

GEORGETOWN COMMUNITY SERVICES ASSOCIATION, INC.
BOARD OF DIRECTORS

MINUTES OF GENERAL MEETING
October 11, 2016

1. CALL TO ORDER. Mr. Richardson called the General Meeting to order at 7:45 and Mr. Smith took roll for the meeting with the following results:

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Mike Richardson	President	Absent, proxy to Mr. Smith
Robert Fitch	VP	Absent, proxy to Mr. Smith
Warren Smith	Sec/Treasurer	Present
John Sewell	Member	Present
Melissa Friel	Member	Present
Dorothy Strong	Member	Absent
Geoff Riehl	Member	Absent
Amber Ealy	Member	Present
Scott Bill	Member	Present

2. APPROVAL OF AGENDA. Mr. Sewell motioned to approve the proposed agenda but modify it to allow for consideration of procurements needed to respond to hurricane damages. Mr. Bill seconded the motion. There was no further discussion and the Board voted unanimously, including the proxies, to approve the motion.

3. APPROVAL OF MINUTES. Mr. Smith motioned to approve as written the minutes of the Parcel Budget Hearings and CSA Director's Meeting held on September 13th. Mr. Sewell seconded the motion. There was no additional discussion and the Board voted unanimously, including the proxies, to approve the motion.

4. STORM DAMAGE PROCUREMENTS AND EXPENDITURES. Mr. Smith motioned to authorize the General Manager to make the procurements and expenditures shown below that relate to damages from Hurricane Matthew. He further motioned that any insurance proceeds be deposited back into reserves and that the Reserve Study be amended as appropriate. He also motioned to authorize the ARB Inspector and staff to suspend ARB yard notices through October 30th. Mr. Sewell seconded the motions. There was no further discussion and the Board voted unanimously to approve the motions.

From CSA reserves (\$78,575):

- Up to \$25,000 to purchase a work truck as approved within the 2016 capital budget.
- Up to \$9,750 to remove downed trees. (13 trees at \$750 each)
- Up to \$10,000 to repair tennis court and tennis fencing.
- Up to \$4,000 to repair Southside perimeter fencing
- Up to \$5,000 to repair playground equipment.
- Up to \$20,000 to repair Maintenance Building.
- Up to \$325 to replace 2 APC back-up power supplies for computers

From HG reserves:

- Up to \$1500 to remove downed trees

From LL reserves (\$9,500):

- Up to \$6,500 to repair/replace perimeter fencing
- Up to \$3,000 to remove downed trees/limbs

From GTP reserves (\$11,000):

- Up to \$8,000 to repair/replace perimeter fencing
- Up to \$3,000 to remove downed trees/limbs

From TH reserves:

- Up to \$3,000 to remove downed trees/limbs

5. COMMITTEE REPORTS

a. GENERAL MANAGER'S REPORT:

General Reports. Collection Office Report, Accounting Summary, September 2016 Profit and Loss Report, and September 30th Balance Sheet are provided.

Balances. As of September 30, 2016, CSA checking (operational account) totaled \$115,283.64. The total of CSA reserves (Vanguard Account, First Chatham, South State Bank, United Community Bank, Ameris Bank, Carver State Bank, Queensborough, Colony Bank, and Bank South accounts) is \$1,467,102.33. The total of CSA funds, including checking, reserves, petty cash, undeposited funds, and pre-payments is \$1,584,026.46. We made a deposit of \$11,455.00 into CSA reserves for September in accordance with the approved budget. All parcels also made their required reserve deposits for September. The total of all GCSA accounts is \$2,113,436.73. Aggregate deposits at each financial institution/program include:

AMERIS BANK

CSA Checking	\$115,283.64
CSA Reserve MM	\$ 3,102.45
Parcel Checking	\$ 34,751.62
Parcel MM	<u>\$100,239.25</u>
	\$253,376.96

(In October, a portion of these funds will be moved to Bank South to get under FDIC limit)

FIRST CHATHAM BANK

CSA Reserve MM	\$232,949.73
CSA Reserve Checking	<u>\$ 100.00</u>
	\$233,049.73

SOUTH STATE BANK

CSA Reserve MM	\$235,322.04
CSA Reserve Checking	<u>\$ 0</u> (Note: Bank no longer requires us to have a checking
	\$235,322.04 account to have a MM acct, so checking acct closed.)

UNITED COMMUNITY BANK

CSA Reserve MM	\$197,527.88
GTP Reserves MM	<u>\$ 45,155.06</u>
	\$242,682.94

VANGUARD

CSA Reserve MM	\$248,027.80 (This account was closed on September 30 th and money was mailed to GCSA. Still in transit as of 10/4. Will be moved to a new account at Bank of Ozarks)
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CARVER STATE BANK

CSA Reserve MM	\$246,092.96
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COLONY BANK

CSA Reserve MM	\$158,937.09
AP Reserve MM	\$ 1,578.92
HG Reserve MM	\$ 1,375.91
LL Reserve MM	\$ 1,692.09
GTP Reserve MM	\$ 33,398.88
TH Reserve MM	<u>\$ 35,124.75</u>
	\$232,107.64

QUEENSBOROUGH BANK

CSA Reserve MM	\$ 16,504.48
AP Reserve MM	\$ 5,543.01
HG Reserve MM	\$ 5,412.02
LL Reserve MM	\$ 25,768.76
GTP Reserve MM	\$105,718.29
TH Reserve MM	<u>\$ 88,827.73</u>
	\$247,774.29

BANK SOUTH

CSA Reserve MM	\$ 128,537.90
AP Reserve MM	\$ 5,005.62
HG Reserve MM	\$ 5,005.62
LL Reserve MM	\$ 5,005.62
GTP Reserve MM	\$ 14,790.30
TH Reserve MM	<u>\$ 15,016.82</u>
	\$173,361.88

Total CSA Reserves \$1,467,102.33 (AB, FCB, SSB, UCB, VG, CSB, QB, COL, BS)

CSA Checking \$115,283.64

CSA Petty Cash Fund \$ 300.00

Undeposited funds \$ 1,340.49

Total CSA Funds: \$1,584,026.46 (incl: ckng, res, p/c, undep funds, & pre-pays)

Total GCSA Funds: \$2,113,436.73 (incl: tot CSA, parcel ck & mm res)

Income and Expenses. Total income for September was \$80,725.85 which was - \$1,056.52 lower (worse) than budget. Miscellaneous income was \$1405.53 lower than budget (suits, liens, ARB yards, etc). Expenses for the month were \$71,158.56 which were \$897 higher (worse) than budget. Higher than expected QuickBooks licensing cost and bad debt expense contributed to that. Net income was \$9,567.29 which was \$1,953.84 worse than budget. Year-to-date net income is \$27,409.96 higher (better) than budget. At least \$4,494.27 of that amount will need to be earmarked for higher landscaping costs with the new contract that goes into effect October 24th.

Capital Budget Execution thru 9/30/16:

BAL SHEET/ ITEM RS LINE

BUDGET **ACTUAL**

ACTUAL

DIFF

2210 Buildings

Line	Item			
1	Brick Tuck Pointing	\$1,500	\$300.00	-\$1,200.00
9.007	GG Bldg Int Painting/repair	\$1,500	\$124.13	-\$1,375.87
11.002	Maint Bldg Ext Painting	\$3,900	\$145.73	-\$3,754.27
11.005	Maint Bldg Int Painting	\$1,500	\$145.73	-\$1,354.27

2220 Furniture

Line	Item			
21	Pool Furnishings	\$1,485	\$893.36	-\$591.64 IP

2230 Land

2240 Land Improvements

Line	Item			
16.002	SS Asphalt Overlay	\$22,400	\$61,539.00	+\$39,139.00
16.003	SS Asphalt Patching	\$ 2,015	\$2,015.00	0.00
16.005	SS Curb/Gutter repair	\$ 1,836	\$1,836.00	0.00
16.006	Wheel Stops	\$ 2,181	\$2,181.00	0.00
17.001	Tree Work	\$ 2,000	\$2,675.00	+\$675.00
27.002	NS Asphalt Patching	\$ 1,180	\$1,180.00	0.00
27.003	NS Asphalt Seal Coat	\$ 1,503	\$1,503.00	0.00
31.012	Replace King's Grant Sign	\$26,000	Defer to 2017?	
32.005	Dredge Brown Th. B Lag.	\$12,500	\$10,146.00	-\$2,354.00
32.013	Dredge St. Ives Sign Lag.	\$12,500	\$10,146.00	-\$2,354.00
32.015	Dredge St. Ives B Lag.	\$12,500	\$10,146.00	-\$2,354.00
	St. Ives A Lagoon	\$12,500	\$10,146.00	-\$2,354.00
	Wexford 1 Lagoon	\$12,500	\$10,146.00	-\$2,354.00
	Junco Way DRP	\$13,000 *	\$13,000.00	.00

* Board-approved budget addition 9 July 2016

2250 Equipment

Line	Item			
4.007	Replace Treadmills (2)	\$ 7,000	\$4924.80	-\$2075.20
4.008	Replace Ellipticals (2)	\$ 5,000	\$4762.80	-\$ 237.20
15.005	Wind Screen Logo Signs	\$ 586	\$ 631.60 (1)	+\$ 75.60
15.006	Wind Screens	\$ 4,914	\$4338.93	- 575.07
18.002	Playground Spring Riders	\$ 2,100	Recommend defer to 2017	
20.002	SS Pool Motor 7.5 HP (2)	\$ 2,300	\$2300.50	+ .50
20.003	SS Pool Motor .75 HP	\$ 225	\$ 235.40	+10.40
28.002	NS Pool Motor 2.2 HP (2)	\$ 736	\$ 736.16	+ .16
28.003	NS Pool Motor .75 HP	\$ 225	\$ 235.40	+10.40
4.009	Replace Stair Climber	\$ 2,300	\$2030.40	-\$ 260.60
4.01	Replace Stationary Bike	\$ 2,000	\$1814.40	-\$ 185.60
4.011	Replace Multi-station	\$ 4,000	Recommend defer to 2017	
15.004	Tennis Court Nets	\$ 1,500	Recommend defer to 2017	
19.016	Wet/Dry Vac	\$ 150	Recommend defer to 2017	
23.005	NS Water Heater	\$ 1,900	1800.00	-\$ 100.00
Not listed	Defibrillators for pools (2)	0	\$3718.00	+\$3,718.00

2260 Vehicles (\$25,000)

Line	Item		
19.001	Replace Work Truck	\$25,000	Recommend defer to 2017
Grand Total		\$204,436	+\$18,799.34 YTD

2016 PARCEL CAPITAL BUDGET

Audubon Park

2240 Land Improvements

Line		BUDGET	ACTUAL	DIFF
1007	Tree Work	\$ 600	\$ 300	-\$ 300

Hunter's Green

2240 Land Improvements

Line

1007 Tree Work \$ 600 \$ 0 -\$ 600
1008 Large Scale Tree Work \$ 1,700 \$ 600 -\$1,100

2250 Equipment

Line

1009 Mailbox (from 2015) \$ 2,500 \$ 2,347 -\$ 153

Lott's Landing

2240 Land Improvements

Line

1006 Tree Work \$ 600 \$ 800 +\$ 200

Georgetown Place

2240 Land Improvements

Line

1005 Tree Trimming	\$ 600	\$ 600	0
1006 Large Scale Tree Trimming	\$ 1,600	\$ 2,300	+\$ 700

Georgetown Townhomes

2240 Land Improvements

Line

2008 Tree Work \$ 600 \$ 1,000 +\$ 400

2250 Equipment

Line

1002 Mailbox Replacement (from 2015) \$ 5,065 \$4,440 - \$ 625

Grand Total \$13,865.00 \$11,587.00 -\$2,278.00

Past Due Accounts. The number of past due accounts increased in September from 429 to 453, but the dollar amount dropped from \$246,135.43 to \$236,245.37. The number of accounts 31-60 days rose from 176 to 224 but the dollar amount decreased from \$9,313.93 to \$7,488.25. The number of accounts 61-90 days past due fell from 188 to 146, and the dollar value dropped slightly from \$6,152.63 to \$6,087.93. The number of accounts over 90 days increased slightly from 162 to 163, but the dollar value decreased from \$230,668.87 to \$222,669.19. The total number of accounts past due (453) represents 23% of all properties which is a 1.1 percentage point increase from August. The September 30th past due amount represents a .6% increase compared to September of 2015. In September, we issued 117 first and second letters (combined), and 12 liens and 4 suits/judgments. We received 32 payments (of \$200 or more) for past due amounts totaling \$10,469.83. 25 of our accounts are in bankruptcy, with \$20,261.49 owed pre-bankruptcy, and \$13,936.67 in post-bankruptcy owed. The total amount in bankruptcy is \$34,198.16 and that amounts to a \$2,743.32 decrease from last month. The attached report summarizes the status of accounts that the Board approved special payments.

Projects and Other Topics.

- a. The work Junco Way dry retention pond project was completed on budget and to specification.
 - b. The painting of the Gate Guard Building has been completed well under budget.
 - c. Parking lot repairs are still scheduled to begin next week.
 - c. Known damages from Hurricane Matthew:

- 21 trees down on Association & parcel property (6 originated on non-Association property)
- Work truck seriously damaged (totaled) by tree
- Work trailer was turned over (still assessing potential damage)
- NW corner of Maintenance Building damaged by tree
- Tennis court fence damaged by tree
- Tree is down in playground and is resting on top of jungle gym (minimum damage so far)
- Several sections of perimeter fencing damaged by trees
- 150' of fencing blown down at Georgetown Place, and 2 trees down
- 100' of fencing damaged at Lott's Landing, and 1 tree down
- Georgetown Place sign was damaged
- A tree fell from the Sugar Mill Playground and struck a house/fence/deck at 154 Sugar Mill Circle.
- A tree fell at Baron's Place common area and damaged the ornamental bridge
- A window in an exterior door at the NS was blown in, but has since been repaired.
- Other trees down: Hunter's Green, King James Court, Wexford 1 & 2 lagoons, Grove Point Lagoon, Red Fox B lagoon, Brown Thrasher B lagoon, Cormorant A lagoon, Gas Light Lane island, Dovetail lagoon spillway ditch (2), Bristlecone green space, LG Entrance Wooden fence area
- Several tree companies have been called; the only one who took or returned my call said it would be Wednesday 12th before they could stop by and assess the situation.
- Insurance claims have been filed on truck and Maintenance Building damage. Damages to fences and other structures are not covered (self-insured).

At the end of the General Manager's briefing, a resident asked if the Association could implement emergency procedures to allow for more expeditious action on tree removals. She stated that it could be very difficult to get an arborist to look at the tree(s), and she added that some conditions would not allow time to get normal paperwork processed through the ARB. Mr. Smith responded that the Association cannot provide carte blanche approval for tree removals because some residents would abuse the opportunity. He added, however, that if residents can fill out and submit the ARB Application and attach pictures and descriptions of why the tree needs to be removed, the ARB members can deliberate via e-mail and provide a more expeditious response in those emergency situations.

- b. **SECRETARY/TREASURER.** Nothing to add.
- c. **PARCEL REPRESENTATIVE.** No report
- d. **ARB REPORT** was provided by Mr. Sili and a copy is attached.

6. UNFINISHED BUSINESS. None.

7. NEW BUSINESS

- a. **Write-off Approval.** Mr. Sewell motioned to approve the General Manager's recommendation to write off as uncollectible one account totaling \$6,097.80. This property is located at 9 Snowy Egret Court. Mrs. Ealy seconded the motion. There was no further discussion and the Board voted unanimously, including the proxies, to approve the motion

- b. **Review of Rules for Use of Amenities and Common Areas.** Mr. Smith noted that each Board member had been provided a copy of the current rules covering the use of Association amenities and common areas. He stated that the rules were last reviewed and updated in April of this year. He added that at the June Director's meeting, a member requested a change to the pool rules regarding toys. The Board agreed to review all rules at the October meeting. Mr. Smith went on to say that no decisions would be made at this meeting but would be considered at the next meeting. Members and residents desiring changes could provide proposals to the General Manager. Mr. Odom stated that this is a cyclical opportunity for the rules to be reviewed and updated. He went on to say that the rules for using the amenities and common areas are shown on the

Association's web site. During general discussion, one resident asked if the Board would consider allowing pool noodles. Mr. Smith responded that it would consider that proposal along with any other submissions at the next meeting.

c. **Proposal for E-mailing Statements.** Mr. Smith briefed the Board that initiative 3a1-4 of the Strategic Plan calls for consideration of implementing e-mailed statements. He noted that the functionality in QuickBooks had improved so the process could be made easier. Mr. Smith went on to say that the General Manager recommended that we advertise the opportunity in December and begin offering e-mailed statements in January. Mr. Odom motioned to approve the General Manager's recommendation. Mr. Sewell seconded the motion. During discussion, a resident asked if newsletters would be included with the e-mailed statements. Mr. Smith responded that they would be. Mr. Smith added that those who requested statements via e-mail would receive both the statements and the newsletters monthly. Those who did not request e-mailed statements would continue to receive only quarterly hard-copy mailings. At the end of discussion, the Board voted unanimously, including proxies, to approve the motion.

d. **Appeal of Assessments by N. Blackburn, Lott's Landing.** Mr. Smith briefed the Board on an appeal by Ms. Nancy Blackburn of 14 Sand Dollar Lane. Mr. Smith stated that Ms. Blackburn had submitted an appeal via e-mail on September 21st and was requesting that the remainder of the year's assessments be removed from her account and that a lien not be filed. Her stated basis for appeal was: (1) she had been a long time resident; (2) she was not aware of the 60 days in arrears, (3) she was rarely late in paying, (4) she had surgery in August that contributed to a late payment, and (5) the staff miss-posted one of her payments to another account. Mr. Smith added each Board member has a copy of documentation regarding her account and correspondence relating to this issue. Mrs. Friel asked if it was true that a missed payment was caused by her being in the hospital in August. Mr. Odom responded that he did not believe that it applied since Ms. Blackburn made a payment on August 4th. Mrs. Friel asked if it was true that the Association posted a payment to the wrong account and contributed to Ms. Blackburn's situation. Mr. Odom replied that there were previously two Blackburn accounts and that the Association had, in fact, miss-posted Ms. Blackburn's payment to the other Blackburn account. He added that the error in September 2015 was quickly identified and corrected. Mr. Odom went on to say that the issue at hand was caused by Ms. Blackburn being past due twice this year...once in January, and again in April. He noted that her account has not been current since then. Mr. Smith added that her statement in the Board package appeared to show that she had been past due for much of the time since year 2011. Mr. Odom stated that Ms. Blackburn had received a first past due notice in January, then a reminder notice via e-mail in May, then a lien warning notice in September. He added that she had also been mailed quarterly statements. Mr. Odom recommended that Ms. Blackburn be given till the end of October to pay the full balance of \$349.65 plus any interest posted in October, otherwise a lien will be filed on November 1st and she would be liable for the lien recording and removal fees along with the balance and any subsequently posted interest. Mr. Sewell motioned to accept the General Manager's recommendation. Mr. Smith seconded the motion. There was no further discussion and the Board voted 5-0-1 to approve the motion. Mrs. Friel abstained.

7. OPEN DISCUSSION.

a. A member of the audience asked why the Association cannot provide monthly bills. He stated that he only likes to pay bills when he receives them in the mail. Mr. Smith responded that the mailing of monthly bills was suspended in 2009 for budgetary reasons, and that we have mailed quarterly statements and newsletters since then. He went on to say that the rates have remained flat since then, and that members have to assume some responsibility for making the monthly payments. Mr. Smith added that he and many other members simply have their bank mail us a check every month.

b. The same member of the audience complained about past due notices. He stated that he did not like the wording and did not understand the figures cited on the statement. Mrs. Ealy responded that maybe the Association could improve the format of the notice. Mr. Odom stated that he would entertain any proposed changes to the format. He noted that the Board package has a sample of a Past Due Notice and a Lien Warning Notice on pages 79 and 81.

c. A resident asked if the Association could consider taking out the basketball court and installing a dog walk. Mr. Smith responded that this proposal was actually considered in about year 2007 and there were a few very vocal residents that protested the proposal and it was ultimately not

adopted. It was a hot-button issue. Mrs. Ealy added that there appears to be at least as many people playing basketball as play tennis, so there needs to be fair treatment for each.

d. A resident asked if the Association could look into making some walking trails in the various green space areas, like around the lagoons. Mr. Smith responded that we could look into it.

e. A resident asked if the Association could look into the possibility of going to quarterly billing. Mr. Smith responded that it could be considered.

8. ADJOURNMENT OF DIRECTOR'S MEETING. At 8:58 p.m., Mr. Smith motioned to adjourn the Director's Meeting. Mr. Sewell seconded the motion. There was no further discussion and the Board voted unanimously, including the proxies, to approve the motion.