

**Briar Chapel Community Association Board of Directors Public Meeting
Zoom, July 20, 2022, at 7:00pm
Minutes**

I. Call to Order

Board Meeting was held by teleconference. Meeting called to order at 7:01 pm.

- Board members present:
 - Jerry Cole (President)
 - Jennifer Drake (Vice-President)
 - Liz Rolison (Secretary)
 - Catherine Washburn (Treasurer)
 - Michael Cunningham (Director)
- Kuester represented by:
 - Jeremy Mayes, General Manager
 - Cherese Hicks, Assistant General Manager

Quorum established.

II. Review and Approval of Agenda

- Jerry Cole reviewed the agenda. **Motion made to accept the agenda without change. MSC (Liz Rolison/Jennifer Drake), unanimous, motion passed.**

III. Homeowner Forum

- There was one homeowner signed up, but he was not present for the homeowner forum.

IV. Approval of Meeting Minutes

- June 10, 2022 **Motion made to approve the minutes. MSC (Cathy Washburn/Michael Cunningham), unanimous, motion passed.**
- June 22, 2022 **Motion made to approve the minutes as amended. MSC (Cathy Washburn/Jennifer Drake), unanimous, motion passed.**

V. Manager's Report

- **Pool Season Update** – Management provided the Board with information regarding the operation of the pool. Management explained that at this point, more than 45,000 patrons have visited the pool. In July, BCCA has had 7 sessions with more than 300 patrons and on July 4, BCCA hosted over 400 patrons in a single session.

Management provided the Board with an update on the repairs and maintenance taking place in the pool. Management noted that BCCA has seen heavy insect activity at the

pool and are actively looking for solutions. Management reported that the Splash Pad will be repaired pending receipt of an electrical piece we're waiting for. Management also noted that the swim lesson program is going well. Jennifer Drake requested management update the community regarding the splash pad. Cathy Washburn asked for management to update the pool schedule for the community since swim team has concluded for the year.

- **Clubhouse Meeting Technology Upgrade** – All equipment has arrived except for cameras. It's possible that meeting upgrades could be installed in time for August. Liz Rolison noted that Adam Koch would be assisting management with the upgrades.

Jerry Cole explained the need for the upgraded meeting technology to have effective hybrid meetings (in-person and remote access).

- **Elections and Annual Meeting** – Management noted that the election/annual meeting communication will be sent to the community.
- **Zendesk** – Management provided the Board with updates on office communication and traffic, numbers for June 2022 are as follows: 1,472 tickets, 96% satisfaction rate, 80% one-touch tickets, average first response time was 6 hours. Management explained that staff are working to improve the completion rate of phone calls into the office. Management noted that some changes to the call tree have immediately increased completion rate from around 60% to over 80%. Cathy asked that this information be shared once a month in the Manager's Monday.
- **May 2022 Financial Report** – Management briefly addressed the financial position of BCCA. Management noted that BCCA has performed favorably against the budget and is approximately \$180k underbudget through May. Management did note that there were large variances in several categories, but those have been explained.

Jerry Cole asked management if this large variance would stay through the end of the year. Management noted that BCCA would likely see some favorable variances in specific areas like legal fees and staff but noted that most of the budgeted funds will be used. Liz Rolison expects some reduction in the favorable variance as more of the increased pool expenses are reported.

JC asked management to confirm that BCCA was only being billed for Lifeguard hours that are being used. Management agreed. LR asked if management would like to discuss the 2023 budget. Management agreed and provided the Board with the budgetary steps being taken so far. Management is scheduled to do a 2023 budget review with the Finance Committee on August 13th. JC stated that management should review the

budget schedule prepared by the Finance Committee from prior years.

- **Communication Update** – Management presented the Board email templates that had been designed and requested feedback as we want to launch new look communications in conjunction with the website update. Liz Rolison and Jerry Cole both noted they thought the new look for communication is an improvement. Management will be sending out a communication this week outlining their standards for communication to the community. Management explained that it will take them 45-60 days to adopt these new communication standards.

Jennifer Drake asked if the BCCA used a branding professional. JD noted that she's concerned that email templates look the same and don't clearly differentiate between different types of emails. JD asked for clarification on how this came about. Management explained he requested that the Communications Committee look at the community communications and try to make our content more standardized. These are a first step, not the final product.

- **Compliance Update** – Cheresé Hicks, Asst General Manager, provided an update on the compliance program. Now that we are several months into our compliance program, we are seeing fewer violations. This month 36 violation letters went out and 50 violations have been closed out. Majority of the violations are on landscaping. There are four violations at stage 3 which if not resolved will go to hearing next month.
- **Yard Waste Pilot Program** – Management will be sending out information to the community tomorrow on a pilot program starting with 100 homeowners. Homeowners will buy bags (\$5) from BCCA and they will be picked up on designated pickup days.
- **Staffing** – Leza's last day will be August 5th. Management is actively interviewing candidates to fill this position.

VI. Committees

- **Communications** – Bob Lijana
New website is ready for review. Noted that there are still fixes/edits to be made. Biggest issue is developing the expertise in using WordPress to edit and maintain the website. Estimate they need another month to finish the fixes. Webmaster volunteer request will be going out to the community next week.
- **Covenants** – Jeremy Mayes
Management provided update that committee is ready to conduct hearings, if needed. There were no meetings this month.
- **Finance** – Cathy Washburn

Committee met in July. Reviewed May 2022 financial reports and committee unanimously approved the financials and posted on the website. 2021 taxes have been filed and scheduling financial audit. The Finance Committee asks for letter to approve Keuster to consolidate the reserve accounts into Reserve-General (Reserve-Reserve Study, Reserve-Common Area Lighting, Reserve-Common Area Landscaping, and Reserve-Interest Income). This was approved by prior board, but the accounts were not consolidated by FSR. In addition, Finance Committee asks for letter approving Keuster to consolidate restricted interest income to corresponding Service Area accounts. **Motion to provide Kuester with a letter to clean-up the general ledger as described. (Cathy Washburn/Liz Rolison), unanimous, motion passed.** Finance Committee will be doing a review of the 2023 budget on August 13th. Jerry noted that the board has decided to move up the Reserve Study to this summer for input into the 2023 budget due to the change in the economic environment over the last year.

- **Landscaping** – Jennifer Drake

No meeting this month. Liz mentioned \$50,000 in 2022 budget for landscape remediation. She asked if Landscape Committee is working on plans for using these funds this fall. Jennifer said she was not sure and pointed out that remediation areas planted in 2021 are not doing well – primarily because they are not irrigated.

- **Nominating** – Liz Rolison

Jeremy will be sending out a communication to the community tomorrow describing the plans for this year's board elections, including: electronic voting, shorter voting cycle, more emphasis in developing candidates and giving them a chance to present themselves. Working on revisions to Nominating Committee charter to reflect the changes in our election responsibilities and process.

- **Parks & Recreation** – Jeremy Mayes

Committee met and presented their budget recommendations to Jeremy. There were some issues raised by some on the committee about the process that was followed. Jeremy is meeting with the committee to better understand the concerns.

- **Pool Complex** – Michael Munson

Swim team is asking to get line barriers (in lap pool) replaced @ \$750/line. Would like to replace water fountain with a water bottle filler. Need to get splash pad fixed and better communication to the community. Looking at pool furniture replacement/repairs for budget (noted furniture needed in splash pad area).

- **Social** – Jennifer Drake

Social committee needs to become an ad-hoc committee.

- **Technology Consulting Group** – Liz Rolison

Sharepoint cutover planned for August 1st. All shared drives will be ported over. Need to schedule board training on Sharepoint. TCG is ready to take a look at the badge reader system (backend DB/server), would like to set up some time with Jeremy. Grant has indicated he'd like to remain on the TCG, but replaced as chair at the end of the year.

- **Strategic Planning** – Cathy Washburn

Advisory Group has presented the first draft of the Strategic Plan to the board and Jeremy. Board is reviewing and working to finalize over the next month. Note of thanks to all those members of the community that provided input into this process.

- **Wetlands** – Cathy Washburn

No meeting was held this month.

- **Tri-Party Council** – Jerry Cole

Spray field permits for Package J (Sports courts/Encore) have been delayed, but ONSWC has started potable water irrigation. ONSWC has completed the force main under 15/501 that will service the commercial area on both sides of 15/501 (The District). Pump station has been completed as well enabling service to The District. The new side of the WWTP expansion has been completed and is expected to be operational July 25th. ONSWC will then shut down old side of the plant to de-water, clean and upgrade. Odor conditions are expected during this process (about 30 days). Odor control improvements are expected to be operational by late Sept. Some homeowners have received letters from NNP Briar Chapel about encroachments that need to be resolved to complete the turnover of roads to NCDOT.

VII. Existing Business

- **Alley Basketball Hoops Proposal**

Management has proposed language for front loaded lots and alley lots. Awaiting final review from legal. Once the board has approved, we will take this proposal to Brookfield (NNP Briar Chapel) to amend the Design Guidelines. They are not required to do so. If they refuse, we will revisit once the developer no longer owns property in Briar Chapel. Plan to hold off on enforcement, until we have a decision from the developer.

Jennifer Drake raised concerns about availability of legal counsel/delays for some of these issues. Jerry assured the board he has discussed this with counsel.

VIII. New Business

- **Consent Agenda –**

- 2022 Full Reserve Study - \$13,200 (reallocated contingency funds to professional services)
- Great Meadow Park Picnic Tables - \$4,336 (operating budget)
- Splash Pad Repairs - \$11,185 (from Reserves)
- Chair Re-Slinging - \$9,813 (operating budget)
- Starview Alley Traffic Pattern
- Hawk Point Road Extension
- Playground Mulch - \$11,384 (contingency funds – but will be added to 2023 budget for future)

Motion to approve the Consent Agenda. (Jennifer Drake/Michael Cunningham), unanimous, motion passed.

IX. Adjournment

- **Motion was made to adjourn the meeting. MSC (Cathy Washburn/Liz Rolison), unanimous, motion passed.**

Submitted by Liz Rolison, Secretary



Date: August 17th, 2022