

MEETING MINUTES

HOA EMERGENCY MEETING MINUTES

Date: 03/24/2024

Time: 7:30 PM

Meeting called to order by: HOA Board

IN ATTENDANCE

HOA Board, Residents

AGENDA

Change in Management Company of the Summerstone Community

MINUTES

1. Trigger for the meeting has been multiple issues with Access Management. Concerns raised to our earlier manager (Diana) were not getting addressed. This was escalated to Access Management and we were provided with a new Manager. However even this new manager was an interim appointment. Post her appointment we are not getting traction with any of the ongoing issues or any new issues.
2. Post HOA Elections one of the topic was to search for a new management company. However this could not happen until the Turnover Audit was completed. The turnover audit result has only been provided a couple of weeks back.
3. Some of the issues we have been chasing/chased up with Access are
 - Refund of deposits
 - Dumpster removal
 - Access not responding to our emails
 - Vendor contract management was not up to mark. No options were provided to the board by Access. Board had to take it upon itself to get new vendors for the community
 - Lack of follow ups on the violation mails
 - Lack of information/transparency with the Board
 - New manager never met the board or even seen the community
 - Fountain at the entrance not working
4. Termination letter to the existing management company would be going out next week via a certified mail. There is 30 day's notice period following that.
5. With a new management company it is going to be a tough transition

- Violations which were earlier overlooked like stained driveways, lawns not kept edged/mowed, etc.. will now be monitored
 - Neglect of rules and Laws of the Community will be flagged
6. New Management company will do an audit home by home post which the notices would be sent out to residents.
 7. The HOA Board will put all effort in trying to keep the cost of the new management company equal to what is being paid now
 - The selection of the new management company would be decided by the HOA board. Multiple service providers are being interviewed and final selection would be decided by the board
 - The communication of the new management company upon selection would be communicated with the residents.
 8. General queries on the overall process raised by the residents and was answered by the HOA (President and Vice President)