

TO: Brighton Crossings Operations Board (BCOB)

COPY: Brighton Crossing Metropolitan District No. 4 and Brighton Crossing Metropolitan Districts Nos. 5-8

RE: Quarterly Management Report – December 1, 2020

Community Activities

- **Communications:**

- **Newsletter Fourth Quarter:** The Operations Board’s fourth quarter newsletter will be physically mailed for the last time and emailed to all homeowners in December. The newsletter will focus on holiday season lighting, snow removal responsibility, trash service reminders, 2021 pool guest passes, tree lawn tree requirements, dog park rules & regulations, recreation activities/events, and volunteer opportunities.
- **Brighton Crossings Community Meeting:** The management team hosted a community meeting on December 20th where the developer presented a development update and answered questions, the City of Brighton Forester provided a tree and lawn health presentation, and management provided a 2020/21 financial health and budget update. On December 17th, the management team will host the fourth quarter community meeting via Zoom.
- **Venture Center App:** The Venture Center iOS and Android app has been downloaded by 194 members that can now get class schedule updates, see upcoming events, join fitness challenges, and contact the Venture Center from their app. The management team is coordinating with the YMCA to establish a push-notification system to alert Venture Center & Fitness Center members who wish to receive updates on events and facility operations through the app.

ReportDate	iosCount	androidCount
Q4 2019	55	12
Q1 2020	44	17
Q2 2020	22	11
Q3 2020	20	13
Total:	194	

- **Phone and Email Communications:** In order for our team to manage to the structure and budget allocation adopted by the Brighton Crossings Operations Board all emails and voicemails are checked M/W/F by team members and responded to or elevated for a response from management if necessary.
 - The District has sent 4,872 email communications to 1089 people from January 2020 to November 30, 2020.
 - The District has received 2,514 emails from 674 people. The average number of emails received per week is 52.38 and 101.50 sent. Enclosed is a communication data report that will be provided from the District’s general email inbox moving forward.

- The District has sent 55 emails through the community email listserv (MailChimp) from January 2020 through November 25, 2020 and published or updated 35 news posts. Enclosed is a MailChimp email campaign report.
 - The District has received and responded to 424 voicemails from January 2020 to November 30, 2020.
 - The District has received 221 phone calls from June 5, 2020 to November 30, 2020. The District began tracking daily incoming calls that a team member was able to answer at the time of the call on June 5, 2020.
 - **Builder 101:** The management team plans to host the fourth quarter Builder 101 meeting for all builder partners on December 11th. This meeting focused on Brighton Crossings 101 matters regarding operations, taxes, fees, covenants, design review, and community amenities, etc.
- **Resident Committees:**
 - Finance: The Finance Committee and District No. 4 Board of Directors meet on November 5th to review the proposed draft 2021 Budget for District No. 4 and the Operations Board and provided feedback to the BCOB Directors on November 16th to adopt the proposed 2021 Budgets as presented.
 - Enhancement: The Enhancement Committee orientation session occurred February 18, 2020. The Enhancement Committee held its first quarterly meeting with the District's management team on February 24, 2020. The Committee Chair, Joan Funckes, has since resigned.
 - Social: The Social Committee report is provided by the YMCA and is now included separately as an agenda items under Management and Operational Matter, Venture Center Operations.
- **Covenant Enforcement:** The management team conducts monthly covenant inspections and has issued a total of 912 Advisory Letters from January through November. Currently, there are 14 active rear yard violations, 164 miscellaneous active violations which includes 98 trash totes or lot maintenance conditions and 67 for improvements installed without application or approval. The largest violations noted across the community are regarding property maintenance and trash totes being left out.
 - The management team conducted bi-monthly covenant inspections and issued a total of 1,288 Advisory Letters from January 2019 – December 2019.
- **Design Review Committee Coordination:** The management team has received 254 applications from January 1, 2020 through November 30, 2020 for review and approval.

Effective February 1, 2020 the Design Review Committee has delegated the rear yard application review and approval process to the BCOB's Landscape Architect, Colorado Vista Landscape to increase the turnaround time of applications being reviewed and approved. Application are reviewed weekly by community management, and completed application are processed to Colorado Vista Landscape for review and approval on a bi-weekly basis. Applications that request variance approvals are then held and submitted to the Design Review Committee monthly.
- **Update on Lot Closings, Collection of Development and Operations Fees:**
 - **Development Fees:** The Districts have collected the following System Development Fees:
 - District No. 4 has collected 713 lots totaling \$1,936,043.00.
 - District No. 7 has collected 180 lots totaling \$493,740.00.

- **Operations Fees:** On October 1st, the management team billed out fourth quarter operations fees to homeowners. A total of 1,066 homeowners were billed for second quarter operations fees, totaling \$159,540.
- **Homeowner Closings:** The management team has processed 96 closings so far in 2020. As of October 8th, ownership records reflect 1,196 lots are resident owned, and 154 lots are builder owned.
- **Collections:** The management team has turned over 16 accounts to legal counsel that were six months past due as of October 1, 2020. The District has 56 accounts that remain in collection.

Operation and Maintenance

The Venture Center:

- **The Venture Center – Modified Operations:** Due to restrictions imposed by the State response to the coronavirus pandemic, The Venture Center was closed from March 17, 2020 – June 15, 2020. The District’s management team and the YMCA worked with the Board to monitor Public Health Orders and modify operations to meet the required guidelines.
 - The State launched a Coronavirus Relief Fund (CVRF) to eligible special districts and does not qualify to opt-in as BCOB service areas falls within Adams County.
 - Modified operations details and past news releases regarding this matter can be found at the link below.

<https://www.brightoncrossings-connect.com/facility-openings-covid19-guidelines-updates/>

Fitness Center at Crossings Park:

- **The Fitness Center – Modified Operations:** Due to restrictions imposed by the State response to the coronavirus pandemic, The Fitness Center remains closed until July 1, 2020. The YMCA has all necessary equipment modifications and signage installed in the facility. The Fitness Center will remain unstaffed but accessible to residents who have completed all necessary waivers to reactivate their access cards. YMCA staff will monitor usage and capacity with the security monitoring system.

Landscape & Open Space Management:

- **Larkspur Court Drainage:** The Larkspur Drainage Court drainage repairs have been completed.
- **Landscape Maintenance:** Following the bid process conducted at the end of 2019, and under advisement of the Board, BCOB has contracted with Environmental Designs Inc. to provide landscape maintenance services to all manicured landscaping accepted by BCOB, including Planning Areas 3, 4, 5,10 which incorporates public right-of-way landscaping, trails and sidewalks in public tracts, and maintenance of all currently constructed parks: Crossings Parks, Quandary Peak Park, Cherry Blossom Park, Fountain Park, Thistle Park, and Royal Pines Park.
 - Routine end of growing season services including removal of annual flowers installations and irrigation winterization were completed in October.
 - Natural Areas were mowed in October and fall site cleanup was completed.
- BCOB has assumed maintenance on five enhanced maintenance lots in PA 7, Filing 2 5th Amendment. These duplex homes are paying the additional Maintenance Fee for snow removal and lawn care services to be completed in accordance with the Easement Maintenance Agreement. The management team notified the contractor that single family lots were removed from these on lot maintenance scope of work.

Detention Pond and Ditch Maintenance:

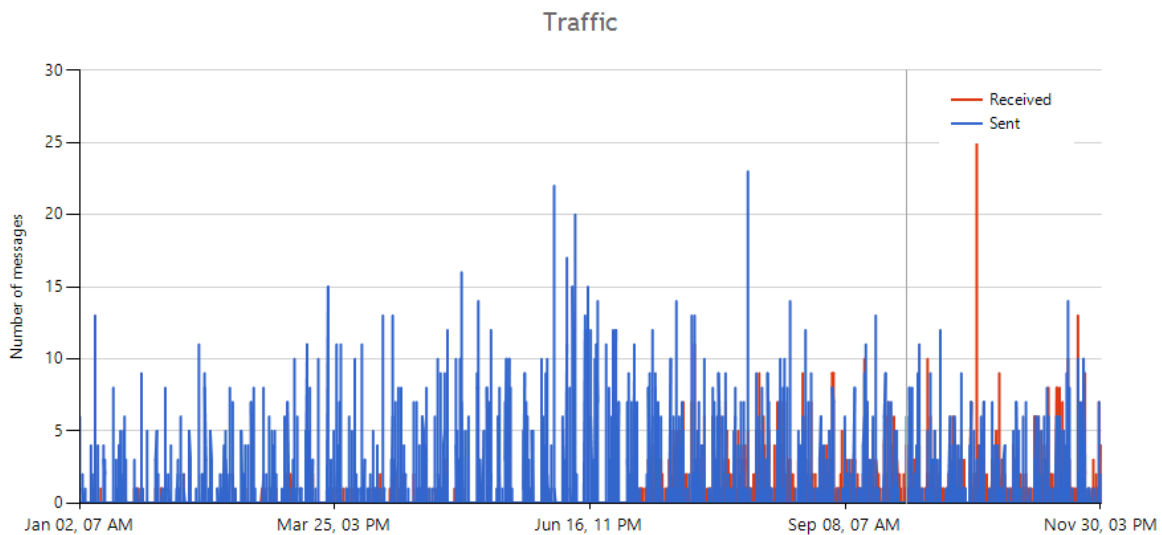
- The City of Brighton Annual Stormwater Facility inspection was completed on October 18, 2019. The City of Brighton Stormwater and Environmental Divisions reported the detention pond and forebay in Filing 2 Tract P, just off Baseline Road, has several deficiencies in this system. The management team coordinated necessary repairs, and the detention pond passed the City's re-inspection. Brighton only inspects the detention ponds every 5 years. BCOB has contracted with Frontier Environmental to complete annual maintenance of the ditch and detention pond to be completed by year end.
 - The management team is recommending bi-annual maintenance and routine trash pick up services along ditches and detention ponds scope additions be considered during the 2021 budget process.

Wednesday, January 01, 2020 - Monday, November 30, 2020

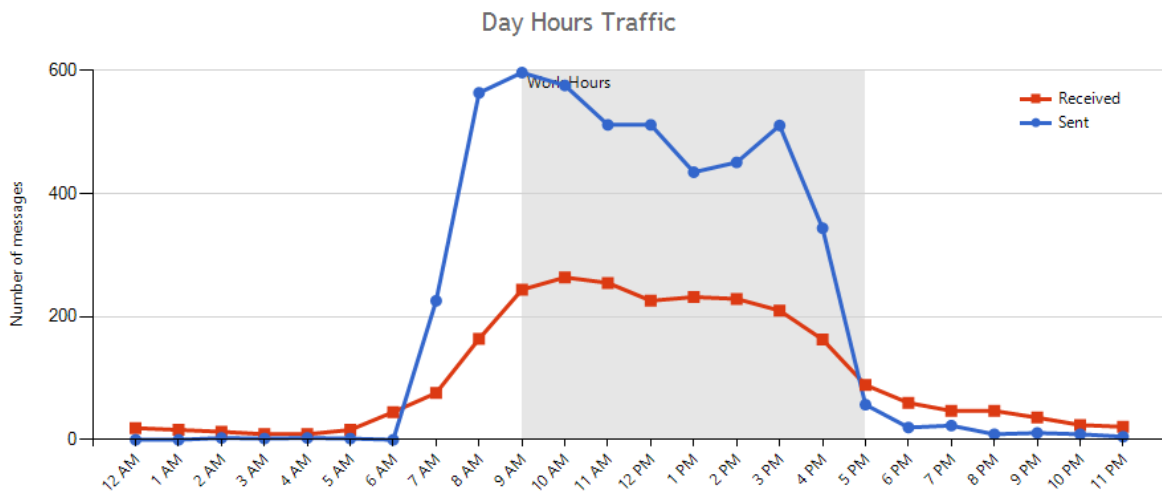
all hours, all week days

4872 emails sent to 1089 people

2514 emails received from 674 people



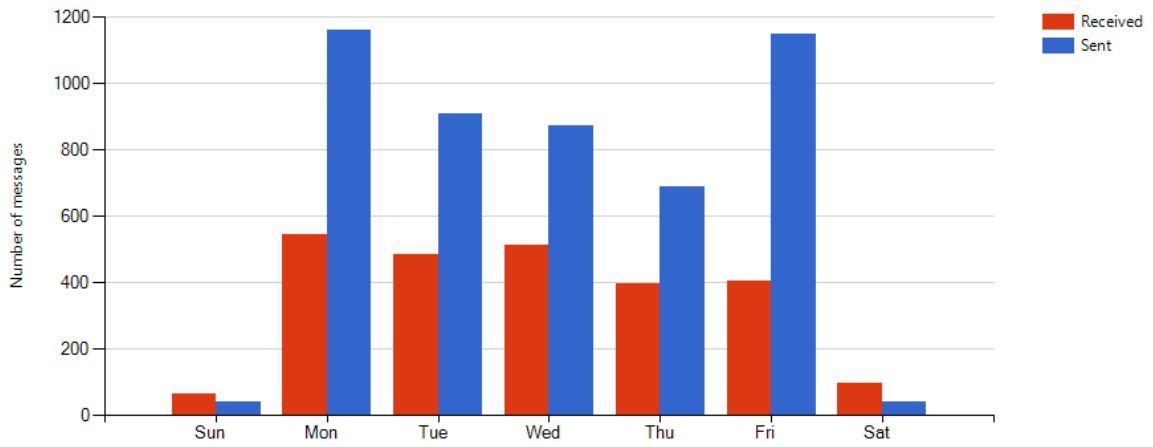
To zoom in click and drag on the chart area. To zoom out click on the button on the lower left corner of the chart area.



Average emails received per day: 7.50

Average emails sent per day: 14.54

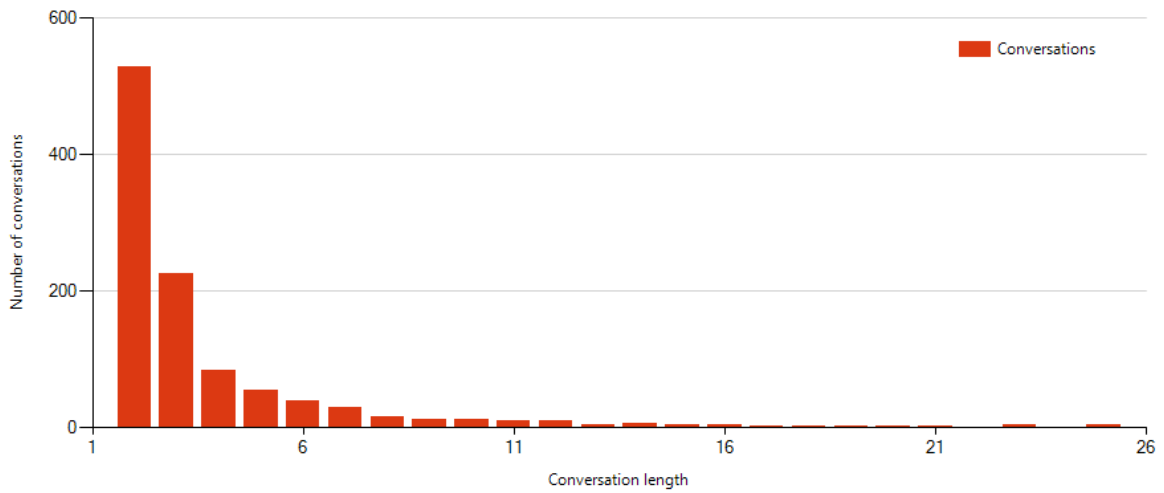
Week Days Traffic



Average emails received per week: 52.38

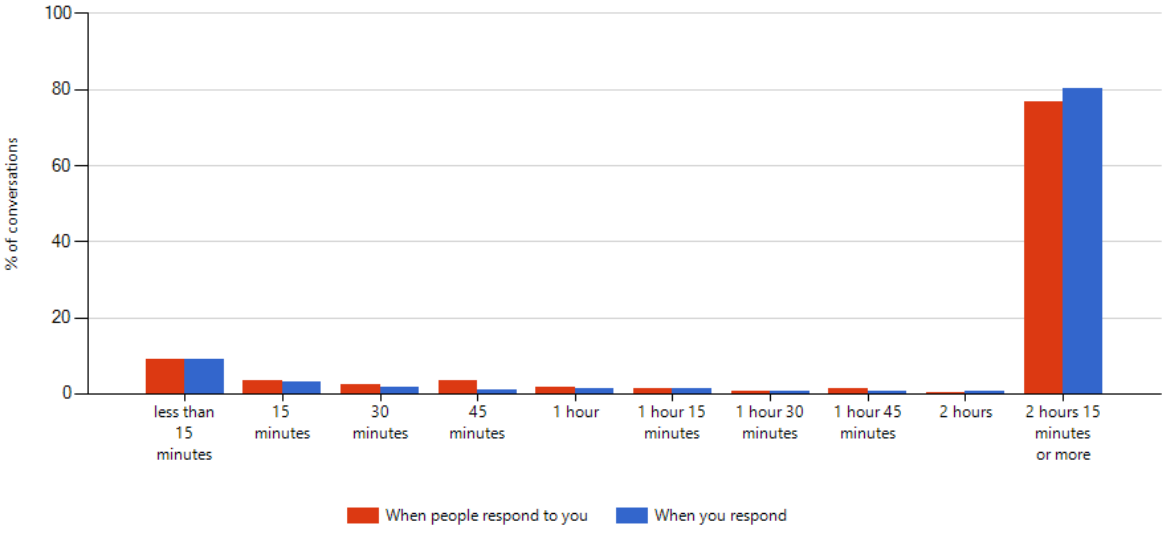
Average emails sent per week: 101.50

Conversation Stats



Average conversation length: 3.70 emails

Time Before First Response



Subject	Send Date	Total Recipients	Successful Deliveries	Open Rate	Total Opens
Newsletter, Adult Night Out, Community Reminders & Events	2/1/2020 13:00	1431	1426	41.80%	1217
Adult Night Out - Rescheduled for February 15, 2020	2/6/2020 18:10	1429	1426	21.60%	487
Updates: Community & Developer Meetings and Events Dates/Time Changes	2/7/2020 16:42	1428	1425	33.68%	1302
Venture Center Fitness Area Closing for Repairs and Trash Service Update	2/21/2020 17:43	1454	1441	50.45%	1425
Board Meeting, Community & Event Reminders	2/28/2020 13:45	1443	1442	47.16%	1578
Facility Closures Effective March 13, 2020 at 5:00 P.M.	3/13/2020 18:02	1445	1440	53.68%	1419
Trash Delay 03/20/2020	3/20/2020 14:48	1442	1439	60.60%	1466
Community Updates: Facility Closures & Electronic Board Meeting Notice	3/27/2020 17:50	1442	1439	66.50%	2109
Your Weekly Information Provided by the YMCA	4/7/2020 16:19	1445	1443	52.53%	2087
Happy Easter!ðŸŒŒ	4/11/2020 18:16	1442	1441	34.56%	936
Your Weekly Information Provided by the YMCA	4/17/2020 16:20	1483	1458	42.25%	1544
Your Weekly YMCA Check In & Updates!ðŸŒŒ	4/23/2020 14:38	1481	1478	48.17%	2004
Special Board Meetings Notice -ðŸŒŒ May 1, 2020	4/29/2020 15:04	1480	1479	53.82%	1472
Your Weekly YMCA Check In & Updates!ðŸŒŒ	5/1/2020 17:43	1477	1475	41.22%	1515
Your Weekly YMCA Check In & Community Updates!ðŸŒŒ	5/8/2020 19:54	1501	1499	42.63%	1323
Your Weekly YMCA Check In & Community Updates!ðŸŒŒ	5/14/2020 20:15	1507	1505	36.21%	1249
Your Weekly YMCA Check In & Community Updates!ðŸŒŒ	5/21/2020 18:49	1513	1511	44.14%	1335
Your Weekly YMCA Check In & Community Updates!ðŸŒŒ	5/29/2020 19:03	1523	1523	43.73%	1554
Your Weekly Check In & Community Updates!ðŸŒŒ	6/4/2020 18:00	1522	1519	56.09%	2047
Your Weekly Check In & Community Updates!ðŸŒŒ	6/12/2020 13:36	1534	1532	43.67%	2519
Pool Reservations Correction	6/12/2020 18:41	1533	1529	51.28%	2182
YMCA 6/15 Update on Pool and Facility Access	6/15/2020 21:49	1533	1530	54.64%	2930
Community Meeting Procedure & ReservationsðŸŒŒ - June 24, 2020	6/19/2020 17:29	1538	1536	44.66%	1297
Your Weekly Check In & Community Updates!ðŸŒŒ Welcome Back!	6/19/2020 17:46	1538	1536	37.57%	1608
Notice & Public Attendance Procedure for Board Meetings	6/26/2020 15:50	1546	1544	42.49%	1042
Notice & Public Attendance Procedure for Board Meetings	6/26/2020 16:00	1545	1544	40.35%	1114
New Pool Sign Up Genius Link and InformationðŸŒŒ	6/26/2020 16:11	1544	1544	56.48%	3100
CANCELLED MEETING - Notice & Public Attendance Procedure for Board Meetings	6/29/2020 19:51	1546	1545	38.19%	884
Happy 4th of July!ðŸŒŒ	7/2/2020 17:09	1562	1560	51.60%	1841
Notice & Public Attendance Procedure for Board Meetings	7/7/2020 10:48	1561	1559	44.90%	1379
Brighton Crossing Updates week of July 13th	7/10/2020 17:07	1576	1572	56.11%	2435
Brighton Crossings Weekly Update	7/17/2020 17:12	1585	1582	54.36%	2389
Notice & Public Attendance Procedure for Brighton Crossing Metropolitan District Nos. 5-8 Special Meeting July 29, 2020	7/24/2020 10:44	1598	1594	46.61%	1614
Brighton Crossings Weekly Update	7/24/2020 15:45	1593	1592	55.28%	2344
Brighton Crossings Weekly Update	7/31/2020 15:03	1601	1596	54.64%	2531
Brighton Crossings Weekly Update	8/7/2020 15:33	1607	1606	54.98%	2515
Brighton Crossings Weekly Update	8/14/2020 18:07	1627	1626	43.97%	1993
Brighton Crossings Weekly Update	8/21/2020 16:41	1631	1629	44.26%	2017
Brighton Crossings Weekly Update	8/29/2020 12:32	1633	1631	41.20%	1872
Brighton Crossings Weekly Update	9/4/2020 19:23	1643	1635	48.50%	1842
Brighton Crossings Weekly Update	9/11/2020 18:43	1637	1635	41.22%	1450
Brighton Crossing Community Meeting September 23, 2020 via Zoom	9/16/2020 15:39	1634	1632	41.18%	1283
Brighton Crossings Weekly Update	9/18/2020 15:26	1651	1646	36.33%	1313
Brighton Crossing Community Meeting September 23, 2020 via Zoom	9/22/2020 15:10	1648	1646	39.61%	1238
Brighton Crossings Weekly Update	9/25/2020 17:21	1656	1653	32.67%	1119
Brighton Crossing Budget Work Session October 14, 2020 via Zoom	10/12/2020 15:02	1668	1664	38.10%	1285
Brighton Crossings Monthly Newsletter - YMCA	10/15/2020 20:16	1671	1668	32.79%	1160
Alley Asphalt Repairs 10/27-10/29	10/21/2020 16:51	1667	1658	49.64%	1608
Alleyway Repairs Delayed 1 Day	10/26/2020 13:46	1670	1667	30.71%	841
Fitness Centers Closure -ðŸŒŒ Adams County Safer At Home Level 3 Update	10/27/2020 19:25	1672	1668	46.88%	1606
Fitness Centers Update 10/28-ðŸŒŒ Adams County Safer At Home Level 3 Alleyway Repair Update	10/29/2020 16:48	1670	1666	41.00%	1318
Brighton Crossings Monthly Newsletter	11/14/2020 13:42	1686	1680	39.70%	1418
Porch-Traits	11/16/2020 10:43	1679	1671	47.22%	1668
Brighton Crossing Facility Covid-19 Update 11/20	11/20/2020 17:20	1686	1681	42.30%	1300
Notice & Public Attendance Procedure for Brighton Crossing Metropolitan District Nos. 5-8, No. 4, & Operations Board Regular Meetings	11/25/2020 16:03	1683	1681	42.18%	1423

Brighton Crossings Operations Board

Social Committee

The Social Committee is authorized to assist in the organization of social events, make specific recommendations to the Board regarding social events, and assist in the scheduling and managing of approved social events. Recommendations to the Board regarding such matters must be in a standardized written report, submitted to the Board no later than one week prior to the quarterly Board meeting, and signed by the chairperson of the Social Committee.

- David Dibbern
- Helena Chouinard
- Marla Green
- Kyra Arnold

Enhancement Committee

- Stacey Silva-Wann - **Appointed December 1, 2019 – Chair**
646 Gamble Oak St.
kaminkyah@yahoo.com
720-296-3237
- Daniel Massey - **Appointed December 1, 2019**
5250 Longs Peak St
Dandyssports2@aol.com
- Dewayne Davis - **Appointed December 1, 2019**
858 Willow Oak St
Ddavis4708@aol.com
- Jaimie Zaslav - **Appointed December 1, 2019**
5507 Juniper Dr
jaimiezaslav@icloud.com
- Mari Dias - **Appointed December 1, 2019**
329 Apache Plume St
Mari.dias@comcast.net

Finance Committee

The Finance Committee is authorized to review and participate in discussions concerning various District financial matters, including budgets, audits, and other financing matters. Recommendations to the Board regarding such matters must be in a standardized written report, submitted to the Board no later than one week prior to the quarterly Board meeting, and signed by the chairperson of the Finance Committee. Pinnacle can provide requested financial information to the Finance Committee for their meetings.

Bodi Braithwaite – Appointed March 2020. Active Member/Participate 2021 Budget Process.

642 Daylily Street

bbraithwaite@nowcfo.com

Thomas Kreutzer – Appointed December 1, 2020 Active Member/Participate 2021 Budget Process.

152 Bristlecone St.

T_j_kreutzer@yahoo.com

Louis Auerbah – Appointed March 2020 – No response since appointment.

4658 Mt. Shavano St

Ten10pins@gmail.com

ALL Violation TYPES and LETTER #s

Continuous 9 Mt - Rear Yard = 5 first Letter

Continuous Active Violation = 67 first Letter

Continuous PAUSED - 9Mt - Rear Yard = 1 first Letter

Continuous Resolved Violation = 18 first Letter

Continuous 9 Mt - Rear Yard = 7 second Letter

Continuous 9 Mt - Rear Yard = 2 fourth Letter

Repetitious Active Violation = 98 first Letter

Repetitious Active Violation = 2 second Letter

Repetitious t 09-07-2020 : Resolves 12-06-2020 = 1 second Letter

Total number of properties = 201