

THE VILLAGE OF GUSTE ISLAND ESTATES HOA
OPEN HOA MEETING
DATE: April 20, 2022
TIME: 6:30 p.m.
PLACE: Virtual, via Zoom

OFFICERS IN ATTENDANCE:

Ruth Ann D'Arrigo, Acting President & Chairperson
Wendy Aschebrock
Josh Chausse
Joyce Laporte
Matt Leverett, Member at Large

DEFINITIONS:

The Board: Shall refer to the five (5) above mentioned Board of Directors.

Members: Shall refer to all homeowners (proxies) in attendance during this virtual meeting.

HOA: Shall refer to The Village at Guste Island Homeowners' Association in its entirety.

Magnolia: Shall refer to Magnolia Management Services.

The Village: Shall refer to the neighborhood members residing in Guste Island Estates.

Declaration: Shall refer to Declaration of Protective Covenants, Conditions, Restrictions and Easements.

Bylaw: Shall refer to The Village at Guste Island Estates HOA Inc. Bylaws.

I. ROLL CALL OF OFFICERS (The Board and Management Company representative)

- A. All above listed officers present. Also present, Sarah Diodene, Magnolia Management Services.

II. VALIDATION OF QUORUM OF THE OWNERS INCLUDING PROXIES:

- A. Pursuant to ByLaw Article 2.11: The presence, in person or by proxy, of members entitled to cast at least 25% of the votes at the meeting shall constitute a quorum at all meetings of the Association.

(25% of 112 = 28 homeowners)

The Quorum was met with 28 in person and 2 proxies per Sarah at Magnolia Management.

III. CALL TO ORDER:

- A. Ruth Ann D'Arrigo and Sarah Diodene opened the meeting at 6:57 p.m. Minor technical issues were addressed during this first virtual meeting. All participants worked in unison to continue the meeting.

Sarah introduced herself and explained the technology associated with a Zoom meeting.

Introductions were made by each Director of the Board to the homeowners. The April newsletter indicated that due to the resignation of a Board member, three (3) board seats became vacant. Therefore, in accordance with Bylaws, an election was not held, and the following three (3) elected candidates will serve for a two-year term:

Joshua Chausse
Joyce Laporte
Wendy Aschebrock

IV. REASON FOR VIRTUAL MEETINGS (AS REQUESTED BY HOMEOWNERS)

GOVERNING DOCUMENT REFERENCE:

ByLaw: Article 2.1 Place of Meeting Bylaw

ByLaw: Article 2.5 Notice of Meeting

Issue: Previous open meetings were unruly (members interrupting meeting proceedings, coupled with disrespectful behavior). As a result, several members left the February, 2022 meeting and/or stated they would not attend or leave the next meeting if inappropriate behavior continued.

Objective: The acting President stated that some of the reasons to conduct the meeting virtually were to allow more homeowners to attend meetings, adhere to the agenda and respond to questions civilly.

Action adopted: The previous Board discussed and worked with Magnolia Management regarding the logistics of hosting an online meeting, as well as the pros and cons of online meetings. The previous Board also agreed that homeowners receive all the correspondence from the HOA via email and would have access to attend the meeting. Many Corporations conduct conferences and seminars virtually. The Board of Directors unanimously agreed to hold the annual meeting virtually.

Status: The current Board will further discuss the pros and cons of this virtual meeting of April 20, 2022, and determine how online meetings will fit into future plans.

V. Treasurer's report

A. Financial Reports

Magnolia posted five (5) financial reports on the Village at Guste Island webpage and informed members of the availability of these reports.

The Board advised Magnolia to confirm all funds belonging to the HOA were transferred from GNO Property Management. The Board will also review the financial statements which were received this afternoon. The acting President stated that the financials were out of balance by \$100, and that Magnolia would be contacted for assistance if this remained unresolved.

Member Question: Member believed that during previous meetings, the Board stated there were no funds available in the HOA accounts.

Answer: The acting President clarified that the Board is responsible for the financial stability of the Association and is required to maintain funds for unexpected expenses. The previous Board perhaps stating that there were "no available funds" was not an indication that the HOA was bankrupt.

B. Delinquents Report:

The acting President brought it to members' attention that one homeowner is currently in litigation for non-payment of assessment. The amount of unpaid assessments and legal expenses total approximately \$11,909.99.

VI. Magnolia Management Services

A. Services Highlight

Sarah Diodene, Magnolia representative for the Village, discussed some of the benefits Magnolia Management provides with regards to financial, communication, and maintenance.

B. The following reports were posted on The Village at Guste Island webpage:

Balance Sheet/Operating Account, end date December 31, 2021

Balance Sheet/Operating Account, end date January 31, 2022

Balance Sheet as of February 28, 2022

Balance Sheet as of March 31, 2022

Budget Profit and Loss Format for fiscal year 2022

VII. Board of Directors

The acting President welcomed the new board members:

Joshua Chausse

Joyce Laporte

Wendy Aschebrock

Previous Board Members, Martha, Marilyn, Sandy, Delcina and Julie, were acknowledged for their time and dedication to the community.

VIII. 2021 HIGHLIGHTS

A. Board of Directors

Four (4) board members resigned throughout the year. Newly elected Board Members quickly caught up with issues affecting the Community and worked out resolutions.

B. Communication and Open HOA Meetings

The Board will work to improve communication and host more community meetings as requested by homeowners. Side note: In 2021 there were four open meetings (the annual and three additional meetings). Quorums were met at all open meetings for 2021.

1. Resolution Adopted: The creation of newsletters.

A. Financial

The HOA met all financial obligations, including double loan payments for insurance (repayment of original loan relating to the AmCap Bankruptcy and purchase of new Lloyds of London) without a special assessment to homeowners.

IX. Hurricane Ida and Insurance

A. *Governing Document Reference:* *Declaration Article 4.5 Specific Assessment*

1. The majority of repairs have been completed. However, a member expressed concern about an incomplete repair request submitted several months ago. The Board confirmed that the repairs are being addressed. The Board also explained that vendors are not completing repairs timely and that there is a wait list for their clients. Members questioned whether it is acceptable to procure personal vendors to do the repairs. Magnolia advised that members can submit the contact information concerning personal vendors and Magnolia will contact them and work to possibly arrange a contract.
2. Members received clarification of required homeowner's insurance. Each townhome must carry an HO3 policy and **immediately provide a copy of their Declaration page to Magnolia Management** to verify insurance.

3. Members brought up a discussion concerning repairs and how Article 5 of the Declaration (“Article 5”) affects them.

Example: Shutter replacement. The acting President explained that if a member’s shutter needed repair or replacement, the current monthly assessment of \$119.00 monthly, does not include funds necessary for repairs to individual units.

The amendment to Article 8, of the Declaration (“Article 8”) holds the unit owner responsible for repairs to their unit. However, Article 5 is conflicting and inconsistent with the amendment to Article 8. As a result, there would be several ways a Board can determine how units (homeowners) could be assessed for the costs of repairs:

- a. Per individual homeowner suffering damage.
- b. Per specific quad where the repair is needed. Though some units of that specific quad did not suffer, the Board could assess each unit of that specific quad equally ($\frac{1}{4}$) for the total cost of repair.
- c. Assessment of The Village as a whole. Even though all units in The Village did not suffer damage, the Board can assess each unit equally to cover the cost of repair.

X. Governing Documents and Revote of Article 5

- a. *GOVERNING DOCUMENT REFERENCE:*

Declaration: Article 11.6 Amendment and
Amendment to Declaration Article 8

The Board and Members agreed that each have a better understanding of the Governing Documents. The HOA successfully made amendments to reflect the Community’s current needs.

Members opened a discussion regarding the revote of Article 5. Members stated that Article 5 amendments were not ratified during the initial vote. Members are concerned that the Board will continue to present Article 5 for a revote until the desired results of the Board are achieved. The acting President advised that there would not be another revote brought up to the Community. The revote results would be adopted, and the Board will not be initiating another revote for Article 5 unless specifically requested by two-thirds of the total HOA members.

Members opened a discussion concerning the legitimacy of a revote of Article 5 at the HOA meeting conducted February 23, 2022 minutes. The alleged emails possibly state that the Board did not initiate a member vote to bring Article 5 to the table for a revote. A member stated that she has a recording of the February 23, 2022 meeting. This

member was asked to provide the emails in question to Magnolia for verification. Magnolia was asked to provide the time stamps of emails received from members concerning this issue.

Homeowner's inquired where to locate the voting for Article 5 and were advised to go to www.villageatgusteisland.com for the online voting. The voting ends on May 20, 2022.

The acting President stated that if any member has discrepancies with future meeting minutes, they are to advise Magnolia ASAP to make any needed changes as meeting minutes are considered legal documentation.

OPEN ITEM: Magnolia to advise how many days allowed after the minutes are put out to file a discrepancy.

XI: Water meters and Irrigation systems

Governing Document Reference:

Declaration Article 5.4 Yard Maintenance

Declaration Article 5.1 Maintenance: Common Property/Association's Responsibility

Declaration Article 4.5 Specific Assessments

- A. The irrigation system servicing one-half of the Community requires repair, maintenance, or replacement. Controversy among members exists regarding the costs to maintain an irrigation system and additional expenses related to an irrigation system. The previous Board reviewed the water bills covering several months.
 - 1. Resolution Adopted: Magnolia reached out to Magnolia Water and had the meters to common areas shut off except for the meters servicing the main entrance. Members were advised at the February 23, 2022 meeting that volunteers are welcome to form a committee to research, update and/or purchase an irrigation system for members that want them and present their findings to the Board and the Village for specific assessment.

XII. STREET FLOODING AND DITCHES

- A. Street Flooding on White Heron Drive and Snowy Egret Court.
 - 1. Magnolia Management contacted Public Works to have the drainage ditches cleaned.

2. A vendor suggested that rocks be placed around the metal opening of the trench.
3. Grass Inc. continues to mow down the grass in the ditches.
4. A member explained that they had DSLD look into the ditches; DSLD cleaned the ditches of sediment buildup. A Board member advised that rocks erode and may not solve the problem of dirt and sediment building up in the trenches.

B. Open Item: Magnolia Management will continue to have Public Works clean the ditches, and Grass Inc. will continue to mow down the grass in the trenches.

XIII. New Directional and Street Signs (Vendor: Addresses of distinction, via Bradley Site Services “aod/Bradley”)

- A. Members opened a discussion regarding that The Village street and directional posts throughout the Village are split and rotting.
 1. The signs and posts are not repairable and do not conform with the height requirements of St. Tammany Parish.
 2. The Board received several quotes and chose a vendor. All sign replacements will conform to St. Tammany Parish’s requirements. The selected vendor, Bradley Site Services, quoted the project, including installation, removal, and disposal of existing signs, at approximately \$9,016.00.
 3. Board members responded to member questions regarding a lower price quote received. The quote was not complete and did not indicate the removal of the old posts. The vendor has not provided the quote for the removal as requested. Bradley Site Services offered good customer service including all prices requested for quote.
 4. A member requested if all quotes received can be distributed to homeowners. This request was denied as maintenance of the common areas are the responsibility of the HOA.

5. The Board will review the financials and decide if the funds are available in the Reserve account to cover this project (\$9,016.00) without compromising the financial stability of the HOA. The Board will advise Magnolia whether or not to establish a contract and start the task of removing and installing the street and directional signs/posts with AOD/Bradley.
6. Based on members' previous requests that they be informed of community enhancements, for transparency, images of the street signs are attached at the end of these minutes.

XIV. NEW BUSINESS/PROJECTS TO DISCUSS

A. Landscaping/Parking

Governing Document reference:

Declaration Article 7.4 Vehicles: Parking

Objective: To prevent accidents between pedestrians and vehicles, allow emergency vehicles to pass quickly, and keep the community lawns from ruts and cars out of the ditches.

B. PARKING

1. Several members of the Board reviewed the plat map of The Village, restrictions and easements submitted to St. Tammany Parish Council by KB Home/Shaw and confirmed with the Guste Island Estates Property Owners Association (POA) that additional parking is not obtainable.
2. Each unit affords a one-car garage and a driveway.
3. The POA previously advised that additional parking at the pool area is prohibited.
4. This is a community (The Village) issue and can only be resolved with each member's cooperation and adherence to the rules as indicated in the Governing Documents which each member agreed to when purchasing their unit(s). Each member agreed that unauthorized street parking causes difficult and dangerous

situations. Previous Boards have tried to solve this problem, but could not achieve the desired results.

5. A suggestion of installing cameras throughout the community was raised. The members were advised that the previous Board started the research on this project. Logistically it can be done but will be a fairly expensive project. The current Board will look into this project further.
6. Installation of 36-inch bollards. The installation of bollards in the large common areas along White Heron Drive and Snowy Egret Court will curtail vehicles from parking on the grass, causing ruts and vehicles landing in the ditches. The cost of installation, approximately 30 36-inch bollards, to match the street/directional poles is approximately \$5,298.00. The vendor used would be AOD/Bradley.
 - a. The Board and Magnolia will confirm with AOD/Bradley to corroborate St. Tammany Parish guidelines and requirements before starting any contract or installation.
 - b. The Board will review the financials of the Reserve Account and determine whether funds are available for this capital improvement.
 - c. The Board will have Magnolia contact AOD/Bradley, review the contract, walk through The Village with AOD/Bradley and available board members to confirm where the bollards should be placed.
 - d. Based on members' previous requests that they be informed of community enhancements, for transparency, images of the bollards are attached at the end of these minutes.

C. 187 White Heron: This member originally made a request with GNO Management (previous management company of The Village), to repair the wear and tear visible on the columns of the unit. Member stated that nothing has been repaired and no communication with this member has been initiated. Magnolia to follow up with repairs etc. from GNO.

D. Member, Heather Cieutat, confirmed that decorations for the front entrance will not affect the quarterly assessments. The POA pays for this (which is part of members' quarterly dues).

XV: RENTALS/INVESTORS

Governing Documents Reference:

Declaration Article 3.3 Notice of Sale, Lease, or Acquisition

Declaration Article 7.5 Leasing

- A. Members expressed concern regarding the possibility of property values declining and community safety due to the rising number of rentals in The Villages.
1. Approximately 19 units (17%) are rented in The Village.
 2. One of the investors of The Village stated that they screen their tenants thoroughly. This Community is an undiscovered gem. This member does not intend to be a "slum lord" and devalue the property values.
 3. Jon Volk, an investor, also requested that a meeting be held to allow investors to present the advantages of investment property to the Board and members and allow members to vote on the percentage of properties to be rentals.
 4. One Board member found the following research on the impact of rental properties in a neighborhood: While it has been contradictory, most communities would fare better with rental properties instead of foreclosed or abandoned homes (website reference: PocketSense - Personal Finance Website).
 - a. Popular Restrictions in other communities: Caps and Lease Restrictions (i.e. 20% can be leased at a given time). New owners must reside in the home for one year before renting. Minimum lease period of one year to avoid high community turnover.
 - b. Magnolia advised that investors should provide their physical mailing address and not the rental unit's address.

5. With regard to AirBNBs: The Village Governing Documents explain that minimum rentals and hotel like rentals (including but not limited to AirBNB include parish permits to be seen and discussed by a panel.

6. All homeowners should do their due diligence and research for possible further discussion at the next HOA meeting.

XVI. POWER WASHING

Governing Document Reference:

Declaration: Article 5.2 Owner's Responsibility

- A. Several driveways have dirt/stains and black streaks are appearing around the window of certain units, especially on the stucco finishes. When homes look unkempt, this will negatively affect the home values (the whole community suffers).
- B. The Board received several vendor quotes. The average price of power washing driveways, concrete walkways, and building exteriors, including windows, is approximately \$32,000.00.
- C. Driveways and concrete walkways are common property. The Board will review the HOA finances and schedule power washing of driveways and walkways as soon as financially possible. The vendor chosen is Rhino Blast, who provided the quote of \$5,027.64 for power washing the driveways and walkways. The cost per unit is \$44.88.

Rhino Blast quoted \$26, 600.00 for power washing the exterior of the buildings. This cost per unit is \$237.50. Rhino Blast suggested, for budgeting purposes, power wash building exteriors every other year instead of yearly and power wash exteriors and driveways in alternate years.

RhinoBlast, for comparison, provided the following information to reflect the savings for multi-unit project:

A quote to an individual homeowner: \$450.00 and \$525.00 to power wash a single unit. The average savings for individual homeowners is between \$255.00 per unit (a savings of approximately 52%).

- a. Homeowners suggested the HOA purchase a power washer that Homeowners could rent out.

- b. Several members mentioned that property was specifically purchased in The Village due to the offered amenities, such as power washing being included in the HOA monthly assessments. The Board explained to members that in lowering the monthly assessments to \$119.00 per month, this did not include power washing of the exterior buildings in the \$119.00 per month assessment.
- c. The discussion also included the ability of the HOA to keep homeowners accountable for their property in a manner consistent with the community-wide standard. The HOA, with notification to the homeowners, can provide the upkeep and assess the unit with a specific assessment.
- d. The Board will reevaluate this issue after the close of Article 5 revote on May 20, 2022, as well as review the HOA finances and determine the next steps and keep members informed.

XVII. Tentative HOA Open Meetings for the remainder of 2022.

Discussion:

- A. There will be a break for the Summer unless a significant issue arrives at which time the Board will call a special meeting.
- B. In an effort to allow sufficient processing and organization time, members may submit proposed business items for a board meeting to Magnolia at least 30 days prior to an HOA meeting.
- C. Tentative Schedule
 - 1. Wednesday, June 1, 2022; 6:30 p.m.
 - 2. Wednesday, October 5, 2022; 6:30 p.m.
 - 3. Wednesday, November 30, 2022; 6:30 p.m.

The following additional business was conducted pertaining to items that the agenda did not include:

XVIII. Waste Management (:”WM”)

- A. WM billing reflected 66 units. The Village has added units and is fully built with a total of 112 units.
- B. The WM contract ends on June 30, 2022. Per Magnolia, after conferring with their attorney, WM may only bill the HOA one year’s worth the amount of their billing error. In other words, WM may only look back to collect 12 months of billing to The Village. Advice given also explained that a satisfactory judicial

outcome for Waste Management would be difficult and challenging since it was an error on their part.

- C. The Board recommended waiting until the new contract is set to be signed and confirm that WM billing indicated 112 units. If the billing error is brought to the HOA's attention by WM, negotiation of the billing error will occur between the two parties. If the billing error goes unnoticed, the Board will confirm that future invoices are accurate. NOTE: This is a common proactive, as many corporations write off such billing errors and uncollectables.

XIX. MEMBERS' OPEN FORUM REGARDING MATTERS AFFECTING THE ASSOCIATION:

- A. The Chairperson provided members in attendance with an opportunity to address the Board. Given the number of members desiring to speak and the estimated time necessary for the Board to cover the usual business, it was recommended by Magnolia Management and agreed by the Board and member that Magnolia will address Heather Cieutat's additional questions next week. Ms. Cieutat will email Magnolia her questions. Magnolia or the Board will address her concerns either by email or arrange a meeting for further discussions.

XX. VERIFICATION OF NEXT HOA MEETING DATE AND TIME

- A. June 1, 2022 at 6:30 p.m.

XXI. ADJOURNMENT

- A. 8:55 P.M.

The following members in attendance addressed the Board concerning topics of concern:

MEMBER NAME

Stacey Austin
Heather Cieutat
Sandra Puig
Jacob Simmons
Jon Volk

These minutes were approved by the Board of Directors.

Date: May 20, 2022

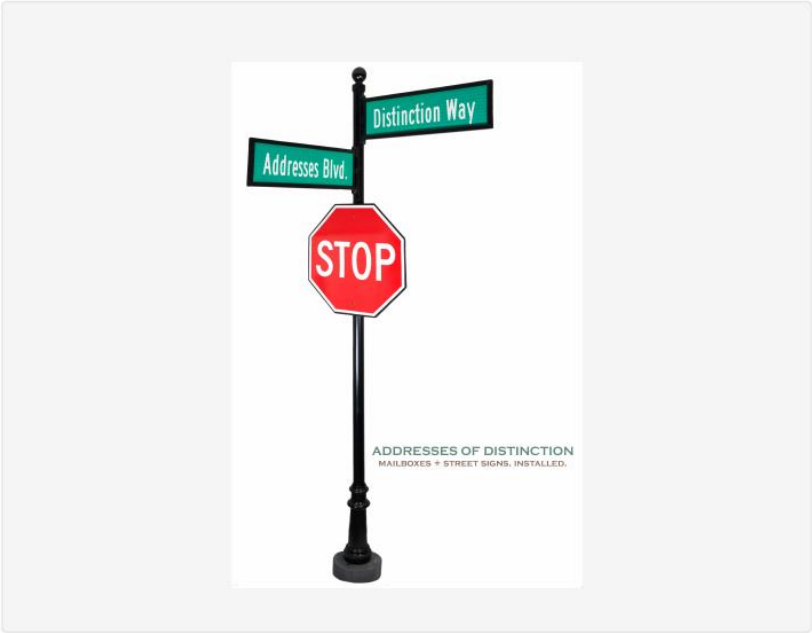
RUTH ANN D'ARRIGO, ACTING PRESIDENT AND CHAIRPERSON

JOSHUA CHAUSSE

JOYCE LAPORTE

WENDY ASCHEBROCK

APPROVED



WID





APPROVED



APPROVED