

Woodbine HOA Board Meeting Minutes for
Thursday, August 26, 2021 at 6:30p.m.

Meeting Attendees: Ed Barrett, Barb Hatcher, Lorraine Baird, Dave Donnelly, Kris Hartung, Dana Sheffield and Michael Marchese representing Pro- Management

Homeowners Requesting Attendance From Units, #22, #85, #86, #87 and # 80

- 1. Attendance documentation and quorum established.

Ed called meeting to order at 6:30 p.m. A quorum was established. All HOA Board Members are in attendance.

- 2. Formal approval of last meeting minutes.

Barb made a motion to approve the Woodbine HOA Board Meeting Minutes from May 13, 2021. Ed seconded the motion. The motion was approved, and no one opposed.

- 3. Homeowner Presentations from #22 regarding Woodbine HOA Financials and homeowners from #85/#86/#87 regarding management and maintenance concerns.

Introductions were made all around of homeowners and HOA Board Members and Michael Marchese. Homeowner of unit #22 discussed his inability to contact the HOA Board via email, although Barb Hatcher received an email from him on August 24th asking for financial information by the end of August. Homeowner was informed the email address is always listed on the HOA Newsletters.

Homeowner #22 advised he purchased his unit in 2006 and was a Woodbine HOA President for 3 years; he also made the comment later in the meeting that he quit because of too many homeowner complaints. He stated he is an asset manager and oversees a property management company with 284 low-income housing units. He indicated his concern grew when he noticed Woodbine HOA Financials were last posted in February 2021. Homeowner's concern is if the HOA Financials are not posted how will homeowners know where their HOA is financially. Homeowner has asked for financials through the end of July by the end of August and he has not seen them yet (as of August 26th). Michael handed homeowner and board members a packet of the most current financials.

Homeowner #22 also began his comments to the meeting that the cable TV service for Woodbine was down "for 3 weeks", which was one of his concerns. Several Board members and Michael quickly corrected him that the cable was down for less than a day. The homeowner also indicated that rain gutters had not been cleaned for 3 years, a statement that has been disputed with by Pro Management with the financial records of expense payments for this service.

This homeowner asked several times why we had not put the property management out to bid. Homeowner is very unhappy with the present company managing our property. Homeowner #22 asked about the software used to report our financial information. Michael advised he uses QuickBooks and Excel and includes a thorough narrative. It was asked if tentative information could be posted so folks at least had an idea of what was taking place.

Michael advised that he had kept the Board regularly informed about the status of financial services since the inclusion of a trial program with an accounting firm called MGM. Homeowner #22 was loud in his response that he did not care what happened in the past and did not want to hear excuses, just results, and now! Michael clarified that he had all the reports for March-June 2021 from MGM, but that he would only publish information that represented the quality, clarity and accuracy demanded of Pro Management, and not "tentative information". This standard of reporting was not forthcoming from MGM after a 4-month trial, and hence their services were discontinued. The MGM services cost the HOA nothing as it was a contract between Pro Management and MGM.

Homeowner #22 asked what day the financials will be available on-line, about HOA Dues delinquencies, and what has been collected and what is owed. Michael pointed out that the information was available in the financial documents that were just handed to homeowner #22 and pointed it out in the budget variance section.

Homeowner #22 asked if there was a specific plan for preventive maintenance. Homeowner advised there were recently 5 plants put in front of Bldg. C and they are dying, and lawn is dying in many areas. Homeowner was upset with the waste of HOA money if we let these plants die. He also expressed concern about all the dead trees by our HOA storage garage and along the property. He was concerned there is zero preventative maintenance in place for the property.

There is a leaking gutter in Bldg. C. An e-mail was sent requesting this gutter leak be fixed. Homeowner advised if we had a management company that walked the property once a week documenting problem areas. Michael replied that we do. Homeowner asked if some of these problem areas could get documented by the landscape company. Homeowner does not feel we have someone documenting dry grass areas, sprinkler problems and getting small paint repairs fixed.

A homeowner in #85 presented ~~many~~ several photos of problems with her building. She advised she has lived in her unit for 2½ years and discussed a problem with a cement step that had been reworked and it is now crumbling again (no photo presented). She also advised she has submitted requests for her leaking gutters to be fixed 3 times. She is concerned the gutter will eventually leak to the inside drywall. She also expressed concern about the large dead trees by the HOA storage garage. The photos show some things she feels should be taken care of. She was asked to please label the location of where the photos were taken.

Homeowner #85 expressed her concerns about someone working to create a "split door" for our office manager. This door was installed to "social distance" our office manager during Covid. She felt the person doing this project spent 2-3 days constructing this door and they didn't know what they were doing. She expressed she feels that everything is done as cheap as possible, and homeowners are not getting what we are paying for.

Homeowner #85 also mentioned she shared her concerns to another neighbor, and it was mentioned that a forensic accountant could be hired. A HOA Board member advised these audits could cost as much as \$60,000. She referred to as a 501(c)(3) and was informed that Woodbine HOA is not such an organization.

In response to a homeowner comment about the financial narrative reports that Michael produces, a board member advised she really likes the narrative on our Financial Reports. An inquiry was made on the status of outstanding dues owed. Michael advised there was \$4571 in outstanding dues at the end of June 2021. The HOA Board is fully aware Michael does pursue all legal avenues available to him to collect delinquent dues and reports to the Board on a constant basis.

Michael advised that Sherry, our new office manager, has been training with Shelly. Shelly is really happy with the training progress Sherry is making. Our HOA Office Manager does assist in collecting past due and delinquent dues.

Barb advised she is managing the HOA e-mail account. She asked all our homeowners attending, as well as all residents, to send all inquiries and questions to this account and she will promptly reply. Michael indicated that the Woodbine office should be first to receive requests (woodbinehoa@cableone.net), The Board email, which has been published on almost every newsletter or communication to homeowners, was established for circumstances that the Woodbine office has not responded to the satisfaction of a homeowner.

There is also a concern with a report of someone sleeping in a car with no license plates. It was mentioned this is currently a problem all over Boise. The HOA has a security company closing the clubhouse, driving thru the property every evening, also checking the playground area for potential homeless people.

This same homeowner discussed calling the police regarding a 6-year-old neighbor child being locked out of the house and left by her parent. The child was crying, and the police were called for a wellness check. The parent arrived home and the child was released to the parent. The homeowner stated that the police advised her that these cars/people were not something the police deal with.

There is also a suspicion that a homeowner is dealing drugs. This homeowner advised in her last home, it took 2 years for the police to remove a Meth Dealer. This is a safety issue and Ed plans to speak to our attorney about this situation.

A board member asked the homeowner in #85 who had safety concerns if she would be willing to head up a Neighborhood Watch Committee. Ed advised if a Neighborhood Watch Committee is formed, we will need to have a HOA Board member on this committee. No commitment was given from the homeowner in #85 to pursue the matter.

Homeowner #85 discussed her concern with Pro Maintenance's employee turnover. She feels she has seen "over 20 people" come and go in her 2½ years of ownership. Some of these employees were attached to the re-plumbing project, and then the re-landscaping. It was noted that because of Covid and the current economy it is difficult to hire and maintain a static employee team.

Homeowner #85 asked how the gutter cleaning process works. Michael replied we have done some gutter cleaning already this year. We usually do this spring and fall after the leaves fall and continually challenge our gutters (which do have gutter covers).

We have had to be very frugal to pay for the plumbing leaks. Most of our HOA issues revolve around the budget and trying to make our money go around. The gutters and the sprinkler system are the original 1989 installation and leak due to age. Michael's opinion is that the best fix would be to replace all gutters, even slowly over time, so as to eventually resolve the conditions that are caused by the rainy/snow seasons.

A homeowner asked about approval for window replacement. She said she has this replacement scheduled and hasn't got approval which was sent to Barb. We advised approval requests should be submitted through the HOA Office. Barb advised we should have a response to our homeowners within 3 business days.

The recent re-plumbing was a huge and costly project to take on. Since that 2-year project, we have been working to increase our reserves to pay for future major projects. By the end of 2021 we should have approximately \$90,000 in the account. It was discussed perhaps the next project to take on would be gutter replacement on the property. Michael estimated it would cost over \$100,000. to do the job. He did advise he will work to get bids.

With a heavy rainfall there is sometimes water dripping on homeowners at their entrance because of the leaking gutters. In the winter months the leaking gutters can cause ice to form on sidewalks and entrance doorways. There was a discussion of Michael's employees not being available to work on ladders at more than 2 stories, and an outside service needs to be hired with the proper equipment and insurance to clean gutters on the third floor of our buildings. One challenge is that most of the gutters have guards over them to prevent leaves from getting inside, but these are old and only work so well.

A question was asked as to how many homeowners are part of our Woodbine HOA. Woodbine has 163 owners. The ratio of owners to renters is about 50% owners and 50% renters. The HOA is unable to control who a unit is sold to and if the buyer chooses to rent it out our use as an Airbnb (short-term rental). This would require a change to our CC&R's and a vote from 2/3 of the homeowners, difficult when half of the homeowners want to rent to others.

The replumbing project special assessment of \$55 per month was discussed. This project used more money early in the process and we had to arrange more credit with Mountain West Bank. A homeowner advised we still have 5 years to pay on the bank loan, which is correct. The first 9 months of this loan was interest only. We will now be paying on this loan until it is paid off - 5 years of principal and interest at 4.5% starting in September 2021.

Michael advised he can make a very clear explanation of the plumbing project to anyone who has not read or followed the numerous summaries that have been sent out at the beginning, during the work, and now after it has been completed. Most of this information is in the regular newsletters to the community.

Homeowner #22 advised the homeowners are gathered here this evening because of an accumulation of issues including the posting of monthly financials and various maintenance issues.

Homeowner #22 also asked if the HOA held an Annual Homeowners Meeting to which the reply was yes. Due to Covid compliance, the 2021 Annual HOA meeting was held electronically at a distance via emails to all homeowners, including ballots to vote for 2021 Board members. Numerous other topics were part of the digital meeting presented to homeowners including, 2020 yearend financials and narrative, budget report, and reserve savings information, special assessment updates, and a report on the re-plumbing status. Feedback and questions were encouraged.

A board member discussed that in the past we tried to hold 2 open Homeowner Meetings a year. The second meeting only had 5-6 homeowners attend. Hence we returned to just holding an Annual HOA Homeowner Meeting each year in February.

A homeowner advised she has not been paying the correct amount in her dues this year. She realized she was not including the \$55 monthly assessment. She will pay the past amount due. She just does not want to pay the 18% late charge fee. Michael will advise on this matter.

Homeowners and Ed departed meeting at 8:08 p.m.

- **4. Property Amenities**

- a. Update on sport court into community gathering amenity/homeowner event?

The second gazebo was completed on Wednesday, August 25, 2021. This is now a very usable gathering area.

b. Pool closure in September, weather depending after Labor Day

The pool area looks great! It is a nice and clean area.

c. New spa heater is installed at no cost to the HOA, and is working great

- 5. Landscape concerns - Lorraine

The landscape concerns were discussed by the homeowners and the board members.

- 6. Discussion of dead/dying trees on hillside

a. Pro-Management progress

Michael advised he spoke with the new Woodbine Apartment owners about the land these trees are growing on. They advised this area does not show up on their survey report and hence is not their property. Michael advised he spoke with the Ada County Assessor and it shows this property belongs to Tomlinson (Woodbine Investors, LLC). Michael also has documentation from Boise City who was approached a few years back about maintaining the hillside; they declined and indicated they do not have ownership or responsibility. Our HOA would have to have this property surveyed because right now we still do not know who owns this property, but it is appearing like the HOA probably owns it.

A board member mentioned bringing in a tree service to have the most unsafe trees topped. Michael advised we just spent \$4,900 to have some trees trimmed and more will show up on upcoming financial statements. This amount is over our allocated 2021 budget so far and we have not done our annual fall tree trimming to clear the roofs and branches over the gutters.

b. Annual fall service for tree service

Michael advised perhaps we can get bids for trimming these hillside/storage garage trees for next year. We can also get show bids for installing new gutters and downspouts, as well as for both repairing and/or replacing the asphalt. These last two items have regularly been discussed when preparing the yearly budget and regularly get put off for lack of money.

- 7. Accounting update

a. Pro Maintenance Progress

a. Received "Foreclosure letter" payments of \$5,000 and \$1,500 from 2 delinquent homeowners

Michael advised he has collected \$5,000 of \$10,000 outstanding with one of the two homeowners: we have filed foreclosure proceedings with our attorney. He also advised the money paid will not stop, but perhaps only pause the foreclosure proceedings. We will also bill these homeowners the attorney fees. This homeowner has offered to put his condo up for sale and because we will have a lien on it, our lien will need to be paid off out of the sale proceeds.

b. MGM and 2nd quarter finals

b. MGM tried to do modernize our HOA dues processing and bill paying with a digital approach. Michael wanted to make it easy for our HOA to pay dues online and view their accounts. This just did not work out and was a huge cost of time and money to Pro Management and not the HOA.

c. HOA Board Meetings: (last Thursday of February - Annual, May, August, November-budget)

- 8. Sparklite bulk agreement cancellation

Michael showed a letter from Sparklite/CableOne advising they will no longer be doing business with bulk contracts. He doesn't want to make this announcement just yet as this contract ends November 1. He is concerned folks will immediately stop paying the cable for September and October. He will address this change with a letter to all homeowners in mid-September. It was asked if our dues will go down if they are no longer under contract. Michael advised they will.

a. Dish management policies

We will no longer be able to deny satellite dishes. We can try to prohibit, but it will be difficult. We can just try to manage where these dishes are put. This may prove to be a difficult situation to deal with. There are some dishes on a building down by the play ground.

- b. Digital alternatives - streaming services

The different TV streaming services residents are using was discussed briefly.

- 9. Office Management hours and duties (Sherry)

Michael advised everything is going very well with Sherry, our new HOA Office Manager. Shelly is also very happy with her learning curve.

- a. Office Hours: Monday/Wednesday/Friday - 9 am-2:30 p.m. (saved \$1800-\$2000 month) vs. 40 hours plumbing needs
- b. Maintenance Service cost increase were discussed, and rates were approved to keep up with the employment market and preserve the employees we have now.

- 10. Other topics as might be desired

We discussed putting a plan in place to get bids for gutter replacement on the entire property. Michael advised he puts gutter repair on the budget each year. Each year this item is cut. The gutters fill with leaves and pine needles and tree debris. We can also check the Master plan to see when the gutter replacement is scheduled.

The takeaway from this meeting is keeping our homeowners updated on line. Quarterly, we need to post the narrative for our financials. We need to be responsive to homeowners concerns. Our HOA checks need to be deposited properly. If our maintenance folks are on the property and see a problem, they need to note it and pass it along. The same applies to a dead grass areas where the sprinklers may not be working - pass it on.

It is important to get the plumbing project detailed and explained. How long is the amortization schedule? Let us explain the re-negotiated Mount West loan and when it is due to be paid off.

Dana will get the Neighborhood Contact Officer information sent to all HOA Board members. This involves calling the Boise Police non-emergency number. We would like this information put in the fall newsletter.

A question was asked if we have a non-emergency number to call after hours and on Tuesday and Thursday when our office manager is not there. We also asked this number be on the HOA Office voicemail.

Meeting Adjourned at 8:55 p.m.