

June Village Walk Board of Directors Meeting

Monday June, 28, 2021

In attendance: BOD: John McKinney, Terry Landry, Debbie Wallace and Stacy Sudoh
Owners: Eleanor Williams, and Bridget Friday from Friday Properties

At 7:03pm President John McKinney called the meeting to order. Roll was taken. 4 directors present.

Meeting minutes in April were reviewed. No one had any additions or corrections. Stacy Sudoh Made a motion to accept minutes as written for April BOD meeting. Debbie Wallace seconded. Everyone in favor. Motion carried to approve minutes.

President McKinney gave the president report. He stated that there is a lot going in in VillageWalk this summer. Terry Landry is currently down in Port A for the past 10 days. Terry's opinion is that everything is pretty good in Port A. He said the general appearance is good, and we will hit specific issues during the meeting.

Manager Report: Bridget went over the May financials. She stated that April financials were sent to the board about a month ago for their review. Bridget went over the areas that are currently over budget. She explained each area of overages.

General administrative expenses: website maintenance, forms updated and zoom account.

Insurance: added excess liability insurance and most policies increased in price. Monthly fees are all around 50%, security is low now, but the next 3 months will be high.

Gate repair costs will be up this month. The board approved (by email last week) the the phase 2 gate loop and replacement of eye at main exit gate. ER Innovation has us on the schedule for this week if the weather will cooperate. The phase two gates have remained closed until the system is repaired. These repairs would need to be done even with a new gate.

Grounds and Maint repairs is over: most of the excess was the electrical lighting repairs that were done in Jan.

Community fee savings: Account is over \$10,000 including some of the May rentals. We are super excited to see the numbers at the end of summer to see what money we have to spend and use from improvements.

Bridget stated she just paid the last of the Feb freeze bills. Bridget stated mostly likely we will need to move some money over from the reserves to cover the additional

unseen expenses, but she will wait until later in the year to see how the rest of the accounts look. No questions were asked.

Bridget went on to speak about the accounts receivable. Currently we have about 50 people yet to pay the HOA assessments. These are due in the next 10 days. We also have many accounts receivable for the freeze assessment as well, but that payment isn't due until October.

OLD BUSINESS:

Bridget went on to speak about many items in Village Walk:

#1. The February freeze items are all now complete for Island Rocks. The electrician is supposed to finish up with the lighting of the 14 palms trees this week, pending weather. Since March of this year VW has planted over 750 plants!

#2. Bridget had sent 31 yard letters to owners to ask for yard clean up by May 31st. Island Rocks has confirmed all these yards have picked up the dead plants. Not all of them have replanted, as many as waiting for landscapers to have time for them. There are a few palm trees in the neighborhood, but there is no availability for those to be removed as of yet. John asked what timeline the board would like all of the yards back up to neighborhood standards. Debbie mentioned herself, she is on a wait list for the end of September for her landscaper to do her yard. Terry mentioned the end of the year might be a good end date. John agreed. Eleanore wondered the expectation of the HOA in each yard. Terry read from the owner documents, (paragraph 5 of the rules and regulations) including minimal landscaping requirements. (Which reads no barren yards).

#3. 15 weed letters were sent out to owners last Friday. 9 have already responded with acknowledging and indicated they will get this fixed. Bridget is going to Port A next week and will look at all 15 yards at that time and reach out again to owners that haven't made a plan to improve the weeds.

#4. The ACC had Bridget send out garage door repair letters in May. They had asked for doors to be repaired or repainted by the end of June. She received a lot of feedback from owners stating how difficult this would be with the summer season. Bridget then spoke to some of the ACC and President McKinney, and asked if we could extend the deadlines to Sept 30th. Bridget also recommends we should be sending out repair and/or replacement notices in the fall or winter whenever possible.

#5. Bridget went on to talk about the roads in VW and the street coating that was done. The streets can not be swept anymore. They can only be blown and shoveled. She has been working with Island Rocks to keep the sand off of the streets. This excess sand has been running off yards with all of the rain. She asked Island Rocks to make sure to keep the streets free of sand. They do have to wait until the lower areas

#6. Bridget also mentioned the need to redo a small area of phase two walkway. There is a low point and is always wet. It is necessary to raise about a 10 foot long area up a few feet. There currently is a small caution sign to let people know about it. She will be getting bids later in the summer and will be bringing it for discussion to a meeting this fall for possible approval.

#7. Trash has been a big issue this summer. Republic Waste hasn't been able to pick up as the contract has indicated. We have had a few days with trash piled next to the dumpsters. Bridget has spoken repeatedly with our business rep, and her boss. She has also sent photos. They have added a free Friday pickup for us until the issues are resolved. We currently have pickup scheduled for Monday, Wednesday, Friday, and Saturdays. They have been asked to do the pickups early during their routes. This hasn't been happening. Bridget also asked for an additional dumpster for free or low cost to the HOA if they can't provide their services. They declined this request. Bridget asked if anyone had any ideas on this. John said there really isn't a good solution and we are just going to have to deal with it. Bridget said her problem with that isn't our she wants our community "portrayed". She doesn't always want to call to complain and also be grateful that we do get picked up. But our contract prices almost doubled this year, but we are getting a "lesser" service currently. Bridget said our biggest need days are Mondays and Saturdays. Terry wondered if a double pickup on Saturday would be beneficial. Bridget said it is really the Sunday checkouts that are the biggest culprits. Bridget said if we could at least get them to come Monday mornings that would be very helpful. Debbie asked if we could ask the company that the trash bags that are not getting picked up next to the dumpster. Bridget said she is really trying to not have to use an extra dumpster if we can help it. It would be about \$800 extra per month, but also there isn't an ideal place for an additional dumpster in phase one. She doesn't want it to go next to any homes.

#8. Pools this summer have had multiple issues. Bridget had a conference with the owner last week. The biggest issue is the nationwide chlorine shortage. We had many problems getting 3" chlorine tablets for the pool. We use over 200# per month for both pools. Crystal clear did some research and found some liquid chlorine dispensers that we could purchase. They were ordered and installed within about 10 days from time of ordering. There was a breakdown in communication with the service dept and the technicians. The service dept didn't let the techs and the owner know about the changes and differences in tablets vs liquid chlorine. Even after chlorine was back up, the pools were still hazy and seemed dirty. This was because the liquid chlorine doesn't have a clarity part like tablets. The techs had to complete online training, which is now done. The pools are now clear. The only thing left to do is the tile cleaning. This was supposed to be done today, but the rain pushed it off until another day this week. Bridget had thought the pool contract signed in Sept 2020, was the same as previous contracts, but the tile cleaning was not in this latest contract. She has spoken with crystal clear and will be kept up with from now on. They will be adding a chemical to the pool each month to keep all tiles clean and needing less scrubbing. Terry said he was at Phase 2 pool last weekend and looked good. Phase 1 pool was very busy with renters. He said it looked like everyone seemed to be having fun. John

wanted to make sure it is always sanitary and well cleaned. Debbie stated she is very happy with the pool company and is always on top of them to see how its going. She said our pools are very used and get very crowded with summer visitors.

#9. The phase two gate is still down and the gate remains closed. ER Innovation is supposed to be repairing this week. The main issue is the phase two loop. They need to cut into the road to repair. Bridget will be meeting with the company on Tuesday next week to get some design and new gate ideas. Bridget does recommend preparing to replace the gate this winter. Both items we are repairing now would have needed to be repaired, even with a new gate, so we are not wasting the money.

#10. Towing. Bridget has been working with Alliance Patrol regarding towing. This includes boats, trailers, utility trailers, etc. Bridget spoke with Mrs Woody last week and got important towing rules from her. It seems like VillageWalk in the past, hadn't been following all the correct towing procedures. Mrs Woody started out by saying they will NOT tow any trailer after hours. They do not have the capability to do this except during the day time. The only time they will come is if the fire lane is being blocked. If this is the case, the person (or alliance patrol) needs to call 911 and report the fire lane being blocked. In this case, the police will come and they will call for the tow. Mrs Woody also informed me that our "no boats/trailers" signs at the entrances/exits of our gated community are not enough to tow people. She said they would not hold up in a court of law, unless we have proper signage at EVERY spot they could park a trailer at. Mrs Woody said she really won't tow much in VW since we currently don't have the correct signage. Currently Alliance patrol officers will speak to owners with trailers and have them move to beach road 1A parking, or to Silver Sands/Port A Escapes/Life in Paradise parking areas for those renters. Bridget mentioned she could have notices made up for the patrol to put in peoples front windshields telling them the trailer needs to be moved out by morning, or it will get towed. Kind of like a warning. We know that the towing can't be done in the night time, or even during the day without correct signage, but the renters don't know that. Debbie asked Bridget to get a possible price to do put the correct amount of signs. Bridget said she would do this, but did remind that it would need to have a sign at every spot that trailers could do this. Bridget said Mrs Woody was very informative and said she wouldn't break the rules. Debbie is worried about the trailers and how to deal with this. John suggested maybe we could talk to Mrs Woody and give her a hold harmless agreement. He said is is also hard to enforce a rule when there are no consequences. Terry stated it is hard to indemnify against fines and isn't sure that agreement would be helpful. Terry also wonders if we beef up our rules and regs, if a renter violates the rule. The HOA could cancel the rental. Eleanor wonders if we could work with the management companies on this. Bridget explained sometimes there isn't a vehicle tag and it makes it almost impossible to figure out whose vehicle it is. Debbie is worried that it will become overrun with trailers. Terry also mentioned that if anyone notices a trailer to be proactive and call the correct management company to have them intervene. John agreed that we should do the violation notices, as well as have the patrols continue to ask to move and then notify the mgmt companies to assist.

#11. Security (Alliance Patrol) has been on site each day for 3 rounds since Memorial Weekend. There hasn't been too many issues overall. Each report has come back from each night. Bridget has forwarded some of these reports to the board. Overall, they are checking on trailers, parking illegally and other noise issues. We have asked several times to make sure they are walking each walkway with every round and go over all streets. Debbie mentioned she is very happy with the patrols and thinks they are doing a good job. Bridget brought up the possibility of hiring them to be on-site from 10-11pm every night through mid-August. It would cost an approx \$840 to finance this proposal for the remainder of the summer. This money could come out of the community funds account. During this hour, the patrols would be on foot most of this timeframe and hopefully be very visible. This would make renters very aware of security on-site. Debbie said the 8:30pm first round could possibly be moved to a later time since that time the neighborhood is usually quiet. Bridget stated the thought of the first round would be to show people early each evening that there IS security on site and hopefully this would curb any crazy activity. John made a motion to approve the extra patrol each evening.

#12. Satellite dishes were tabled from last meeting. The HOA documents state that no satellite dishes are allowed on individual units. Laurel S had sent out documentation after last meeting to show the FCC regulations. It does state that a satellite dish can not exceed a certain height, but that also, it can not be denied. John asked if letters could be sent out to all units that have old and unused satellite dishes and let each owner know to remove them.

#13. FENCE: This item was tabled from the April meeting due to money being spent on the landscaping. The price for materials has also remained exceptionally high. John asked Bridget to walk the south fence, as well as the entire edge of neighborhood with him while she is in Port A next week, along with anyone else who is interested in doing so. They will again table this item until the next meeting.

NEW BUSINESS:

Terry explained the HOA stance on providing proof of liability insurance. Terry stated the reason of 2 provisions that are clear in the declaration. The common declaration requires all owners to carry insurance as well as general liability insurance. It also allows the board to enforce the rule, to request proof of these insurances. This concern is heightened when most of our owners rent their units. It is good to have proof that everyone is carrying the correct coverage. Bridget stated she has about 10 units in compliance so far. She is getting many emails with questions. Debbie asked why this is just now popping up, she has been here 12 years. Terry stated he has gotten familiar with this part of the documents. He stated other boards just didn't take up the issue, but since we have two people on the board who deal with insurance and litigation now, it has been brought more to the forefront. It is part of the HOA documents that all owners have liability insurance. It provides a unified front in case of any lawsuit. Terry wanted to make sure it is understood that we are REQUIRED to request this information, but we have the RIGHT to request this information. Eleanor

wondered if the umbrella policy covers the correct items. John M explained that the homeowners policy has a basic coverage and then the umbrella policy sits on top of the basic coverage. Bridget said each insurance company is different on length of time to update the changes. She is working with many homeowners on getting the correct information:

- #1. Liability coverage
- #2. Rental waiver (if rental house)
- #3 VillageWalk named as an additionally insured

John brought up what the board is asking Bridget to do in regards with the insurance information, it is above her current contract and is outside her scope of management duties. He would like to put a motion up for vote to pay Friday Properties an additional \$1500 as a one time payment to follow up with all owners on their policies. Terry said this money would be well spent, as it is very time confusing, Terry said the results of people finding out the coverages that they think they have, is not sufficient for what they need, and even if a few owners find out and get the correct coverage, it will be well worth it. Lacking coverages exposes not only the owner but the rental management company and the HOA to the extent that it exceeds any policy we already have. We can show people that we are doing what we need to be doing to monitor and enforce the rules that are already in place. Bridget stated that already one owner had found out she didn't have the rental coverage needed.

Terry made a motion to pay Friday Properties a one time fee of \$1,500 to confirm coverages that are in place for this year. Terry asked Bridget to make sure that she adds this task to her next contract. Debbie seconded. All approved.

Bridget made mention of the October HOA meeting. She asked members to think about things we want to look at for 2022. Bridget mentioned that we really need to look at a new gate, and red striping as well, we need to make a long term plan for roads, pools, fences, etc. She said we can never do another road job like the one we had last year, as the roads are always showing wear.

John M made a motion to adjourn the meeting. Terry seconded motion. All approved. Meeting adjourned.

Next meeting date:

Monday August 23rd, 2021 via Zoom at 7pm

Respectfully submitted,

Bridget Friday
Friday Properties Management, LLC