RESPONSES TO October and November 2024 OPEN MEETING COMMENTS and CORRESPONDENCE

Please note these responses will always be attached to packets for Open Board meetings following the meeting where the comment was made and will also be published with the monthly newsletter. As time, quantity of homeowner comments, and level of research necessary to prepare full and accurate responses permits, these responses may also be emailed mid-month after the meeting date mentioned in the heading.

HOMEOWNER FORUM

Homeowners who had questions about our new liability insurance, deductibles, and HO6 coverages were **Nancy Cooper, Bill White, Colleen Lenhart, Don Ellwanger, Barbara Beddow and Pat Singer.** As the questions and comments were quite similar the Board is making one response to all who have insurance concerns:

Our insurance broker was here to provide information and answer questions on November 12. If you were not able to attend, please see the video link https://nepenthehoa.com/insurance-what-you-need-to-know/There will be follow-up on several items from the town hall event. The Association's General Counsel is interpreting our CC&R language surrounding the insurance deductible and the Russo group is getting more information on whether a $50,000 deductible is feasible.

If your question was not answered or you have additional questions, please contact the office for more information.

Question and comments that were not related to insurance:

1. **Nancy Cooper, Homeowner**: The water implementation process has not been fully explained. How did we set the $41 water assessment?

Topics: Liability Insurance; Water Cost Conversion to HOA

[During the meeting the General Manager replied that the new insurance was in place October 1. The water rate was determined by averaging a year's billing data and dividing that amount by the 590 homes in Nepenthe.]

2. **Bill White, Homeowner and Outreach Committee member**: The insurance deductible associated with the 2023 storm was not charged to each effected homeowner. Please explain why the change now to expecting homeowners to cover deductibles covered by HOA insurance.

Topic: Liability Insurance Deductible

BOARD RESPONSE: The deductible would only be charged to an individual unit if only one unit is impacted. The storm in 2023 damaged multiple homes that were grouped into one claim. There is no change in policy, the CC&R's Section 10.8 authorizes the Association to charge the deductible to the individual unit owner.

3. William Newbill, Homeowner and former member ILS: The Association should be purchasing insurance through a Sacramento-based agency as this is about $70,000 income to our local area. Would like to have a broker at a meeting to answer questions about insurance. California has only 9 insurers still offering wall to wall policies (HO6). Any homeowner improvements should be insured separately from the standard policy.

Topic: Insurance

BOARD RESPONSE: The Association researched all possible liability insurance options thoroughly. Our liability insurance broker is Rick Russo of Russo Insurance Agency in Roseville. This has been our insurance brokerage for many years. Our flood insurance is up for renewal in December, and we have been seeking quotes. Mr. Russo was here November 12 to answer our insurance questions.

4. **Robert Miller, Homeowner:** What will be the 2025 assessment?
Topic: Assessment for 2025

BOARD RESPONSE: [During the meeting the General Manager replied that the 2025 dues will total $700 with $659 for dues and $41 for water.]

5. **Anna Halderman, Homeowner:** Siding work created drywall and crack damage inside her home. It was not immediately noticeable. Would like to have contractor repair the damage.

Topic: Damages From Siding Project

BOARD RESPONSE: Per CPR: "During the course of siding and trim replacement, repairs cause vibrations to the walls and may cause items to fall and break. It may also cause interior drywall nails to back out of the drywall (nail pops). Per our contract, we are not responsible for any interior repairs or replacement of these items. These items have been deemed homeowner responsibility. Please remove any items from your interior walls, during the repair process."

CORRESPONDENCE

1. **Don Person**, **Homeowner:** Questions use of bark at his residence.

Topic: Bark

BOARD RESPONSE: At this time, there is no plan to place bark around your home. The placement of bark in the community will be an on-going discussion with the Board and Grounds committee.

2. Rebecca and Jon Siiteri, Homeowners: Will the Dunbarton pool and spa be open to homeowners this winter?

Topic: Dunbarton Access

BOARD RESPONSE: The Dunbarton facility will be open year round.