

KICKSTART MEETING

San Marcos Estates Kickstart Meeting Minutes

Thursday, September 11th, 2025 @ 11:00am Via Microsoft Teams

BOARD MEMBERS IN ATTENDANCE

- Bart Salzman – Board President
- Joe Yu – Vice President
- Kathleen Colman – Treasurer
- Marcus Erickson – Secretary

BOARD MEMBERS ABSENT

- Arman Shields – Member at Large

OTHERS IN ATTENDANCE

- Gina Portocarrero, Community Manager, Spectrum Association Management
- Diana Treantos, Division President, Spectrum Association Management
- Tabitha Clark, Business Development Manager, Spectrum Association Management
- Megan Fought, Client Relations Representative, Spectrum Association Management
- Ken, San Marcos ACC committee Member
- Frank, San Marcos homeowner

CALL TO ORDER

With a quorum of board members present, Community Manager Gina called the General Session to order at 11:00 am.

INTRODUCTION

Business Development Manager Tabatha introduced all members of Spectrum Association Management in the meeting.

- Site manager and ACC coordinator are to be determined.
- Sally Smith was introduced as Transitions Manager, Spectrum Association Management.
- Bart, Joe, Kathleen, and Marcus confirmed all contact information is correct.

STATE OF YOUR ASSOCIATION

- State of the HOA: The Board's Perspective

The board-mentioned wall facing the street needs maintenance. The board also is concerned with delinquencies; since previous management, the board has gotten behind on delinquencies, causing them to jump dramatically in the last month.

- HOA Vision: What does success look like for the board in the next 90 days?

The board agreed that they want to reduce delinquencies, notice violations, and get the missing contact information for the remainder of homeowners.

ROLES

- Community Manager: Gina Portocarrero, direct point of contact
- Site Manager: Compliance drives
- ACC Coordinator: Property improvement requests
- Access Department: Gate remotes, codes, pool cards, pool fobs
- Bookkeeping/Financial Services: Billing assessments, paying vendors, financial packets, homeowner reports.
- HSR (Homeowner Services): Homeowner response
- Bluelime Insurance Group & Mint Fish Premium Finance: Check statement values, certificate of insurance, property information confirmation, carrier quotes.

If the board does not want to pay or is unable to pay the full premium of the year, Mint Fish Premium Finance will break up cost into separate payments.

- Borderline Academy: Learning platform for board members

EXPECTATIONS

- Weekly Updates

The Community Manager will send weekly updates every week on Fridays with a summary of all the tasks and projects that the Community Manager is working on for the board.

- Same Day Response Commitment
- 2 week Turn Around on Projects
- 24-Hour Emergency Response

If a homeowner calls the main line for Spectrum after business hours, it will get routed to Spectrum's emergency response team, who, if necessary, will forward the message to the Community Manager.

TRANSITION UPDATE

- Owner List – Received and entered 9/13/2025
- Initial Funding Check – Received 9/21/2025
- Welcome Postcard – Mailed to homeowners 9/21/2025
- COI – Emailed Insurance Broker 9/21/2025

FINANCIAL REVIEW

- The board confirmed that assessments are billed monthly at \$40.00 per month per home.
- The board confirmed that there are 214 single family homes in the HOA.
- Resolution packets: Resolution packets will be sent to the board, which need to be added to the next meeting's agenda to be approved.

RESTRICTION ENFORCEMENT

- Board confirmed that they do not have fining/forced maintenance.
- Board confirmed that they do not have a fine policy for the community
- Site Manager ride along not yet scheduled.

Board mentions that recycling is picked up on Tuesdays, and trash is picked up on Fridays.

- ACC: ACC requests can be approved without meeting if they follow the guidelines.

Board has an ACC committee.

COMPLIANCE

- Board confirmed there are no litigations or lawsuits against the HOA.

VENDORS

- Board confirmed vendor list, mentioned vendors that aren't on the list but aren't used often such as plumbers and exterminators.

TASK/PROJECT/ACTION ITEMS

- Board states that top concern is getting the missing contact information on homeowners.
- Board mentioned CDs that the HOA currently has that mature in October, they will be discussed in the next board meeting.

NEXT BOARD MEETING

- General Board Meeting
October 15th, 2025 @7:00pm
via Teams

ADJOURNMENT

With no further business to conduct, the general session was adjourned at 11:47am.