

Minutes: Villas Homeowners Association
Board of Directors' Monthly Meeting
133-C SE Villas Ct.
January 19, 2017

Meeting called to order and quorum established at 5:31 p.m.

Board members present: (NE) Kristina Holmen-Mohr, Ann Douglas; (SE) Suzanne Harrell, Marie Nordling, Ann Akinson

Managers Present: Glen and Consuela Rushing

Residents present: (NE) Nancy Titcher, Carolyn Wilson, Jack Rush

Approval of minutes: (attached) *Motion to approve Minutes as written passed.

Treasurer's Report: (attached) Ann D. presented the Treasurer's Report. Motion to approve the Treasurer's Report as presented passed.

Kristina H. introduced a slight change in the order of business, delaying the Manager's report to follow Old Business. We found it sometimes difficult to find information on decisions made in past months' and years' minutes to find out exactly what the Board has done. This month we decided to include, under Old Business, those items that the Board discussed and voted on since the last meeting. In the Manager's Report, Glen can give us an update on what has been done, or has yet to be done, on those items. We hope that, with the change in sequence, we will be able to find this information more easily.

Landscape Report: (attached) Ann A. presented the Landscape report. Ann A. distributed copies of the revised Landscape contract to Board members for review. A motion, made by Ann A, to investigate the costs to plant azaeleas in front of the pool by the circle passed.

Pool Report: Glen reported that all lights are fixed.

Old Business

A. Business Discussed/Approved Via Email:

1. 191 NE reports mole and armadillos. There is really no treatment for them other than tamping the soil.
2. Four trees were planted to replace the large oak removed from 193NE
3. Glen will explore costs to replace to rebuild the retaining wall behind building 100 SE. This brought up the issue of assessments for infrastructure like this situation. We may fix one thing this year, but there will be more to fix. If we let things go too far before fixing. the costs will increase. Suzanne will send Board members the Magnolia report (but not the maps). Glen will ask Brad Lane to give estimates on all wood retaining walls. The Board will have to revisit the issue of special assessments for major infrastructure projects.
4. Motion to get a bid for repairing the stairs at 194NE passed. Glen will follow up on the gate repair at 194 NE.

5. Motion passed to pay Tommy Gunn \$65 to fix steps at 164C SE.
6. Terry Tree Service trimmed a tree near 133C SE at no charge. This was to accommodate the owner of 133A SE, who walks at night.
7. Motion passed to fix the gate post at 197C SE for \$95.
8. Manager called White's Plumbing to fix a water leak near 175NE. Work completed. Payment was approved.
9. White's Plumbing was unable to find source of a leak at 189NE (running down the driveway). No action at this time.

B. Update on association management company search. Ann Douglas provided a report on the search for an association management company (report attached). The report covered the search committee membership, the process for the selection, interviews, follow-up reference checks, costs outlines. The committee recommended Executive Management Services, Inc. (EMS, Inc) as the most appropriate company for the Villas. Motion to accept EMS, Inc as our new management company, beginning April 1, 2017 passed.

Managers' Report – Glen/Consuelo

There was no written Managers' report for this meeting. The manager's comments throughout the meeting included any items that he would have reported.

New Business

- A. The Board approved removal of a Drake elm, at the owner's expense, at NE 191. The Board was concerned with damage to adjacent water lines from the extensive root systems of the tree.
- B. Motion passed for the manager to send a letter to the homeowner at 185NE, stating that correction of the problem and repair of the fence is her responsibility. Suzanne had reported that the fence on the west side of the rear patio fence is coming apart. The suspected cause is the extensive root system from the remaining stump of a large mimosa.
- C. Motion passed to add wood rot at 173 NE to the wood rot repair list. Wood rot discovered when elephant ear plants were cut back.
- D. Homeowners at NE 183, 185, 187 and 189 requested to have mailboxes moved closer together (into the narrow sections between units) – to allow more clearance for parking along the curbs in front of the units. The mail carrier said owners can move the boxes. The contractor will charge \$100 each to move the post and mailbox. Owners would also be responsible for the cost of a new mailbox if needed. After discussion, no motion or vote was taken on the matter. Ann A. brought up the issue of the deteriorating condition of the mailboxes in SE and possibly polling SE residents about more centralized boxes that could be locked.
- E. Glen had two proposals to fix asphalt issues. Brad Layne and American Curb Appeal gave proposals. For SE 116C : Layne-\$550; ACA-\$1500. For SE 197C:

Layne-\$400; ACA-\$1000. These are tripping dangers for the homeowners or visitors. Motion to have Brad Layne do the work passed.

- F. Glen put us on notice that we are looking at water valve problems in some units in SE – for those units that did not have valves recently replaced. Glen will get a bid for replacement valves at SE197

Meeting adjourned at 7:20 p.m.

Attachments:

Treasurer's Report

Landscape Report

Recommendation for Villas HOA Management Company

Next meeting: 5:30 pm on February 16, 2017 at NE 188

Treasurer's Report

The usual monthly services for lawn care, pool upkeep, city water, etc., were purchased by the SE in December. In addition, the SE paid \$1,325 for plumbing repair at 196-A.

A second plumbing repair was conducted at 133-C. After 2 previous back ups and repairs at this home, the Board voted to have White's Plumbing conduct a camera scope to locate and repair the source of the problem. The cost was \$366.20. Carpentry work, costing \$550 replaced rotten fencing at 100-B. New landscape timbers were installed at 197-C for \$350.

Other than the usual monthly expenses in the NE, no other funds were expended in December. All homeowners are up to date with dues.

As we close the books on 2016, a year of several unexpected and expensive costs, your Board is pleased to announce that the SE Operating total expenses came in only slightly above budget. The NE Operating total expenses came in right on budget.

The Reserve accounts did not fare as well. The SE budgeted to spend \$6,000 from the Reserve Fund in 2016, but a large carpentry expense and a plumbing repair brought the total expenses to \$10,494. The NE budgeted to spend \$11,468 from its Reserve Fund, but the major wood rot repairs on 11 homes brought the total expended to \$21,022. More wood rot must be addressed in 2017, but at the same time, we cannot allow the NE Reserve Fund to fall below a certain level.

Ann Douglas

Landscape Report

January, 19, 2017

Ann Atkinson and Suzanne Harrell

- 1) Sadler's planted four trees at NE 193, 191, 187 and 184 (two Japanese maples; two red bud) per city tree replacement policy. This was replacement for a large tree removed at NE 193.
- 2) Landscape timbers were replaced at SE 197C in the front of the unit.
- 3) A draft of a new contract was negotiated with Marcus for 2017. The draft will be distributed at the HOA meeting and/or emailed in advance of the meeting. With the Board's approval, we will get appropriate signatures for Sadlers and the HOA.
- 4) Marcus placed lawn debris bags where assigned. The bags were not picked up during "red week" due to cars parked in front of bags. The problem was later resolved.
- 5) Gutterhawk was clearing roofs on Thursday, January 12*. This presented a minor problem as Sadler's staff were trying to blow and collect leaves at the same time. Marcus Sadler and Glen worked out the solution of doing the normal work on the NE; then returning to the SE. **The work had originally been planned for earlier in the week.*
- 6) Regular landscape work was done.

Recommendation for Villas HOA Management Company

January 2, 2017

The Management Search Committee, consisting of Ann Atkinson, Marie Nordling, and Ann Douglas, met on November 28, 2016, to review the proposals from Florida Association & Property Management, Inc. (FAPM) and Executive Management Services, Inc. (EMS). At this meeting the committee developed a set of questions and the strategy for the interviews.

In-person interviews were held on December 7, 2016. Mallore Boynton and Kayla McKee represented EMS; Joanie Trotman represented FAPM. After each interview, the

committee discussed the pros and cons of the answers received from the candidates. Additional discussion among the members ensued over the following days via email.

Ann Douglas conducted follow-up reference checks via phone with a HOA each company currently serves. Ann specifically requested a HOA as similar to the Villas as possible. A summary of the two reference calls are included on the following pages.

As of this date, the committee now recommends Executive Management Services, Inc. as the most appropriate management company to serve the Villas for the following reasons:

- full-service management company with 20 years of experience
- designated manager capable of handling multiple repair/maintenance projects with follow-up communication to the board
- accounting department capable of completing all financial reports, vendor payments and budget preparation specific to the Villas (including our 60/40 split)
- newsletters, mail-outs, emails sent promptly
- CPA oversight at no additional cost
- legal services regarding collection matters and legal opinions at no additional cost
- website support services if needed
- no initial set up fee
- no mileage charges
- assistance in establishing a viable strategic plan so that as board members change, long-term goals remain in place, enhancing property values

The EMS management fee is \$725 p/month; paper, envelopes, postage, etc., are billed at cost to the Villas separate from the monthly management fee.

NOTE: Both EMS and FMAP managers attend only quarterly Board meetings and the Annual meeting. EMS stated that the Villas manager will supply a brief report for each monthly meeting.

Management References

Executive Management Services

(Interview with Malloree Boynton & Kayla McKee)

At the conclusion of the interview with EMS staff on Dec. 7, I requested the name of a board member and phone number with Savannah Crossing Condos. Malloree emailed me the information the next day.

On Dec 9th I called John Plescow, board president of Savannah Crossing Condominium Association, 2738 W. Tharpe St. (413-6115) John has been the board president for 13 years. This condo has 161 units; dues are \$163 p/month. EMS has been their management company for 9 years.

John stated that EMS does excellent work. When EMS was hired 9 years ago, the condo's finances were in a mess due to the delinquency of dues by many homeowners and vendors not being paid timely. The previous 2 managers couldn't seem to handle the work. EMS straightened out all financial issues within a few months and finances have run smoothly since then. The EMS accounting department is very organized.

John stated that their EMS manager is professional and very good with follow through in all aspects - communication, repairs, response to emails and phone calls. Because they're a larger company, EMS "does it all" - an accounting dept, staff to get mailings out, a responsible manager easy to reach, an attorney available if needed, etc.

When asked about the manager's ability to handle multiple projects at one time, John said there's never been a problem. Most communication is via email. The manager sees the job through. He did state that he finds a weekly 15-minute phone call with the manager has been helpful to make sure nothing's been overlooked.

The Villas needs to keep in mind that Savannah Crossings was built in 2000 and is constructed of brick and vinyl. I got the impression there's not quite the maintenance needed as the Villas.

The one thing John wanted me to be aware of is that EMS has a 'tight' relationship with several vendors. The vendors they use generally do a good job at a fair price, but warned us that when we want to get bids over a certain amount, stick to our guns with them getting bids and use the vendors we want.

Florida Association & Property Management

(Interview with Joanie Trotman)

At the conclusion of the interview with FAPM on Dec. 7, I requested the name of a board member and phone number with a HOA similar to the Villas. Joanie said she

wanted to check with the HOA first and would be emailing me the name and number by Dec 9. I received Joanie's email on Dec 13 with no explanation for the delay.

On Dec 13, I called Sheila Chitty, board president of Westwood Home Owner's Association, 1440 Ocala Rd. (576-9603) but had to leave a message. Shelia returned my call on Dec 15. I learned that this is actually a condo and faces many of the same challenges as the Villas, having been constructed of wood and stucco and built in the mid 70's to early 80's. This condo consists of 101 units. The 1-story homes pay \$335 p/month; the 2-story townhomes pay \$277 p/month. Obviously, the monthly revenue to maintain these homes is significantly greater than the Villas.

Shelia has been the board president for the past 5 years. FMAP has been their management company for the past 3 years.

Shelia stated that their previous manager was difficult to work with and slow to take care of projects or communicate on many issues. Joanie, who is the FAPM manager, has proven to be a great improvement; however, Shelia would rank her at a B-. She stated that because Joanie is the manager of 10 or so other HOAs, she seems to be spread thin at times. She is not as prompt at getting to assigned projects as Shelia would like, but does eventually complete all assignments. Joanie's husband is part of the company and fills in for her frequently. [Side Note: please review Joanie's resume which includes several volunteer responsibilities in addition to her professional work.]

When asked how Joanie handles multiple projects and keeps the board updated on their status, Shelia stated that, again, this is where she receives the B- rating. She will make arrangements to take care of a situation but not inform the board. Shelia has often sent her an email asking about the status, only to learn that the situation was taken care of. It's up to the board members or homeowners to verify if a maintenance/repair job was completed properly. Shelia stated that Joanie does work with good vendors so probably doesn't feel that she or her husband needs to check behind them.

Shelia stated that several homeowners have complained that Joanie doesn't visit the property often enough. She also rarely returns homeowners' calls; often the husband returns the calls but homeowners say they feel like the information gets relegated to a "back burner." Shelia has no trouble reaching Joanie by phone or email, but homeowners, not so much.

Shelia stated that Joanie does handle all their financial work well and on time, is organized, and overall does a good job. One activity Joanie does that Shelia likes is that she, along with Shelia, walks the entire property several times a year looking for potential issues that need fixing before they become problems or covenant violations that need addressing. She feels Joanie has saved the HOA hundreds by this activity.

Ann Douglas
January 2, 2017