

## **Resolved by the CPHA Board of Directors and sent to Sharper Management:**

On Tuesday, 13 April 2021, the Board of Directors for the Cimarron Ponds Homeowners Association (CPHA) adopted the following resolution to improve coordination with Sharper Management on several items that have come to our attention since our March Board meeting. For example, we've had reports of owners discarding letters because there is no mention of Cimarron Ponds on the return label. We've also been concerned that our payment plan somehow initially got deleted from Sharper Management mailings. However, we are very thankful for the extra effort your team has made during this start up period... including reports of excellent service our owners receive when they call in for help.

### **Resolution for Improvement of Policies on Delinquencies, Collections, and Notices**

1. This resolution supersedes all prior authorization given to Sharper Management concerning our policies on delinquencies, collections, and notices.
2. The Association's Board of Directors shall continue to manage controlling policies for delinquencies, collections, and notices in accordance with our governing documents and specifically our Rules and Regulations.
3. As our newly partnered accounting service, Sharper Management is hereby delegated the authority to create, distribute, and enforce notices for the detailed implementation of the above mentioned policies... subject to remaining in concurrence with, and all inclusive of, the intent of the Association's documents listed above.
4. Further, it is resolved that any notices thus created shall be sent to the Association's Board for a one week review period prior to being sent out as a general notice. This may include collection letter templates and related postings on the Cimarron Ponds portion of the Sharper Management webpage.
5. Further, to emphasize the accounting (not management) nature of our partnership with Sharper Management, it is resolved that Sharper Management shall acquire and use, on the Association's behalf, new mailing envelopes with a Cimarron Ponds return label/imprint as follows:

Cimarron Ponds Homeowners Assoc.  
c/o Sharper Management: Accounting  
10340 Viking Drive, Suite 105  
Eden Prairie, MN 55344