

# Annual Meeting Management Report

## 2009 Year in Review

### Community Manager – Derek Tarries

- As of November 22<sup>nd</sup> we have 2,174 homes that have closed.
- Accomplishments
  - We took on 9 more open space/park acres and expected to take on 10 more acres in early 2010. The Association is currently maintaining 111.34 acres.
  - We accepted 2 new parks; Orchard and Church Park. The Association has a total of 53 parks; 6 Community Parks, 15 Neighborhood Parks and 32 Pocket Parks.
  - With the help of the Community we have named all of the parks.
  - We completed park improvements to Sunset Park and will complete the improvements to Sunflower Park in the upcoming weeks.
  - We replaced 50 dead park strip trees throughout the community and have budgeted next year for the replacement of 150 dead trees in parks and open spaces.
  - We added two new tennis courts in North Shore Village.
  - We added one more Community Garden in North Shore and will accept another in 2010 for a total of 6 Community Gardens for 2010.
  - We Opened the Dog Park on May 1, 2009 and made additional improvements to the park during the year that were based on recommendations from residents. This park is open year round.
  - We completed a water audit on several parks, green courts, and open spaces through out the Community. We are currently working on a water management program for Spring 2010.
  - We completed 3 Reserve Studies; Master, Carriage Condominiums and Townhome 1.
  - With the Board of Directors we have approved a new agency to conduct the security around the community. We will have an off duty police officer patrol the entire community at various times during the day and/or night. This will increase police presence and expand the patrolled areas. This will also assist with parking enforcement.
  - We held 4 Homeowner 101 orientations the topics included; Home Insurance, Home Winterization, Daybreak's Park System and Community Clubs.
  - We conducted the first Daybreak Developer Turnover and Election in November for Carriage Home Condominiums.
  - A new Sub-Association came online; Garden Park.
  - Collections:
    - We renegotiated the collections contract with Hobbs and Olson. This will decrease the upfront cost to the Association and assist with cash flow.
    - The Board of Directors approved 4 property foreclosures, 3 of the 4 were sold and one became current.
    - We filed 127 liens on delinquent owners.
    - We filed 55 lien releases on delinquent owners that became current.  
\*\*We do not release the lien on Bankruptcies or Foreclosures.
    - Collection Policy:
      - 15 Day - Collection Fee
      - 30 Day - Amenity Rights are turned off and Initial Late Letter
      - 60 Day - Demand Lien Letter
      - 90 Day - Send to Attorney
    - We had 19 homeowners on payment plans in the community. This is an option we offer to all residents to assist them financially and

prevent them from be turned over to collections. Of the owners that needed a payment plan 13 have been able to bring their account current.

- Resolutions (3 were passed this year):
  - The Covenants Committee reviewed each resolution and recommended the approval to the Board of Directors.
  - DRC Landscape Deadline Extension Resolution
    - This resolution will limit the amount of extensions the DRC can approve for a homeowner. This will expedite the completion of rear yards.
  - Recreational Vehicle and Utility Trailer Parking Resolution
    - We have extended the time frame from 4 hours to 24 hours a recreational vehicle and utility trailer can be left in front of a homeowners' home. This will help with the owners' that are charging, loading and unloading their recreational vehicle. This is also inline with South Jordan City's ordinance. This resolution was a recommendation from the Covenants Committee due to the large number of hearings and complaints they received.
  - Community Wide Yard Sale Resolution
    - As the Community grows the need for more than one yard sale per year is needed. The yard sales must be approved by the Council (LiveDAYBREAK) Board of Directors and must be facilitated by LiveDAYBREAK. Individual yard sales, boutiques and bazaars are still restricted.

\*\*The full resolutions will be included in the Community Eblast next Monday and they will take effect on January 6, 2010.

### **Management Company – Since Derek became Community Manager**

- 2007 vs. 2009
  - Homes
    - 2007 – 1,479
    - 2009 – 2,174
    - In two years we have increased the number of homes closed in Daybreak by 695 – 68.04%
  - Associations
    - 2007 – 3
    - 2009 – 6
    - In two years we have increased the number of associations in Daybreak by 3
  - Acres
    - 2007 – 47.9
    - 2009 – 111.34
    - In two years we have increased the number of acres in Daybreak by 63.44 acres – 132.44% more acreage
  - Full Time Employees
    - 2007 – 9 supervisory staff (5 located at the HOA Office and 4 located at the DCC – 2 which are Council staff included in the Council budget)
    - 2009 – 9 supervisory staff (6 located at the HOA Office and 3 located at the DCC - 1 which are Council staff included in the LiveDAYBREAK budget)

In the two years since Derek's arrival we have increased the number of homes by 68.04%, total acreage by 132.44% and number of associations we manage by 3. To help Daybreak through the economic times our team remained at 9 primary supervisor staff. Even though Daybreak grew substantially we consciously did not increase the number of team members to accommodate this growth.

To better understand the budgeted payroll line item increase for 2010. There will be a Grounds Person added to the CCMC team. This increase is off set in other reductions within the budget. You will find this reduction to the Contract Services line item in the budget. To clarify we had a sub-contractor performing the trash pick up and emptying the dog stations throughout the community. This new team member will be taking the place of that same sub-contractor and perform the same work as well as other tasks. We estimate we will save approximately \$20,000 by bringing this service internally versus continuing with the sub-contractor. The CCMC team will receive in the range of 0% - 1% increase and not all team members will receive an increase. Salary increases depend on a team member's performance throughout the year.

### **Operations Manager – Nathan Francis**

- DRC Committee
  - The DRC Committee consists of 4 members currently;
    - Jeff Haws (Landscape Architect for Kennecott Land)
    - Jeff Farnum (Architect for Kennecott Land)
    - Gary Langston (Engineer for Kennecott Land)
    - Lisa Anderson (Resident) – joined in March 2009.
  - An additional resident will be joining in December 2009.
  - We made modifications to the DRC application to assist with resident approval.
  - In April the committee participated in the Daybreak Garden Affair.
  - Number of Applications: **715** (2008 – 612) 17% increase
  - Approved Applications: **608** (2008 – 481) 26% increase
- Covenants Committee
  - The Covenants Committee currently consists of 5 voting resident members;
    - Jo Aldridge
    - Rachel Johnson
    - Kristina Otterstrom
    - Forrest Mason
    - George Williams
  - The Covenants Committee will be adding 4 additional resident members in January 2010. For a total of 7 voting members and 2 alternate members.
  - We continue to work in cooperation with the City on Code Enforcement issues.
  - Started “Yard of Month” for the Community to take pride in their yard and neighborhood. There were a few street rivalries and it was rewarding for the Covenants Committee to assist in this process
  - Courtesy notices made: **Approximately 467** (2008 - 367)
  - Violation letters written: **Approximately 1,167** (2008 - 2,312)
  - Fines invoked: **Approximately \$98,259** (2008 - \$32,314)
  - Fines collected: **Approximately \$20,473** (2008 - \$5,735)
  - Fines credited due to Bad debt, Bankruptcy or waived by Covenants Committee: **Approximately \$9,710**
  - There are 36 homes that are currently in violation. 97% of the violations have come into compliance throughout the year.
- Safety Committee
  - Updated the Community Emergency Response Plan.

- Four staff members attended CERT training in 2009 and one staff member needs to be recertified.
- In March the committee provided a community First Aid class with South Jordan City Fire Department.
- In April the committee provided 'Neighborhood Watch' Block Captain training with the South Jordan City Police Department.
- The committee created and distributed community emergency contact information (fridge magnets) with the help of a resident who was working on their Eagle Scout ranking.
- Safety Committee became part of the LiveDAYBREAK program in May.

### **Daybreak Community Center – Clint Warnick**

- DCC:
  - Janitors: Starting in January the DCC will be employing our own janitors. In the past this was done through Jordan School District, but switching will save us approximately \$10,000 a year.
- Fitness Program:
  - We added several classes to our program this year and are seeing great participation numbers. We are evaluating this program further and finding more ways we can reduce expenses and provide better services to our residents.
  - Biggest Loser: We ran a successful Biggest Loser Competition in February. We had over 50 participants and lost a total of 287 pounds.
- Child Watch:
  - At the beginning of the year the child watch was operating at a monthly loss of approximately \$700.00. We have made several changes to help us cut those losses and bring the child watch closer to being self-sustaining.
  - We also added more themed programming that has helped our numbers increase over the past couple months.
- Eastlake Pool:
  - This was the first full season the pool was opened. We also offered an extended season with an additional 3 weeks as a trial period.
  - Swimming Lessons: We added swimming lessons to this year's pool programming. Most sessions were filled and we learned a lot about the need for more lessons in the future.
  - Fitness: We also added water aerobics to our programming and also saw full classes. This will be a program we build upon in the coming years.
- Boats:
  - We offered sailing lessons for no cost to residents.