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WATERS LANDING HOA MINUTES FROM 7/19/23 MONTHLY MEETING

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Called to order at 7:01 via Zoom

Notation of Attendance: John Pesce, President, Nic D' Ascoli, Vice President, Laura Magnuson, Treasurer, Anita Weinstein, Secretary, Mark Sagarin, At Large, Kristin Czarick, General Manager, Shelia Jenkins-Diaz, Executive Assistant to the General Manager, and Sonia Iraheta from First Service Residential, Vlade Jankovic from RSV Pools Inc., John Pesce has opted not to exercise his right to vote as chairperson so unanimous means all four voting members (D'Ascoli, Sagarin, Magnuson, Weinstein)

1. **Members of Community Present:** Don Wiggins, Suzanne Wiggins, Bruce Schwalm, Andy Williford, Courtney Egan, Karen Beckwith, Stephen Tice, as reported and provided by the office

Approval of Minutes:

1. Open Meeting Minutes—Minutes from 6/21/23 Open Public Meeting—Magnuson moved; Sagarin seconded. Nic commented that the minutes are very long and that we do not need this level of detail in minutes. Laura refers to FSR paper on minutes. Nic also refers to guidance from county. All four votes approved minutes. Minutes are posted on website after approval. Nic requested a list of minutes to be approved at each meeting. He also asked what goes to applicants for AERC Appeals.
2. AERC Appeal Hearing Minutes— 6/22/23 Leitner Appeal; 6/27/23 and 7/6/23 Palacio Appeal and minutes from 6/27/23 and 7/6/23 Appeal for Vilbig. At first there was a motion to table approval of minutes from Appeal Hearing. Magnuson made the Motion to table minutes/D'Ascoli seconded but the motion failed. Then Magnuson made a motion to approve the minutes/Sagarin seconded. Voting in favor were Magnuson, Weinstein, Sagarin. D'Ascoli abstains..

Open floor (20 minutes total 1-2 minutes per speaker):

1. Karen Beckwith—Question about cleanliness of pools. Not see visible differences from previous situation; complaint about toilet clogged—Are there plans for pool renovations? Part of this is the guard's responsibility but part of it is age of facility. Nic suggested that all of issues should go to the office so we can manage concerns and have a way to track them. When can we expect renovations or pressure washing of siding or deck? Lifeguards can power wash. Laura suggested the office should do random inspections but noted that the pool houses need to be painted and renovated in full. Only the upper deck of the community center was power cleaned at a cost of \$2,700. **ACTION ITEM:** when will power washing be done through RSV
2. Bruce Schwalm: What is the process for raising number of board members? He would like to see the process documented on website. He also recommends a task tracking system to make sure things are getting done. Schwalm suggested signage at pools to call the office if there is a problem. D'Ascoli responded that the size of board can be changed at annual meeting by members. Kristin—need follow-up meeting for call for candidates. New call for board positions. Kristin has started working with legal—option for December annual meeting. If we do it in advance—we can do candidate forums. Minimum of 2 members up for vote, but if flip to a 9-member board—then 6 members would be up for a vote.

Contractor Report: Vlade Jankovic is in attendance

1. RSV Pools, Inc.— Vlade said that many people are using pools; staff is doing best can to make sure things look better and Vlade is hearing there are improvements; managers daily visit guards and remind them of needs; there have been small bumps such as complaints and concerns about cleaning and swim safe tests. He has stressed the need for guards to do safe

swim tests but he also wants to remind parents that they need to watch kids. There was a safety Safety Issue at Pool B with a non-swimmer jumping in deep end and guards having to rescue the child. He said the guards need to watch the pool and provide swim tests but parents also need to watch pool. He will make sure guards are giving the tests.

2. Check for close to \$30,000 was issued to RSV for payment dating back to May 2021 and January 2022. WLHOA Board believes the check was potentially issued in error and asked that the funds be returned. RSV Pools changed ownership in mid-2023 and if any amounts were due and owing, they may be due to the previous owners. Vlade could not comment because he was not involved with finances before March 1, 2023. Magnuson noted that typically the seller not the buyer retains rights to accounts receivable and she asked to have the RSV attorney contact us and check the asset agreement. Weinstein suggested that the check be returned or that RSV consider this as a credited payment under the 2023 contract. Vlade can't say what happened before. Already closed books for 2021 and 2022 so need to stay on top of this.
3. Question: Have lifeguards had to pull people from pools—Vlade believes 1 at each of pools—want lifeguards and parents to be vigilant about swimmers' abilities. The board wants to make sure there are incident reports on each of these situations. **ACTION ITEM:** Getting incident reports. This should be seamless and maintained in the contract file.

Financial Report:

1. Sonia Iraheta, First Service Residential— Questions about Narrative and Financials
 - a. Question about Carefirst—monthly amount—2 employees. **ACTION ITEM:** Kristin needs to confirm AND PROVIDE Sonia of FSR with our premiums and policies-- \$5,000 quarterly for State Farm covers general liability, worker's compensation, and directors and officers liability . Sonia using numbers from years back and would like to make sure there is current information — need to update and give her policies and premiums. **ACTION ITEM:** Sonia needs to know the policy period. Kristin—get that to Sonia.
 - b. FSR Expenses-- \$2,000 for annual coupons—411.33 Clickpay—postage, copies—settlement fees, insufficient fund, once per year annual coupons, late notices sent \$5 per unit and postage. Rest based on FSR Schedule A. Magnuson asked How can we figure out return on costs that we are paying for collections matters? Nic—need one place explanation of how collections happen. Nic—pieces of it but never issued...not comprehensive. **ACTION ITEM:** Establish policy for collections/delinquencies or if in existence put the policy into the board documents. Needs to put in One Drive.
 - c. Magnuson asked Sonia if the Check from 2021 to Vlade some other checks in May of this year for 2021 as well as payment for pool passes from 2022 that just been paid—have impact on 2023 income statement. Sonia recommends that be reclassified to member's equity or ask auditor to accrue expense. This includes 365794 to GCC Printing and Graphics for 2022 pool pass printing and printing of pool rules. Board members asked GM about late payments. GM says that she requests invoices but is not always getting them—now most are going to AVID directly. D'Ascoli said GM should be sending instructions to contractors that send invoices directly to AVID.
 - d. Laura questions the check with reimbursement for GM and Kristin noted that one of the charges was her membership in Community Associations Institute
 - e. Another question revolved around charges from John's Labor Group for \$10,100 for water line repair. GM explained that it was a WSSC repair done 3 years ago—but the leak was no longer under warranty. GM was hoping for the money to be reimbursed by WSSC. **ACTION ITEM:** Summary of WSSC communications on water leak issue
 - f. Hoa Board Contracts folder—Board members want every updated license from contractors. **ACTION ITEM:** need up to date and valid licenses and insurance information from contractors.
 - g. Questions about landscaping: Magnuson asked about the monthly amount under the landscaping contract and thought it was about \$20,000 but she is seeing checks for \$28,000 per month. GM explained it was the additional Tree work and ground cleanup. Landscaping—Page 6-8. Contract \$205,570 annually, 10 increments of

\$20,000. They do when limbing requests—extensive tree pruning and trimming, there are additional charges. Magnuson expressed concern about using the landscape company to do tree work, particularly removal of large trees. She asked if we should be using an arborist? GM replied that landscape supervisor is certified arborist and that any company we use has certified arborist. Tree maintenance contract—are you bidding with other tree companies for large trees. Trees either dead or leaning and this involves a lot of limbing. Action Item: Landscape company certificate of insurance and license.

- h. Landscape Contractor supposed to submit written completion reports. **ACTION ITEM:** put them into One Drive for the past year. GM reports that aeration and reseeding happens in fall.
- i. Nic asks about multiple entries in General Ledger under the landscaping contract—each goes to individual neighborhoods—same GL number but different by neighborhood. They bill by monthly contract, but Association breaks it down, but they may start to ask contractor to break it down. Trees are broken down by neighborhood. Nic needs to know the breakdown—Kristin—by square footage.
- j. T & J Service—Lots of questions about T & J Service and its charges. GM said reevaluating to see if trash collector could pick up the trash from the Tot Lots. Bulk of that is dog stations—**ACTION ITEM:** Fee schedule for T & J needs to be put in One Drive—**ACTION ITEM:** GM will look at other vendors. Tot lots have 5 trash cans. \$625 to empty 5 trash cans twice a week for 2 weeks. Billed every two weeks but emptied twice a week. Ask FSR for recommendations. Community Center prep at \$30—clean up between events and load up toilet and paper towels so the center ready for rentals. Is community center prep charged to renter? If there is an expense that community is bearing for rental, it should be charged to renter. \$35 per hour to rent room and the Association can withhold deposit if there is a problem. T & J Services is paid about \$80,000 per year and D'Ascoli states this should be in a written contract with statement of work. Nic. \$15.62 every time T & J dumps a trash can. He believes that needs to be made more efficient. Need to focus on contract standard operating procedure states D'Ascoli. GM explained that some associations buy a block of time from a contractor. T& J is not doing home improvement—most is trash and cleaning. Does lightbulbs. What is Community Center Prep? Gm answers it is whatever is needed to get room back to order—normally put the room back. D'Ascoli asks about a written statement of work...with GM stating that the contractor goes through the list on room rental application and add in paper towels and toilet paper. **ACTION ITEM:** Put list to ready community center in one drive.
- k. D'Ascoli requests scope of work for Miracle Maids—**ACTION ITEM:** provide Scope of Work for Miracle Maids
- l. RBC CD to expire on June 3 which requires GM to follow up with Kevin—when will funds be transferred to XML. **ACTION ITEM**—transfer and outstanding checks

Committee Reports:

- 1. AERC Committee:
 - a. The 7/10/23 AERC Meeting had **9 Applications in total**. (Organized by Neighborhood)**Two** of the **nine** were "Maintenance" Applications. **(A)=Approved. (D)=Disapproved. (T)=Tabled.**
 - b. Neighborhood Breakdown as follows:
 - i. **Deep Woods Village:** Deck replacement **(A)**
 - ii. **Lake Forest Neighborhood:**
 - 1. Neerwinder St, Tree Removal **(A)**
 - 2. Cloverdale Dr, Tree Removal **(A)**
 - 3. Neerwinder St, (after the fact) 6ft Fence **(A)**
 - 4. Cloverdale (Tabled from last month, for more information, which was provided 7/10) **(A). Not subject to exceptions because not on property line**
 - iii. **Laurel Wood Cove:** Anndyke Way, roof replacement (**Maintenance**) **(A)**

- iv. **Harbour Place:** Waters Point, EV Charging Station / Channel Installation (T)
 - v. **Waters Edge:**
 - 1. Long Channel Dr, EV Charging Station / Channel Installation (T)
 - 2. Long Channel Dr, Window replacement (**Maintenance**) (A)
 - vi. **Note,** both EV Charging Station Applicants emailed the AERC, that installation **would not** occur, until AERC provides approval.
2. AERC Questions: Magnuson is concerned about notice to community for EV Charging Stations especially because they affect common areas. The applications for EV Charging Stations did not appear on the status sheet for July meeting and Magnuson expressed concern about the possibility they would be automatically approved if there was no decision within 60 days. She said that this subjects the Association to challenge. She requests the status sheet be amended to reflect that they were tabled. Sheet and applicants agreed to waive the 60-day approval timeline. **ACTION ITEM:** put communications from EV Charging applicants waiving 60-day period into the file. Magnuson said a number of communities have done this—that we need to reach out to see how it is going in the communities where it has been approved. Magnuson thinks our attorney is aware of 6 communities where it has been approved. Pesce thinks they are all behind us in progress and that WL is trailblazer here. Motivation is to avoid trip hazard; electrocution is not an issue according to Pesce. Samples were available for a while in the community center but were given back to contractors.
 3. **ACTION ITEM:** Weinstein to send updated EV charging Station policy and GM to put new information from Ben in One Drive. Josh is chair of EV. Will he be available by phone for the July 24th meeting? John said the EV Committee presented 3 options to AERC and the AERC was fine with all 3 options but can't find minutes of meeting. Pesce said no electrician involved in this because the owner contract with electrician to get electricity from house. This will be discussed on July 24. D'Ascoli noted that we have not touched on the parking issue. There are currently 4 applicants for EV Charging Stations but 2 are by the sidelines waiting to see what happens. 4 were Submitted but 2 of them volunteered to get the installation. 2 have submitted but the other 2 have not and those 2 have agreed to waive 60 day requirement.
 4. Question about Long Channel window replacement—D'Ascoli said they were not done with grids in windows—taking out grids affects the look dramatically.
 5. Magnuson questions why EV Charging applications are not included in AERC announcement and decisions. Pesce responded that Tabled applications are always considered at next meeting and should be reflected in minutes.
 6. Magnuson asks if an application comes before the AERC that it be noticed on status sheet to avoid possible challenge down road.

General Manager's Report:

1. FSR
 - a. GM would like to filter more calls to the Call Center. FSR Director of Property Services, Roger Fons, met with Kristin. Talked about utilizing Connect and proceeding with digitization. Connect is good starting point—need good software. Getting in place is the starting point and have more efficiency. Call Center is mainly utilized for assessments but feeds information to Resident Connect.
 - b. FSR has policies but needs follow-up meeting.
 - c. Tracking of calls, work orders can be done in Connect. FSR automated some of these procedures.
 - d. Magnuson said the board needs to meet with FSR by Zoom. After early September the office will be down to 2 people.
 - e. Now we only use FSR for financial. Need to answer 700 questions to configure the system. Working with Roger, Don, Keith, Trent of FSR. GM to start getting questions. Nic going with already paid for. First, GM meet with Roger again next week...implement Connect. Getting policies and vendors. Nic would like to work with Kristin. Talk with Trent to set up for Zoom. Management meetings with FSR. Research Management Committee should be part of process.

2. AERC Application Process: Postcard to neighborhoods about need to apply for architectural changes. The cost is not known yet. Printing cost and postage expected to be about \$2500 for postcard. Include QR code with signup for News Ashore. **ACTION ITEM:** GM get back to us by next week with cost within 10 days design and cost. Ask unanimous consent by email and reaffirm at next meeting.
3. Pool Bathhouse: Gm wants to talk with Paul Davis Restoration about pool house—need for better ventilation. Issues in office with ventilation so less chlorine smell build up. Need expert for ventilation. Action Item: Get statement of work or bulleted list of needs and ask vendors how to to accomplish this. Hot water Heater (only 1) at Pool A and may need a second water heater. **ACTION ITEM:** Bathhouse renovations FOR BOTH Pool A and Pool B in folder in One Drive within next ten days.
4. Swim Team—roster been cross referenced, and all is good. No delinquencies.
5. Communications with CSL about use of parking lot for swim meet. Swim Team participants will be given access to CSL parking lot and what is available. CSL residents have been asked not to park in the lot by pool. With 6 teams for divisionals, there may be a need to park on Waters Landing Drive in addition to the circle, field, side lot. Most of the parking lot repaving for CSL should be done by Saturday.
6. **ACTION ITEM:** GM requests that they indicate when they are NOT available so GM can set up joint Board and Market Research Committee meeting.
7. AERC Appeals deadline from July meeting would be 15 days from notice...about July 30. **ACTION ITEM:** Staff should calendar in the deadline for AERC Appeals from each meeting.

Board Report:

1. CSL Update—waiting for counsel to answer
2. Board Month in Action-start next month—quick summary of what board has accomplished.
 - a. Investments—made more in interest through month of May than was budgeted for entire year. \$ 37,000 in interest to end of May when entire year projected to only make \$27,000
 - b. Expanded number of open meetings to one every month
 - c. Providing notice to the community of pending AERC applications and decisions—never done before
 - d. Heard about 4 appeals from AERC decisions
 - e. Drafted and revising policy for hearing of appeals
 - f. Working with EV Charging Committee and AERC to draft an EV Charging Station Policy

Old Business:

1. Amended AERC Hearing Appeal Agenda
 - a. Voting issues on appeal process— the Declaration allows for approve, remand, reverse or modify. GM recommends draft update to policy on voting portion of the hearing. There is a need to clarify this voting process. There will be discussion before the vote because if there is a remand or modification, it needs to be specifically addressed and agreed to. There need to be discussion about what should be considered on remand and for modification there needs to be specifics on exactly what will be modified...including the how, what, and where. Magnuson says that for remand, for example, the board should specify which type of fence is allowed. Discussion is mostly around modification—Pesce thinks it is out of control. Magnuson and Weinstein disagree stating that this is a new process, and we are trying to do this carefully. Discussion should come first and that might reveal a consensus position for a motion. Open to make motion for discussion for purposes of appeal and then someone can make a motion on the basis of discussion. Need specificity if modify or remand.
2. Market Research Committee—D'Ascoli does not want the Board to get out in front of market research committee and did not want FSR to be given an advantage should the Association decide to look at some type of outside management. Magnuson thinks we should use

expertise from FSR so the committee has a running start. Let's use HOAs experts. FSR currently does financial management for WL HOA. Magnuson noted that to consider changing financial management would be a headache if going to recreate our complicated financial situation with 26 neighborhoods. FSR is already advantaged by having access to our finances.

- a. GM reflected that FSR has certain tools we can benefit from. Getting Connect up and running. Things like resale packets; and considerations of what other services we can get. **ACTION ITEM:** Follow-up with Roger about what implemented that is not outside of contract
- b. Architectural inspections are outsourced by most Associations so it will be a cost. Things like resales; and considerations of what other services we can get. D'Ascoli says we need to be careful to not steer this in only one direction. The Market Research Committee will come up with a services inventory and projected cost. Then if the Board agrees, it can start seeking bids. Need to review all services including AERC and want to have product by end of year. In fall, provide a more accurate estimate of timing.

Adjournment: Motion to adjourn at 10:28 pm made by Magnuson/seconded by Sagarin -all four in favor.

ACTION ITEMS from March Meeting

- Action Item #4—Determine if there are any outstanding invoices so that FSR can close the books on 2022 and begin 2023—**Kristin needs to verify that all outstanding invoices are listed with new General Ledger categories**
- Action Item #5—Kristin will resend to board any unpaid invoices
- Action item #6—**Within 2 weeks (by March 29)** FSR will determine if the \$124,000 expense for pool white coating which was paid out of the operating expense fund requires a transfer from the Reserve Fund to reimburse Operating Funds.—**Kristin needs to follow up on this**
- Action Item #8—Kristin will speak with Whiteford Taylor Preston (WTP) to remind them that they are to provide regular quarterly collections reports to the Board of Directors (BOD)—**Quarterly report not yet**
- Action Item #12—GM will report to the BOD at the **next meeting** on progress on hiring temporary help for the office. **Kristin will meet with Nic April 27 to begin planning and procedures for office staffing and upgrades.**
- Action Item #13—Kristin will provide a more detailed Reserve Project Report with explanations and details of requested improvements, projected dates for each improvement, and how the projected cost was arrived at for the next board meeting. **Engineer/Architect to help with bidding process for capital items.**
- Action Item #19—**Prior to the June/July meeting**, Kristin will contact WTP about the procedure for increasing the size of the BOD. For June/July meeting, Kristin will include this on the agenda. **Outstanding item for future meeting.**
- Action Item #20—**by Wednesday, March 22, 2023** Kristin will make contact with representatives from RBC to determine what needs to be done to complete direct deposit for any dividend/interest checks from the RBC account. **Coordinate with John, Laura and Kevin from RBC for direct deposit.** What happened to outstanding checks?

ACTION ITEMS from April Meeting

- GM to get bids for digitizing and archiving records for May.
- Get list of architects/engineers to do assessments of the capital improvement needs and costs for the May/June meeting.
- Determine areas that need asphalt patching and asphaltting in neighborhoods for May/June.
- Provide contractor proposal to renovate siding at Pool A and B and to do roofing on Pool B.
- Get quotes from other handymen in the area for the May meeting.
- Report back on reimbursement and disbursement SOP at the May meeting.
- GM will report to board on staffing needs for the office.
- Set up work session to address neighborhood budgets and whether we should be allocating interest to neighborhood reserves

ACTION ITEMS from May Meeting

- Kristin to ask Ben for date stamped copies of CSL motion filings
- Work with Beth from XML to make sure any materials posted on accounts have private information redacted
- Kristin will meet with swim team representatives to check and finalize schedule and to determine when there are lifeguards needed beyond the contract schedule. Contract needs amendment for those dates.

ACTION ITEMS for June Meeting

- Periodically contact community officer to report vehicles parked on Waters Landing Drive.
- Kristin and Laura and look at what want to sweep from Operating Account into interest bearing account.
- Get questions ABOUT EV Charging Stations back to Kristin by next Friday?
- Please provide all information which we have on assigning parking spaces in townhouse communities.
- John and Laura discussed meeting together with AERC to divvy up responsibilities for any policy writing

- Contact independent contractors to help determine concrete and asphalt scope of work
- Follow-up on RBC check
- Set up meeting with Board and Market Research Committee
- Legal Communications Log

ACTION ITEMS for July Meeting

- when will power washing of pool areas be done through RSV.
- Staff should do random inspections of pool and poolhouses
- Return of \$30,000 check from RSV Pools or deduct that from their contract
- Obtaining copies of all swimming pool incident reports and making sure future reports filed with association
- Update insurance policies and premiums with Sonia of FSR so she can check when payments are made. Also get Sonia the policy period.
- Establish policy for Delinquencies/Collections. Needs to put in One Drive
- Summary of WSSC communication on Water leak
- Update Contracts folder with all contract information including licenses for contractors, insurance policies for contractors, and any cost summaries for vendors who do not have contracts
- Make sure all reports from contractors required by contract be placed in One Drive such as landscape contract reports
- Scope of Work for Miracle Maids put in One Drive
- Transfer money from RBC to XML and get documentation in One Drive on all outstanding checks
- Letters from charging station applicants agreeing to tabling applications for EV Charging Stations in One Drive file
- Anita to send updated EV Charging Policy to Kristin
- Make sure that all tabled AERC applications are reflected in minutes of AERC and on the status chart
- Landscape company certificate of insurance and license in One Drive
- put landscape contract reports into One Drive for the past year.
- Fee schedule needs to be put in One Drive
- Looking at other vendors for Handyman work
- Put list to ready community center in one drive.
- put communications from EV Charging applicants waiving 60-day period into the file.
- Kristin gets back to us by next week with cost within 10 days design and cost to do the postcard about AERC. Ask unanimous consent by email and reaffirm at the next meeting.
- Get statement of work or bulleted list of needs and ask vendors how to accomplish this for pool house renovations
- Bathhouse renovations FOR BOTH Pool A and Pool B folder in One Drive within next ten days
- GM requests that Board members indicate when they are NOT available so GM can set up joint Board and Market Research Committee meeting.
- Staff should calendar the deadline for AERC Appeals from each meeting.
- Follow-up with Roger Fons from FSR about what can be implemented that is not outside of contract
- Discussion and Vote on Whether to Record Meetings—Nic
- Discussion about whether there is need for meeting minutes to be condensed pursuant to guidance from MC and CCOC.
- August Meeting—Nic—Funds Reimbursement and Disbursement Standard Operating Procedure