

Dear Madam Chair,

Thank you for your time today and the realization that changes need to be made to protect homeowners in HOA's.

There is nothing on a state, County or City level to assist homeowners when there are issues within their prospective HOA.

My mother purchased my unit in 1984 which was her first purchase as a divorced woman and one of the most expensive investments that we make in our life time.

I have been living in the Cloverleaf Townhouse Association Farm 3rd edition for over 14 years now. When I first moved into my mother's unit our Association was self-managed which had many issues such as favoritism, not following Governing Documents, hiring substandard contractors to do our exterior work and filing insurance claims and leaving certain homeowners such as myself out of the claim from hail which I did get the insurance commission involved to resolve that issue.

Then in 2019, I walked through our community with another homeowner and got over 60% of the homeowners' signatures to call a special meeting and remove the board. However, approximately 1 week prior to the meeting the previous board hired a Management Company located in Fridley, Mn. I was asked to be a board member, which I was voted in as Secretary. The problem we faced was the property manager put his foot down immediately stating he would only speak to the President of the board regarding any homeowner issues or other issues within our community. That regardless of our Governing Documents that we would use his vendors for any and all exterior work since he had built a 35 years business relationship with them.

First of all we ended up with no transparency of the property manager and our President when it came to board meetings. The property manager and President would not share with the whole board any of the issues, only what he wanted to report from his so called property inspection that was supposed to happen 1 x a month which never happened but maybe once every 3rd month. After several attempts at requesting this information from other board members of 7 this fell on deaf ears. It is still this way today and we are going on 6 years.

After being spoken to in a very intimidating/bullying manner I resigned from the board.

The vendors hired through management company all do substandard work and are not following City codes, posting permits etc... The damages continue, year after year on very expensive items such as driveways, decks, lawns and this is causing our units to depreciate in value not to mention the work will have to be done instead of lasting years.

For me back in 2021, I received an email stating that my deck needed to be replaced in Sept. The management company used their vendor AllStar Construction and Maintenance that did my deck. First, they did not post the permit on my unit. Within a few days my deck was done but my dryer quit working. I knew we also used a vendor to cleaning our dryer exhaust vents so it could not be that. So, I had to go out to a scratch and dent company to purchase another dryer since I am on disability. I got that dryer home and it did not work.

So, I had to go to the laundromat since I just had hand surgery and could not lift wet clothes from washer to my vehicle to take just to dryer at laundromat for 1 year until I was able to finance a new dryer. Once that dryer was installed by Warner Stellan it did not work either. I contacted Warner Stellan Repair Dept. They do not come out to diagnose my dryer until they ordered the parts that could possible of be bad. Due to Covid it took over 1 year for them to get parts in and finally came out and learned that my dryer exhaust vent had been blocked by over 50%. I immediately took pictures and sent them to property manager who sent AllStar Construction and Maintenance out on 3 occasions to correct this issue which they were not able to do. On the last attempt they tried to add a piece of ductwork and by doing so this misaligned my ductwork on the inside of my unit. I later learned form the City of Blaine that this company did not have a license for HVAC work through the State of MN.

Then the property manager sent out a handyman with no licenses of any kind to try to resolve the issue which did not work.

Finally, I contacted the City of Blaine and spoke to the head of inspections Dan Hauck. I was asked if I had any contact information for AllStar Construction and Maintenance. Dan Hauck stated they had been trying to reach the company since 2019 to get final inspections done on the decks they had done so far which was 89 with no response. I compiled all the information for the City of Blaine with addresses of unit which received decks and or repairs by AllStar Construction and Maintenance. The City of Blaine then stated what a mess as some of our units had permits pulled with no decks and other units with decks had no permits pulled. This had been an issue prior with this contractor on a roof and they were on the wrong unit and were not held accountable.

I ended up having to file in conciliation court to recoup the money I had to barrow to have the interior of my ceilings opened up, sheetrock repaired, ceiling knocked down again and repainted and the ductwork corrected along with a new termination cap installed on exterior of unit. I won my case but the management company had the board file a claim with our previous insurance company so they would get attorney involved for district court. I took the last little bit of my money to hire an HOA atty thinking that they would settle and that was not the case. Instead after paying what I had of \$3500.00, now I am told that if it does go to district court it will cost \$20,000.00 of which I do not have. So, I tried to withdraw

my case and was told that we have to let it play out as I could be responsible for opposing counsels atty fees which I do not have. I was also told that if I won that I could not collect my attorney fees in district court which should not be the case. If a homeowner has to sue their own association, management company and Contractor for work hired by the board that should be reimbursed in a court of law.

I do not agree with allowing HOA's to be terminated with 60% of the homeowners vote. In a big community such as mine this would devastate to many homeowners if exterior work needs to be done and one homeowner does not have the funds to do the work and you are all connected. This is just one example of this law you are trying to pass.

No one on my board or the management company holds the management company or their vendors accountable or to abide by their contract. This needs to change. The transfer of funds from CD's into a management company account needs to be illegal as it is a conflict of interest and possible embezzlement can occur.

The property manager should only be able to manage a certain amounts of HOA's and not 8-9 as they are not able to give the attention to detail that is needed at each HOA.

A lot of HOA's have a great number of seniors in them which are on a fixed income and this is another issue as costs go up, insurance goes up and pretty soon they can no longer stay in their units.

Thank you for your time. If you would need me to testify again in the Senate I would be happy to.

Lisa Bartel

9415 Van Buren St NE

Blaine, Mn 55434

763-218-2075