

**GEORGETOWN COMMUNITY SERVICES ASSOCIATION, INC.  
BOARD OF DIRECTORS**

**MINUTES OF GENERAL MEETING**

**May 13, 2014**

1. **CALL TO ORDER.** Mr. Lindsey called the General Meeting to order at 7:45. Mr. Richardson took roll with the following results:

Richard Lindsey	President	Present
Mike Richardson	VP	Present
Warren Smith	Sec/Treasurer	Absent, Proxy to Mr. Thompson
Robin Byers	Member	Present
Butch Braddy	Member	Present
Renee Rabbitt	Member	Present
Barbara Rubin	Member	Deceased
John Thompson	Member	Present
David Campbell	Member	Present

Mr. Lindsey noted the unexpected demise of Ms. Rubin and expressed his appreciation and respect for her years of dedicated service to the Community as a member of the Board of Directors and as member of the Village Green Watch Committee. At his request, the Board and attendees observed a moment of silence to honor Ms. Rubin.

2. **APPROVAL OF AGENDA.** Mr. Richardson motioned to approve the proposed agenda with the following additions to New Business: 5 (d) Approval of Schuman Worker's Comp Settlement; and 5 (e) Appointment of Replacement for Board Vacancy. Mrs. Rabbitt seconded the motion and the Board voted unanimously, including the proxy, to approve the motion.

3. **APPROVAL OF MINUTES.** Mr. Thompson motioned to approve as written the minutes of the CSA General Meeting held on April 8<sup>th</sup>. Mr. Richardson seconded the motion. There was no additional discussion and the Board voted unanimously, including the proxy, to approve the motion.

4. **COMMITTEE REPORTS**

a. **GENERAL MANAGER.** Mr. Odom called the attention of the Board to the general reports provided for April 30, 2014, specifically: the Collection Office Report, Accounting Summary, Profit and Loss Report, and the Balance Sheet. Highlights of the reports are shown below.

**Balances.** As of April 30, 2014, CSA checking (operational account) totaled \$179,179.94. We have subsequently (on May 7<sup>th</sup>) moved \$55,000 of excess checking into reserves, adding to the \$70K we deposited in March. On April 14<sup>th</sup>, we set up a new reserve account and deposited \$182,000 at Carver State Bank as authorized at the last meeting. As of April 30<sup>th</sup>, the total of CSA reserves (Vanguard Account, First Chatham, Savannah Bank, United Community Bank, Ameris Bank, and Carver State Bank accounts) is \$853,367.08. The total of CSA funds, including checking, reserves, petty cash, undeposited funds, and pre-payments is \$1,033,121.88. We made a deposit of \$11,455 into CSA reserves for April in accordance with the approved budget. All parcels made their required reserve deposits for April. The total of all GCSA accounts is \$1,348,196.12. Aggregate deposits at each financial institution/program include:

**THE COASTAL BANK**

CSA Checking	\$179,179.94	(does not count against FDIC coverage limit)
Parcel Checking	\$ 32,697.03	(does not count against FDIC coverage limit)
Parcel MM	\$105,237.03	
Parcel CD's	\$117,115.52	(\$222,352.55 against \$250K FDIC coverage)

**FIRST CHATHAM BANK**

CSA Reserve MM	\$230,888.23	
CSA Reserve Checking	\$ 100.00	(does not count against FDIC coverage limit)

**THE SAVANNAH BANK**

CSA Reserve MM	\$236,659.61	
CSA Reserve Checking	\$ 100.00	(does not count against FDIC coverage limit)

**UNITED COMMUNITY BANK**

CSA Reserve MM	\$181,600.06	
GTP Reserves MM	\$ 60,024.66	

**AMERIS BANK**

CSA Reserve MM	\$ 16,953.97	
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**VANGUARD**

CSA Reserve MM	\$ 5,048.26	
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**CARVER STATE BANK**

CSA Reserve MM	\$182,016.95	
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**Total CSA Reserves** \$853,367.08

CSA Petty Cash Fund \$ 300.00

Undeposited funds \$ 274.86

**Total CSA Funds:** \$1,033,121.88 (incl: cking, res, p/c, undep funds, & pre-pays)

**Total GCSA Funds:** \$1,348,196.12

**Income and Expenses.** Total income for April was \$83,468.32 which was \$1,089.95 above budget. Expenses for the month were \$71,944.12 which were \$2,291.99 higher than budget. The main reason was that Bad Debt Expense was \$4,184.88 over budget. Net Income was \$11,524.20 and that was \$1,202.04 below budget.

<b>Capital Budget Execution thru 4/30:</b>	<b>Budget</b>	<b>Actual Cost To Date</b>	<b>Difference To Date</b>
<b>CSA</b>			
<b>7.5 HP Pump Motor</b>	<b>\$ 2,150</b>	<b>\$1,150.25</b>	<b>-\$ 999.75</b>
<b>2 HP Pump Motor</b>	<b>\$ 1,000</b>	<b>\$ 368.08</b>	<b>-\$ 631.92</b>
<b>1/.75 HP Pump Motors</b>	<b>\$ 450</b>	<b>\$ 470.80</b>	<b>+\$ 20.80</b>
<b>Shredder/Vac</b>	<b>\$ 1,650</b>	<b>\$ 533.93</b>	<b>-\$1,116.07</b>

Generator	\$ 390	\$ 384.13	-\$ 5.87
Pressure Washer	\$ 390	\$ 373.43	-\$ 16.57
Backpack Blower	\$ 375	\$ 341.33	-\$ 33.67
Tree Work	\$10,000	\$9,775.75	-\$ 224.25
Fitness Equip Overhaul & Mats	\$ 7,250	\$7,044.20	-\$ 205.80
NS Dehumidifier Replacement	\$ 3,125	\$3,125.00	\$ 0
Electrical Repairs/Upgrades	\$25,796.25	\$25,796.25	\$ 0
Playground Boarders	\$ 2,953.75	\$1,227.67	-\$1,726.08
Pool Furniture	\$ 1,485	\$1,345.12	-\$ 139.88
NS Water Heater Replacement	\$ 1,500		
Resurface Tennis Courts	\$14,800		
Wet/Dry Vac	\$ 150		
Wexford II Lagoon Repairs	\$ 5,000		
Grove Point Lagoon Repairs	<u>\$ 5,000</u>		
	<u>\$84,915</u>	<u>\$51,935.94</u>	<u>-\$ 5,079.06</u>

CSA Capital Budget and Reserves Summary	Annual Budget	Actual Results Year-to-date
Beginning CSA Reserve Balance 1/1/14:	\$758,168	
(+) Allotments/Deposits:	\$137,460	\$ 45,820 OK
(+) Depreciation	\$132,000	\$ 44,000 OK
(+) Interest	\$ 960	\$ 491 (+\$170)
(-) Expenditures:	<u>\$ 84,915</u>	<u>\$ 51,936</u> (-\$5079)
Projected Ending Balance 12/31/14:	\$943,673 *	

\*Not including income from payments on prior-year accounts receivable, and misc income that is over budget.

Parcel Capital Budget Execution thru 4/30:	Budget	Actual Cost	Difference
<b>PARCEL</b>			
Audubon Park:			
Entrance Sign Repair	\$600	\$573.99	-\$26.01
Tree Work	\$2,050	\$2,050	0
Hunter's Green:			
Sidewalk Repair	\$1,248		
Bench	\$250		
Tree Work	\$1,600	\$1,600	0
Lott's Landing:			
Driveway Repair	\$6,600		
Tree Work	\$2,200	\$2,200	0
Entrance Sign Repair	\$ 600	\$573.99	-\$26.01

<b>Georgetown Place:</b>	<b>Tree Work</b>	<b>\$1,600</b>	<b>\$1,600</b>	<b>0</b>
<b>Townhomes</b>	<b>Entrance Sign Repair (2)</b>	<b>\$1,200</b>	<b>\$1,147.98</b>	<b>-\$52.02</b>
	<b>Tree Work</b>	<b>\$3,750</b>	<b>\$3,750</b>	<b>0</b>
		<b>\$21,698</b>		

Driveway and sidewalk repair for Lott's Landing and Hunter's Green is tentatively scheduled for June.

**Past Due Accounts.** The number of past due accounts went down in April from 644 to 568, and the dollar amount decreased from \$345,557.14 to \$342,400.59. The number of accounts 31-60 days old went down from 381 to 298, and the dollar amount decreased slightly \$26,719.49 to \$26,153.36. The number of accounts 61-90 days past due declined from 251 to 222, and the dollar value went down from \$71,088.37 to \$22,189.82. The number of accounts over 90 days in arrears rose from 183 to 196, and the dollar value increased from \$247,749.28 to \$294,057.41. The total number of account past due (568) represents 29% of all properties which is a 4 percentage point drop from March. The April 30<sup>th</sup> past due amount represents a 1.06% increase since April of 2013. In April, we issued 181 first and second letters (combined), and processed 37 new or updated liens, 1 FiFa, and 2 suits/judgments. We received 71 payments (of \$200 or more) for past due amounts totaling \$27,453.64. 22 of our accounts are in bankruptcy (up 4 from March), with \$23,640.10 owed pre-bankruptcy, and \$21,849.08 in post-bankruptcy owed. The total amount in bankruptcy is \$45,489.18 and that amounts to a \$3,510.76 increase over the previous month. The attached report summarizes the status of accounts that the Board approved special payments.

**Scheduled Projects and Other Repairs/Replacements:**

- Phase II of the tree project is completed and was \$224.25 under budget.
- The Electrical Repair/Upgrade project was finally completed the week of May 5<sup>th</sup> on budget.
- Overhaul of gym equipment is complete with the 2<sup>nd</sup> treadmill finally up and running. Project was \$205.80 under budget. Poor technical support from LifeFitness Company caused delays in repairs.
- The sign repair project involving the two Georgetown Townhome entrance signs and ones for Audubon Park and Lott's Landing has been completed and was under budget by \$104.04.
- The playground berm repair project has been completed and it included additional sand and mulch. Project was \$1,726.08 under budget.
- This year's increment of pool furniture has been purchased (\$139.88 under budget).
- Concrete repairs at Lott's Landing, Hunter's Green and Georgetown Place are being solicited and the results will be presented to the Board at the next meeting.

**Easter Egg Hunt** was held on Saturday, April 19<sup>th</sup>. All went well, even though the weather was not very cooperative.

**Election ballots** have been printed and mailed. There are 6 candidates vying for 5 positions. Ballots and proxies are due by 5:00 p.m. on June 9<sup>th</sup>.

**b. SECRETARY/TREASURER.** No report, Secretary/Treasurer is absent.

**c. ARB.** Mr. Yardman reported on the results of the Architectural Review Board meetings of April 15<sup>th</sup> and May 6<sup>th</sup>. During those meetings, the ARB approved 1 tree removal, 1 parking pad construction, 2 landscape changes, 1 window replacement, 1 fence construction, and 1 roof color change. Mr. Yardman also provided the following inspection statistics for the month of April:

Total new violations	409	YTD	1223
Total violations repaired	428	YTD	1256
Hang Tags issued	37	YTD	190
Letters mailed	345	YTD	974
Issues referred to GM/atty	50	YTD	238

Total current violations at the end of April: 364

Largest number of single home violations: Lawn Maint / Siding Repair  
Largest number of parcel violations: Trashcans not enclosed

d. **PARCEL REPRESENTATIVE.** No report

## 5. UNFINISHED BUSINESS.

a. **2014-2018 Strategic Plan Update.** At the request of the President, Mr. Odom provided a review of decisions made at the last meeting regarding the Mission Statement, Vision Statement, Core Values and the list of strategic areas of interest. He then facilitated discussions regarding potential issues and goals under the strategic areas of “financials”, “facilities”, “Business Operations”, “Customers”, and “Employees”. The Board reached consensus on the following objectives:

### Financials

1. Meet fiduciary requirements
2. Improve financial position

### Facilities

1. Continue recapitalizing facilities using the Reserve Study

### Business Processes and Operations

1. Improve Efficiency
2. Improve Effectiveness

### Customers

1. Improve customer satisfaction

### Employees

1. Improve procedural guidance
2. Improve policy guidance
3. Align pay with local/regional average for skill type/level

Mrs. Byers recommended that a customer service and amenity survey should ask for proposals on what customers might be willing to give up in return for a balanced budget that did not raise the general assessment. Mrs. Rabbitt recommended providing feedback to customers via postcards when the customers resolved ARB violations. Mr. Richardson concurred. Mrs. Rabbitt also recommended adding Summerfest back to the budget and to also add a Teen Night. The Board requested that the GM update the Plan accordingly and present it to the Board for a final vote at the next meeting.

## 6. NEW BUSINESS

a. **Request for Write-off Approval.** Mr. Richardson motioned to approve the General Manager’s request to write-off as uncollectible three accounts totaling \$2,422.22. These three foreclosures are located at: 1 Marsh Hen Court, 48 Beaver Run Drive, and 46 Red Fox Drive. If approved, the year-to-date total of write-offs is \$25,277.42 against a year-to-date budget of \$20,000. Mrs. Byers seconded Mr. Richardson’s motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

b. **Contract Award for Tennis Court Repairs.** At the request of the President, Mr. Odom briefed the Board on the results of a recent solicitation for repair and resurfacing of the tennis courts. . At the end of the briefing, Mr. Richardson motioned to accept the bid from Eco Sustainable Contractors and approve the expenditure of \$15,800 from CSA Reserves. Mr. Thompson seconded the motion. During discussion, Mrs. Byers suggested that the Board consider swipe-card entry management for the courts. Mr. Thompson agreed. Mr. Yardman stated that, based on his experience at other HOA's, the cost would be between \$4,000-\$5000 to install such a system. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

c. **Proposed Change to Collection Procedures.** At the request of the President, Mr. Odom briefed the Board on a staff request to modify the collection procedures and to approve the related Administrative Resolution 2014-2 which is attached. According to Mr. Odom, the requested change allows the posting of the remainder of the year's assessment when the account becomes past due for a second time during a calendar year. The remainder of Administrative Resolution 2012-3 regarding collections remains valid. Mr. Odom requested that the change go into effect on July 1<sup>st</sup>. Mr. Braddy motioned to approve Administrative Resolution 2014-2. Mr. Thompson seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

d. **Approval of Schuman Worker's Comp Settlement.** Mr. Richardson motioned to approve the proposed settlement of the Schuman Worker's Comp case. Mr. Thompson seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

e. **Appointment to BOD Vacancy.** Mr. Odom reported receipt today of an e-mail from Mr. Ray Sili, current ARB member and former BOD member, expressing a desire to fill the vacancy left by the recent passing of Ms. Rubin. After discussion, Mr. Richardson motioned to table the issue and advertise the vacancy. Mrs. Byers seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

## 7. OPEN DISCUSSION.

a. A written appeal of an ARB lawn assessment was received today from Alex and Tanya Collier. Mr. Thompson motioned to table the appeal until the next meeting to allow for proper research. Ms. Rabbitt seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

8. **ADJOURNMENT OF GENERAL MEETING.** At 9:25 p.m., Mr. Thompson motioned to adjourn the General Meeting. Mr. Richardson seconded the motion and the Board voted unanimously, including the proxy, to approve it.