

Organization: The Forest at Ridgewood HOA

Subject: Minutes for HOA Board of Directors Meeting

Date: Tuesday, January 17, 2017

Place: Edge Hill Community Center

Minutes Prepared, Submitted and Maintained By: Hugh Bynum.

Meeting called to Order: 7:33 pm by President Ron Lapinski.

Others in Attendance: Vice President Juri Zaslawski, Directors Mike Stump and Bill Holman; CAM/Sec/Treasurer Hugh Bynum.

Absent: Director Gary Kallmeyer.

Purpose of Meeting

Aside of the need to hold at least one meeting per quarter, also:

- 1.) Collection of **bad debts**.
- 2.) Status of our **present financials**.
- 3.) **Governing documents** expiring.
- 4.) **Voting by Electronic Ballots**.
- 5.) Future of this HOAs **WebSite**.
- 6.) **Governing documents** which gives us authorization to perform work on **distressed lots**.
- 7.) **Appointment of HOA Officers**.
- 8.) HOA Phone and Email Volume.

Old Business:

Minutes Approved for Board Meeting of 11/09/16.

Minutes were reviewed and board unanimously approved them as drafted.

Cases at the Debt Collection Agency (A/R.com).

They have 4 cases, no payments have been received.

Status of our Present Financials.

The operating budget finished FY 2016 with a balance of \$2,594.15 and the reserve fund \$54,343.19. That operating residual was transferred into the reserve fund carryover to provide a total for the reserves fund of \$56,937.34 to begin FY 2017. The resulting zero balance in the operating budget was immediately offset by transferring the December collection of prepaid 2017 annual assessments in the amount of \$25,135.79 (where total collections were \$27,300.00, the remaining \$2,164.21 was allocated to reserves).

Governing Documents Expiring.

As stated in November, all of this association's governing documents are expiring within the next several years and aside from that it is desirable to amend those documents for a variety of reasons. It was also discussed that CAMs cannot participate in modifying those documents. In November, Marilyn Norman and Larry Bassett volunteered to work on this and at this meeting suggested that they should continue working on this; the Board approved of them proceeding.

Voting by Electronic Ballot.

The CAM reported that he had located 2 alternative solutions and would report further findings at the next BOD meeting. This item will probably be implemented no sooner than this summer or fall.

Future of this HOAs Web Site.

The discussion continued from the November meeting and the Board decided that for the present no changes would be made regarding the hosting of our Web Site. Improvements on what items are made available on this Web Site are being considered.

New Business:

Perform Work on Distressed Lots.

This HOAs authority to perform such work is granted by our Declarations in Article IV, Section 11, Page 6. Ron Lapinski reported he had information submitted from Briggs Tree Service for Lot 1103 and he also desired to proceed with tree & shrub trimming near the community center and along an adjoining stretch of Golf Course Pkwy. The Board approved of proceeding with those two locations with a cost of approximately \$2,300 for Lot 1103 and approximately \$4,100 for the community center vicinity.

Appointment of HOA Officers.

The Board decided to keep the previous officers as before: President Ron Lapinski, Vice President Juri Zaslawski, Secretary/Treasurer Hugh Bynum.

Requests For Information From Callers by Phone or Email Are Not Getting Returned Calls.

CAM acknowledged this. For some unknown reason(s) the volume for both phone & email has tripled in the last 60 days. CAM found that the cell phone service was not helping this saturation (only a maximum of 12 voice messages were retained at a time and under heavy calling loads the list of 'missed calls' suffered from many dropped entries) so he changed service providers (but only about 3 days ahead of this meeting).

But the major problem lies with the volume increase; why did the surge happen? Most seemed to be attributed to Master Assn business, namely misdirected calls and most certainly non-responses to ARB(RIR) activities. Morbitzer Communities ownership changes seemed to occur near the beginning of the surge and also their employee time off during the Christmas & New Year periods. But the volume continued after those two items. Follow-up on this has been conducted but nothing clear-cut discovered.

But let's remember, this HOA does not operate an office, has no set office hours and uses the phone as a voice message machine. Callers are better served if they leave a voice message with at least a basic topic description; if the owner's message simply says "call me", that doesn't help to resolve the matter with just a single return call.

Next Meeting:

The Board must meet at least once per quarter and the schedule for the 2nd quarter is set for Tuesday, April 11, 2017.

Present plans are to conduct the meetings at the Edge Hill Community Center.

Owner Comments:

Most were incorporated into the board deliberations and no more were raised at this point.

Adjournment:

There being no further business, the meeting was adjourned by President Ron Lapinski at 8:34 pm.