

700pm -830p

Madison Chase Community Meeting

June 12, 2024

700pm – 830pm

❖ Call to Order at 704pm

Quorum - not made; 7 (not including the board)

❖ Intro of board

❖ What's been happening –Updates whats been happening since March (last meeting)

□ Going through the past minutes and getting everything up to date and new contract and budget with Everest

□ Join Madison Chase Facebook Group

□ Bookmark our website!

□ New Monthly Newsletter

- Is everyone receiving it?
- Being mailed and emailed to each unit.

□ New Landscapers

- If anyone is having an issues with new company let us know so we can handle it as soon as possible.
- Units are able to speak to the landscapers if something happens right then and there, but

❖ would like for homeowners to still send to us so we can keep a running record

- Issue with them using units water spickets without permission
- Goal is to catch up on what hasn't been done and what's been neglected so we can get to just maintenance level.
- Continued issues with blowing debris towards door

□ New Tow company

- Guardian Towing
 - Review policies and bylaws
 - Open for questions and discussion (2 min talking points per person)
 - Stressed the importance of getting most up to date information on vehicles

□ Budget

- Shopping for accountants and attorneys
 - Vetting on pricing and knowledge of HOA guidelines
 - Trying to get delinquency accounts current, establish community fines

- Current budget financials – May 2024
 - Total Funds: \$
 - How many units in delinquency – 10; total amount in delinquency \$67,875
 - ♦ Planning to put a lien on each unit in delinquency to get money back into the community
 - Reserve Funds: \$188,338.97
 - YTD over budget by: \$1,624.58
 - Total expenses over budget: \$12,712.89
 - ♦ Areas – legal expenses, pest control and trash
 - At last BOD meeting reviewed budget plan and condensed as much as possible to shift things over repairs and building maintenance
- Goal is to not increase HOA fee without first getting budget and contracts under control

❖ What's to come

□ Parking

- Eliminating hazardous parking spots
 - To gather vehicle from tow lot, they **only** take cash
 - Spot in front of Unit 4 is gone and the 2 at the 3rd corner will be eliminated
- Distinguishing what and where visitor spots are located
- Parking Decals
 - Every resident must register their vehicle with the community to prevent possible towing
 - Can vehicles with decals park in visitor spots?

□ Tree Trimming and or removal

- from ground level the landscapers will be trimming back and removing
 - Have one company (Smith Tree Trimming) has come out, looking to vet another company for 2nd opinion

□ Lighting and painting

- Community streetlights will be replaced with LED bulbs
- Street/Road signs will be repainted along with repainting of house numbers, and arrows directing traffic.

□ Exterior repairs (some units really need it)

- Damage covered by HOA insurance versus Homeowners insurance
- Have a company that has agreed to start working on the maintenance and repairs of the units
- Scrapping, painting, chimneys, rotten wood,
- Start repairs in cycles/stages
- Stage 1:
 - Priority

- Stage 2:
 - Decks and fences
- Emphasized using the Portal to put in repair requests and pictures.
- HOA Policy
 - What's within the walls
- Unit 27 – requesting updates on repair request from January and all other units, once they submit a repair request, original email was sent to Olympia

❖ Reminders

- Noise Complaints
 - Quiet hours outlined by City of Hampton: 10p – 7a
- Trash Cans
 - Must be collected by 9pm
- Fines
 - Will start going out to violators of the community bylaws
 - Will be coming out to community soon after we secure an attorney

❖ Upcoming community quarterly meeting

- September exact date TBD
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❖ Next BOD meeting

- June 20 6pm Zoom

❖ Open Floor Discussion and Question

- What don't the landscapers touch?
 - Anything that isn't bordered, no hand weeding,
- Look into adding security cameras on the lights to police the area better
- How many renter does the community have?
 - 27

- Opened floor for any additional suggestions for visitor parking
 - Currently max consecutive days are 3
- Email must be sent to board/evernest alerting if another unit who is vacant if someone can use their spot
- Decals
 - Open floor discussion
- Notification will be sent to homeowners on when their unit will be up next for repairs.

❖ Adjourned @ 857pm

❖ Addendum

- June 17 at 654pm – 714pm
- President, Vice President, and Secretary present – via phone call
- Concerns: When was the last time anyone has seen Guardian Tow patrol the area, other than when we call them.
 - No one has seen them come out to patrol except for the first big haul they did
 - Guardian sign says the is \$120 with \$28 storage fee per day
 - However, when residents go pick the vehicle up the same day it was towed they charge \$170 and cash only
 - President called and spoke with the owners; they expressed concerns with the drivers coming out to the community, in fear of their lives and hostile residents.
 - President inquired if they would like to keep the contract or not.
 - ◆ Owner wants to keep the contact.
- Inquired with another tow (turned out to be owned by Big Daddy Tow)
 - Willing to give another try with short term contract for 3-6 months
 - Must improve on communication, visibility, and customer service
 - Abi will be out today 6/17 to bring hard copy of contract with request from Madison Chase on it for Board to review
 - Unanimous consent to let go of Guardian and move forward with original tow option Big Daddy Tow.
 - Thursday 6/20 Big Daddy Tow will be in the community to conduct walk around
 - ◆ See where to post new signs, what needs to be painted, re-painted, and removed.