



# Town North Condominium Association

## Owners Newsletter

### July 2024

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## Greetings

We are pleased to present the TNCA Owners Newsletter and our third Owners Report this year. Below is an overview of operations since our April 24, 2024, report at the Special Meeting.

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## Committee Reports

### Administration

#### Management

In early 2023, we discovered several problems with our system for hiring and supervising our on-site Facility Manager. We adopted a two-tier management system to separate administrative and facility duties.

- Administrative Duties:

Heritage Property Management hired on May 1, 2024

Questions, concerns, and Service Tickets: 970-243-3186

- Community Manager: Brieana Molinari: [brieana@hpmgj.com](mailto:brieana@hpmgj.com)
- Accounting Manager: Karen Houlihan: [karen@hpmgj.com](mailto:karen@hpmgj.com)

- On-site Facility Manager:

Hired May 20, 2024

#### Emergencies only

- Shawn Cobb, TNCA mobile phone: 970-270-0114

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Management. This will allow us to log, track, and follow up on facility needs. Service Tickets will greatly enhance oversight, accountability, and vendor/contract changes and transitions as needed.

The Service Ticket is the key to the system and must initiate all requests.

Here's how it works:

1. Service Tickets: Call or email Heritage with concerns or to place a Service Ticket.
2. Work Orders: Heritage will issue work orders to the on-site Facility Manager.
3. Follow-up and general concerns: Contact Heritage Property Management

#### IMPORTANT OPERATIONAL NOTES:

- Owners should not contact the Facility Manager directly except in the case of an emergency.
- Tenants should not contact the Facility Manager directly but rather their own landlord, except in the case of an emergency.

#### Accountability

- The Board reports to the Owners
- Heritage reports to the Board
- The Facility Manager reports to Heritage

#### Accounting

- Books are being transitioned from QuickBooks to Heritage's in-house system, Yardi.
- Our unreconciled Mid-Year Net Operating Loss is \$501

#### **Property**

##### Communications

- Bulletin board will be installed inside the lobbies to post activities, notices, and information.

##### Mansards

- Sufficient funds have been collected to initiate the project
- Updated and new bids have been attained
- Contracts will go to legal counsel for review before signing

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- Work assessments have been made
- Methods, costs, priorities, and vendors are being discussed

## Grounds

### Irrigation

- It was recognized that damage to irrigation improvements could potentially result from the Mansards' construction. Only emergent repairs and maintenance are being performed this summer. The entire system and needs are being more fully assessed in the interim.

### Grill

- The barbeque gas line problems have been largely resolved through plumbing fixes. The City Inspectors passed the system, and it is fully operational.
- Additional issues with the valves and associated apparatus are being assessed.

## Special Assessment

- 56% of all Special Assessment dues have been collected
- Final payments are due August 1, 2024
- No distributions have been made

## Owner's Voice

Join a committee, offer expertise or resources, get involved!

The Committee structure is your pipeline to all levels of operations.

## Property: Members Needed

Gi Woodard-Moon: [gi.woodard-moon@d51schools.org](mailto:gi.woodard-moon@d51schools.org)

## Grounds

Clay Garrity: [claytownnorth@gmail.com](mailto:claytownnorth@gmail.com)

## Administration

Teri Cavanagh: [cavslcgj@gmail.com](mailto:cavslcgj@gmail.com)

## Thank you

The Town North Condominium Association Board of Directors

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