

**BLACK BEAR LODGE CONDOMINIUM ASSOCIATION
MEETING OF THE EXECUTIVE BOARD
VIA ZOOM – 9:00 am (Mountain Time)
THURSDAY, FEBRUARY 17, 2022**

BOARD MEMBERS Cathleen Jones

Tim Gibbons
Robin Holmes
Jason Leonard
Larry Cornett

MANAGEMENT PARTICIPATING

Hannes Gehring, Toad Property Management

OWNERS PARTICIPATING

Mark Holmes

Hannes called the meeting to order at 9:05 a.m. (MT) and confirmed that a quorum was present.

Larry Cornett made a motion to approve the minutes from the December 3, 2021 meeting. Robin Holmes seconded the motion, and it was unanimously approved.

There was a discussion of the snowmelt and boiler system. Hannes said that 2 out of 3 boilers were operational, but hot water was staying at the desired levels. Recent hot water issues reported by renters in Unit 401 turned out to be attributable to a broken water main off of Snowmass Road, which had since been repaired by the Town. Hannes said that the non-functioning boiler needed a replacement part, which MTech had ordered. Hannes reported that MTech had also evaluated the controls and found them to be working as they should be.

Hannes said that MTech had reported that the heat exchangers were approaching the end of their life cycle, and he was waiting for an estimate on the cost of replacement. Hannes explained that the heat exchangers were responsible for the transfer of heat from the boiler to the hot water tanks, and that they were functioning inefficiently due to a calcium buildup. Hannes explained that the heat exchangers were inside the water tanks, and therefore replacement would likely be complicated. Hannes said that he would look into the question of whether the corresponding heat exchanger had been replaced when one of the boilers had been replaced in early 2021. Hannes said he would let the Board know as soon as he had received a bid. Robin noted that it would be ideal to schedule this work during the spring off season if possible.

Action item: Hannes to relay bid on heat exchanger replacement to Board once received.

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There was a long discussion of the snowmelt system. Hannes said that Toad had worked with MTech to ensure that the snowmelt system could run for 24 hours before it reset, and was still working to be able to turn it off and on remotely. Hannes said that Toad had been spending a significant amount of time chipping ice on the third floor deck but understood that owners did not see ice chipping as a long term solution. Some ice issues on the second floor deck were also discussed, which stemmed from snow blowing onto the deck, melting, and then freezing. Hannes said that the snow sensors were not working as anticipated and may need to be adjusted.

Some potential next steps to address the ice issue on the third floor deck was discussed. Larry noted that he had found a company online that could use thermal imaging to analyze the snow melt system, and perhaps shed some light on whether adding additional zones or additional or stronger circulation pumps would be helpful. However, the company that Larry had found was not based in Colorado. It was generally agreed that this thermal imaging project would need to be done in the winter if the Board decided to pursue it, and Larry agreed to reach out to the company to ascertain whether they had recommendations for a similar service provider operating in Colorado. Robin asked if the snowmelt system was one zone or multiple, and what the route of glycol was in case the glycol getting to the third floor has cooled down too much. Hannes mentioned there was still a glycol leak. Hannes also mentioned that the exterior ice build-up on upper unit windows seemed to be better since the snowmelt exhaust direction had been adjusted.

Action Item: Larry to reach out to the thermal imaging company regarding potential options for thermal imaging services in Colorado.

Hannes noted that the third floor deck drain sometimes froze and required jetting, which meant that water could pool on the deck and freeze. Robin suggested installing heat tape in the pipe from the bottom, to prevent a tripping hazard on the deck. Hannes said he would talk to the maintenance team to determine where the outlet to that pipe was and whether it would be possible to install heat tape.

Action Item: Hannes to investigate feasibility of installing heat tape in the third floor deck drain pipe.

Cathleen emphasized the urgency of addressing the slipping hazard on the third floor as soon as possible. Hannes agreed to order caution signs to mitigate risk while further options for troubleshooting and solving the problem were researched.

Action Item: Hannes to order caution signs regarding the slip and fall risk on the third floor deck.

Hannes thanked the Board for their engagement on the internet issue. Hannes said that it had been difficult to determine the true source of the frequent internet outages, because

Spectrum and Electronic Solutions each attributed the issue to the other company. Hannes was seeking estimates from Visionary Broadband and Xtream Internet. Hannes said that a

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representative from Xtream Internet was currently evaluating the building with a member of Toad's maintenance team. Visionary Broadband had been delayed by Covid, but would be coming out to Black Bear Lodge the following week.

Hannes explained that Xtream Internet had redundancy built into its system, so that if the Xtream Internet service failed, a secondary provider kicked in. Hannes said that Xtream Internet also incentivized switching to their service by paying for the necessary equipment themselves, which was a contrast to Electronic Solutions' recommended expenditure of \$32,000 in equipment updates.

Hannes confirmed that a test modem was used at Black Bear to show 850 MB of internet coming through, but after the wifi splitter, only 10 MB were being provided. Larry observed that, in a home system, it was his experience that the router usually degraded first. Larry said that Spectrum's responsibilities ended at the modem, and if internet was coming to the building, it was Electronic Solutions' responsibility to ensure that the system was getting internet to the units.

It was generally agreed that, because the CoAx cables were old and the Association did not allow satellite dishes or other external modifications that would facilitate individual service contracts, it was not practical to move to individual internet contracts for each unit.

There was a long discussion of the pros and cons of changing internet providers. Cathleen said that she had lost confidence in the current providers to serve the needs of Black Bear. Cathleen said that the success of Xtream Internet to provide internet service to hotel-type condos such as Lodge at Mountaineer Square made her hopeful that Xtream Internet would be a good option for Black Bear. It was generally agreed that having one provider with control over both the internet and the IT sides would make it easier to hold that provider responsible for internet issues.

Hannes said that he knew the manager of the Lodge at Mountaineer Square personally, and said that LMS had had good success with Xtream Internet thus far. However, it was likely that Xtream Internet would be more expensive than the current service providers. Hannes said that Xtream Internet was a new company, but was being cautious in expanding and making sure that the buildings they expanded to were a good fit for the company. Hannes said that Xtream was confident that they would be able to provide 1GB of internet, but that was the maximum unless the Association added fiber optic capability. Cathleen pointed out that there might be a future possibility of sharing the cost of having fiber optic cable installed with West Wall Lodge, which was also experiencing difficulties with its current internet provider.

The question of cable service was raised, and Hannes confirmed that Xtream Internet did

not provide cable, and there was a possibility that the Spectrum's rate for the building's cable service would go up if the Association switched to another provider for internet. Cathleen noted that it was possible the Association might be able to do away with the

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cable service altogether if the internet service was fast and reliable enough that owners could rely on streaming services.

Cathleen asked Hannes to find out how quickly the changeover could be done and how much downtime there would be during the installation. If there was going to be significant downtime, they would likely need to wait until after ski season.

Cathleen said that she would be happy to sign a letter on behalf of the Board notifying membership that Toad and the Board were aware of the internet problems. Hannes agreed to draft a letter for the Board to review to let owners know management was aware and actively looking for a solution. Robin asked to include a short paragraph on the snow melt system in the letter as well.

Action Item: Hannes to draft a letter letting owners know about the Board and Toad's work to resolve the internet issues.

Hannes suggested that it might be time to buy a new grill, as the igniter had been replaced multiple times and was still causing issues. It was generally agreed that Hannes would do a cost comparison between buying an industrial grill, buying a non-industrial grill and replacing more frequently, or buying a second grill and replacing the igniter on the original grill. The Board's first choice was to fix the igniter if possible and buy an additional grill, since the current grill was still working.

Action Item: Hannes to research grill options.

Cathleen said that the drain in the garage was sometimes not draining well. Hannes said that he would check on the issue.

Action Item: Hannes to check functionality of garage drain.

Cathleen said that the new signs in the trash area were clear and well-done and asked Hannes to ensure that the maintenance team was centering the correct bins under the correct signs. Hannes suggested creating a list of house rules for short term renters that included information on trash and recycling, and it was agreed to pursue this for the next tourist season.

Action Item: Hannes to remind Maintenance Team to ensure trash bins are correctly positioned under the appropriate signs.

It was agreed that the next meeting would be held on March 24, 2022.

Robin made a motion to adjourn the meeting at 10:42 a.m. Tim seconded the motion, and it was unanimously approved.

Respectfully submitted by,

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Rob Harper,
Toad Property Management

