



BOARD OF DIRECTORS / BUDGET MEETING

(Location: Virtual via GoTo Meeting)

Saturday January 22nd, 2022

I. CALL MEETING TO ORDER

Motion to call the meeting to order at 10:33AM presented by Bill Miller, President. Motion seconded by Terence Davis, Vice President. Due to not meeting established quorum (60%) meeting was motioned to be adjourned by Bill Miller, President at 10:39AM. Motion seconded by Terence Davis, Vice President.

Motion to call the meeting to order at 10:41AM presented by Bill Miller, President. Motion seconded by Terence Davis, Vice President. Due to not meeting established quorum (30%) meeting was motioned to be adjourned by Bill Miller, President at 10:41AM. Motion seconded by Terence Davis, Vice President.

Motion to call the meeting to order at 10:42AM presented by Bill Miller, President. Motion seconded by Terence Davis, Vice President. Due to not meeting established quorum (15%) meeting was motioned to be adjourned by Bill Miller, President at 10:42AM. Motion seconded by Terence Davis, Vice President.

Motion to call the meeting to order at 10:43AM presented by Bill Miller, President. Motion seconded by Terence Davis, Vice President. It was determined that we have established a quorum of 7.5%.

II. ROLL CALL OF BOARD/ASSOCIATION MEMBERS

Board Member(s): Bill Miller (President), Terence Davis (Vice President), Kai Wilkins (Treasurer)
Homeowner(s): Kim Baker(197 Eastmoor Circle), George Wallis (255 Ashvale Drive), Yvette Moronese (110 Eastmoor Circle), Madie and Michael Nash (151 Newgate Circle), Robin Parsons (86 Eastmoor Circle), Aaron and Trinia Pennington (271 W Pembroke Drive), Jessica Inhof (225 Ashvale Drive), Andrea Delre (103 Ormonde Circle), Kimberly Bishop (213 Eastmoor Circle), Karen Burton (168 Eastmoor Circle), Joe Wilkins (139 W Clarendon Drive), Nicole Crawford (35 Burnside Drive), Mary Ridgeway (211 W Clarendon Drive), Robert Peaco (161 Newgate Circle), John Oliver (140 West Clarendon Drive), Gerald Pringle (183 E Pembroke Drive), Tarnisha Bruce (57 E Pembroke Drive), Iris Dargan (32 W Clarendon Drive), *inaudible* (171 Ormonde Circle), Tika Dixon (463 W Pembroke Drive),

III. VERIFICATION OF MEETING NOTICE

Sylaunda McKnight (Community Manager, Premier Property Management) verified that meeting notice was sent out to homeowners on 1/12/2022 via email and USPS mail service for those homeowners without an email on file.



IV. **OLD BUSINESS**

Bill Miller committed to posting the meeting minutes as well as the presentation on the Wicksfield Community Website (www.mywicksfield.com)

Introduction of Board of Directors effective December 15th, 2021 . Bill Miller (President), Terence Davis (Vice President), and Kai Wilkins (Treasurer)

Wicksfield community website launched in 2021. Will be the communication platform from the HOA Board of Directors as well as communication methods through community management company. (Premier Property Management) Architectural Review Applications are handled and submitted through the website and completed applications should be sent digitally to archreviews@mywicksfield.com

Transition of management companies. Legum and Norman contact as Wicksfield community management company ended effective 12/31/2021. After reviewing several community management companies.

V. **NEW BUSINESS**

Premier Property and Pool Management was selected as the management company effective 01/01/2022. Please contact our community manager to ensure they have your email on file to allow for an additional method of communication to homeowners. Emails are preferred due to be completely free to the association where paper letters and mail cost the association money.

Sylaunda McKnight – Wicksfield Community Manager
(302) 449-2230
smcknight@prempropmgmt.com

Due to a delay on homeowner account information from Legum and Norman, January invoices from Premier will not reflect balance forwards. February invoices will reflect balance forward. Bill Miller asked homeowners to review account balances to ensure they are correct from transition. Homeowner questions or disputes regarding balance forwards should be directed to community manager.

Effective April 2022, HOA assessments will be billed quarterly instead of monthly. This means April 2022 homeowners will be invoiced \$123 to due April 1st, 2022. This will reduce association administrative costs of invoicing and processing fees.

Effective February 2022, bi-weekly community inspections will start to be conducted. Homeowners found in violation of Wicksfield governing documents and architectural standards manual will receive notice of the violation. If items/violations are not corrected homeowner can be fined in accordance with the Wicksfield fine schedule.



Financial update as of December 31st, 2021. Account information: Operating Cash \$78,688, Working Capital \$66,177, Reserve \$91,229, Community CD \$5,600 (matures on 1/31/2023). Delinquent Assessments \$167,981. Net income \$5,191. Expense Information: Income, Administrative, Utilities, Board Meetings, Contracts, Repair and Maintenance, and Other Expenses all favorable. Professional Services unfavorable due to legal fees in attempt to recover delinquent accounts (some offset in legal income). Taxes and Insurance unfavorable due to insurance prepaid to avoid interruption during transition.

Introduction of Delinquent Accounts Process. 1-3 Quarters would be handled by Premier Property Management in attempt to maintain current accounts and bring delinquent accounts current. At 3 quarters of delinquency the account will move to collections (Axela Tech LLC.) and homeowner will be assessed a \$250 collection fee. Board will review accounts considered “Seriously delinquent” on a case by case basis after 8 quarters of delinquency. Kim Rice, Premier Property Management, added that Premier will attempt to collect delinquent assessments after account is 15 days late.

Update on vendor contracts. Wicksfield has secured contacts for 2022 with Viscarra and Associates (Accounting Consultants), Whiteford, Taylor, and Preston LLC (Legal Consultants), State Farm (Insurance), Axela Tech LLC (Collections), Premier Property and Pool Management (Community Management Company). Contacts currently being bided out for storm water maintenance, common area landscaping and maintenance, and snow removal.

2022 Projects. Entrance Refresh Project. Removal of old shrubs, addition of new landscaping, upgraded/additional uplighting, adding identifying/branding markings to entrance #1 (Carter Rd) Storm Water Maintenance Pond Beautification Project. Three (3) year investment project that will include restoration and beautification of ponds. Homeowners with lots backing up to ponds are requested to join committee to have input.

Committees and Volunteer opportunities. Storm Water Maintenance Pond Beautification Project Committee (Chaired by Terence Davis). Entrance Refresh Committee (Chaired by Bill Miller). Architectural Review Committee (Chaired by Bill Miller). If homeowners are interested in becoming involved in a committee please send your interest to hoaboard@mywicksfield.com

2022-2023 Annual budget read to association by Kai Wilkins, Treasurer. Budgeted Expenses at \$110,909 and income budgeted at \$110,909 with \$9,360 budgeted to be placed in operating reserves. Community set up to operate at a net \$0. Kim Rice, Premier Property Management added that budget would be considered to have passed due to not having a majority needed to vote against budget. (Delaware Law 81-324)

VI. HOMEOWNER QUESTIONS/CONCERNS



Homeowner Question: Could the board start garnishing wages for the two years of unpaid HOA? Bill Miller explained that Premier will attempt to collect as soon as the account becomes delinquent. The difference is once an account becomes 3 quarters delinquent, they will be referred to our collections partners per the Delinquent Account Process.

Homeowner Comment from Chat: On Wicksfield website it states do not forget to pay your HOA fees to Legum and Norman. Bill Miller committed to correcting website to reflect new management company.

Homeowner Comment: Homeowner suggested intensifying homeowners who prepaid their assessments. Kim Rice with Premier explained concerns with this method to include reduced income for assessments and perception of legal action.

Homeowner Question: "The current management contract has the ability to collect. Can they explain their collection process?" Kim Rice with Premier explained their collection process starts 15 days after being due. Process starts first as a general reminder and after an additional 15-30 days collection efforts become more demanding instead of a reminder.

Homeowner Question: "Homeowner is excited about start of February inspections. Will we have a committee to uphold and enforce inspections?" Kim Rice with Premier answered that it is the recommendation to leave the board and committee out of inspection and fines process and allow the management company to enforce. This avoids pinning a homeowner against another homeowner.

Homeowner Question: "How can we fill the current vacant board positions?" Bill Miller answered per bylaws we need at least 3 but can have up to 7. Bill Miller explained election process and board's ability to appoint someone to the board who expresses interest in serving.

Homeowner Question: "What if a homeowner is going through financial hardships?" Kim Rice with Premier introduced Kelsey (Premier Collections Manager) and asked homeowners to call in to communicate hardships. These will be shared with the board to make a decision. Bill Miller added that the majority of our large delinquencies are noncompliance issues and are several years delinquent.

Homeowner Question: "If the last attorney did not accomplish their tasks why are they being retained." The association have already been paid for their services and we can resume potentially cheaper than starting over. The legal consultants also provide other services to the community besides collections. John Oliver (Homeowner) added that from his experience as the previous board president that he felt the legal partners were very effective.



Homeowner Question: “In your contract with the HOA, don’t you have the ability to do a lot of things the legal partners can do without additional cost to the association?” Kim Rice with Premier answered yes, we do provide a lot of the same services at an additional fee outside of the management contract. Most of the time these fees are a lot less than if you were to engage with a lawyer.

Karen Burton Commented: In regard to legal in some cases they were successful but legal fees were quite excessive. The board has a responsibility to reach out to homeowners who are delinquent. Homeowner entered her contributions to the board of directors as the previous president and stated that she felt the current board was attempting to present her ideas as our own.

Homeowner Question: If previous management company did not send out notices of delinquencies how can this carry over. Homeowner also commented that he had never received any communication from the HOA. Bill Miller responded that the previous management company had turned off all notifications as a cost saving function to the association. This was contradicted by members of the previous board and management company was unable to provide any documentation of the direction from the board. Premier is sending out notices of balances, so if a homeowner feels there balances are not correct or they were not aware they should bring that concern to the new management company so it can be reviewed by the board.

Karen Burton Commented: Regarding Facebook page that the slip up was on the board not the contractor due to her having received an email from the owner of Chester River on Sunday and forwarded email to board on Monday. Karen stated that board had not responded to vendor. Bill Miller responded stating that Karen Burton was no longer serving on the board at the time of the snow event so therefore would not have any knowledge of the conversations that had or had not taken place with the management company or the vendor.

Aaron Pennington Commented: He did not feel that there has been sufficient communication from the HOA Board or the management company in the past. Bill Miller answered by agreeing stating that communication in the past has not been great and this is something that the current board is trying to do better. This is why the current board created the Wicksfield community website, we are trying to collect email addresses of all members of the association and trying to get more members of the community involved in the operations of the community.

Karen Burton Commented: Karen brought up her personal experience of never personally getting any notices from Legum and Norman for nonpayment and her experience with the legal company. Karen expanded her comments to include her contributions to the board as the previous president, her feelings that the board was presenting initiatives originated by her, and that the board conspired behind her back to remove her as president. Bill Miller



responded to the comments citing the numerous contributions Karen made to the board as president. Bill also stated that the board met with Karen in December addressing each concern and gave Karen the ability to respond to each concern that the board had regarding her conduct. After the board her Karen's response to each concern a vote was initiated, and Karen was removed from the board unanimously. Bill Miller also cited the ability for the board to remove a member of the board from the board by a majority vote per the community bylaws.

Aaron Pennington Commented: The board made the decision to remove Karen from the board based on their concerns, were these concerns brought to the community for the community to weigh in before you took action? Bill Miller responded that as a board we operate within the parameters of the bylaws. Removing Karen from the board was not a swift decision and that he stands behind his vote to remove Karen from the board. **Aaron Pennington expanded is concerns to state that he understands the bylaws allow for a member to be removed but feels the bylaws should be amended/changed.** Bill Miller responded that Mr. Pennington was correct the community can vote to amend the bylaws which would require legal action and a majority vote of the entire community. Bill Miller asked Pennington to refer to his bylaws for additional questions or concerns on how to amend the bylaws.

Andrea Delre Commented: Stated that frustration in the community is stemming from Karen being removed from the board. Andrea commented on personal interactions with Karen since moving into the community. Bill Miller responded by saying he shared similar experiences when he moved into the community of not having much interaction with the board and that the current board, while new, is trying to change that. Regarding the frustration of Karen being removed from the board, Bill Miller stated that all of the good things that Karen has done for the community and the board were considered when the decision to remove Karen took place.

Karen Burton Commented: Karen feels it is every homeowner's right to know why she was removed from the board, stated she has a 2-hour recording of the meeting that took place, and that she would provide the video to any homeowner who wanted to see it. Karen went through a list of initiatives that she felt she initiated as the previous board president and that they were her ideas. Karen went through her account of the meeting that took place when she was removed from the board as the president. Bill Miller responded stating that some of Karen's accounts were correct however that her account was not complete and inclusive of all facts and conversations. Bill Miller did respond to each of the concerns Karen presented giving his account of the concerns presented to Karen at the time of her removal. Bill Miller reiterated that Karen Burton provided a lot to the board and appreciated her for bringing her concerns to the meeting so they could be addressed.

Karen Burton Commented: That any member of the board could be removed by the majority of the corporation and appeared to attempt to present a vote to remove member(s) of the board. Bill Miller responded to Karen Burton's comment explaining to her that per the bylaws a



majority of the entire corporation would be needed to remove a sitting board member from the board.

Angela Delre Commented: The majority of the corporation was not needed to remove Karen from the board so how is that different? Bill Miller responded by explaining the two independent sections of the bylaws; one which allows the entire executive board of directors to remove a director and another which allows the community to remove a board member.

VII. CALL TO ADJOURN MEETING

Motion by Bill Miller to adjourn meeting and seconded by Terence Davis
Meeting adjourned at 1:23PM.