determining community risks and next steps. Vice President Turkle next reported on the status of the Greenbelt Management Policy Working Group, which attended a presentation by Jan-Willem Jansens of Ecotone Landscape Planning focused on how to prepare for and minimize the severity of impacts from wildfire, flooding and erosion. Mr. Jansens recommended ECIA participate in developing a community-wide wildfire protection plan (CWPP) with other local stakeholders, and seek grant funding to develop the plan and implement the recommendations. Community outreach will be critical to success. Vice President Turkle also reported speaking with Santa Fe County Assistant Fire Chief Martin Vigil regarding a CWPP.

New Business. There will be no December Board meeting.

Adjourn. The Board meeting was adjourned at 7:25 PM. The Board moved into executive session to discuss legal and personnel matters. The next regular Board Meeting will be held in-person at the Community Center and via Zoom **Tuesday, Jan. 16 at 5:30 PM**.

11.21.23 BOD Minutes

11.21.23 Draft Board Minutes

Charter for the Eldorado Community Improvement Association Eldorado Volunteer Committee

1. **Committee Name:** Eldorado Volunteer Committee (“EVC”)

2. **Vision and Mission Statement**

The EVC’s vision is for the ECIA to have exceptionally engaged, caring and talented volunteer leadership at all levels of the organization. The EVC’s mission is to improve the quality of the ECIA’s volunteer leadership, by developing a set of best practices and strategies for attracting, supporting and helping retain volunteers for ECIA committees, task forces, events and special projects, and Board nominees.

3. **Working Procedures**

- The EVC will function by holding public meetings, and holding or participating in events, trainings and other outreach activities. It will develop and maintain a database or other system to keep track of current and past volunteers, and will establish standards for best practices in volunteer recruitment, education, mentoring and leadership development.
- The EVC will hold meetings as frequently as necessary to achieve its mission, not less than quarterly.
- Meetings will have agendas and minutes posted as required by ECIA policy
- 50% of members will constitute a quorum
- Sunset of the *ad hoc* committee. The EVC will seek to develop a set of best practices that can be used by staff, committees and the Board. After it achieves this objective, the Board will determine whether this *ad hoc* committee is still necessary, or whether it should be terminated.

3. **Level and Scope of Activities**

The EVC will support the ECIA Board by identifying the Board’s goals for each committee, task force, event or project. In collaboration with committee chairs, the EVC will identify and seek to recruit new volunteers to achieve those goals. The EVC will recruit qualified potential board nominees and help guide them through the nomination petition or appointment process. The EVC will also seek to improve retention of current qualified volunteers by identifying barriers to their continued engagement of the ECIA.

4. **Committee Membership and Responsibility**

- Number of members and qualifications. The EVC will be composed of at least three members, who must be Members in Good Standing (MIGS) of the ECIA as defined in the Bylaws. There is no upper limit for number of members.
- Desirable members. Ideally some members will have a deep background with other organizations in the Eldorado area and past service to the ECIA. For example, members of the EVC might include one or more past ECIA board members and current or past committee chairs, Eldorado Community School PTA or School Board, and those who have participated in other local non-profit organizations such as the Community Garden, Eldorado 285 Recycles, Eldorado Hiking Group, Cactus Rescue Project, Eldorado Arts and Crafts Association, etc. New ECIA members and others are also welcome.
- Officers, subcommittees and other leadership roles. The EVC will nominate two committee

officers, a chair and a secretary, for Board approval. The EVC may establish other leadership roles by a majority vote of its members, for example, for an event coordinator and an “ambassador” to welcome new ECIA Members. The EVC may establish subcommittees to achieve its mission.

- Attendance. Members must attend at least half of all regularly scheduled meetings in any one year to maintain their membership in the EVC. If a member finds they can no longer attend meetings regularly, they will be asked to resign to allow the committee to continue to meet quorum. However, given the other volunteer commitments these members will have, the EVC does not expect all members to be able to attend all meetings. Excused absences are not necessary.
- Tasks that members need to do:
 - Develop and maintain a database of past, present and potential future volunteers.
 - Suggest and reach out to potential qualified volunteers
 - Speak with committee chairs and the Board about volunteer needs and Board goals
 - Maintain a page on the ECIA website, and write articles for Vistas periodically, among other outreach opportunities
 - Welcome new ECIA members and let them know about volunteer opportunities
 - Help chairs develop “job descriptions” for their committees
 - Hold events to orient new ECIA members, attract and train new volunteer leaders
 - Before Board vacancies arise, develop a system for identifying, mentoring and assisting qualified Board candidates through the nomination or appointment process
 - Conduct “exit interviews” with departing volunteers and Board members, and share opportunities for improvement with committee chairs and the Board
 - Develop a set of best practices to improve volunteer recruitment and retention

5. Resources Required for the Committee to Perform its Work

The EVC requires the following resources:

- ECIA staff support by: providing names, contact information and roles (for example, dates of other committee appointments) of past and present ECIA volunteers, and contact information of new members
- assistance maintaining a database or other method of keeping track of those volunteers;
- reasonable budget, plus staff support for set up, tear down and marketing assistance for events;
- printing of hard copies of marketing materials, training information and other material
- assistance maintaining online resources such as a page on the ECIA website

6. Code of Ethics and Conduct

- Conflict of Interest. Committee members are expected to avoid conflicts of interest on issues before the committee. If a conflict exists, the member should disclose it and recuse themselves from any vote concerning the issue.
- Conduct in person and online. Committee members are expected to conduct themselves in a courteous, professional manner when communicating with Board Members, fellow committee members, ECIA Staff, outside contractors, Eldorado residents and other members of the public, including in electronic communications and on social media.

- Democratic process and social media engagement. If a member disagrees with a committee decision, they may ask that their dissent be included in the minutes, or they are welcome to resign. However, members are expected to publicly support all committee decisions. Although committee members are appointed representatives of the Board they are not spokespersons for the Board or their committee unless so appointed by the committee. Consequently, it is recommended that committee members refrain from discussing committee or board actions on social media; however, if they do so, they must make it clear that they are expressing their personal opinions and not that of the committee.
- Consequences. Committee members who violate this policy may be subject to disciplinary action, including, but not limited to censure, removal as committee officer, or removal from the committee by the Board of Directors. Members serve at the pleasure of the Board, and may be removed at any time for any reason.

DocuSigned by:
Amelia Adair 11/30/2023
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Approved: _____

Board President Date

DocuSigned by:
Kathy Ritschel 11/30/2023
720044800021407...

Committee Chair Date

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Eldorado Community Improvement Association, Inc. Staff Paid Holidays Policy

Pursuant to the Restrictions, as supplemented by resolutions adopted from time to time by the Board of Directors, (the "Declaration"), the following resolution is hereby adopted by the undersigned, all being directors of the Eldorado Community Improvement Association, Inc. (the "Association").

SUBJECT: Adoption of a Staff Paid Holidays Policy.

PURPOSE: To establish a policy to be followed which sets standards and expectations with respect to approved paid time off for holidays.

AUTHORITY: The Declaration, Bylaws, and Articles of Incorporation of the Association and New Mexico Law.

EFFECTIVE DATE: November 21, 2023

WHEREAS, the Board of Directors for the Association has determined the Association and contracted management staff may benefit from a standardized calendar for paid holiday time off; dates not considered federal holidays.

NOW, THEREFORE, the Board of Directors of Eldorado Community Improvement Association, Inc. adopts the following Staff Paid Holiday Policy:

Non-Federal Paid Holiday Dates

The Friday following Thanksgiving Day;
Christmas Eve and New Years Eve; and
Three additional working days between Christmas Eve and New Years Day to total seven days of paid time off for the end of the year holiday season.

Federal Paid Holiday Dates

Memorial Day
4th of July
Labor Day

Amendment

This Staff Paid Holidays Policy may be amended, supplemented, or repealed from time to time by the Board of Directors.

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PRESIDENT'S CERTIFICATION:

The undersigned, being the President of the Association, certifies that the foregoing Resolution was adopted by the Board of Directors of the Association on November 28, 2023, and in witness thereof, the undersigned has subscribed his/her name.

By: 
President

Print Name: Amelia J. Adair

PORCH & ASSOCIATES LLC

CERTIFIED PUBLIC ACCOUNTANTS AND CONSULTANTS

November 1, 2023

Eldorado Community Improvement Association, Inc.
To the Board of Directors
Attn: HOAMCO
1 La Hacienda Loop
Santa Fe, New Mexico 87508

To the Board of Directors:

You have requested that we audit the financial statements of Eldorado Community Improvement Association, Inc. (Association), which comprise the balance sheet as of December 31, 2023, and the related statements of revenues, expenses, and changes in fund balances, and cash flows for the year then ended, and the related notes to the financial statements. We are pleased to confirm our acceptance and our understanding of this audit engagement by means of this letter.

The objectives of our audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with auditing standards generally accepted in the United States of America (GAAS) will always detect a material misstatement when it exists. Misstatements, including omissions, can arise from fraud or error and are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Supplementary information about future major repairs and replacements is required by the Financial Accounting Standards Board (FASB). Although we will apply certain limited procedures with respect to the required supplementary information, we will not audit the information and will not express an opinion on it.

We will also prepare the Association's federal and state tax returns.

Auditor Responsibilities

We will conduct our audit in accordance with GAAS. As part of an audit in accordance with GAAS, we exercise professional judgment and maintain professional skepticism throughout the audit. We will also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for

Eldorado Community Improvement Association, Inc.
To the Board of Directors
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one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the financial statements that we have identified during the audit.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Conclude, based on the audit evidence obtained, whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Association's ability to continue as a going concern for a reasonable period of time.

The determination of whether funds designated for future major repairs and replacements are adequate to meet such future costs is outside the scope of the engagement. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

Because of the inherent limitations of an audit, together with the inherent limitations of internal control, an unavoidable risk that some material misstatements may not be detected exists, even though the audit is properly planned and performed in accordance with GAAS.

Our responsibility as auditors is limited to the period covered by our audit and does not extend to any other periods.

Management Responsibilities

Our audit will be conducted on the basis that management and, when appropriate, those charged with governance acknowledge and understand that they have responsibility:

1. For the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America;

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2. For the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; and
3. To provide us with:
 - a. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the financial statements, such as records, documentation, and other matters;
 - b. Additional information that we may request from management for the purpose of the audit; and
 - c. Unrestricted access to persons within the Association from whom we determine it necessary to obtain audit evidence;
4. For including the auditor's report in any document containing financial statements that indicates that such financial statements have been audited by us;
5. For identifying and ensuring that the Association complies with the laws and regulations applicable to its activities; and
6. For adjusting the financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the current year period(s) under audit are immaterial, both individually and in the aggregate, to the financial statements as a whole.
7. For acceptance of nonattest services, including identifying the proper party to oversee nonattest work;
8. For maintaining adequate records, selecting and applying accounting principles, and safeguarding assets;
9. For informing us of any known or suspected fraud affecting the entity involving management, employees with significant role in internal control and others where fraud could have a material effect on the financials; and
10. For the accuracy and completeness of all information provided.

As part of our audit process, we will request from management and, when appropriate, those charged with governance written confirmation concerning representations made to us in connection with the audit.

Eldorado Community Improvement Association, Inc.
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Nonattest Services

We will not assume management responsibilities on behalf of the Association. However, we will provide advice and recommendations to assist management of the Association in performing its responsibilities.

With respect to any nonattest services we perform, the Association's management is responsible for (a) making all management decisions and performing all management functions; (b) assigning a competent individual to oversee the services; (c) evaluating the adequacy of the services performed; (d) evaluating and accepting responsibility for the results of the services performed; and (e) establishing and maintaining internal controls, including monitoring ongoing activities.

Our responsibilities and limitations of the nonattest services are as follows:

We will prepare the Association's federal and state income tax returns for the year ended December 31, 2023 based on information provided by you. We will perform the services in accordance with applicable professional standards, including the *Statements on Standards for Tax Services* issued by the American Institute of Certified Public Accountants. The other services are limited to the financial statement and tax services previously defined. We will advise management with regard to tax positions taken in the preparation of the tax return, but management must make all decisions with regard to those matters.

We will also prepare the financial statements of the Association in conformity with U.S. generally accepted accounting principles based on the information provided by you.

We will compile the Association's information regarding future major repairs and replacements (if presented) based on the Association's reserve study or information provided by management.

We, in our sole professional judgment, reserve the right to refuse to perform any procedure or take any action that could be construed as assuming management responsibilities.

Reporting

We will issue a written report upon completion of our audit of the Association's financial statements. Our report will be addressed to the board of directors of the Association. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

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Other

If you intend to publish or otherwise reproduce the financial statements and make reference to our firm, you agree to provide us with printers' proofs or masters for our review and approval before printing. You also agree to provide us with a copy of the final reproduced material for our approval before it is distributed.

During the course of the engagement, we may communicate with you or your personnel via fax or e-mail, and you should be aware that communication in those mediums contains a risk of misdirected or intercepted communications.

Regarding the electronic dissemination of audited financial statements, including financial statements published electronically on your Internet website, you understand that electronic sites are a means to distribute information and, therefore, we are not required to read the information contained in these sites or to consider the consistency of other information in the electronic site with the original document.

Professional standards prohibit us from being the sole host and/or the sole storage for your financial and non-financial data. As such, it is your responsibility to maintain your original data and records and we cannot be responsible to maintain such original information. By signing this engagement letter, you affirm that you have all the data and records required to make your books and records complete.

You agree to inform us of facts that may affect the financial statements of which you may become aware during the period from the date of the auditor's report to the date the financial statements are issued.

Association's Records and Assistance and Access to Workpapers

We understand that your employees will prepare all confirmations we request and will locate any documents or support for any other transactions we select for testing.

If circumstances arise relating to the condition of the Association's records, the availability of appropriate audit evidence, or indications of a significant risk of material misstatement of the financial statements because of error, fraudulent financial reporting, or misappropriation of assets, which in our professional judgment, prevent us from completing the audit or forming an opinion, we retain the unilateral right to take any course of action permitted by professional standards, including declining to express an opinion, issue a report, or withdraw from the engagement.

During the course of our engagement, we may accumulate records containing data that should be reflected in the Association's books and records. The Association will determine that all such data, if necessary, will be so reflected. Accordingly, the Association will not expect us to maintain copies of such records in our possession.

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Timing and Fees

Thad E. Porch, CPA, is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it. We expect to begin our tax return preparation on approximately February 1, 2024 and to complete your tax return(s) by the due date. We expect to begin our audit procedures on approximately April 20, 2024 and to complete our audit report no later than August 31, 2024.

Our fees for the audit will be \$8,400 plus applicable gross receipts tax. Our fee for the tax services will be \$675 plus applicable gross receipts tax. The decision to file form 1120 or 1120-H will be based on the facts and circumstances that exist at the time the return is prepared. We will send interim billings. Billings, plus tax, are due upon submission.

Our professional standards require that we perform certain additional procedures, on current and previous years' engagements, whenever a partner or professional employee leaves the firm and is subsequently employed by or associated with a client in a key position. Accordingly, the Association agrees it will compensate Porch & Associates, LLC for any additional costs incurred as a result of the Association's employment of a partner or professional employee of Porch & Associates, LLC.

The audit documentation for this engagement is the property of Porch & Associates LLC and constitutes confidential information. In the event we are requested or authorized by the Association or are required by government regulation, subpoena, peer review, or other legal process to produce our documents or our personnel as witnesses with respect to our engagement for the Association, the Association will, so long as we are not a party to the proceeding in which the information is sought, reimburse us for our professional time and expenses, as well as the fees and expenses of our counsel, incurred in responding to such requests.

Claim Resolution

The Association and Porch & Associates, LLC agree that no claim arising out of services rendered pursuant to this agreement shall be filed more than two years after the date of the audit report issued by Porch & Associates, LLC or the date of this arrangement letter if no report has been issued. The Association waives any claim for punitive damages. Porch & Associates, LLC's liability for all claims, damages and costs of the Association arising from this engagement is limited to the amount of fees paid by the Association to Porch & Associates, LLC for the services rendered under this arrangement letter.

* * * * *

This letter constitutes the complete and exclusive statement of agreement between Porch & Associates, LLC and the Association, superseding all proposals, oral or written, and all other communications, with respect to the terms of the engagement between the parties.

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Please sign and return the attached copy of this letter to indicate your acknowledgment of, and agreement with, the arrangements for our audit of the financial statements including our respective responsibilities.

Porch & Associates, LLC

Porch & Associates, LLC

Thad E. Porch, CPA
Engagement Partner

Confirmed on behalf of the Association:

DocuSigned by:

Amelia Adair

DCBF7B017432423...
For the Association

11/30/2023

Date

ASSOCIATION MANAGEMENT AGREEMENT

Full Management

THIS ASSOCIATION MANAGEMENT AGREEMENT, having an effective date of January 1, 2024, is made by and between Eldorado Community Improvement Association, Inc., a New Mexico nonprofit corporation (herein referred to as the “Association”), and Community Asset Management, L.L.C., d/b/a Homeowners Association Management Company, an Arizona limited liability company (herein referred to as “Manager”).

RECITALS

1. Association, through its Board of Directors (the “Board”) is charged under its governing documents with the duty of administering the operation of all its common areas and facilities.
2. Manager is engaged in the operation and management of properties including, but not limited to, homeowners associations.

For and in consideration of the performance of the duties and obligations hereunto by the parties kept and performed, the parties agree:

AGREEMENTS

Now, therefore, in consideration of the mutual covenants hereinafter contained, the parties, intending to be legally bound, agree and covenant, each with the other, as follows:

1. Engagement:

Manager is engaged as exclusive Manager of the Association. The Association has exclusive authority to make policy or financial decisions. The role of management is to implement the decisions and the policies established by the Board, but Manager shall be entitled to exercise its reasonable discretion as to the means of implementation of such policies based on decisions or policies the Board has or in the future may promulgate.

2. Duties and Responsibilities:

Manager will perform all duties set forth herein, including those listed in Exhibit “C,” or as the Board may otherwise reasonably direct, to the best of its ability and as promptly as circumstances allow. Manager agrees to confer with the Board and attend Board meetings when requested by the Board. All board meeting minutes will be taken and distributed to the Manager by a staff member, designated board member, volunteer or transcription service, at the expense of the Association. Manager shall inform Association members with respect to all actions, rules and regulations promulgated by the Board. The Board shall designate one or more of its members as its representative to work with Manager in connection with Manager's performance of its duties and obligations under this Agreement (the “Board Liaison”). In the absence of such a designation, the President of the Association shall be the Board Liaison. Any notice

Exhibit C

ECIA Community Association Management Service Guidelines

The following Guidelines describe ECIA's desired minimum performance standards for Community Association Management.

The ECIA Board's goal is to improve the service and professionalism of our community association management, by ensuring the community is managed efficiently, according to appropriate operating procedures and standards. The professional performance and assistance of the Management Company and Community Association Managers (CAMs) is necessary to achieve this goal.

Ideally, both the Board and the CAMs must understand and agree on their respective roles and responsibilities in all areas of community management, including financial management, architectural review, common area and amenity maintenance and oversight, meeting procedures, covenant, rule and policy enforcement, and other management company functions. Therefore, ECIA has developed these Guidelines to clarify roles and responsibilities and its expectations for CAM performance.

The Board acknowledges that some of these Guidelines are not currently being met, but the Board and the Management Company agree that they will work towards the objective of achieving and consistently maintaining these Guidelines before the end of the contract term. Accordingly, failure to achieve the requirements in the Guidelines, without more, will not constitute a breach of the contract. The Guidelines should encourage the Board, the Management Company and CAMs to make sustained progress toward achievement of these Guidelines over the term of the contract.

Key:

- **Yellow highlight** indicates standards not currently being met as of the date these Guidelines are approved.
- **Green highlight** indicates standards met intermittently as of this date
- No highlights indicates standards mostly being met as of this date

A. Open and Timely Communication with the Board, Committees, and Professional Meeting Management

1. **Phone Calls and E-mail Response.** All phone calls and e-mails should be responded to the same day whenever possible and no later than the end of the next business day after the call or e-mail was received. **If a CAM will not be available to return phone calls or e-mails according to this standard, out-of-office messages must be placed on voicemail and e-mail advising everyone of an alternative contact who can meet this standard.** The Board President is the authorized representative of the Board. However, calls, emails and letters from other Board members, homeowners and vendors also must be responded to according to this standard.
2. **Personnel Changes - Website Updates.** The Board must be notified, and the website updated with accurate information, about any changes in onsite CAM staff within one week of the changes.
3. **Meeting Agendas, Zoom links.**
 - a. CAMs must send E-blasts with Zoom links at least 24 hours before all Association meetings, including Board meetings, committee meetings, town halls, annual meetings and other events.
 - b. The Board must finalize Board meeting agendas at least four (4) business days prior to Board meetings for website posting and E-blasts distribution. Committee chairs are encouraged but not required to meet this same standard.
 - c. CAMs must post approved agendas on the website and send them out via E-blasts within 24 business hours of receiving them.
 - d. CAMs are responsible for tracking deadlines and communicating with the Board president and committee chairs to achieve the above deadlines. CAMs must ensure all directors and committee chairs are informed of who is responsible for these functions, including but not limited to during staff vacations or when staff changes or roles change.
4. **Board Meeting Packets.** Final Board meeting packets must be received by, or made available to, all Board members no later than three (3) business days prior to meeting dates to allow the Board time to read and understand all items being voted on. CAMs shall prepare the Board packet, including motions, in collaboration with the Board president, according to an agreed-upon schedule.
5. **Minutes, Policies.** The Board is responsible for completing and approving the contents of all Board meeting minutes, but the CAMs will provide draft meeting minutes including approved policies and resolutions within five (5) business days after a meeting. The Board may request this service for committee meetings, on the understanding that CAM staffing levels may need to be adjusted to accommodate this service. Minutes, policies, rules and resolutions must be posted on the website within 24 hours of approval by the Board or committees.
6. **Board and Committee Meeting Staffing.** CAMs will provide room scheduling, set up and technical support for all meetings. Designated CAMs must attend Board meetings, Board retreats and trainings, annual meetings, town halls and committee meetings. Board directors and committee chairs will chair the meetings. In addition to administrative and technical support – i.e. hosting the Zoom meeting and taking minutes if required – **every committee will have a senior staff**

member designated to attend its meetings at least every other month. That staff member will be responsible for overseeing completion of action items and communicating with other CAMs about committee activities.

7. **Enforcement and Community Status Reporting.** Accurate reports of violations, corrections, maintenance issues will be made monthly to the Board as part of the monthly Board packet. The Board will be notified immediately of any serious or urgent issues.
8. **Board Updates.** CAMs must keep the Board informed of any issues they become aware of regarding homeowners or issues affecting the community which may impact the Board or require a response by the Board. At least monthly, as part of the Board packet, CAMs will provide either a summary of or collection of homeowner feedback about policies or community issues.
9. **Homeowner Communication.** CAMs are the central point of contact for homeowners with the Association, and they maintain and document records for the Association. Therefore, CAMs are responsible for most communications with homeowners. Board directors and committee chairs generally should not answer homeowner questions except at meetings where CAMs are present, but should instead refer homeowners to CAMs to respond. In situations agreed to between CAMs and the Board, certain types of homeowner questions may be referred directly to committees or volunteers, for example, concerning events, or issues specific to a committee like Bylaws Review.

B. Sound financial oversight and management

1. **Financial Report Delivery.** Accurate, timely financial record keeping and reporting is critical. Coding of expenses must be accurate. Financial statements and accounts receivable reports must be prepared and forwarded to the Finance Committee (FC) the Friday before the FC's meeting, and to the Board not later than date the Board packet is due. Financial reports must also be posted on the Association's Caliber portal for member access before the Board meeting.
2. **Financial Management Experience.** CAMs shall have experience in budget preparation, reserve study review, insurance requirements, financial statement analysis, and an understanding of the financial performance of the community.
3. **HOA Records, Invoices, Payment Plans.** Association financial records must be maintained in a comprehensive and accessible manner so any questions or disputes can be resolved. Reconstructing billing history on all lots should be easily achieved. Payment plans should be documented. Invoices are reviewed and errors/overages addressed and corrected in a timely manner.
4. **Board Questions.** CAMs should be prepared to address any questions regarding financial status of the Association at every FC and Board meeting and answer questions regarding financial reports at the request of the Board. The Board shall submit questions in advance of the meeting in order to allow CAM access to the records for research, or in the event the questions arise at the Board meeting which the CAM cannot answer, the CAM must provide answers to the Board within two business days.
5. **Key Deadline Reporting.** The FC and Board must be kept informed of important financial dates, e.g. C.D. roll-over dates, insurance anniversaries, audits, tax reporting, budget approval, annual corporate reports, etc.
6. **Budget Preparation.** CAMs must prepare draft budgets for FC and Board review, according to the Board annual calendar, consistent with the Board's strategic plan and in consultation with the Treasurer and committee chairs.
7. **Reserve and Replacement Planning and Studies.** CAMs will maintain a comprehensive, accurate and up-to-date inventory of reserve components and ensure an accurate, professionally conducted reserve study is completed or updated not less than once every three years. New amenities and replaced amenities will be added to the inventory and reserve and replacement projections, so financial analysis and budgeting will be as accurate as possible.
8. **Bid Standards, Procurement Policy and Vendor Oversight.** CAMs will follow the Association's Procurement Policy and seek competitive bids where appropriate. All bids for work must be clear, complete and concise, with a well-defined scope of work, before forwarding to the FC then Board for review and approval. Vendors must meet standards for quality, licensing and insurance. Vendor invoices will be paid promptly provided the work was done to contractual and community standards. CAMs will maintain close supervision of vendors such as janitors, landscapers and contractors. Inspection of work by vendors should be frequent and thorough.

C. Consistent, professional communication with and service to homeowners

1. **Orienting New Homeowners.** New homeowners should be welcomed with timely, relevant information to help them understand their new community, including services available at the community center, architectural guidelines, and what other entities are responsible for services in the community in addition to the ECIA. CAMs will mail initial welcome letters as soon as possible post-close, or not less than nine (9) business days after closing information is received from escrow. CAMs will prepare new resident welcome packets and cooperate with volunteers to deliver or mail them within 45 days post-close. The GM or other senior staff will support and attend new resident welcome events, held not more than quarterly, to introduce themselves to new residents.
2. **Newsletters and Websites.** ECIA values clear, respectful and timely communication with all members. CAMs will provide content for annual reports, newsletter articles and website updates containing key information about the Association to the

Board. Newsletters will be sent out monthly to all residents, either via mail or email. E-blasts will be sent out promptly when necessary according to editorial standards. Marquees will be updated regularly. Webpages will be updated as soon as new information is available. Content will be fresh, relevant and easy for homeowners to find.

3. **Community Center Staffing, Hours, Maintenance.** The community center is a popular and convenient amenity for our members, many of whom prefer to seek answers to questions in person from CAMs. Therefore, CAMs knowledgeable about the ECIA and able to answer common member questions will staff the community center front desk during business hours, currently 8:30 am to 5:00 pm Monday through Friday, except for federal holidays and other holidays approved by the Board. The community center will also be open and the front desk staffed Saturdays while the pool is open, with hours to be approved by the Board. Senior CAMs are expected to be available in person or by phone to promptly resolve issues, answer more complex questions and guide and supervise junior staff, during business hours. The community center will be maintained in a clean, organized and professional manner. Damaged furniture, equipment and structural components will be repaired or replaced promptly, as approved by the Board.
4. **Events and Facility Attendants.** If authorized by the Board, the community center may be reserved for resident events outside of regular business hours. CAMs will manage scheduling events according to the ECIA's facility use policy, ensure reserving groups carry adequate insurance, make required deposits, and follow the rules to leave the facility clean and neat. The Board may require facility attendants be hired to monitor events outside of business hours, but those attendants may not take the place of CAMs during business hours. ECIA-sponsored membership events (such as the 4th of July, new resident welcome, volunteer appreciation, Community Day, Doggy Splash Day) may require staff planning and support, as directed by the Board. Not more than two (2) ECIA-sponsored events need be staffed in any one quarter.
5. **Professional Management Knowledge.** All CAMs must understand the policies, operations and general nature of the HOA, to accurate resources for members seeking information. Senior CAMs, particularly the GM, must be well-versed in state and federal HOA laws, parliamentary procedures, meeting organization, and be thoroughly familiar with the ECIA's governing documents including policies, rules and resolutions adopted by the Board.

D. Consistent and courteous resolution of homeowner issues, enforcement of covenants and rules; management action items resolved promptly

1. **Action Item Completion.** Prompt follow up will be made on all action items including Board requests and directions. This means that action items must be completed within one month, or if they cannot be completed within one month, the Board will be advised of the schedule for completion.
2. **Emergency Response.** Management Company maintains a 24 hour emergency answering service to protect association property and safety of residents.
3. **Courtesy to Homeowners.** All phone, email and written correspondence to homeowners such as violation warning letters must be polite and respectful in tone.
4. **Written Requests.** Requests to homeowners should be in writing or e-mail. If an emergency, calls should be followed up in writing to document the issue.
5. **Inspection of Common Areas.** To ensure standards of maintenance and use regulations are being met, CAMs are required to walk the common areas and conduct regular inspections of all active amenities at the Community Center monthly. All Open Space amenities will be inspected at least annually, and more often if necessary due to use, weather, vandalism or other complaints. Regular inspection reports will be made to the F&G Committee and the Board.
6. **Enforcement Resolution, Documentation.** Violations of the governing documents including the covenants, rules, policies and safety hazards shall be noted and promptly enforced according to the Association's compliance policy. Monthly Board reports must document progress toward resolution of violations.
7. **Community Maintenance.** CAMs must recommend, manage, and schedule appropriate community repairs, preventative maintenance and maintenance contractors. CAMs will prepare, distribute to the maintenance crew and/or vendors, and monitor compliance with a maintenance schedule for all common areas. CAMs must ensure that vendors perform to standard, landscape and amenities are properly maintained according to the maintenance schedule and community standards at all times, and that repairs are promptly made, or recommend to the Board changes that will allow the Association to achieve those standards.
8. **Standard Operating Procedures and Checklists.** CAMs will write and regularly update standard operating procedures and checklists as reasonably necessary to implement the standards, policies and resolutions approved by the Board. New staff will be trained on these documents, which will be available for the Board to review upon request. If standards are unclear, CAMs will recommend and request the Board adopt or update policies to create or clarify standards.
9. **Architectural Review.** CAMs will support and attend Architecture Committee (AC) meetings, regularly scheduled for twice per month. CAMs are responsible for reviewing all architectural plan submission forms, resident communications, documentation of AC decisions, and inspecting to ensure compliance with approved plans. AC reports will be provided as part of the Board packet before every Board meeting.
10. **Pool, Courts and other Active Amenities at the Community Center.** The ECIA has exceptional recreational facilities that must be maintained and managed appropriately. The pool will be open, with adequate numbers of lifeguards, during the

hours established by the Board each year, except when weather or health and safety issues require a closure. The pool manager will follow all federal, state and local regulations relating to the pool, and follow any requirements established by ECIA's insurance carriers and pool rules approved by the Board or the Facilities and Grounds (F&G) Committee. The pool manager will oversee lifeguards who likewise must comply with all such regulations. The pool rules will be enforced promptly, consistently and courteously. Likewise, CAMs will maintain and manage all other active amenities such as the sport courts, dog park, play grounds, etc. CAMs will provide reasonable, consistent and courteous enforcement of the Board's rules regarding facility use. One or more CAMs will be designated as responsible for meeting this standard.

11. **Open Spaces: Greenbelts, Preserve, Hike/Bike and Approved Trails, Community Stable.** CAMs are responsible for maintaining the primary recreational trails in the ECIA approved for maintenance by the Board, including the Hike/Bike trails on County property, approved trails in the Greenbelts, the Preserve and the Community Stable. Historically ECIA has used volunteers to help plan and execute maintenance projects in ECIA Open Spaces, and CAMs may be asked to support teams of volunteers as the Board may direct. Amenities in the Open Spaces, for example trailheads, parking areas, roads, signs, fences, gates, dog potty stations, and arenas at the Stables, will all be maintained according to the reasonable standards approved by the Board. ECIA does not require CAMs to conduct active oversight of uses in the Open Spaces as it does for the active amenities at the Community Center, but CAMs will conduct investigations into, and recommend action if necessary to resolve, complaints of serious issues, damage or violations of the Board's Open Space rules and policies.

E. General Operations

1. **Community Knowledge.** CAMs shall familiarize themselves with the physical aspects of the ECIA and demonstrate awareness of outstanding issues, rules and regulations. Even junior CAMs will be expected to become familiar with the operation of the community.
2. **Professionalism.** CAMs shall maintain a professional appearance and demeanor at all times. Attire should be suitable for each CAM's individual responsibilities, which may include inspecting and handling issues in common areas around the Community Center. The ECIA supports and expects appropriate, meaningful training and professional development goals for senior and client-facing CAMs.
3. **CAM vs. Board Roles.** CAMs must maintain their role as knowledgeable resource and action agents. They must not attempt to set policy or assume a decision-making role except as authorized by the Board, but they may make specific, informed recommendations to the Board.

Updated 10/3/23

ECIA SOLE SOURCE JUSTIFICATION MEMO HOAMCO 2024 ASSOCIATION MANAGEMENT AGREEMENT

TO: Finance Committee
FROM: Amelia Adair, President, on behalf of the Board
DATE: November 14, 2023

The current, three-year contract for association management services with our vendor, HOAMCO, expires on December 31, 2023. The Board has been working with HOAMCO Senior Management in since July on improvement of management standards. In consideration for HOAMCO's agreement not to increase contract costs and agreement to add to the contract the detailed Community Association Management Guidelines prepared by the Board, the Board proposes to enter into a further one-year contract with HOAMCO without going out for competitive bids.

The reasons why the Board recommends not having competitive bidding for this contract are:

1. HOAMCO has been our approved community management vendor since 2018.
2. The Board conducted a full request for proposal process in 2020. Four management companies responded to that RFP, and HOAMCO was the choice recommended and approved by the Board at that time.
3. The Board is not aware of any new management companies who have entered the local market who are prepared to take over our community management and replace our employees.
4. Nevertheless, the Board's goal is to engage in a formal RFP process for community management in 2024. The Board expects it will take at least four months to conduct the RFP process.
5. Under these circumstances, the Board believes it is in the association's best interest to only conduct one RFP process next year, and to facilitate that process the Board only intends to renew the contract for the term of one year rather than three years.
6. In order to ensure continuity of management services, it is advantageous to the ECIA to approve a sole source for this contract.
7. The procurement is authorized by an existing budget item and by specific Board direction.

The ECIA Election Committee encourages all Eldorado residents to consider running for two positions on the ECIA Board of Directors which will be open May 6, 2024 or volunteering for one of the ECIA Committees. Eldorado's greatest asset is the diversity of its residents' unique life experiences. Consider giving your time and sharing your experience and expertise! Each of us stepping up to take a turn at maintaining our community will result in a better Eldorado.

To learn more about the upcoming election and ECIA Committees, please go to the Eldorado website at <https://eldoradosf.org> or contact the ECIA Office at 505.466.4248.

APPROVED 2024 BUDGET			
1			
2	Accounts (GL# - Title)	2024 Budget	
3	INCOME		
4	4100 - GENERAL ASSESSMENTS	1,693,360.00	
5	4225 - ECIA MERCHANDISE SALES	0.00	
6	4230 - COMMUNITY CENTER RENTALS	2,200.00	
7	4310 - ASSESSMENT INTEREST	5,000.00	
8	4350 - ASSESSMENT LIEN/COLLECTION FEES	8,000.00	
9	4410 - ARCHITECTURAL APPLICATIONS	1,500.00	
10	4600 - INTEREST INCOME	5,000.00	
11	4900 - OTHER INCOME	500.00	
12	4105 - STABLE MANURE - REIMBURSEMENT	15,000.00	
13	4106 - STABLE PROPERTY TAX - REIMBURSEMENT	2,350.00	
14	4107 - STABLE WATER - REIMBURSEMENT	9,500.00	
15	4108 - STABLE FLY PREDATOR PROGRAM - REIMBURSEMENT	1,100.00	
16	4895 - GAIN ON ASSET DISPOSAL		
17	TOTAL INCOME	1,743,510.00	
18	EXPENSES		
19	COMMUNITY RELATIONS		
20	5330 - RESIDENT OUTREACH & RELATIONS	50,000.00	
21	6012 - STAFF APPRECIATION	1,000.00	
22	5885 - VISTAS NEWSLETTER	52,000.00	
23	5900 - WEBSITE OPERATIONS	7,800.00	
24	TOTAL COMM. RELATIONS	110,800.00	
25	COVENANT COMPLIANCE		
26	8270 - GAS / MILEAGE / VEHICLE MAINTENANCE	900.00	
27	8271 - LEGAL -COVENANT COMPLIANCE	9,000.00	
28	TOTAL COVENANT COMPLIANCE	9,900.00	
29			
30	FACILITIES AND GROUNDS		
31	5280 - COMMUNITY CENTER SUPPLIES & EQUIPMENT	5,000.00	
32	5806 - Patio/Parking/Island Maintenance	1,500.00	
33	5856 - SECURITY SYSTEM / ALARM MONITORING	1,200.00	
34	5857 - MAINTENANCE UNIFORMS	8,500.00	
35	5859 - VEHICLE GAS & REPAIRS	13,000.00	
36	5880 - SECURITY CAMERA MAINTENANCE	4,500.00	
37	6002 - PAYROLL - MAINTENANCE STAFF	200,000.00	
38	6160 - WATER SYSTEMS MAINTENANCE	4,500.00	
39	6175 - HIKE / BIKE TRAIL MAINTENANCE	20,000.00	
40	6200 - JANITORIAL CLEANING SERVICES	13,000.00	
41	6300 - LANDSCAPE MAINTENANCE CONTRACT	17,000.00	
42	6305 - TREE SAMIRITANS	1,000.00	
43	6310 - LANDSCAPE SUPPLIES/LABOR	2,500.00	
44	6400 - PEST CONTROL	1,000.00	
45	6405 - DOG PARK EXPENSES	4,000.00	
46	6406 - DOGGIE STATION MAINTENANCE	3,500.00	
47	6470 - PORTABLE TOILETS	4,500.00	
48	6505 - MAINTENANCE SUPPLIES & EQUIPMENT	7,000.00	
49	6511 - COMMUNITY CENTER BUILDING REPAIRS	10,000.00	
50	6520 - COMPADRES PARK- MAINTENANCE & REPAIRS	500.00	
51	6530 - REPAIRS & MAINTENANCE - IRRIGATION	1,000.00	
52	6575 - REPAIRS & MAINTENANCE: SIGNAGE	500.00	
53	6590 - CC COURTS/PLAYGROUNDS REPAIR & MAINT	4,000.00	
54	6595 - RECREATIONAL SUPPLIES	1,000.00	
55	6680 - SUPPLIES & MAINTENANCE FOR ATHLETIC FIELD	1,000.00	
56	6925 - FIRE RISK MITIGATION	2,500.00	
57	6950 - OPEN SPACE MANAGEMENT	25,000.00	
58	6951 - GREENBELT BOUNDARY MAPPING	5,000.00	
59	7100 - ELECTRICITY	8,000.00	
60	7300 - NATURAL GAS	4,000.00	
61	7550 - DUMPSTER / TRASH REMOVAL	12,000.00	
62	7900 - WATER	1,500.00	
63	8300 - DEPRECIATION	15,000.00	
64	8305 - LOSS ON DISPOSAL OF ASSETS	0.00	
65	TOTAL FACILITIES AND GROUNDS	402,700.00	
66	2024 CAPITAL PROJECTS		
67	5293.23.1 NEW MAINTENANCE FACILITY	125,000.00	
68	8250 - CONTINGENCY	20,000.00	
69	TOTAL CAPITAL PROJECTS	145,000.00	
70			
71			
72			
73			
74			
75			
76	TOTAL Operating, Non-recurring & Capital Projects		1,569,500.00
77	PROJECTED YEAR-END TRANSFER TO R&R		174,010.00
78	TOTAL		1,743,510.00
79			

Accounts (GL# - Title)	2024 Budget
GENERAL AND ADMINISTRATIVE	
5100 - ANNUAL AUDIT / TAX PREP	10,000.00
5200 - ALLOWANCE FOR DOUBTFUL ACCOUNTS - BAD DEBT	1,000.00
5250 - BANK FEES & SAFE DEPOSIT BOX	75.00
5275 - OFFICE FURNITURE	1,000.00
5285 - CELL PHONE ALLOWANCE	2,880.00
5290 - COMPUTER SERVICES LABOR	10,000.00
5292 - COMPUTER HARDWARE / PRINTERS	2,000.00
5300 - DUES & SUBSCRIPTIONS	10,000.00
5305 - SOFTWARE	1,000.00
5320 - EDUCATION & PLANNING / TRAINING	1,000.00
5400 - PROPERTY INSURANCE	50,000.00
5450 - SCANNER / PRINTER	4,000.00
5500 - LEGAL FEES - GOVERNANCE	10,000.00
5520 - LICENSES/PERMITS	500.00
5530 - LIEN/COLLECTION COSTS	10,000.00
5600 - MANAGEMENT FEES - HOAMCO	35,000.00
5800 - OFFICE SUPPLIES	6,500.00
5815 - POSTAGE MACHINE RENTAL & POSTAGE	7,000.00
5820 - PRINTING	9,805.00
5860 - COMMITTEE EXPENSES	1,500.00
5870 - TRAVEL/ MILEAGE	300.00
5940 - WORKER'S COMP INSURANCE	330.00
6000 - PAYROLL - ADMIN.	490,000.00
6006 - EMPLOYEE NEW HIRE EXPENSES	1,500.00
6385 - NEIGHBORHOOD WATCH	500.00
7500 - TELEPHONE	3,000.00
8280 - CORPORATE COMMISSION	60.00
8800 - TAXES - FEDERAL	5,200.00
8850 - TAXES - STATE	700.00
TOTAL GENERAL AND ADMINISTRATIVE	674,850.00
POOL OPERATIONS	
5858 - UNIFORMS & SUPPLIES	3,500.00
6003 - POOL PAYROLL	125,000.00
6415 - POOL AREA FURNISHINGS	2,500.00
6420 - POOL CHEMICALS	7,000.00
6430 - POOL ELECTRICITY	8,000.00
6440 - POOL NATURAL GAS	7,700.00
6455 - POOL REPAIRS & MAINTENANCE	6,000.00
6462 - TRAINING & CERTIFICATIONS	2,000.00
6465 - POOL WATER	10,000.00
TOTAL POOL OPERATIONS	171,700.00
STABLE OPERATIONS	
5405 - INSURANCE -OPEN AREA/EQUINE POLICY	1,300.00
6630 - STABLE - ELECTRICITY	300.00
6631 - STABLE - REIMBURSABLE FLY PREDATOR PROGRAM	1,100.00
6632 - STABLE - REIMBURSABLE MANURE REMOVAL	15,000.00
6633 - STABLE - PORTABLE TOILET	2,500.00
6634 - STABLE - REPAIRS & MAINTENANCE	5,000.00
6635 - STABLE - ROAD MAINTENANCE	500.00
6636 - STABLE - REIMBURSABLE WATER	8,500.00
6637 - STABLE - REIMBURSABLE TAXES	2,350.00
TOTAL STABLE OPERATIONS	36,550.00
TOTAL STABLE OPERATIONS LESS REIMBURSEMENTS	9,600.00
TOTAL OPERATING EXPENSES	\$1,406,500
NON-RECURRING OPERATING PROJECTS	
8600 - REPLACEMENT RESERVE EXTERNAL STUDY	8,000.00
8610 - LEGISLATION APPROPRIATION MATCH	10,000.00
TOTAL NONRECURRING OPERATING PROJECTS	18,000.00
TOTAL EXPENSE	1,424,500.00
TOTAL OPERATING EXPENSES, NON-RECURRING	1,569,500.00
PROJECTED YEAR-END TRANSFER TO R&R	\$174,010
TOTAL	\$1,743,510
2024 REPLACEMENT & RESERVE EXPENSES	
9500.017 - Island Area Plantings	34,250.00
9500.018 - Breezway & Depot Doors	10,000.00
9500.019 - CC Folding Tables	3,500.00
9910.011 - Dump Trailer	8,820.00
TOTAL RESERVE EXPENSES	56,570.00

Dog Park Rules (sign)

Limited to ECIA residents with assigned Amenity Card

Dogs must be registered with ECIA

Dogs shall wear a red ECIA tag on prominent display

Male dogs must be neutered no later than two years of age

Female dogs in heat are not allowed

Remove dog waste & place in trash cans

Remove unruly dogs immediately

Residents are liable for injury or damage caused by their dog

Handle conflict respectfully

Children under 13 must be accompanied by an Adult

No alcohol, smoking or weapons

Animal Control 505-428-3720

County Sheriff 505-986-2400

Additional Info: Eldoradosf.org/amenities-facilities/dog-park

Annex

Intended for single resident use

Dogs requiring separation

Examples:

Small or elderly dogs

Weak or impaired dogs

Limit time to 30 minutes if others are waiting

Dog Park (website)

Rules:

1. Limited to ECIA residents with assigned Amenity Card
2. Amenity Cards to be deactivated if rabies vaccination has expired
3. Dogs must be registered with ECIA
4. Dogs shall wear a red ECIA tag on prominent display
5. Male dogs two years and older must be neutered
6. Female dogs in heat are not allowed
7. Remove dog waste & place in trash cans
8. Remove unruly dogs immediately
9. Residents are liable for injury or damage caused by their dog
10. Handle conflicts respectfully
11. Children under 13 must be supervised by an Adult
12. No alcohol, smoking or weapons

Submit Comments & Suggestions via link in footer

Animal Control 505-428-3720

County Sheriff 505-986-2400

Annex

1. Intended for single resident use
2. Dogs needing separation, examples:
 - a. Small or elderly dogs
 - b. Weak or impaired dogs
3. Limit time to 30 minutes if others are waiting



1 La Hacienda Loop
 Santa Fe, New Mexico 87508
 Office: 505-466-4248

ELDORADO COMMUNITY IMPROVEMENT ASSOCIATION, INC.

TITLE: DRAFT ECIA Editorial Policy

BOARD PROCEDURE NUMBER: _____

DATE OF PROCEDURE APPROVAL: _____

PURPOSE: In accordance with the Association's Governing Documents and the July 18, 2023 Social Media Policy, October 17, 2023 Political Endorsement Policy, and the [XX, 2024] Facebook Procedures, the following Editorial Policy provides direction to the ECIA Board of Directors, Committees, Association Members and Management Staff to protect the best interest of the Association, ensure consistency, and provide a standard methodology of communications via the Association's website, newsletter, eBlast, and social media platform.

JUSTIFICATION: It is the vision of the Governing Board to promote the welfare of community residents through diverse perspectives and by providing a welcoming environment with quality service, responsive to members' needs. The *Vistas Style Guide*, revised March 2022, is the sole process developed to provide standardized procedure and guidance on an ECIA communications source. As the community evolves in its methods of sending and receiving information, it is necessary to ensure parameters are established to align ECIA communication sources for best-practice and to encourage the welfare of members.

PROCEDURES:

1. Roles and Responsibilities

Board of Directors

- Provide general oversight of Association content published by management staff.
- Ensure one member of the Board completes a monthly review of their respective website page for content and accuracy.
- Provide guidance, if necessary, on content that may conflict with the current governing documents and policies.
- Ensure Board communications are in line with the current Agreement to Serve and the Association Bylaws.
- Directors will not represent themselves on social media as spokespersons of the Association and its Members unless authorized by a majority of the Board.

Committee Members

- Provide management staff with thorough content to be published in a timely manner.
- One member of each committee completes a monthly review of their respective website page for content and accuracy.
- Ensure communications are in line with their respective committee charter.

Management Staff

DRAFT Editorial Policy 11.21.23

11.21.23 BOD Minutes

- Establish and oversee the daily processes of all ECIA communications.
- Discretion to disable or remove content that is in violation of the governing policies.
- Publish requested content in accordance with ECIA's Bylaws and committee charters.
- Perform weekly content audits, assess content strategies, content publishing, content writing and creation, and performance monitoring and reporting.

MIGS

- Review and commit to related policies and procedures – Social Media Policy and Facebook Procedures.
- Follow content and deadline constraints.
- Understand publication of non-ECIA announcements may be limited.

2. Approved Content

Website

- ECIA business: Association governing documents and budgets, Board and Committee information, contact information, news, meetings, events, resources, amenities, forms, applications, and waivers.
- Non-ECIA affiliated resources: Bus schedule, common weeds, Eldorado Neighborhood Watch, Eldorado Neighbors Helping Neighbors, Fire and Emergency Preparedness, Land Use Code, Recycling Tips, Snake Relocation Service, Xeriscape and non-native vegetation, power outage tips, utilities, and trash services.
- Calendar includes all recurring room reservations for ECIA Board and committee meetings, non-ECIA social groups, ECIA events and room reservations.

e-Briefs (“eBlasts”)

- Board, Committee, and Association information, updates, and reminders
- Amenity information and updates
- ECIA meetings and events
- New social groups that meet at the Community Center, or changes to a current social group schedule or location
- Non-commercial Eldorado area events and information (i.e., fundraisers) which may be limited in frequency and duration of publishing
- Tree Samaritans and other volunteer work that may affect the community
- Utility updates, if provided to office staff
- Property damage/suspicious activity on ECIA common property
- Lost pets or items

***Vistas* Newsletter**

- ECIA Board and Committee information, meetings, and reminders
- ECIA and non-commercial community events
- Non-profit group information that may be pertinent to the community (i.e., Eldorado Neighbors Helping Neighbors, Greater Eldorado Neighborhood Watch, and 285/Recycles)
- Informational articles
- Social groups that meet at the Community Center
- From the March 2022 revision of the *Vistas* Style Guide:

“*Vistas* does not print opinions or arguments as individual articles. However, verified facts about any topic are always valid, when the purpose is to increase understanding rather than to change beliefs, sway judgment, or belittle an individual or group of people. That is not to say that you should hide facts that may be uncomfortable if they are necessary for understanding. Remain calm, objective, fair and kind in the way you say it. Direct personal attacks and coarse language have no place in any respectable publication.”

Marquees

- ECIA meetings and events
- ECIA reminders and deadlines
- Non-commercial or non-profit community events

Social Media

- ECIA meetings and events
- Amenity updates
- Community events
- Community notices
- Lost pets or items
- ECIA Members-only group forums for the purpose of factual Association information gathering

3. Deadlines

- **eBlasts**
 - Non-recurring content must be provided to the Director of Communications **twenty-four (24) hours** in advance, unless the content is pressing.
 - Please see “Meeting Notices” for recurring eBlast content
 - Daily eBlasts will be sent no later than **12 PM**.
- ***Vistas* Articles**
 - Articles and calendar changes must be sent to the Director of Communications no later than the **5th of the month** preceding the month of publication unless prior arrangements have been made.
 - Final proof must be sent to the printer no less than **five (5) days** prior to the last day of the month.
- **Marquee Requests**
 - **Two (2) weeks** prior to the date of posting.
- **Facebook Posts**
 - Non-recurring content must be provided to the Director of Communications **twenty-four (24) hours** in advance, unless the content is pressing.
- **Meeting Notices**
 - If in-person Regular, Organizational, and Special Meetings of Directors are available, a **forty-eight (48) hour** notice is required.
 - Executive Session notice with a brief description of what will be discussed will be provided **forty-eight (48) hours** in advance.

- An Annual Meeting notice will be sent to Members no less than **ten (10) days and no more than fifty (50) days** prior to the scheduled meeting.
- Committee meeting notices will be provided to Members **forty-eight (48) hours** in advance.
- **Meeting Minutes**
 - Draft minutes of Regular, Organizational, and Special Board Meetings will be posted as soon as possible, but no later than **five (5) business days** following the meeting, or before the following month's newsletter is mailed to Members.
 - Draft Annual meeting minutes will be posted no later than **twenty-four (24) hours** following Board approval.
 - Draft Committee meeting minutes will be posted by the date indicated in their respective Charter.

GENERAL

1. This policy shall replace and supersede all previous policies, rules, and regulations regarding the subject matter of this policy. The Bylaws and other governing documents of the Association control if they conflict with any provision of this policy.
2. The Board may amend this policy in the same way it makes any other policy. It may also vote to temporarily suspend any provisions of this Policy if necessary for the best interest of the Association.
3. In the event that a court of competent jurisdiction finds any portion of this policy void or otherwise unenforceable, the other provisions shall remain in full force and effect.

The undersigned hereby certifies that the foregoing policy was adopted and made a part of the minutes of the meeting of the Board of Directors of the Association conducted on the ____ day of _____, 20____.

BOARD OF DIRECTORS OF THE
ELDORADO COMMUNITY IMPROVEMENT ASSOCIATION

By: _____



1 La Hacienda Loop
 Santa Fe, New Mexico 87508
 Office: 505-466-4248

ELDORADO COMMUNITY IMPROVEMENT ASSOCIATION, INC.

TITLE: DRAFT ECIA Facebook Procedures

BOARD PROCEDURE NUMBER: _____

DATE OF PROCEDURE APPROVAL: _____

PURPOSE: To ensure all ECIA related communications reach a broad range of Members in a timely and purposeful manner.

JUSTIFICATION: Members utilize various forms of internet technology to receive communication. ECIA utilizes platforms such as the website, e-briefs, newsletter, and marquees. Despite the use of the above-mentioned platforms, Members continue to express the need for an additional communications avenue. A popular social media platform to reach a large audience is Facebook. Many individuals of widespread age utilize this platform and can benefit from this additional source of communications. This policy will support factual and informative Association communication and mitigate the dissemination of inaccurate, biased, or inappropriate information.

SCOPE: The procedures align with the guidelines established by ECIA's Governing Documents, Social Media Policy, Political Endorsement Policy, and Editorial Policy. The procedures distinguish roles and responsibilities and establishes approved content for the Board of Directors, Committee Members, Association Members in Good Standing (MIGS), and Management Staff.

DEFINITIONS:

Facebook Page: A place for businesses, organizations, non-profits, brands, and public figures to connect with fans, members, or customers.

Facebook Group: A place to communicate about shared interests with certain people with the ability to customize privacy settings.

- ECIA Facebook group discussions are not intended as a public forum. The group forums are for ECIA Members only for the purpose of factual community information gathering and require verification of address and agreement to the group rules.
- Membership questions:
 1. What is your ECIA address?
 2. What year did you move to ECIA?
 3. Do you agree to abide by ECIA's Social Media Policy and Facebook Procedures?
 4. Do you agree to follow the group rules? (See Procedures, number 3. Content Management)

PROCEDURES:

1. Roles and Responsibilities

Board of Directors and Committee Members

- Provide general oversight of published content by management staff.
- Provide guidance, if necessary, on comments, posts and disputes that may be in violation of ECIA's governing documents and established policies.
- Refrain from discussion of board and committee actions.
- Explicitly indicate personal opinions are not that of the board or committee.

Management Staff

- The Director of Communications provides content management of the ECIA Facebook page and groups, and
 - Ensures their mobile and desktop settings are activated to receive Facebook alerts.
 - Reviews content of the alert notification within one hour during regular business hours, when feasible, to ensure the post or comment content meets the parameters of the Social Media Policy.
- Perform weekly audits to assess and provide reports on published content, engagement, monitoring performance, content writing and creation, and strategies for improvement.
- Post content of daily eBlasts to the Facebook page.
- Accept post and group requests and if approved, post the content in a timely manner.

MIGS

- Engage in fact-driven, educational discussions via comments and “reactions” in an ECIA Facebook group, while maintaining adherence to the Social Media Policy.
- Request a Facebook group for discussion be created on behalf of their community interest (i.e., Pickleball, Pool, Gardens and Landscapes, Community Resources, and General Association Information).
- Understand discussions will be closed or content will be removed without notice if the subject is not in compliance with the governing policies of ECIA.
- Agree to respectfully remind each other of the stated Community Guidelines in the event a discussion is not in compliance.
- Alert management staff of issues that arise that may impede the welfare of the community.

2. Process to Request Facebook Post or Group

- Board and committee members may request a Facebook post or group at any time, given the content is of ECIA business or important community information.
- Submit meeting information to staff 72 hours in advance to meet the 48-notice deadline.
- Members may request a Facebook post such as a lost pet or item, a new social group or changes to an existing group at the Community Center, and non-commercial community events. Publication of non-ECIA announcements may be limited.
- Submit Facebook post requests to the Director of Communications in a timely manner, when feasible.

***Unless a free informational meeting is open for all Members at the Community Center, no for-profit or commercial posts will be approved.**

3. Content Management

- Board of Directors, Committee Members, MIGS, and Management Staff will follow the parameters outlined in the Social Media Policy. The following content will not be tolerated:
 - Trolling: Posts with the intent to provoke, instigate conflict, hostility, or arguments
 - Vulgar and crude language
 - Personal attacks or disrespect of any kind against any person
 - Comments or content that promotes, supports, or perpetuates discrimination
 - Spam or links to other sites (i.e., promoting your own product or service)
 - Infringements on copyrights or trademarks
 - Advocating and promoting illegal activity
 - Promoting products, services, or political organizations
 - Inappropriate images such as – but not limited to – pornography
 - Personally identifiable and distinguishable medical information
 - Material or information that may compromise the security, safety, or proceedings of any legal action relating to the Association
- In the event any Facebook content is found to violate these Procedures, the 7.18.23 Social Media Policy, or the proposed Editorial Policy, the post will be taken down and the person posting such content will be subject to appropriate enforcement of action in accordance with the Association's Enforcement Policy, which may include a violation notice and an opportunity for a hearing with the Board, temporary or permanent suspension of the rights to participate in the Association's social media site(s), or legal action by the Association.

LIMITATIONS:

Monitoring the ECIA Facebook page will not be feasible during the overnight hours. Depending on Member engagement on the Facebook page, the Staff's role may become cumbersome, and reassignment of duties may be necessary.

GENERAL

1. This policy shall replace and supersede all previous policies, rules, and regulations regarding the subject matter of this policy. The governing documents of the Association control if they conflict with any provision of this policy.
2. The Board may amend this policy in the same way it makes any other policy. It may also vote to temporarily suspend any provisions of this Policy if necessary for the best interest of the Association.
3. In the event that a court of competent jurisdiction finds any portion of this policy void or otherwise unenforceable, the other provisions shall remain in full force and effect.

The undersigned hereby certifies that the foregoing policy was adopted and made a part of the minutes of the meeting of the Board of Directors of the Association conducted on the ____ day of _____, 20 ____.

BOARD OF DIRECTORS OF THE
ELDORADO COMMUNITY IMPROVEMENT ASSOCIATION

By: _____