

June 2020 Village Walk Condominiums Board of Directors Meeting Minutes

Board meeting of Village Walk Board of Directors was called to order at 7:01 by President Terry Landry. All board of directors are present during the meeting: Terry Landry, Wes Strickland, Debbie Wallace, Victor Rodriguez and LeighAnn Jackson
Owners present: John McKinney #29, Eleanor Williams #45, Laurel and Mark Siena #25, Stacey Sudoh #62, John and Kim Horsby #98, Roger Lewis #16, Michael McCutcheon #68, and Bridget Friday from Friday Properties was also present.

Reports:

Presidents Report: Terry said it is pretty quiet so far this week. The weekends are at capacity. Even though it is a crazy busy summer, the grounds are looking well. He thanked the people who are in charge of that.

Property Manager Report: Bridget gave the financial report. The street overlay is completed and paid for. We have \$57,000 in our reserve account. We are on track for the budget. We will be having extra garbage expenses all summer, as Wes brought in 2 more dumpsters for the extra trash from running at capacity most of the week. The savings that we had over the winter in garbage expense, will be taken up with extra trash pickup over the next few months. John McKinney commented how much he appreciates how the grounds and community looks.

Grounds Report: The community is BUSY. We have some ongoing problems, one management company seems to have the most issues. They are not responding well to issues and will not act on problems. Terry offered to call, but Wes said it wouldn't help. Wes said it is Silver Sands that he is having all the issues with. He also stated that he has started notifying Bridget with issues to keep her in the loop so she can be aware of management companies responses.

OLD BUSINESS: In the past week or so Wes has started to notify the owners as well as the management companies and that has seemed to help. John Hornsby said they have had lots of issues with their company, SilverSands, and they are considering a switch after summer. A question was asked regarding making it mandatory for using the same company. Terry said VW does not mandate or recommend any one company. John McKinney asked about what different types of issues that are happening. It was mentioned: parking passes, too many people, houses are being cleaned later in evening, leaving them unlocked, dirty and a few late checkins. We want to start to educate the owners on what problems are happening at their units at the time of the problem. That way they can also intervene and try to get some action taken. Owner

finances were brought up if problems can't be remedied. People spoke about trying to raise rental rates to get a higher quality of renter. Terry made the statement, that if the rents are raised, the reality is more families will pool their money and just put more people in the homes at one time. He said we need to put teeth in our regulations and enforcement for owners. Those owners will need to make sure their management companies are following the rules. If not, fines are being explored. Another option John McKinney brought is to lengthen the minimum rental nights to 3 or 4 nights. You might get more mature people, OR you might just prolong the problem of having bad renters for longer. Currently we initially alert only the management company when there was an issue. In the past few weeks Wes has included Bridget, as well as a few of the owners with the management companies to get some quicker response. How would it look for Wes to contact both the owners and the management companies at the time of the incident. Victor said VW should send out a weekly report on the damages in VW, so then all owners can see what is going on and how the renters do damages each week that our assessments pay for. Victor thinks we need to address all the problems and figure out how to evict people. John McKinney asked Wes if he keeps track of problems and is there a pattern? Wes said he definitely can see certain homes, companies with the same issues. Wes generally gives the management companies time to rectify the situation and if not done in a timely fashion, he then will bring the homeowner into it. LeighAnn recommends notifying the homeowner at the same time as the management company. Terry thinks this would also keep the management companies accountable to their owners.

Roger Lewis said as a whole, owners don't want things destroyed or ruined. Many times owners are not even aware of the problems, and he thinks we should be careful with fines with everything else going on in the world. He said he hasn't ever been notified of problems (if any) with his unit. Stacey Sudoh proposes to gather some hard data over the summer from problems and issues and then let owners know the outcome. Bridget wondered if anyone would be willing to look into a plan and help do some investigation? Roger and Stacy are both willing to do some research and report back. Are all other neighborhoods having the same issues? Do they have centralized management companies? How are other people solving it? LeighAnn also mentioned that VW also has yards, which many other neighborhoods do not. We have large homes, that fit many beds and not enough car spots. Terry the design of VW with small yard and large homes, lends itself to neighbors encroaching on each other.

Terry reiterated that copying the owners on the management company notification of problems will start to help all of the issues. Terry also stated HOA would not fine people if they cured/resolved the issue. (there has been no fine form made to date).

Wes said a lot of our issues goes back to the management companies not giving our renter rules in a physical form with check in. Wes thinks this could help about 50% of our issues immediately. Terry said we can make a rule that all owners must provide a copy of the Village Walk Rental Rules. Roger asked about the ability of making a single management company. Terry stated his brother has a condo in Port A and they

do two levels of assessments and also use a single management company, and those provisions were put into the governing documents at time of formation. In order for us to do something like that we would have to amend the declaration of the condominium. It would be almost impossible to do something like that at this time. Terry said it would be a super majority would be needed to pass something like this. Wes wondered if we should be hiring a lawyer that specializes in something like this.

Bridget will also send out the renter rules to all management companies again and tell this this form MUST be in the homes on the fridge so it can be seen, and that it is ALWAYS handed out to tenants when checking in.

Stacey Sudoh said maybe we should have the top 5 rules in bold and signed. Bridget said all management companies do make all renters sign the form, most have it in their contracts. Terry said rule #26, as part of rules and regulations, that owners must have a signed copy that renters will follow the rules, which is left up to the management companies. But it is the owners ALL owners are responsible that their tenants comply with rules and regulations. Otherwise, tenants can be evicted and lose all money paid. It is the owners' responsibility that the management companies are being paid to do what they are contracted to do.

Michael McCutcheon mentioned that the owners currently are not required to have rules and regulations in the home, he would like the owners to have to do so. Victor states all owners should know each time there are issues. He wants all owners notified weekly of all things Wes has had to deal with. It will affect their property values and they might offer suggestions. Wes asked if Victor wanted unit numbers listed on the report. Victor said yes. Terry wasn't sure if it is best to point out numbers each week, but more of a report on what happened. John McKinney mentioned that the police might not come if things are not illegal for city enforcement, (ie, roof tops etc), and occupancy per unit. Stacey will find out what is truly enforceable for the police to be called into VW. She will report back at the next meeting.

It was decided that when Wes emails the property management companies, he will cc each owner. He can keep the tally this month and then report back to us. We don't want to name units in the report, but each owner will know their problems as the management companies as notified. We want to be united.

Terry brought up two action items.

#1. We copy and address all enforcement issues to both the owner and their management company at the same time. (this is only a procedural change)

#2. We amend our rules and regulations to provide all rental units post a copy of all renter rules and regulations in a conspicuous spot in the home at all times.

The second item will be voted on at the next meeting once all owners 10 days prior to next meeting date.

Debbie wanted to bring up Wes's email regarding security. She mentioned OnSite seem to patrol 24/7. She wants to know what we are doing to do about it. Terry stated Wes is not a peace officer or bonded security guard. His job is to notice issues and report to the proper authorities. He is contracted to do this 6/day. He does not have any obligations to do any more than that. Terry said if we need more than that in VW, then we would need to look at a true security officer. He said this is not in the budget, and probably could debate whether one is needed or not. Denice is recommending as a board we might want to look into a security guard on the weekend. If nothing else, establishing that we will not put up with bad behavior. Debbie says she will not confront people as she doesn't know how they will react. Leighann has a friend who is a security guard, but they are not able to do any more than OnSite.

Terry stated again that we are not asking OnSite to put themselves in harms way, they are not security guards. Wes said they are putting in hours and hours a day patrolling, Terry appreciates OnSite going above and beyond, and by no means the board is telling them to go overboard on security. OnSite is hired to round 6x/day. John M said maybe someone should look into what a security guard would cost on Friday and Saturday nights and what the cost would be. Bridget mentioned this would over run the budget and homeowners would need to be assessed to cover the costs. Wes stated it was just a thought at a time, but also said its very expensive.

LeighAnn mentioned for next meeting she would like to put on the agenda again from rental damages sustained from renters. Terry any sort of fee for this, would need to be approved in October by all owners and mortgagees.

John M wondered what the minimum number of rental nights is. Bridget stated it is a two night minimum in #26B in the rules and regulations. Discussion ensued if we could increase the duration of stays from 2-3 nights. LeighAnn mentioned they voted on this previously, and it didn't pass. Terry said to put this on the next agenda to potentially discuss and amend the rules to amend the minimum stay to 3 nights. Bridget mentioned the start date would need to be much later, and grandfather current reservations. The board could pick a date and move forward with that.

Laurel Siena asked that we add to the July agenda, the rules are conflicting in regards to fines in governing documents. Terry mentioned that we have never implemented a fine, before giving the owner time to fix the problem. Laurel would like to encompass the sentiment #5b to not read so harsh and does not express the time allotted for owners to comply.

John M wondered if there was anything in the bylaws that requires the BOD to meet each month? Terry stated no. John wondered why there was a BOD every month if there is a property manager and on-site company. Terry states the board does take a

few months off, but summer usually requires monthly meetings to triage items. Terry stated there is no set schedule to meet.

The minutes for the last three months were voted on. Victor made a motion to approve minutes and Terry seconded. Motion approved.

Next meeting set for Tuesday July 14th at 7:00pm.

Meeting Adjourned.

Respectfully submitted,

Bridget Friday
Friday Properties Management