

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

**MINUTES OF GENERAL MEETING
April 12, 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:

:

Mike Richardson	President	Present
Renee Rabbitt	VP	Present
Warren Smith	Sec/Treasurer	Present
David Campbell	Member	Present
John Sewell	Member	Present
Melissa Friel	Member	Present
Dorothy Strong	Member	Absent
Geoff Riehl	Member	Absent, proxy to Mr. Richardson
Amber Ealy	Member	Present

2. **APPROVAL OF AGENDA.** Mr. Smith motioned to approve the proposed agenda. Mr. Sewell seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

3. **APPROVAL OF MINUTES.** Mr. Smith motioned to approve as written the minutes of the CSA General Meeting held on March 8th. Mr. Sewell 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'S REPORT:**

General Reports. Collection Office Report, Accounting Summary, March 2016 Profit and Loss Report, and March 31st Balance Sheet are provided.

Balances. As of March 31, 2016, CSA checking (operational account) totaled \$168,906.48. The total of CSA reserves (Vanguard Account, First Chatham, South State Bank, United Community Bank, Ameris Bank, Carver State Bank, Queensborough, and Colony Bank accounts) is \$1,355,638.84. The total of CSA funds, including checking, reserves, petty cash, undeposited funds, and pre-payments is \$1,525,319.92. We made a deposit of \$11,455.00 into CSA reserves for March in accordance with the approved budget. All parcels also made their required reserve deposits for March. The total of all GCSA accounts is \$2,025,102.88. Aggregate deposits at each financial institution/program include:

AMERIS BANK

CSA Checking	\$168,906.48
CSA Reserve MM	\$ 4,184.00
Parcel Checking	\$ 70,244.79
Parcel MM	<u>\$ 80,366.51</u>
	\$323,701.78 (Note: \$105,000 being transferred to Bank South)

FIRST CHATHAM BANK

CSA Reserve MM	\$244,190.15
CSA Reserve Checking	<u>\$ 100.00</u>
	\$244,290.15

SOUTH STATE BANK

CSA Reserve MM	\$237,266.41
CSA Reserve Checking	<u>\$ 95.05</u>
	\$237,361.46

(Notes: Amt includes erroneous \$9.95 service charge which will be credited back in April. Also, bank no longer requires us to have a checking account to have a MM acct, so it will be closed)

UNITED COMMUNITY BANK

CSA Reserve MM	\$197,290.37
GTP Reserves MM	<u>\$ 45,112.07</u>
	\$242,402.44

VANGUARD

CSA Reserve MM	\$247,558.01
----------------	--------------

CARVER STATE BANK

CSA Reserve MM	\$249,844.04
----------------	--------------

COLONY BANK

CSA Reserve MM	\$158,618.72
AP Reserve MM	\$ 1,576.95
HG Reserve MM	\$ 1,374.20
LL Reserve MM	\$ 1,689.96
GTP Reserve MM	\$ 33,348.70
TH Reserve MM	<u>\$ 35,071.96</u>
	\$231,680.49

QUEENSBOROUGH BANK

CSA Reserve MM	\$ 16,492.09
AP Reserve MM	\$ 5,540.25
HG Reserve MM	\$ 5,409.32
LL Reserve MM	\$ 25,749.44
GTP Reserve MM	\$105,559.85
TH Reserve MM	<u>\$ 88,738.96</u>
	\$247,489.91

Total CSA Reserves \$1,355,638.84 (AB, FCB, SSB, UCB, VG, CSB, QB, COL)

CSA Checking \$168,906.48

CSA Petty Cash Fund \$ 300.00

Undeposited funds \$ 474.60

Total CSA Funds: \$1,525,319.92 (incl: cking, res, p/c, undep funds, & pre-pays)

Total GCSA Funds: \$2,025,102.88 (incl: tot CSA, parcel ck & mm res)

Income and Expenses. Total income for March was \$81,650.64 which was \$868.27 higher (better) than budget. Expenses for the month were \$63,729.89 which were \$7,107.18 lower (better) than budget. Bad debt expense was \$2,649.91 lower than budget, and pool repair and chemicals were \$876.26 below budget. Water invoices for January and March have still yet to be received and we estimate the billings to total approximately \$1700. Net Income was \$17,920.75 which was \$7,975.45 higher (better) than budget. Year-to-date net income is \$14,529.16 higher (better) than budget.

Capital Budget Execution thru 3/31/16:

BAL SHEET/ RS LINE	ITEM	BUDGET	ACTUAL	DIFF
2210 Buildings				
Line	Item			
1	Brick Tuck Pointing	\$1,500		
9.007	GG Bldg Int Painting/repair	\$1,500		
11.002	Maint Bldg Ext Painting	\$3,900		
11.005	Maint Bldg Int Painting	\$1,500		
2220 Furniture				
Line	Item			
21	Pool Furnishings	\$1,485	\$893.36	-\$591.64 IP
2230 Land				
		\$ 0		
2240 Land Improvements				
Line	Item			
16.002	SS Asphalt Overlay	\$22,400		
16.003	SS Asphalt Patching	\$ 2,015		
16.005	SS Curb/Gutter repair	\$ 1,836		
16.006	Wheel Stops	\$ 2,181		
17.001	Tree Work	\$ 2,000	\$1,200	-\$800.00
27.002	NS Asphalt Patching	\$ 1,180		
27.003	NS Asphalt Seal Coat	\$ 1,503		
31.012	Replace King's Grant Sign	\$26,000		
32.005	Dredge Brown Th. B Lag.	\$12,500		IP
32.013	Dredge St. Ives Sign Lag.	\$12,500		IP
32.015	Dredge St. Ives B Lag.	\$12,500		IP
	St. Ives A Lagoon	\$12,500		IP
	Wexford 1 Lagoon	\$12,500		IP
2250 Equipment				
Line	Item			
4.007	Replace Treadmills (2)	\$ 7,000		
4.008	Replace Ellipticals (2)	\$ 5,000		
15.005	Wind Screen Logo Signs	\$ 586		
15.006	Wind Screens	\$ 4,914	\$4338.93	- 575.07
18.002	Playground Spring Riders	\$ 2,100		
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		
4.01	Replace Stationary Bike	\$ 2,000		
4.011	Replace Multi-station	\$ 4,000		
15.004	Tennis Court Nets	\$ 1,500		
19.016	Wet/Dry Vac	\$ 150		
23.005	NS Water Heater	\$ 1,900		
2260 Vehicles (\$25,000)				
Line	Item			
19.001	Replace Work Truck	\$25,000		
Grand Total		\$191,436.00		

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

2250 Equipment Line	BUDGET	ACTUAL	DIFF
1009 Mailbox (from 2015)	\$ 2,500	\$ 2,347	-\$ 153

Lott's Landing

2240 Land Improvements Line	BUDGET	ACTUAL	DIFF
1006 Tree Work	\$ 600	\$ 800	+\$ 200

Georgetown Place

2240 Land Improvements Line	BUDGET	ACTUAL	DIFF
1005 Tree Trimming	\$ 600	\$ 600	0
1006 Large Scale Tree Trimming	\$ 1,600	\$ 1,500	-\$ 100

Georgetown Townhomes

2240 Land Improvements Line	BUDGET	ACTUAL	DIFF
2008 Tree Work	\$ 600	\$ 1,000	+\$ 400

2250 Equipment Line	BUDGET	ACTUAL	DIFF
1002 Mailbox Replacement (from 2015)	\$ 5,065		

Grand Total **\$13,265.00**

Past Due Accounts. The number of past due accounts dropped in March from 532 to 475, but the dollar amount increased from \$246,239.31 to \$268,929.45. This is due to approximately 160 accounts being past due for over 60 days and being billed for the remainder of the year. The number of accounts 31-60 days increased slightly from 237 to 238, but the dollar amount fell from \$40,661.95 to \$35,853.53. The number of accounts 61-90 days past due increased from 123 to 166, and the dollar value rose from \$3,713.29 to \$36,764.29. The number of accounts over 90 days in arrears declined from 132 to 126, and the dollar value fell from \$201,864.07 to \$196,311.63. The total number of accounts past due (475) represents 24% of all properties which is a 3 percentage decrease from February. The March 31st past due amount represents a 9.0% decrease compared to March 2015. In March, we issued 239 first and second letters (combined), and 13 liens and 11 suits/judgments. We received 30 payments (of \$200 or more) for past due amounts totaling \$13,618.67. 18 of our accounts are in

bankruptcy, with \$22,846.05 owed pre-bankruptcy, and \$12,758.30 in post-bankruptcy owed. The total amount in bankruptcy is \$35,604.35 and that amounts to a \$598.23 increase from last month. The attached report summarizes the status of accounts that the Board approved special payments.

Projects and Other Topics.

- The landscaping contract with Rivers Landscaping has been terminated. The contract has been re-solicited and the contract award is on the agenda for later this meeting.

- The lagoon project is underway and should be completed by the end of the week. We expect to come in under budget.

- Pressure washing at Audubon Park and Georgetown Place is tentatively scheduled for the week of April 11th.

- New mailboxes for Hunter's Green have arrived and we are waiting for the Post Office technicians to come change the proprietary lock on the backs so that the units can be installed. We expect to purchase and install mailboxes for the Georgetown Townhomes in May.

- A replacement solar light unit has been ordered, received, and installed at the Heron's Crest entrance.

- The Springfest/Easter Egg Hunt was held on Saturday, March 26th. Approximately 175 people attended.

b. **SECRETARY/TREASURER.** Nothing to add.

c. **PARCEL REPRESENTATIVE.** No report

d. **ARB REPORT** was provided by Mr. Sili and a copy is attached.

5. **UNFINISHED BUSINESS.** Mr. Richardson briefed the Board on the results of the homeowner survey that was recommended by the Board at the last meeting. According to Mr. Richardson, 71 surveys representing 4% of the homeowners were received. He stated that the survey was the result of an initiative in the Strategic Plan designed to see if adding evening office hours would improve customer satisfaction. He noted the following specific results from the survey:

- 24% of respondents never have a need to visit the office, and 70% said they come 1-5 times.

- When respondents did come to the office, 24% came between 10:00-12:00, 21% came between 3:00-5:00, and 14% came between 8:00-10:00.

- By far, the most common reason for visiting the office (38%) was to make a payment and obtain a receipt. 14% registered complaints and 13% wanted to discuss their account.

- When asked how satisfied homeowners are with the current office hours (8:00-5:00), 47% of respondents said they were "very satisfied" and 32% said they were "reasonably satisfied." Only 5 respondents (7%) indicated that they were "not very satisfied."

- Comments from those listing "not very satisfied" varied, but several indicated that evening hours would be helpful. None of the respondents wanted to have rates increased simply to change the hours.

At the end of the briefing, Mr. Smith motioned to approve a 6-month trial change in hours, beginning July 1, 2016, that would open the office at 9:00 a.m. and close at 6:00 p.m. on Tuesdays. Other hours would remain the same. The staff would advertise the change in the mailed newsletter in June as well as on the web site, marquis, and front doors. Mr. Sewell seconded the motion. There was no further discussion, and the Board voted unanimously, including the proxy, to approve the motion.

6. NEW BUSINESS

a. **Appointment of Mr. Robert Fitch to the Architectural Review Board.** Mr. Richardson noted that Mr. Fitch had attended 3 consecutive ARB meetings and met the other requirements to be seated on the ARB. Mr. Smith motioned to approve Mr. Fitch's appointment to the ARB. Mrs. Rabbitt seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

b. **Landscaping Contract Award.** Mr. Richardson stated that the Association had terminated the contract with Rivers Landscaping and had solicited 19 local companies for a new contract. He went on to say that 3 bids were received and that he and the GM had personally inspected properties of references from the two lowest bidders, Grassroots Landscape Management and New Leaf Landscape Management Services. Mr. Richardson informed the Board of the contract bids from each of the 3 companies and recommended that Grassroots be awarded the contract. Mr. Sewell motioned to award the contract to Grassroots Landscape Management. Mrs. Rabbitt seconded the motion. During discussion, Mr. Smith expressed some reservations about accepting such a low bid, noting that the Association had been "burned" a couple of times in the past from low-ball bidders. At the end of discussion, the Board voted 6-2, including the proxy, in favor of approving the motion. Mr. Smith and Mrs. Ealy voted in opposition.

c. **Fitness Center Equipment Purchase.** Mr. Smith stated that the Strategic Plan and the 2016 Capital Budget call for the cyclical replacement, this year, of our commercial grade fitness center equipment, including: 2 treadmills, 2 ellipticals, 1 step machine, 1 recumbent bike, and 1 multi-station machine. He noted that the approved budget for these replacements was \$20,300. He went on to say that the briefing paper showed a list of replacement equipment totaling \$13,532.40 that was proposed by our current fitness equipment repair company, Fitness Equipment Distributors. The list does not include a replacement for the multi-station machine. Mr. Odom added that this used equipment has very low hours on it and has been reconditioned to be like new. He went on to say that the equipment comes with a 1 year parts and labor warranty. He concluded by saying that some of the current equipment has issues which are not cost effective to resolve. At the end of the brief, Mr. Smith motioned to: (1) approve the purchase of the proposed equipment from Fitness Equipment Distributors for \$13,532.40; (2) defer replacement of the multi-station machine; and (3) authorize the GM to sell the current equipment to members on a first-come basis and deposit any proceeds into reserves. Mrs. Rabbitt seconded the motion. There was no further discussion and the Board voted unanimously, including the proxy, to approve the motion.

d. **Association Rules Update.** At the request of the President, Mr. Odom briefed the Board on proposed changes to rules regarding the use of common areas. He stated that this review was called for in the current Strategic Plan and covers rules set forth in Policy Resolution 2015-1 that deal with clubhouses, pools, playgrounds, fitness center, courts, lagoons, and parcel common areas. He went on to say that there have been very few homeowner requests for changes, but that the proposed changes were the result of comments and/or complaints received, regarding these operations. Mr. Odom recommended the following changes:

(1) Under "Rules for Clubhouses", change the first paragraph to reflect the new office hours of operations voted on earlier this meeting.

(2) Amend Rule 3(c) of the Pool Rules to add: *"Parents or guardians are responsible for the actions and behavior of their children and the impact they have on other pool patrons."*

(3) Change Rule 3(k) of the Pool Rules to read: *"The only floatation devices allowed in the pool are life jackets and other similar devices that are worn tight against the body. U.S. Coast Guard approved life jackets are the only devices of this type recommended by the Association, and only with*

close adult supervision. Rafts, floats, tubes, inflatable toys, inner tubes, and other floating devices are specifically not authorized.”

(4) Add the following rule to the Pool Rules: *“Toys are not allowed in the pool as they may get sucked into the drains and damage pool pumps and filters.”*

(5) Add the following rule to the Pool Rules: *“Music or other sounds from radios, cell phones, and other devices shall only be listened to via headphones. Cell phone conversations shall be discrete and not bother other pool patrons.”*

At the end of the brief, Mr. Smith motioned to approved the rule changes proposed by the GM and to amend the Policy Resolution accordingly. Mr. Sewell seconded the motion. During discussion, a question was asked whether there was already background music playing at the pool. Mr. Odom responded that there was not. At the end of discussion, the Board voted 5-3, including the proxy, to approve the motion. Mrs. Rabbitt, Mrs. Friel, and Mrs. Ealy voted in opposition.

e. Appeal of Lawn Fee by A. Craine of 260 Sugar Mill Drive. Mr. Richardson noted that Mrs. Craine was not in the audience. He proceeded to brief the Board on the details of Mrs. Craine’s appeal. Included in the briefing materials were: the appeal letter; the lawn violation notice letter of February 15th; copies of postmarked envelopes showing that the notice was sent by both regular and certified mail; a copy of the USPS Tracking System report showing delivery status; copies of pictures taken by the ARB Inspector at the end of the notice period; copies of pictures taken before and after work by the Association’s landscaping contractor; and the invoice for the work. At the end of the briefing, the Board voted 6-1 to approve the motion. Mrs. Friel voted in opposition, and Mrs. Rabbitt abstained.

7. OPEN DISCUSSION.

a. Mrs. Linda Benau of 104 Wimbledon Drive stated that she had lived in the community for 17 years and that she had rented the Northside Clubhouse 17 years ago for \$65. She went on to say that she has a desire to rent the clubhouse now, but that the Association wants over \$600 for rent, security service, and deposit. Mrs. Benau stated that she would prefer to “put in \$300 and have \$150 taken out for rent.” Mr. Richardson requested that she put her waiver request in writing so that the Board could properly consider it.

b. Mrs. Ealy of 170 Lion’s Gate Road asked about whether satellite dishes are allowed in the front yard. Mr. Odom responded that the courts have ruled that HOAs cannot preclude homeowners from placing the dish in the front yard if that is the only place they can receive a signal. He added that the ARB Guidelines cite the pre-approved installation areas in the back and sides of houses, but go on to say that if the dish must be located in the front, the homeowner must install plants around it to shield it from view.

8. ADJOURNMENT OF GENERAL MEETING. At 8:55 p.m., Mr. Smith motioned to adjourn the General Meeting. Mrs. Rabbitt seconded the motion.