

IslandWalk at the West Villages Homeowners Association



ISLANDWALK AT THE WEST VILLAGES

2020 Managers Report

Unparalleled Property Services





ISLANDWALK

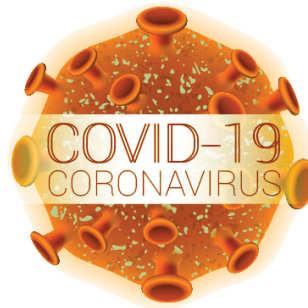
AT THE WEST VILLAGES

In Lieu of Annual Meeting Update 5/22/20

Good Afternoon Residents,

Due to Covid-19 the annual meeting has been canceled. In lieu of that meeting please take the time to review the enclosed updates from the Developer and Castle Management.

As always if you have any questions please reach out to the office!



Unparalleled Property Services



Management Team

Proudly Managed by Castle Group



Wayne Schofield
General Manager



Sierrah Bryans
Property Manager



Sandy Soltis
Administrative Assistant

Unparalleled Property Services



IslandWalk Building & Grounds Committee Summary

The IslandWalk Building & Grounds Committee is guided by its Charter to advise and assist the Board in preserving and enhancing the physical environment of the Property and to help ensure an overall coordinated approach to maintaining the common areas of the Property. The Committee holds its open meetings at least quarterly, but resident members Kevin Kenny, Russ Gerry, Beth Ann Davis, Tammy Stohs and Paul Vitello worked throughout 2019 on the primary issues of landscaping, trees and lake banks.

The new landscaping contract took effect in 2019 and the Committee focused on having a cooperative relationship with Castle Management and BrightView, but also holding BrightView accountable to the terms of that contract. The primary work product was the development of key performance indicators (KPI) to track work in progress, new service requests vs. closed requests and days service requests were open. The key to performance improvement was how BrightView performed across all areas, versus improving in one KPI at the expense of a downturn in another KPI. The level of effort Kevin Kenny put into establishing and managing the KPIs was nothing short of amazing. Many thanks to Kevin. Another term of the contract was implementation of a retainage provision where funds were withheld from BrightView for nonperformance. Based on inspections, approximately \$75,000 was withheld in 2019 for items such as missed mowing, trimming, weeding, etc. The landscaping contract is the largest and costliest contract in IslandWalk. It is the primary focus of the Committee.

Prior Committee member Dom Bartolone volunteered to lead a Tree subgroup to the Committee. Dom and others worked with the City and a BrightView arborist to understand requirements for the planting of new trees and the maintenance of existing trees. At no cost to IslandWalk, thousands of Common Area trees were pinned via a GPS program, condition assessed and prioritized for maintenance. The retained funds from the landscaping contract were then utilized to address the most critical tree trimming. This preventive maintenance will save IslandWalk considerable costs in the future.

The Committee continued to address the issues surrounding our vast lakes and in controlling lake bank erosion. Over 2,000 aquatic plants were installed in the main lake behind the Event Center. These plants not only stabilize the shoreline against erosion, but also consume nutrients that would otherwise feed algae growth and provide habitat for pond life. Many of the aquatic plants thrived, and areas that did not take will be replanted in 2020. This concept is a prototype that the Committee believes will be useful in many of our lakes in the future.

The Committee members are committed to doing whatever it takes to ensure the look of IslandWalk is maintained and enhanced throughout 2020 and as we transition from Pulte-DiVosta to homeowner control in 2021.

2020 Board of Directors

- *Scott Brooks, Vice President* •
- *Steve Platke, Secretary / Treasurer* •
- *Rose Wallace, Director* •



IslandWalk Covenants Committee Summary *(Part one of two)*

**Members: Chip Johnston – Chair. Jan Wernert – Vice-Chair
Marla Lien. Vince Scarsella. Paul Dreifuss.**

The committee began the year knowing they would have to be involved with current events at IslandWalk but also the upcoming transition from developer to resident control. To help the residents, we attempted to increase the committee's availability to them, not just the response time but also ease to seek and receive a response. To do so meetings were held almost every month in lieu of the past practice of quarterly, a direct link email was developed, covenantscommittee.islandwalk.com and a committee member was always available to monitor and respond to any inquiries made, to update the web page to allow easier finding of a topic and then be able to hit the search button to see the contents on a specific topic. It became apparent the current system is outdated for IslandWalk needs. As this report is being written, Castle Management is currently reviewing new software options that will meet the current and future needs as expressed to them by the Chairs of Covenants, Finance, Building & Grounds and Castle Management.

The following bulleted items were accomplished during the year and the bottom bulleted group are waiting for the developer to review and respond.

- Homeowner Hot Topics: This is a handout found at the HOA office and also on IslandWalk's website providing a quick find on very common topics, including Rules and Policies on walkways, multi-use paths, fishing, exterior decorations, exterior paint, and exterior lighting (non-holiday).
- Clarification on need and acceptable versions of residence plot survey when required with HOA applications for a change. In most cases a copy given to the resident at closing will suffice, or a copy from the City of North Port, in lieu of hiring a surveyor.
- Defined overnight parking to be between midnight and 6:00 AM.
- Written rules with regards to outdoor screens.
- Established "Storm Smart" style, non-opaque curtains are exempt from the 5 day rule governing hurricane metal shutters on homes. The non-opaque curtains may be used year-round to enhance the usage of a lanai.
- Exterior spotlights, no greater than 60 Watts, aimed down and not to illuminate immediate neighbor's residence or property, nor be offensive to neighbors living on the backside of the spotlighted residence.

IslandWalk Covenants Committee Summary *(Part two of two)*

- A resident's use of strobe, flashing, laser, or cascade lights are prohibited at all times, with one exception. Exception during holiday yard decoration allowed time.
- No excessively bright string lights in lanai, nor offensive to immediate neighbor nor to those living on the backside of the lanai. String lights prohibited elsewhere on resident's property.
- Developed approved rule allowing low to ground solar pathway lighting leading from the driveway to the front door, for safety purposes. These lights are not part of the allowed limit of 6 yard ornaments.
- Clarification on rule verbiage governing rear of home screening. Screening is not required to go the full width of the residence as originally written.

Pending Developer's Action:

- At the request of the board, a comprehensive re-writing on Use of Golf Carts and Low Speed Vehicle Policy.
- A resolution to treat attached homes the same as the quads on upkeep, repairs, re-roofing, painting, and separate assessment.
- A resolution for the developer to form an Architectural Control Committee, as mandated by Florida Statutes, including open meetings governing resident request for change.
- A resolution to delete within the DCCR all 78 references to neighborhood and neighborhood communities as these terms have never been used or implemented and leads to added confusion in trying to conform to the Rules and Regulations.
- A resolution seeking clarification on DCCR, Article II, Section 8 and responsibility of attached home owner, HOA and Board for maintenance, repair, repainting and who decides when the work needs to be done.
- Request of the HOA that an effective date be entered, and updated to current, for the subjects listed on islandwalk at the West Villages Architectural Control Committee ("ACC") Review Guidelines handout located at the HOA office.

Residents, a reminder, you are welcome to attend the committee meetings to sit and observe, or, request to be heard on a matter at the end of the meeting and prior to Motion to Adjourn.

Respectfully submitted

Chip Johnston, Chair - covenantscommittee.islandwalk.com

Islandwalk Finance Committee Summary

The Islandwalk Finance committee is chaired by Frederic Pineau. The members include Debra Bartolone, Andrew Connolly, and Peter Schnort. The committee is chartered by the Islandwalk Board of Directors and acts in an advisory capacity. In the past year the Finance committee completed several reviews:

- Reserve Fund – Costs are based on formal reserve study. Funding comes from existing home owners, which is less than the anticipated (future) costs based on a full buildout. This discrepancy will be resolved once we achieve full buildout. New capital equipment is added as it comes on line. Recommendation: Index the Reserve Fund for inflation.
- Working Fund – Funding comes from an assessment at closing for new homes and resales. These funds are used for unanticipated expenses. Recommendations: Include this fund stream in the budget and increase the assessment on resales after all new homes are sold.
- Bill Paying Process – This is a well-managed and controlled Castle based system. Some improvement is needed to better match invoices with existing contracts.

Two other reviews (Accounts Receivable and Insurance Programs) are active and will resume once Covid-19 restrictions are lifted. In 2019 the three largest expenses included Landscaping (53%), Trash/Cable (15%), and Administration (14%). In 2019 the Islandwalk Reserve Account grew to \$951,500. Currently (4/30/19) the Reserve Fund stands at \$1,074,600.

IslandWalk Developer Summary *(Part one of two)*

IslandWalk Annual Meeting Update - May 19, 2020 - Rose Wallace

Sales Update – Carissa Anderson, Team Leader

Sales –Actual Sales 2019: 243

2020 Sales YTD: 93

2020 Plan before Covid: 197

2020 Plan since Covid: Not available.

Sales Team Changes: Debra Harpie and Joan Christensen are no longer with us. Jordan Makowski is covering for Front End Leader and Laura Chappell is covering design.

Sales events / promotions: New second amenity is now opening; new Stonewater model; Grand opening events will be held for both TBD (delayed due to Covid).

Construction Update – Ryan Jenkins, Team Leader

Units in Process: 93

Closed through the end of May: 90

YE projections closings, total 2020: 203 (Before Covid, unsure of Post-Covid number)

Projected starts remainder 2020: 114 (Before Covid, unsure of Post-Covid number)

Team members - Construction: Joe Kenny, Patrick Holmes, Carson Clemens, Casey Hanrahan, Nick Dickons

Team members - Customer Care: Ryan Lagasse, Dan Delong, Jon Schofield

IslandWalk Developer Summary *(Part two of two)*

IslandWalk Annual Meeting Update - May 19, 2020 - Rose Wallace

Land Development Update – Steve Platke, Team Leader

Land Development of Phases of 6, 7 & 8 are complete (Final Phases – all roads in IW complete!)

Common area landscape complete end of Q3-2020

Back gate construction to start Q3-2020

Bridge repairs to start in June/July 2020

HOA – Rose Wallace, Team Leader

Total Closed homes as of today just around 1,973 approximately 82% of the community.

The new amenity center is now opening (as we reopen amenities due to Covid). Residents will enjoy the additional resort pool; spa; playground; half basketball court; 8 Additional pickleball courts; covered BBQ pavilion; dog park; community gardens; additional mail kiosk; and clubhouse which has a movement room; gym; multi-purpose rooms and screened bare foot bar. There will be a grand opening celebration when restrictions will allow.

We continue preparing for turnover. Transition committee applications are now being reviewed so recommendations can be made to the board, who will then appoint the committee members.

Lakes had additional plants installed and we continue adding plants as needed.

Prior to Covid, we were closing approximately 240 homes per year. Based on that rate, our projection was that we would reach 90% by December 2020. To meet that projection, we would need to sale 179 additional homes by December. As of May 19, 2020, we had sold 93 homes (avg. 20 per month) so if we continue with this trend, we should have 140 more homes sold = 2,113 which will be short of the 2,152 that would take us to 90%. So that would make our projected 90% in February 2021. So, our projected turnover meeting would be held 90 days after or approximately May 2021.

IslandWalk Lifestyle Summary

The biggest Lifestyle improvement we made in 2019 was refining the use of our online sign-up and ticketing software. No more checks and no more hassle for the residents.



- **\$151,213 in sales**
- **4,435 transactions**
- **\$34 average**

IslandWalk Lifestyle Summary

Residents enjoyed multiple free concerts, themed events and even participated in our second annual IslandWalk's Got Talent Show.



IslandWalk Lifestyle Summary

Our Love in Backpack program raised over \$30,000 for All Faiths Food Bank. The IslandWalk Relay for Life team raised over \$40,000 for the American Cancer Society. Residents generously donated to the North Port Toys for Tots program.



IslandWalk Lifestyle Summary

We matched the variety of events with a wide range of food, caterers and resident volunteers serving the community.



IslandWalk Lifestyle Summary

IslandWalk featured over 4,300 activities including 100 plus ticketed performances and events. The year showcased over 25 free music performances and concerts. Highlighting the year was our Veteran's Brick campaign showcasing 103 IslandWalk veterans.



IslandWalk Contact Information



On-Site Office Hours:

Monday –Friday	Saturday	Sunday
9:00 AM –5:00 PM	9:00 AM –4:00 PM	11:00 AM –4:00 PM

General Manager -Wayne Schofield
wschofield@castlegroup.com

Property Manager - Sierrah Bryans
sbryans@castlegroup.com

Admin Assistant - Sandy Soltis
ssoltis@castlegroup.com

Lifestyle Director - Mark Craycraft
mcraycraft@castlegroup.com

HOA office phone: 941-493-2302

Resident Services
1-800-337-5850

www.CypressFallsAtTheWoodlands.com

Unparalleled Property Services



A Word From Your Management Team



ISLANDWALK **AT THE WEST VILLAGES**

It is our pleasure to be your Management team.
We thank you for your kindness and support.
We are here to help and look forward to serving you in the future!

Unparalleled Property Services

