
Subject: September President's Letter – Building a Stronger Monterey

Dear Monterey Homeowners,

As we move into September, I want to thank everyone who attended our August Board meeting, whether in person or by Zoom. The level of homeowner participation and the willingness of residents to share concerns and ideas are important to the future of Monterey.

Our Board began this term with a straightforward vision:

To make Monterey the most desirable, financially sound, well-maintained, and connected condominium community within the Las Vegas Country Club.

Achieving that won't happen through one project or one Board meeting. It requires us to understand the condition of our community, establish priorities, plan for the long term, use homeowner funds responsibly, and create better systems for getting things done.

That was very much the focus of our August meeting.

Financial Stewardship and Long-Term Planning

One of the Board's highest priorities continues to be the financial health of Monterey.

At our August meeting, we reviewed our financial position, liquidity, accounts receivable and collections, financial reporting, reserves and longer-term planning. We also continued the discussion about updating our Reserve Study so that it better reflects the actual infrastructure and future needs of our community.

Our responsibility isn't simply to balance this year's budget. We need to understand what Monterey will require **five, ten and twenty years from now** and begin planning for it today.

That means looking carefully at major components such as our roofs, electrical systems, water lines, cast-iron sewer lines, fire/life-safety systems, pools and other infrastructure.

Some of the recent sewer work is a reminder of why this planning is so important. Our August agenda included significant emergency work involving deteriorating cast-iron sewer and drain piping. We want to increasingly move from reacting to failures toward understanding the condition of our infrastructure and planning for repairs and replacement before they become emergencies.

As part of that effort, we are working toward an updated professional Reserve Study and a more complete inventory of Monterey's physical assets and infrastructure.

Improving How We Manage the Community

Another important focus coming out of our August meeting is improving the way maintenance issues, homeowner requests, vendors and projects are managed.

Homeowners should be able to report a concern and know that it has been received, assigned, followed through and ultimately closed. At the same time, management, staff and our vendors should be proactively identifying issues throughout the property rather than relying upon homeowners to discover them.

We are therefore working to establish clearer processes for tracking homeowner requests, inspecting the property, documenting outstanding issues, defining responsibilities and evaluating vendor performance.

This may not be the most visible work happening at Monterey, but I believe it may ultimately be some of the most important.

A well-managed community needs to know **what needs to be done, who is responsible for doing it, when it should be completed, and whether it was completed properly.**

Landscaping and the Appearance of Monterey

We also heard considerable feedback at the August meeting about landscaping.

I appreciate the homeowners who spoke up. Our goal is not simply to address individual plants, trees or irrigation issues one at a time. We want to develop a more thoughtful **long-term landscaping plan for Monterey.**

The Board's August agenda included discussion of professional landscape design, our current landscape vendor, renovation opportunities and longer-term planning.

Our landscaping represents a significant investment by homeowners and plays an important role in the appearance and desirability of our community. We want to make sure those dollars are being used effectively while developing a consistent vision for what Monterey should look like in the future.

Better Communication and Transparency

We are also continuing to improve how the Association communicates with homeowners.

That includes improving Zoom participation, expanding digital communications, making important Association information more accessible, and evaluating better technology for homeowner communications. These were specific subjects of our August meeting.

We know the Zoom experience has not been where it needs to be. That needs to improve.

More broadly, I believe homeowners deserve to understand not only **what** the Board decides, but also **what we are working on and why**. This President's Letter is one small part of that commitment.

From Discussion to Execution

There is a lot happening at Monterey right now.

Our 30-60-90 day planning includes identifying and reviewing our vendors and contracts, updating our Reserve Study, evaluating fire-alarm needs, planning for our sewer infrastructure, preparing for the 2027 budget, improving our technology and continuing development of our landscaping plan.

The Board is also working toward establishing Finance and Landscape Committees to bring additional homeowner expertise and participation into our planning.

The next phase is important: **execution and accountability**.

We need to make sure that decisions turn into action, homeowner concerns turn into completed work, vendor commitments turn into results, and our financial planning translates into a healthier long-term future for Monterey.

That doesn't mean everything will be fixed immediately. Monterey has issues that developed over many years, and some will require significant planning and financial resources.

But homeowners should expect us to make steady, measurable progress.

Looking Ahead

I remain very encouraged about what Monterey can become.

We have a beautiful community in an extraordinary location. We also have homeowners who care deeply about where they live and are willing to contribute their time, experience and ideas.

Our job as a Board is to harness that energy while fulfilling our fiduciary responsibility to protect the Association, our property and your investment.

Our mission remains:

To protect and enhance property values, maintain our community assets responsibly, communicate openly and transparently, and foster a safe and welcoming environment for all residents and owners—all while maintaining affordability.

That is the standard against which I believe we should measure our decisions.

Thank you for your involvement, your patience as we work through these initiatives, and your commitment to making Monterey better.

I look forward to seeing you at our next Board meeting.

Warm regards,

Mark Johnson

President

Monterey HOA Board of Directors
