

FALLSWOOD II CONDOMINIUM ASSOCIATION

TRANSITION MEETING WITH THORNHILL PROPERTIES

OFFICIAL MEETING MINUTES

Thursday, August 27, 2026

1. Call to Order and Meeting Purpose

Jeanne Hyatt opened the meeting and welcomed the representatives of Thornhill Properties. The meeting was presented as a transition and working session intended to improve communication, clarify procedures, strengthen documentation and financial oversight, and establish a cooperative team relationship between the Fallswood II Board of Directors and Thornhill Properties. Jeanne then turned the meeting over to Bernie Gale. Dianne Davis participated in the subsequent agenda discussions.

2. Attendance

Fallswood II Board / Association:

- Jeanne Hyatt
- Bernie Gale
- Dianne Davis
- Jeannie Pohlhaus

Thornhill Properties:

- Lou Panos – President
- Kathleen Dial – Property Manager

3. Communications and Maintenance Portal Access

The Board discussed its new Fallswood II website and the need to improve communication and preserve Association records. The Board requested visibility into maintenance requests submitted through Thornhill's AppFolio system. Thornhill agreed to provide Bernie Gale with a property-manager-level login so he can view work orders and maintenance activity in real time and run work-order reports. The parties discussed that the portal does not automatically notify Bernie when a new request is entered; owners may also be instructed to copy the Board's administrative email when submitting requests.

Thornhill explained that emergency conditions, such as flooding, should be reported by telephone rather than only through a work order. The Thornhill office has an after-hours process, including weekends and overnight. Kathleen Dial remains a primary management contact, with general maintenance also handled through Thornhill's service staff.

The Board proposed brief periodic maintenance-status reviews to track open and completed matters. Thornhill indicated the Board may communicate with management as needed.

4. Thornhill Maintenance Labor Billing

The Board raised the change from the maintenance labor rates stated in the management agreement to Thornhill's company-wide flat rate of \$112 per hour. Thornhill confirmed the \$112 rate and stated that Fallswood II is not required to use Thornhill's in-house maintenance personnel and may use other contractors. The Board and Thornhill discussed using the new maintenance visibility process to determine, where practical, whether Thornhill maintenance personnel or an outside/specialty contractor should be used.

The Board also identified prior work orders that it wishes to review for scope, labor, documentation and billing. Dianne Davis will provide marked-up work-order examples/questions to Thornhill for follow-up.

5. Financial Documentation and Monthly Records

The Board requested clear supporting documentation for Association expenditures. Thornhill stated that monthly Board packets include financial reports, bank information and receipts/supporting documentation and that these materials are available through the portal. Thornhill agreed to provide the Board with an example package, including the July 2026 materials, and indicated that prior 2026 reports can also be provided as needed.

6. Maintenance Completion and Inspection

Thornhill explained that completed work orders are closed in the portal. For larger or more significant projects, Kathleen indicated that management may inspect completed work to confirm satisfactory completion. The Board asked to be informed when such inspections are scheduled so that a Board representative may participate when appropriate.

7. Invoice Approval and Payment Authorization

The Board discussed lowering expenditure thresholds and increasing visibility over payments. During this discussion, Lou Panos stated that Thornhill would send every invoice to the Board through AppFolio for approval. All five Board members are to be able to see the invoices. Thornhill stated that an invoice will be paid after approval by a majority of the five-member Board, currently three Board members. This procedure was described as applying to every invoice, with the objective of providing complete transparency while the Board becomes familiar with Association expenditures.

Thornhill also explained that its accounting department selects the payment method—check, ACH or virtual credit card—based on availability and transaction cost. The Board's approval is therefore approval of the invoice/expenditure rather than selection of the payment method.

8. Reserve Study and Maintenance Records

The parties discussed the need to connect maintenance and capital-project records with the Reserve Study and to improve the Association's institutional history. Thornhill explained that reserve-funded capital expenditures are reflected in the Association's financial reporting. The Board emphasized the importance of work orders and supporting documentation for future reserve planning and review.

9. Building, Landscaping and Future Projects

The Board reviewed projects intended to improve owner service and long-term planning, including the Fallswood II website, resident communications, maintenance tracking, building planning, landscaping review and exterior-lighting efficiency. Kathleen agreed to assist with building planning and to provide or identify landscaping contractor resources. The Board will continue reviewing the existing landscaping scope and performance.

Dianne advised that he intends to coordinate a property review with H&K Plumbing concerning existing plumbing/root issues and to seek additional institutional knowledge regarding the buildings. For future camera inspections, the Board wants video or other permanent documentation retained when available and requested as part of the work.

10. Historical Records and Property Documentation

The Board requested historical Association records to rebuild institutional knowledge, including approximately 20 boxes of records previously transferred from prior management. The parties also discussed locating a historical thumb drive and available architectural/building documentation. Thornhill agreed to assist in making available records within its possession.

11. Board–Management Communications

The Board emphasized that its objective is oversight and cooperation rather than micromanagement. Kathleen stated that email is generally an effective communication method because it creates a written trail and indicated that she attempts to respond to Board communications within approximately 24 hours, depending on the issue.

12. Balcony / Building Safety Review

The parties discussed balcony conditions and the need to determine the current scope of required repairs. Thornhill recommended engaging an engineering firm to evaluate the balconies, identify needed work, assist with bidding and potentially provide project oversight. The Board expressed interest in obtaining the cost for an engineering evaluation as a first step before committing to the full repair project.

13. Assignments and Responsibilities

Assignment / Follow-Up	Responsible Party	Timing	Status / Notes
Provide AppFolio property-manager-level login for maintenance/work-order visibility.	Thornhill / Kathleen Dial	Promptly	Open
Use portal access to monitor maintenance requests and work-order status; run reports as needed.	Bernie Gale	Ongoing after access	Open
Educate owners to call Thornhill for emergencies and, where appropriate,	Fallswood II Board	Promptly	Open

Send every invoice through AppFolio for Board review; pay after three of five Board members approve.	Thornhill / Accounting	Effective going forward	Open
Review and approve invoices presented through AppFolio.	Fallswood II Board	Ongoing	Open
Provide July 2026 Board financial package/receipts example to admin@fwtwo.com and provide prior 2026 reports as requested.	Thornhill	Promptly	Open
Prepare and send marked-up work-order examples/questions for billing and documentation review.	Dianne Davis	Follow-up	Open
Respond to marked-up work-order questions and clarify supporting documentation.	Kathleen Dial / Thornhill	After receipt	Open
Notify Board when significant completed work will be inspected,	Kathleen Dial	Ongoing	Open
Continue Reserve Study/project-history review and identify relevant maintenance/capital records.	Board with Thornhill support	Ongoing	Open
Provide/identify existing landscaping contract and recommend possible landscaping contractors/resources.	Kathleen Dial	Follow-up	Open
Coordinate H&K Plumbing site review and obtain/report available findings, including requested video/report documentation.	Dianne Davis	Follow-up	Open
Assist with locating historical records, approximately 20 boxes, thumb drive, and available building/architectural records.	Thornhill / Board	Follow-up Bernie gale to pick up.	Open
Obtain information/cost for an engineering Study Balcony	Thornhill Kathleen	Follow-up	Open

14. Closing

The meeting concluded with both parties emphasizing improved communication, transparency, documentation and cooperation. The Board reiterated that its goal is to work collaboratively with Thornhill while providing appropriate oversight of Association operations and owner funds.

Prepared from the August 27, 2026 meeting transcription. These minutes summarize actions, agreements and assignments and are not intended as a verbatim transcript.