

Minutes Approved:

Zack Taylor – 4/21/2021

Ed Heffelfinger – 3/30/2021

Jule White – 3/29/2021

Cathy Gilbert – 4/21/2021

Kathy Waite – 4/21/2021

**Avera Place Home Owners Association Meeting Minutes
March 24, 2021 3:00pm ET/12:00pm PT**

1. Agenda – Zack Taylor
2. Establish Quorum: Zack Taylor, Ed Heffelfinger, Jule White, Cathy Gilbert, Kathy Waite, Jeb Black and Michele Apple from Wilson Property Management in attendance.
3. Old Business:
 - a. Fountain – The fountain has been refurbished. The fountain was cleaned out by Triangle Pond Management, there were some patches to the interior where the concrete had divots, and the inside of the fountain was painted. One of the pumps was found to not be working so the Executive Board decided to have both pumps replaced. They were both replaced by Triangle Pond Management. We are now under contract with Triangle Pond Management for them to maintain our fountain monthly. This maintenance will help keep the fountain in good working order and will also hopefully extend the lifespan of the fountains.
 - b. Handrails on property – We are proceeding with Worthy's Fencing for the handrail project required by the insurance company. The bid had to be updated since the initial bid was given to us in December and price for materials has gone up due to increase in cost for building supplies. The initial quote was \$5,535.17, the final quote was \$6525.07. The quote also includes one additional handrail for an owner whose steps do not meet the requirements, however, he has fallen a few times at his front steps. The contract has been signed and I am waiting to hear back from Calvin Worthy for a start date. Thank you, Ed Heffelfinger, for all of the work you have done! When the work is to start, Ed Heffelfinger has requested to be present.
 - c. Lights at the Tennis Court – Three bids were obtained, and the Executive Board chose to work with Power Master. They are scheduled to come out the 1st week of April. They will come out to determine what they need to do but the quote they gave us was to change out all the bulbs and any ballasts that need to be replaced. When one of the contractors who gave a bid came out, he said that the breaker was bad and that was why 2 of the lights would not light. Ed Heffelfinger asked if this bid included that quote. Michele Apple stated that was not included in the bid, but Power Master will trouble shoot when they are out.
 - d. Foundation issue at building 29 – Power Lift was out the two previous weeks. They have completed all of the installation of piers and the have also completed the lift but Michele Apple believes they still need to send out an engineer for the post lift report. There were areas where patios were broken up to install piers but those areas have been patched. The areas where there were gaps in the foundation have been closed. Zack Taylor asked about warrantee information. Michele Apple stated warrantee information states that there is a lifetime warranty for the piers.
4. New Business
 - a. Pool Discussion for 2021 Season – Governor Cooper just issued a new executive order that states that pools can operate at 100% capacity. Stipulations include: core signage and cleaning and

sanitation requirements are still in effect. Supplies will be provided on site and WPM will clean high touch surfaces in the morning and at the end of the day also. Sign ups will not be required; however, we will still have the furniture put away so residents will still need to bring their own chairs. This is still subject to change if the Governor releases a new Executive Order. Zack Taylor asked about if the pool inspection had been scheduled. Michele Apple stated that the bill for the inspection had been mailed and that, per past years' experience, once the bill has been paid, the inspection will be scheduled. The pool will be opened the first week in May (outlined by the pool contract). Last year the pool opened later because of an inspection violation that needed to be addressed.

- b. Tennis Court – There are several cracks that are forming on the pavement since the courts were resurfaced in April 2020. There was no warranty with the resurfacing as they could not guarantee cracks occurring. Michele Apple has been attempting to get in touch with Jon from Court One to see if there is any maintenance that can be done until the next time the courts need resurfacing. According to research from the internet, courts need to be resurfaced approximately every 4-8 years. Michele Apple stated that she followed up with 3 other companies but only received a call back from one other company and he stated there are different levels of resurfacing and that this resurfacing was the bare minimum. He sent information that we take into consideration before having the courts resurfaced next time. Zack Taylor requested that Michele Apple obtain quotes for the Executive meeting to find out if these things need to be addressed right away or if it can wait 6 months so we can determine what needs to be done to protect the courts. Cathy Gilbert offered to make some calls to assist in getting this task completed.
- c. Power Washing of buildings – Michele Apple got bids from 3 companies: Southern Outdoor Restoration (Vortex, who the HOA previously used for power washing, has merged with Southern Outdoor Restoration), Carolina Power Wash, LLC and CTI. CTI and Carolina Power Wash gave 2 different estimates: one estimate is to power wash all the buildings exteriors as well as breezeways in multi-story buildings. The other quote is to power wash the exteriors of the villas and 2 story buildings and only the breezeways for the 3 story buildings. Michele Apple has been trying to get an updated quote from Southern Outdoor Restoration for a quote for exteriors for villas, 2 story and 3 story breezeways only. Cathy Gilbert made a motion to go forward with Southern Outdoor Restoration, Kathy Waite seconded that motion. Zack Taylor asked if there was a reason why there were different estimates. Michele Apple stated that in the past, there have been years where only the breezeways of the 3 story buildings were washed because the exteriors of the buildings were not dirty enough to warrant the outside being washed and it afforded us to stay within budget for the power washing expense allotted in the budget. Last year, all exterior surfaces to all buildings and all breezeways were washed. Ed Heffelfinger and Jule White will walk with Michele Apple to determine if the exteriors will need to be washed. If there is a savings of \$2,000-\$3,000 it may be worth it to not clean the outsides of the buildings. Cathy Gilbert stated that coming out of COVID, it may offer peace of mind to wash everything for the 3 story buildings. Zack Taylor reiterated that the breezeways warrant the cleaning, but the outside of the buildings would not necessarily be considered high touched surface like the railings, etc. of the breezeways. It was determined that the quote for Southern Outdoor Restoration is less expensive than the other bids and the HOA should proceed with that. Our budget for this item is \$12,000. Zack Taylor requested that Michele Apple follow up with Southern Outdoor Restoration additional quote to go out to the Board so price vs. value can be determined and a final decision on which type of cleaning performed can be made.
- d. July Executive Board Elections – There will be 3 seats up for election at the July Annual meeting: Zack Taylor, Jule White, and Kathy Waite. Zack Taylor proposed that in the May meeting people who want to be on the Board give their introduction in May, so the other voting members have more time to consider their options. Zack Taylor also suggested that anyone who wants to run for the Board submit their write up to Michele Apple in time for it to go out with the Annual Meeting announcement and proxy. Ed Heffelfinger stated that he thought that might be

too early and asked if the May Executive Board meeting could be the Annual Meeting be the Annual meeting and the July meeting be the Executive Board Meeting. Cathy Gilbert stated it was a good idea for those who want to run to have additional time, however felt the time frame was questionable. Cathy Gilbert made a motion to table the issue until the executive meeting so the time frame can be established. Ed Heffelfinger seconded that motion.

- e. Questions that came in from members: A member asked if the gutters will be cleaned out? Michele Apple stated that the gutters are not included in the estimate. She stated that the gutters are cleaned out by request of residents. Michele Apple also stated that if a unit requests a gutter clean out, maintenance will typically clean out that unit and continue the length of the building because it is easier to complete all at once rather than wait for each unit to submit a request. Ed Heffelfinger asked if there was a total for what the HOA paid for gutter clean outs last year from WPM to help determine if it is more cost effective to have an outside company complete the entire property. Another member stated we needed to consider patios and sidewalks for power washing. Zack Taylor stated that a schedule of regular maintenance could be discussed at the Executive Board meeting (gutters, sidewalks, and patio issues). Another member asked if the 3 story buildings get less dirty on the outside than villas. Michele Apple stated she did not know for certain but that in past years they have not appeared as dirty, which was why the outsides had not received the power wash. Zack stated that the first floors will always need splash up from rainwater and can see where that would need cleaning annually. Another member stated that the gutters need to be cleaned out because pine straw that falls and clogs the gutters can cause issues to the windows, siding, etc. Zack Taylor stated this will be added to the agenda for regular future discussions. Another member stated that the trashiness of the complex had not been addressed. Just looking for thoughts on how to change the problem from getting worse. Michele Apple stated that she had received an email from this person and stated it would likely not be added to this meeting's agenda but further discussed in the Executive Board Meeting.
- f. HOA Assessment late fees – There are some members who pay their monthly dues late. They are due by the 1st of the month and considered late after the 15th of the month. Zack Taylor proposed that a late fee be assessed after the 15th. If the monthly assessment is not received by the 15th, a nominal late fee added to their account. In March 2021, if there were late fees assessed, there would have been \$700 late fees. The Declarations allow for a late fee. Kathy Waite asked if there was a difference between those who have their accounts drafted monthly and those who turn payment in by check. Michele Apple stated that the only time drafted fees are late is when the 15th is on a Saturday, Sunday or holiday. Those who are drafted have the money taken out on the 15th, however, in the system, their money is posted in the software, so it shows that the members have paid. A member asked if there was a way to take it out of their accounts directly. Michele Apple stated that the drafts cannot be required as they must complete a draft form giving consent. Ed Heffelfinger asked if a discount could be given for those who pay on time as encouragement. Zack Taylor stated we would have to raise dues to allow for a discount so that is not an option. There is no fee for drafting. A member asked how many people are \$500+ behind in dues and Michele Apple stated there were about 3 accounts currently behind by \$500 or more. Zack Taylor made a motion for there to be a late fee of \$25 if payment is received after the 15th business day of the month to start with May dues. Ed Heffelfinger seconded this motion. Julie White seconded the motion. A member asked if there was any process of liens for those who are \$500+ past dues. Zack Taylor stated there is a process, however, this is an attempt to have members pay on time. Michele Apple reviewed the process: a 15-day letter is sent to the member, if no response, the attorney sends a demand letter, if no response, the Executive Board signs off on a foreclosure resolution and if not paid, the unit will be foreclosed. Zack Taylor stated that a notice would need to be mailed by the end of March to members stating this change to give adequate notice for the change. Kathy Waite suggested that the notice include information about drafted dues for those who do not already take advantage of this free service. Another member asked if the bylaws could include a way to require dues be directly drafted. Zack Taylor stated his concern is that if it is mandated, there are some people

who would not have the money in their account at the time and the HOA would be bogged down with excessive draft fees.

5. Next Virtual Board Meetings:
 1. HOA Meeting: May 26, 2021 3:00pm ET/12:00pm PT
 2. Executive Board Meeting: April 21, 2021 3:00pm ET
6. Close the official HOA meeting (Zack Taylor)
7. State of the Complex –Wilson Properties (Michele Apple)
 - a. Vacancy stats
 - b. Rental Rates
 - c. Sales Information

Contact Information:

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