

**Briar Chapel Community Association Board of Directors Work Session  
Hybrid; December 13, 2022, at 10:00 am  
Minutes**

**I. Call to Order**

- a. Called to Order by Board President, LR, at 10:00 am.
- b. Board Members Present:
  - i. Liz Rolison (LR)
  - ii. Cathy Washburn (CW)
  - iii. Michael Cunningham (MC)
  - iv. Rusty Field (RF)
  - v. Jennifer Drake (JD)
- c. Kuester Representative:
  - i. Jeremy Mayes, General Manager (JM)
- d. Legal Counsel
  - i. Hope Carmichael, Jordan Price (HC)

**Quorum Established**

**II. Review and Approval of Agenda**

- a. LR reviewed the agenda with the Board of Directors.  
**Motion to approve the agenda. Motion Seconded (MSC) (CW/MC), unanimous, motion passed.**

**Motion to enter Executive Session. MSC (MC/RF), unanimous, motion passed.**

**III. Executive Session**

- a. The Board of Directors, Legal Counsel, and GM discussed multiple items surrounding the transition from NNP.

**Motion to exit Executive Session. MSC (MC/RF), unanimous, motion passed.**

**IV. New Business**

- a. **Approval of Meeting Minutes**  
**Motion to approve minutes, as presented, for October 11, October 19, and November 8, 2022. MSC (MC/RF), unanimous, motion passed.**
- b. **2023 Board Meeting Schedule** – LR presented the proposed meeting schedule for 2023. LR noted that the Board should conduct a quarterly town hall. The first one is tentatively planned for March. It was mentioned that these town halls would be best scheduled a week or two before the Board meetings.  
**Motion to approve Board Meeting Schedule. MSC (JD/MC), unanimous, motion passed.**

- c. **Committee Review/Relaunch** – LR outlined the BCCA committee goals for 2023. LR continued that per CW’s suggestion, the role of the Board Liaisons would look different this year. Liaisons should be committee resource. LR explained that in 2023, the Board will be assigning tasks to committees. LR also briefly discussed the committee Thank You Night and Committee Relaunch.

A board member provided a history of the interaction and evolution of the relationship between the Committees and the Board. LR informed the Board that we’re targeting January 2023 for the Thank You Night and Relaunch.

LR further discussed the shift of some committees from standing to Ad-Hoc. Ad-Hoc committees will meet when needed and will provide reports to the Board when needed. Standing committees will meet regularly and will provide reports to the Board monthly. LR explained the new committee. The GM will handle Covenants, and Trey Beckford will handle the Technology Consulting Group. CW will be responsible for Design Review Committee, which will transition from the developer to BCCA.

A board member expressed concern over LR’s workload and suggested using another Board member. LR explained that landscaping is a large focus for BCCA in 2023 and 2024, and she would like to be directly involved in the bid process. The discussion involving the Landscape Committee continued for several minutes. LR agreed to step aside from the Landscape Committee if her responsibilities on that committee disrupt the execution of her Board President role. **Motion to approve the new committee structure as outlined. MSC (JD/CW), unanimous, motion passed.**

**Committee Appointments** – Management presented two candidates for appointment to the Board of Directors:

- i. **Covenants** – Kate Bice
  1. A board member commented on Kate’s passion for BCCA.
- ii. **Finance** – Deb Hittel
  1. CW explained more about Deb’s background. However, since the Committee Chair has yet to interview this candidate, CW recommends waiting until January 2023. LR agreed with CW.

**Motion to appoint Kate Bice to the Covenants Committee. MSC (MC/JD), unanimous, motion passed.**

- d. **Covenants Discussion** – Management outlined several items that were important to this discussion.

Management explained to the Board the meeting between the Covenants Committee and the management. The Covenants Committee felt unsure about their role in the compliance process. Additionally, the Committee has made

suggestions that the compliance timeline be shortened. In the view of the Committee, first violations don't seem to move forward. The Committee also informed management of their desire to have better reporting.

Management continued by discussing the education component and BCCA's desire for compliance to be voluntary.

Management explained to the Board that Kuester is prepared to amend the violation letters as suggested by the Committee and approved by the Board. There will be a cost to edit/create letters, but it will be minimal.

LR asked for management to provide a recommendation on the letter format and length of the compliance program. Management explained that he believes the key factor is determining how much time to cure is appropriate. Management recommends either a 3-letter, 35-day compliance cycle, or a two-letter 30-day compliance cycle. LR asked management for his perspective on whether violations should auto-escalate. Management believes that until a compliance coordinator is hired, auto-escalation of violations is fine.

It was discussed in more detail the hearing process and its value in the compliance process. A board member believes that the violations should auto-escalate and that the management team has numerous other tasks to complete. The board member continued that the Compliance Program is a service to the community and should be emphasized. CW supports the two-letter model.

CW, LR, and management shared ideas on the Committee's level of involvement.

HC informed all in attendance that the Committee, Management, and the Board should all have clearly defined, and delineated, roles in the process. HC supports the two-letter model and recognizes that BCCA eased into the compliance program but also, that enough time has passed for us to speed up the process.

It was asked for clarification on the compliance letters, as changes were discussed during the RFP.

MC asked management to provide context on the workload for the compliance team between the two-letter and three-letter models.

**Motion to move to a two-letter 30-day model. MSC (JD/CW), unanimous, motion passed.**

MC asked if auto-escalation is standard or common in a community of this size. HC questioned if management would be following up on owners who reported curing the violation. It was stated that photographic evidence should be

included. Management explained that following up on violations to check for curing is one of the hardest parts of the job.

A reinspection is a better, more legally defensible process. After having heard the discussion points, HC recommends that BCCA should re-inspect instead of auto-escalating. However, HC does support having a hearing after the notice has gone out. Even if the violation is cured following that.

**Motion to move to auto-escalation. MSC (JD/CW). Motion withdrawn.**

A board member believes that the compliance program, in the format as presented, will serve the community well.

**Motion amended to reinspect violations prior to escalation. MSC (JD/CW), unanimous, motion passed.**

LR requested that management outline how the staff is dealing with compliance complaints. Management explained that when complaints are received, the staff protects the owners' privacy. However, complaints are investigated, and if they're clear from ROWs, management sends a violation. However, if management cannot see the violation, we ask the owner to provide the evidence.

HC reminded the Board and management that BCCA does have the right to be on the owner's property if the inspection requires it. Management confirmed that the ROW inspection was about safety and feasibility, not authority.

LR recapped the discussion, and the Board agreed that the complaint procedure was correct. LR requested that management have everything ready for the Public Board meeting in January 2023. Including the policy, sanction guidelines, and letters. Management agrees to review complaints from owners within a single inspection cycle.

- e. **Clubhouse Security** – Management outlined the security issues in the Clubhouse and explained some of the challenges the team has had in working with CCSO. Management continued to explain that a complete security solution involves an extensive amount of work and cost. Management believes that there may be other alternatives, such as motion sensors and door sensors.

LR asked if management could keep the doors locked after management left for the day. Management stated that modifications to some doors may be required. A board member noted that this space has had security issues for quite some time. A board member explained that the BCCA has considered a screen or some other type of partition to separate the upper and lower portions of the building.

A board member believes that the clubhouse is a high-dollar amenity, and the expense is justified.

LR asked for management to look at lower cost options in the short term, but that when the clubhouse is reviewed as part of the strategic plan, these should be discussed.

A board member asked for clarification on how an ID card was issued without an address. Management explained that when Kuester arrived, street addresses were added to ID cards.

- f. **Pool RFP** – Management reviewed the bids received from the RFP. Management based the RFP on two schedules, a high and low. Management shared concerns about overstaffing the pool, especially before school is out.

Two of the contractors who bid were close in price. The third was higher. Management looked at several items when reviewing the bids. This included the ability to fully complete the RFP, reference checks, and the general willingness of the contractor to partner with the BCCA. After reviewing all aspects of the bid, management believes that despite the higher cost, AquaTech will provide BCCA with superior service. Overall, BCCA was disappointed by the contractor in 2022.

LR explained that the AquaTech bid is over the BCCA's budget but also discussed alternative finance options. LR asked if we could edit the schedule to reduce the hit on the budget. Especially since our pool attendance takes a steep drop after July 4<sup>th</sup>.

LR asked if there was a dollar figure on the contract that the Board would be comfortable with. Management requested the ability to discuss the contract pricing with the vendor and see if an agreement can be reached. Management will make budget recommendations for funding following discussions with AquaTech.

- g. **Website Implementation** – MC provided the Board with an update on the website. Management explained the challenges of the resident report upload.

LR noted that the documents on the website are sorted in such a way that they're hard to find. MC and the comms committee are prepared for the launch.

## V. **Manager Report**

- a. **Briar Commons Stage** – Management explained the challenges with the stage at Briar Commons. The stage is a safety hazard, and management recommends removing it. However, management would like to discuss the replacement of the amenity.

A board member and MC reviewed Briar Commons in the summer. A board member thinks that leaving it open, amphitheater-style is a good use of the space. There are also game and park furniture options.

Management will task the P&R Committee with ideas for the space. CW believes that the replacement should come from the reserve fund. LR agreed.

A board member confirmed that management will update the reserve study with current timelines and expenses.

- b. Pool Slide Repair** – The contractor plans to begin the project in the new year. Management confirmed that our team is meeting with them weekly. Management told the contractor that March 1 was the go/no-go date. The contractor said that was no problem. Management did mention that the crepe myrtles near the slide need to be pruned and that they may be in the way of the project. However, management will continue to work on this.
- c. 2023 Assessment Timeline** – Management noted that assessments will be mailed on December 19, 2022. Management explained that there might be issues with short payments because of the increase. The Board encouraged management to continue to discuss the assessments with the community through email and digital communication.

**VI. Other Business** – None

**VII. Adjournment** – Motion to adjourn. MSC (MC/RF), unanimous, motion passed.

**Meeting adjourned at 12:45 pm.**