

**MARGARETS WALK
HOMEOWNERS ASSOCIATION
BOARD OF DIRECTORS MEETING
February 2, 2011 @ 6:30 P.M.
Conference Room
FLEMING ISLAND PLANTATION AMENITY CENTER
2300 Town Center Blvd.**

I. CALLING OF ROLL AND CERTIFYING A QUORUM

Ms. Carol Young called the regular meeting to order at 6:35 P.M.

Present:

Don Christofoli, **President**

Bill Korn, **Vice President**

Mike Brady, **Secretary/Treasurer**

Carol Young, **Community Association Manager**, Severn Trent Services

Bob Koncar, Severn Trent Services

Resident

Attendance was taken and a quorum was established.

II. PROOF OF NOTICE OF THE MEETING

Notice of the meeting was posted 48 hours in advance on the community message board.

III. GOALS & OBJECTIVES FOR 2011

The following was discussed regarding the goals and objectives of the HOA:

- Mr. Christofoli reported that the BOD's main objective is to repave the roads according to the Reserve Study using the year end surplus, which is currently \$180,000. The repaving is estimated to cost \$210,000, but additional monies may be needed for storm drain repairs as reported by the CDD Engineer.
- The BOD was satisfied with the goals, but expressed concerns about having four different CAM's over the last two years and lack of attention on behalf of STS.
 - He requested that an Accountant be present at the budget meeting, rather than the CAM handling the meeting.
 - Mr. Koncar offered to have the financing team attend future budget meetings.
- Mr. Koncar acknowledged that he was never privy to these concerns as some were simple fixes. In the future, staff will report to the BOD every quarter on items identified in the goals and objectives and provide a matrix of any follow-up items.
 - Mr. Christofoli requested that the matrix be provided to the BOD by the Thursday prior to the Monday meetings.

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- The BOD has been asking for a master list of homeowners' phone numbers and email addresses for two years.
 - Mr. Korn admitted that he was sending emails to homeowners who no longer lived in MW.
 - Mr. Koncar explained that according to Statute, the BOD was allowed to request email addresses of residents, but needed permission from the residents if items were sent electronically.
 - He will place this item on the list of items for follow-up. In the meantime, he will send a form to each resident requesting their contact information.
 - Mr. Korn requested that the form have a space for the resident to include their lot number.
- Mr. Koncar pointed out that STS changed the way that the CAM's were communicating with staff to make sure that issues were resolved in a quick and efficient manner.
- Mr. Christofoli reported that they terminated the storage unit contract with Davis Rentals and signed a contract with Capital Storage for rental of a storage unit for \$50 per month. They paid until March of 2012. Mr. Greg Bennett has the keys and will provide one to Ms. Young. They only use the unit to store the Christmas decorations.

IV. RESPONSE TO EMAIL

The following issues were discussed:

- Sending out a master list of homeowners' phone numbers and email addresses to each resident with their assessments.
 - This was discussed above.
- Violation process
 - Mr. Koncar explained that there is a violation process in the covenants and restrictions where after the first letter is sent, there is a time period for the resident to correct the violation. If they do not correct it, another letter is sent out and eventually they will go before the Fining Committee.
 - *An item will be added to the agenda for violation reports.*
 - Mr. Christofoli noted that Ms. Joyce provided a violation list, which was helpful, but she did not provide one very often. They are supposed to receive one twice a month and the last one they received was over a month ago.
 - Property inspections will be performed twice a month.
 - Mr. Koncar noted that staff will email an updated violation list if the BOD does not meet monthly.
 - A resident noted that the owner of 2918 Grand Oaks Way has three pit bulls in a dog cage, which is a violation. STS has been handling this matter since 2007 and it still has not been resolved.
 - *Ms. Young will follow up.*

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- Delay in getting minutes
 - Mr. Koncar noted that their office in Coral Springs prepares the minutes.
 - Mr. Christofoli pointed out that they were told that their minutes were three months late because someone was having a baby and they were short staffed.
 - Mr. Korn noted that the minutes are supposed to be posted to their website.
 - Mr. Christofoli expects to have minutes emailed to the BOD prior to the meeting.
 - *Ms. Young will handle this.*
- Monitoring of funds by STS and having money in six different banks
 - Mr. Koncar indicated that the Property Managers were responsible for managing the property and the funds.
 - Mr. Christofoli pointed out that the Accountant wrote a check to the wrong bank. Sheli in the Finance office was very helpful in getting this matter resolved.
- Problem with gates after re-painting and being charged \$190 for the contractor installing gate reflective tape.
 - Mr. Christofoli noted that the contractor charged \$65 per hour for the installation of the reflective tape, which some residents complained about.
 - Mr. Brady believes that there was a lack of communication and professionalism between the contractor and the CAM, which the BOD wants to address.
 - Mr. Koncar pointed out that Ms. Young was their most experienced CAM and STS was in the process of hiring another CAM. He offered to follow up with the BOD on a periodic basis and requested that the BOD contact him by phone or email at any time if there was a situation.

Mr. Koncar offered to do the following:

- Request that the Accountant issue a credit tomorrow to the HOA for \$190.
- Request that Ms. Young give an update to the BOD in two weeks regarding the email homeowner list, violation list, posting of minutes on the website and receipt of minutes in a timely basis.
- Request that Ms. Young give the BOD a full progress report at the March 28 meeting.
- He will bring the newly hired CAM to the March 28 meeting.

The following was discussed by the BOD:

- The Margaret Walks BOD meets on the fourth Monday of every other month at 6:30 p.m., the ARB meets every fourth Monday of each month at 5:30 P.M. and the REC meets every fourth Monday of each month at 6:00 P.M.
- Mr. Christofoli suggested that Ms. Young obtain a copy of the Master Covenants.
- A resident pointed out that a resident on Grand Oaks Way has a massive play structure in the wetlands.

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- Mr. Christofoli reported that he spoke to the District Attorney who advised that this was a CDD matter, but Mr. Christofoli believes that this is a SJRWMD problem.
- Ms. Young suggested writing a letter to the homeowner requesting that they remove the structure. Mr. Koncar suggested writing a letter to the State if the homeowner did not comply as their enforcement abilities were faster.
- Mr. Christofoli believed that Ms. Joyce reported this matter to the SJRWMD and received a case number.
- Ms. Young will contact the SJRWMD to obtain the case number and write a letter to the homeowner advising them that they were in violation.

V. SIGN AT ENTRANCE

Ms. Young reported the following:

- The speed limit sign is on the verge of falling off. Mr. Franco offered to repair and re-install the sign for \$40. A new 15 mph sign through Buchannan Sign and Flag will cost \$78.
 - Mr. Korn recommended purchasing a new sign.
- Mr. Franco provided a bid for eradicating the carpenter ant infestation and re-caulking where necessary behind the wall for \$185.
 - Mr. Christofoli pointed out that the wall was pressure washed and re-caulked a year and a half ago and did not believe that it should become un-caulked this soon.
 - A resident noted that the Master Association believes that Mr. Franco is expensive.
 - Ms. Young disagreed as he was cheaper than other vendors.
 - Mr. Christofoli requested that Mr. Franco try to remove some of the gate reflective tape when he takes care of the ants and the sign.
 - *There was consensus from the BOD for Mr. Franco to eradicate the carpenter ant infestation and re-caulk where necessary behind the wall for \$185.*
- Mr. Christofoli noted that they need a need a bid for the stamped asphalt on the road entering the community. He requested that the contractor use durable material because the last seal coating did not last more than a year.
 - Mr. Brady suggested using road paint that could be tinted red. It will be more expensive, but will last longer than two years.
 - Mr. Christofoli requested that Ms. Young speak to Sauer Concrete who was trying to find suitable material to place over the stamped concrete and to Mr. Franco to see what they recommend.
 - He noted that Sauer Concrete originally suggested doing half of the roadway and letting it sit for three to four days. However, this would create a problem at the entrance due to the amount of traffic.
- In the future, the BOD would like to know the amount of a bid.

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- Mr. Koncar suggested that the BOD set a threshold amount by policy, which would be approved by the Chairman. He offered to provide some sample policies that other HOAs use.

VI. NEW BUSINESS

- A resident reported at the last REC meeting there was discussion about a dumpster that was on the Granger property on Grand Oaks. The dumpster was removed, but there was still a well. She questioned why the REC permitted the well to remain since wells were not permitted according to the Master Covenants.
 - Mr. Brady recalled that the dumpster was discussed, but could not recall whether there was discussion about the well.
 - Mr. Christofoli noted that there was a tall tool shed, which was removed by Mr. Granger.
 - He indicated that the REC was happy that he removed what he did because it was a battle to get him to remove the dumpster. He intentionally landscaped the island in front of his property, which was supposed to remain natural and then asked the CDD Board to irrigate it. He also caused damage to the storm sewer system amounting to \$800, which he refused to pay.
- A resident believes that it is important that the CAM who attends the ARB/REC meetings to be familiar with the covenants of both MW and FIP so the REC does not approve structures. She was happy with Ms. Young serving as their CAM and requested that STS not provide a trainee.
- Mr. Christofoli suggested that the BOD give STS 90 days notice rather than 30 days notice to rectify the above issues. Mr. Korn agreed as the BOD has some serious complaints and frustrations.
- Mr. Christofoli noted that STS staff does an excellent job of handling the CDD meetings and the agendas were professionally done and distributed on time. He would like to see this done with the HOA.
 - Mr. Koncar noted STS has a reputation to uphold in the service it provides to its clients, whether a CDD or HOA. He offered to place an item on the next agenda to discuss the STS contract and the BOD can decide at the end of 90 days whether to remain with STS or terminate the contract.

VII. MAINTENANCE ISSUES

This was discussed earlier in the meeting.

VIII. FOLLOW UP ITEMS FOR SEVERN TRENT SERVICES

Ms. Young will handle the following follow-up Items:

- Email a master list of homeowners' phone numbers and email addresses to the BOD prior to the next meeting.
- Add "Discussion of Violation Report" and "Discussion of STS contract" to the next agenda. Email the violation list to the BOD prior to the meeting.
- Perform property inspections twice a month.

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- Send a violation letter to the owner of 2918 Grand Oaks Way regarding their three pit bulls.
- Email the minutes to the BOD prior to the meeting and post prior minutes to the website.
- Request that the Accountant issue a credit tomorrow to the HOA for \$190 for reimbursement of the reflective tape.
- Give the BOD a full progress report at the March 28 meeting.
- Obtain a copy of the Margaret Walk Covenants.
- Contact SJRWMD to obtain the case number and write a letter to the homeowner who has a play structure in the wetlands on Grand Oaks Way.
- Contact Sauer Concrete and Mr. Franco to see what they recommend for the stamped concrete.
- Provide some sample policies that other HOAs use for bid thresholds.

IX. NEXT MEETING DATE

The next meeting is scheduled for February 28, 2010 meeting at 6:30 P.M.

X. ADJOURNMENT

With there being no further business to come before the Board,

<p>A motion was made by Mike Brady seconded by Bill Korn to adjourn the meeting at 7:30 P.M.; with all in favor, the motion carried.</p>

Carol Young, CMCA
Severn Trent Property Management
For Margaret's Walk HOA