

## HOA Minutes

Tuesday, October 08<sup>th</sup>, 2019

- Bed Bug Inspections
  - Due to Preferred Pest Control clientele growing so much, they are unable to secure our normal dates for Bed Bug & Pest Services. We've asked them to give us appropriate notification in the future, to notify residents in advance. In order to help the HOA members get a sufficient notice, we will try and email the owners in advanced. Our goal is 2 weeks. We will also try and update the website as much as possible.
- Discuss 2020 Budget
  - Unfortunately, we accidentally sent out the wrong budget for 2020. We will go ahead and update this in the website and send an updated one to the owners. We ask that you please review this and if there are any questions, please reach out to management and we will answer your questions to the best of our abilities. Please keep in mind that it is an anticipated budget, but there may always be things that arise, that are out of our control. We strive to stay within our budget or below, to the best of our ability.
- HOA Dues
  - HOA dues will be increasing to \$205.00 effective January 1<sup>st</sup>, 2020.
    - The increase was not taken lightly and was discussed multiple times amongst upper management and the accounting department. It was determined that approximately every year, vendors increase their fees about 3%. In order for us to continue to maintain the property we will need to have this increase. We appreciate everyone's understanding in this matter.
  - Any delinquent HOA dues will need to be paid within 10 days to management. We have sent out regular and certified letters to these individuals. Any unpaid balance will result in the past due amount being turned over to collections and may also result in a lien of your condo. While we do not like to go this route, it is necessary to take the appropriate steps to ensure we are able to continue to care for the property to the best of our abilities.
- Denise Hite's "New Motion to add to New Business:"
  - Having a dedicated page specifically for the home owners that has a secured access and should only be visible to current members of the HOA.
    - In order to meet this request, we would have to purchase a new URL specifically for the HOA which will cost approximately \$350.00 every 2 years. Since Bylaws, declarations and HOA matters are public, the HOA does not feel this is necessary at this time, however, we will hide the link to the HOA page, which will only be provided to the HOA; in hopes this will accomplish the same thing, regarding privacy.
    - The direct link to the HOA Financials, Legal and Upcoming Event  
Dates: [woodlandwestapts.com/hoa-meeting-notes](http://woodlandwestapts.com/hoa-meeting-notes)
  - Is there a way to add the HOA meeting minutes, financials, next meeting date/time and any/all written documentation & information?
    - This is a reasonable request and Sam will actively work on this to try and get this done within a timely and efficient manner. The following items will be uploaded:
      - Bylaws
      - Declaration
      - Amended Plumbing Issues
      - Rules & Regulations
      - HOA Agenda
      - HOA Minutes to the Agenda
    - Management will try and keep the website updated via live time, as much as possible. It may take some time to get into this routine, but is a wonderful request. This would include next HOA meeting date and time, as well as any cancellations.
  - The written requests in the email page one to three. (Please see above, outlining the requests)

- Please the who, what why, when water drainage issue in what building.?
  - This was a very vague question and the HOA members tried to figure out the specifics of this, so the main issues we are currently experiencing are being addressed below. If it is in reference to the copper piping or the corroded piping in the laundry room, we are doing the following:
    - Copper piping – unfortunately, there isn't much we can do at this time, other than handle this as it happens. When renovations were done, the original copper piping was kept and it over time has started to develop small holes. At which time, we have to replace the piping and conduct the repairs. To redo the piping in the entire building is unfortunately, not something we are able to afford at this time and we will have to continue to handle this on a case by case situation.
    - Corroded Piping in Laundry Room – if this is what was being referenced, then we are handling it as follows: we had to turn of the water several times to building B&C as we were trying to located the water shut off values. We had to call an official person out to assist with this and we apologize for the inconvenience of the continued water shut offs. We have since found the shut off valves and are in the process of scheduling the repairs for the corroded pipes in the laundry rooms. We hope to have this done before the end of the year. If we can't get this done by then, it will have to be spring time when we complete this project.
- Please, the who, what, why, when replacing all the flooring in what building?
  - Unfortunately, we just do not have the extra funds to do this. We do try and get the carpets cleaned as finances allows to help with the wear and tear. If carpets were replaced, then this would be a "Special Assessment" and we would have to host a vote on this.
- Verbally Requested HOA Items for New Business
- Is there a way to label the water meters to the owned unit?
  - This will help eliminate anyone's water being turned off in the event of water prices spiking because of a drippy faucet, running toilet etc. This will also save the Maintenance and Management staff a lot of time inspecting units, anytime there is an increase in water, as the meters will be labeled and will reflect where the running water/leak is coming from. It will also document the unit's water usage.
- Several of the HOA owners was wondering if it was at all possible to transition B&C buildings to where Owners are responsible for their own water usage and pay this going forward instead of the HOA.
  - I do not have an answer for this, but an email has been sent out to Frank.
- Garage Gutters getting backed up.
  - I have sent an email to maintenance requesting they get this taken care of. I've also, reminded them, that we should probably do this a few times a year. We will do our best to stay on top of this.
- Is it possible for owners to have their own link, to a secure HOA login in with the current site we have?
  - I do not have an answer for this, but an email has been sent out to our Technology Coordinator regarding this.
- The owners want to know if it is at all possible to pay online like our residents do. They like the idea of having access to pay online, rather than doing ACH payments, writing checks or providing money orders. If so, what is the cost.
  - We would need to order a Resident Portal for online payments, specifically for the HOA. There would be a one-time initial license fee of \$118.08 and a \$10.56 monthly (\$126.72 annually) fee for usage. There are currently 7 homeowners whom currently have their HOA dues ACH monthly. If the board agrees to implementing this, we would suggest this gong to effect 01.01.2020 and would discontinue the monthly processing using the ACH at that time for the 7 home owners. However, if you wanted your HOA to come out automatically, there would be an option for this, when singing up via portal.