

# Meeting Minutes

## HOA 2024 Annual Meeting / Board Meeting

Date: November 2, 2024

Start: 12:00 PM

End: ~3:00 PM (estimated)

Attendance: HOA Board, First in Property Management, Community Members

Agenda:

1. Call to Order
2. Notice Meeting
3. Approve 2023 Minutes
4. President Report
5. Present Budget
6. Elect One Board Member
7. New Business/Questions
8. Adjourn

**Approve 2023 Annual Meeting Minutes** – postponed pending prior management (Access Management)

### President's Report

#### Year Summary

1. Alliance collections to our new attorney for collections
2. Dumpster and walls removal
3. Message board
4. Pool additional signs
5. \$2K ARC deposit removal
6. Concrete landscaping edging allowed
7. New Vendors/Services
8. Amenity Manager Removal (old company)
9. Pet waste stations

#### Project Overview

1. Entry Fountain Monument Lighting
2. Reserve Study

3. Engineering Study
  - a. Forestar (Developer) & Access Management (prior management) – still not released from liability.
4. Hurricane Damage/Assessment/Repairs
  - a. appt Nov 4 with insurance adjuster / landscaping fixed after this appt
  - b. Street signs very soon

### **Challenges**

1. We are constantly engaged, some questions are very complex, and take a lot of research
2. Young community with an unfortunate difficult start, rapidly improving with new management

### **What to Expect Next Year**

1. Monthly to Quarterly board meetings
2. Amenity Security/Gates via new Access method (more efficient)/additional Security Cameras w/after-hours active monitoring.
3. Community Website
4. Recurring Food Trucks (in initial talks with a food truck organizer - TBD)
5. We hope for plenty of community events requests (simple process - available soon)
  - a. An online event calendar (already available)
6. Monthly calendar posted on information board
7. Pool area reservations system (in development - will be announced soon)
8. The creation of more committees (i.e., elderly/disabled support, youth, community watch)
  - a. Keep an eye out for these volunteer opportunities
9. A community coming together as it continues to mature as we repair/build upon the community's past/foundational infrastructure

### **Initial Research Only (non-budgeted ideas)**

1. Two additional entry mini monuments. Community entry curb appeal
  - a. We have 3 ways to enter, and only 1 looks like an entry into our community
2. Green spaces/Pond benches (not behind anyone's homes)
3. Periodic street sweeping
4. Additional Street Signs Inquiries:

- a. Common Fig/Jasper Stone 4-way stop inquiry
- b. Permanent children playing signs
- c. Some additional Speed Limit/No Parking Anytime combos

### **Reaffirmed Budget**

### **Summary of Election:**

Community was informed that only one community member ran for the open Board position, and therefore, per the declaration, that person was automatically elected. An announcement was made introducing Spencer Falzarano as Board Secretary (not present), declaration provisions were provided.

**Board moved to community member questions**, allocating 3 minutes per household.

In no particular order due to combined notes in an attempt to consolidate answers to frequent questions:

**Question From Community Member:** What is something you are going to do next year for the community? Why do you have to change things if they are working? Why are you spending money on something else, i.e. key fobs?

**Answer From Board:** Some Items discussed are not in the budget, just doing research. Reserve study, new gates, key fobs and gates are constantly breaking. Phone tracking system to track who goes in and out.

**Question From Community Member:** Can you clarify the electoral process. Who are they?

**Answer From Board:** Declaration was referenced, read candidate worksheet submitted.

**Community Member:** When will new board member take over?

**Answer From Management/ Board:** Two different answers were given in the meeting. Side bar comment - will confirm the declaration for start date after the meeting and notify new board member directly via email.

**Statement From Community Member:** The process was poorly communicated for today's meeting, it was not clearly stated who we were meeting here today for the community meetings, and who was going to be here. Communication was vague.

Karen said she will take feedback into consideration; thanked for feedback for the meet & greet portion (this was not part of the meeting itself).

**Question From Community Member:** As far as roads and preventing damage on sweeping. How do you get quotes and compare with other prices?

**Answer From Management Company:** We have a vendor database we check first to get quotes, we also check google for other potential providers - and present quotes to the Board.

**Statement From Community Member:** I see better prices in other communities.

**Statement From Management Company:** Send me the vendors' information if you know them.

**Question From Community Member:** There are several broken fences, have we looked into fixing this?

**Answer From Board:** Yes, it is part of the quoting process, we are between vendors for fence solutions, also went over pros and cons to higher fences around pool.

**Statement From Community Member:** We are not solving the problem by changing to a higher fence so how does changing locks fix the main problem? The view is not impacted by a higher fence. The problem will not be solved by fixing the locks, we need a higher fence.

**Question From Community Member:** We want the best vendors to serve the community - why can't we get multiple quotes? What is the value that the vendors are bringing? Landscaping in particular?

**Answer From Board:** Korey, the landscape vendor does more than cut grass, they pick up trash for example, at no charge, while the townhome specifically was previously additional fees and all a la carte (prior vendor), multiple items are included now. Pest control/fertilization company is putting extra emphasis on certain areas. The pest control and landscaping company are partnered and working together. We can easily communicate concerns with them.

**Question From Community Member:** Questioned bids from vendors and what was considered. Asked about pond cleaning vendors, and erosion bid and stated numbers need clarity. Stated there should be 3 bids for each vendor per contact with 1st prop management.

**Statement From Management Company:** Bids will be available.

**Answer From Board:** Korey, We have bid for pond, and need more bids. The budget had to be done, but we have not finalized or selected a vendor bid.

**Question From Community Member:** A \$40,000 pond quote...What is the issue?

**Answer From Board:** The quote is for fixing the pond banks and making them structurally sound. Korey explained the ins and outs of the of pond.

**Community Member Rebuttal:** Have we tried to work it out with the builder?

**Answer From Board:** As far as erosion on the pond is concerned, the engineering study will be reviewing this.

**Question From Community Member:** Is the CDD responsible for roads?

**Answer From Board:** Korey explained CDD agreement, ops manager, and summarized agreement currently in place

**Question From Community Member:** Will payment invoices be going out to residents and be transparent? There are a lot of things happening in the background and we are not seeing them. We need the vendor details and the amounts of the invoices.

**Answer From Management Company:** Karen, documents are protected and will be made available upon request. If you request them, they become available.

**Statement From Community Member:** Regarding ARC requests, I requested to extend my patio in April / May - Paid for someone to do my ARC, and several months later had someone re-do it, I have issues with getting approval. I have spent 5 months trying to extend my patio. I cannot access portal.

**Answer From Board:** Thanked for feedback. First step we need to fix your access to the portal. Committee members are working through volunteer time, Korey summarized the process and referred to Karen for help with portal.

**Question From Community Member:** Quoted price of attorney, goes over emails, to and from attorney and bills. For transparency - Where did you get the attorney?

**Answer From Board:** Michelle introduced us to the attorney

**Community Member Rebuttal:** If we introduce you to an attorney, will you consider another? Attorney fees are currently at \$10,000...when does this stop? It is uncalled for, why are you paying an attorney for ARC request for example?

**Answer From Management Company:** It is not as simple as it looks, it goes deeper, what you may be referring to could be an ARC violation, and a Resident refusing to fix, and the attorney costs for that.

**Community Member Rebuttal:** I have quotes from other companies

**From Management Company:** Karen stated, I haven't seen this.

**Community Member Rebuttal:** Your quote for the management is higher than across the street but lower than Access.

**Question From Community Member:** Why do we not have an audit of Access management? You should have a financial audit. It should have been done. Why don't you have it? I asked Karen for detailed info missing from financial audits, I asked twice...

**Answer From Management Company:** Stated all requested information was sent to community member.

**Community Member Rebuttal:** This is not correct; I need an invoice number.

**Answer From Management Company:** Reiterates everything was sent.

**Community Member Rebuttal:** I did not receive it.

**Answer From Management Company:** Request must be made by mail not email, and you can come to the office and obtain all of the documents.

**Community Member Rebuttal:** How many quotes did you get for landscaping?

**Answer From Management Company:** We did not hire the current landscaping company, hired under Access Management and with their advisement.

**Community Member Rebuttal:** Can I send you the quote for the landscaping company I am talking to? I need the numbers I asked Korey for, I need acreage.

**Answer From Management Company:** Michelle - they need to come and look at it themselves to accurately quote.

**Question From Community Member:** The cleaning of pool area, pressure washing, is that included?

**Answer From Board:** Korey briefly summarized scopes and what each of them do.

**Community Member Rebuttal:** I don't understand all of the costs and we have spider webs?

**Answer From Board:** Korey reiterated. Homeowners, if you see something wrong, email us, everyone can report a wrong or an issue.

**Community Member Rebuttal:** If a contract is not being handled well with a vendor, what do you do?

**Answer From Board:** email the Board and Karen, and we will handle contract concern.

**Community Member Rebuttal:** Wants more transparency with vendors and quotes, and gave time More time given to another Community Member.

**Question From Community Member:** - Can you change the address listed for your office because someone is not on sight?

**Question From Community Member:** We are a new community, what are we doing to obtain knowledge from other communities that are successful to get knowledge on budget?

**Answer From Board:** That is not something we have done - yet.

**Community Member Rebuttal:** We should be getting info from a Board nearby. And get info from them on how to handle our issues.

Gave remaining time to another Community Member

**Question From Community Member:** Mentioned bids and getting better prices, suggested bringing better priced vendors to Board

**Answer From Board:** Don't hold onto bids. Send them to us, we will evaluate and go from there.

**Community Member Listed But Not Present:**

**Wife of Community Member:-** We do not get transparency, I am not happy with your answers, we do not have a company we can count on, you do not have enough quotes, I do not have enough information. I have a bid and it is lower than your current bid.

**Answer From Board:** Did you give it to us?

**Community Member Rebuttal:** I don't have enough info.

**Another community member Interjected:** The company needs to come and do the measurements.

**Community Member Rebuttal:** Why is pest control not included? Why were we paying \$35k for a pool attendant?

**Another member Interjected:** This is not justifiable

**Another member Interjected:** this is absurd.

**Answer From Board:** And based on the feedback, we have updated it.

**Question From Community Member:** Money put in for misc...said in last meeting, but the budget is the same.

**Answer From Board:** Money put in misc. vs allocated towards pool attendant. Money put there to potentially increase height of the fence, or solve for the issue in another way. The board further explains budget item and that it was reallocated vs. removed.

**Community Member Rebuttal:** We do not have transparency. I am pissed off. I am paying \$100 for more things and not getting what I need. We need better communication.

**Community Member Interjection:** What about the demand letter?

**Community Member Interjection:** We should have gone through litigation already.

**Answer From Management Company:** I spoke with David (attorney) the other day...We are waiting on more than one person, we need the engineering study, a new thing just came up too... we found a huge amount of late fees...we are not rushing to make sure that we catch everything. If we already sent a demand letter we would have missed the late fees. Doing full due diligence. David is already working on getting delinquency money from other things too to include in the demand letter.

**Question From Community Member:** Why don't you guys send an email with all services needed in the community. So we can reach out to people we know, and we can provide more options.

**Answer From Board:** Emails have been sent out asking for this. If you know someone or if you're a vendor, let us know.

**Question From Community Member:** The mail room is dark, the walkway is dark and the parking lot is dark. More signs take away from ascetics in the community will not enforce anything. As a community we express our opinions and it is not heard as a majority, it's 1-2-3-, you get your votes and that's it. I don't want pool parties, I don't want to be around kids, we have expressed that, and it feels like we are not heard. All board members should live in the community and Nicole should be replaced.

**Answer From Board:** As far as input we actually took yours regarding a pool guard and motion sensor lighting. There are more to things than what you may see...wildlife, etc., Pool parties - it is not written yet but it is going to be very strict.

**Community Member Rebuttal:** Can it be every other week? Certain hours?

**Answer From Board:** Rules are not written yet. We will make rules. Fines for all of it and have a committee in place for fines. It is not a party venue; we want to create some flexibility with times and access.

**Question From Community Member:** There is lack of transparency from property management. We want everything sent to us about the pool.

**Answer From Board-** Explained nighttime watching, trespass agreement at the pool area, and explanation of private property, and events.

**Question From Community Member:** Is there an ETA on the financial audit?

**Answer From Management Company/Board:** By ~March...Waiting on tax returns from Access Management, they still haven't handed everything over.

**Question From Community Member:** Regarding the water bill - what are we doing to ensure that doesn't happen again?

**Answer From Board:** Budgeted enough (appropriately known amount) to cover next year (pending estimated usage), the county is not charging any more late fees in addition, will not accrue anymore, per agreement made with them via Karen just in time. ~\$11,000 in late fees that accumulated over time due to prior company not paying the bill(s). Further, to avoid it, we didn't have what we didn't have and didn't know what we didn't know. Water in TH's was a day from being cut off. That's when we found out.

**Question From Community Member:** An increase of \$50...my mortgage increased, my taxes increased, we want the money that comes from the water bill to be paid back to be directed to the townhomes. Not to benches, or signs, I prefer to freeze and pay things back, get to ground 0, then build. Also, the mailbox area is always filthy, this area needs to be addressed.

**Answer From Board:** I completely agree. We want to fix infrastructure, and want to do things...The items I said are maybe for the following fiscal year, it is just looking into the items. Explains the water bill.

**Question From Community Member:** Did we do the most negotiating we can do with the water company?

**Answer From Management:** We have done everything possible. Gave thorough explanation of final 3-hour call, to get payment agreement. Assured the best plan was negotiated.

**Question From Community Member:** do we have a plan now with an emergency number, do we have a plan, do we know the valves now?

**Answer From Board:** We know now where the valves are. We sent out 2 plumbers, we called the county multiple times, we had irrigation companies out. Lots of back and forth on what vendor is responsible.

**Statement From Management:** These issues happened once, and once they happen - we know.

**Question From Community Member:** Can we have something better to hear at the meeting. Can we have it here instead of the venue? Can we have it online, and buy speakers so people can hear more and make sure we are delivering more info?

**Statement From Management:** There is a line that is crossed when it comes to meetings. Your annual meeting is today, your next one is next year...board meetings are not for you to talk, it is for listening. It is a big misconception; it is not for discussion. It is for the convenience of the board, for you to listen. Annual meeting is for you to participate .

**Answer From Board:** Email is always open. It's 3 mins because we are giving everyone time... it is to be respectful of people's time. If you feel you are not heard, send us an email.

**Statement From Management:** We said email things you want on the agenda to give everyone a space.

**Question From Community Member:** For next year when we have a website, will it increase our budget?

**Answer From Board:** Its already in the budget.

## **BOARD MEETING**

### **Agenda:**

1. Call Meeting to Order
2. Determine a Quorum
3. Quarterly Board Meetings vs. Monthly
4. Re-Affirm Pool Entry & Exit Via Updated System
5. Pool Area Reservation System Creation

- **Quarterly VS Monthly Meetings -**

N - yes

K- yes

S - yes

Re - affirmation of pool entry / fix exit side gates

- **Apps VS fobs -**

N- yes pending quotes

K- yes

S - yes

- **Pool Area Reservation System**

N - yes

K - yes

S - yes

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Nicole Rodriguez

Summerstone HOA Vice President