

BOARD MEETING HEADLINES – AUGUST 17, 2022

Notes taken by Communications Committee Member

Attendees – Jerry Cole, Jennifer Drake, Cathy Washburn, Michael Cunningham, Liz Rolison, Jeremy Mayes (Kuester Management)

Opening Comments – Introductions; Agenda approved

Resident Input Session – Lynn Miller – Lives on Wild Indigo near the Margaret Pollard School and is concerned about the safety of the children and parents. (Lynn's Audio was fading in and out.) She was concerned that parents park in many of the side streets while waiting to drop off and pick up their children. What are next steps in remedying this potentially dangerous situation?

Last time Lynn met with the G.M. of our former Management company. Nothing came out of that meeting. Situation since then has only gotten worse. There have been a few altercations between homeowners and parents of school children about parking in the alleys.

Michael said that no one should park on these roads, but he doesn't know what we can do as we do not own the roads.

Jerry asked Jeremy to please start a discussion with the Sherriff, the School, and the DOT to find possible remedies to this issue.

Approval of Minutes – Minutes of July 11 Board Work Session and July 20 Board meeting - Approved. Jeremy will post these minutes on the website.

MANAGEMENT REPORT – Jeremy Mayes (GM)

Pool Season – numbers are dwindling. Busiest session on 7/24 with 384 people.

Last Month - 15,000 people went to the pool in July

Most sessions average 275 people

The least crowded was eight (8) people

Splash Pad is repaired; still need work on the pumping system

They are fixing several small issues that have occurred during the season

Pinham Construction – will do the off season work on the slide stairs. Jeremy hopes to start this work in October.

Election Season and Annual Meeting – wanted to do a hybrid meeting. Counsel recommended that we do one or the other. Either in-person, or virtual, not both. Board agreed unanimously to a Virtual Meeting this year.

SharePoint Conversion – All documents will provide context and history. Document repository. More flexibility. Training process has begun. Jerry said it works well. Liz said that she has organized it so that info will be easier to find than in the past. She also eliminated the duplication that Jeremy was concerned about.

Encore – It is being irrigated with potable water. Landscapers asked for a water reduction. 3 days watering now, rather than 5. Jerry thanked Jeremy for taking on these problems and moving things in a positive direction.

ZenDesk – 838 tix in July. Average tickets resolved within 5 hours. 81% of the time they are solving problem in less than one week. 417 inbound calls during July. 75% completion rate. They are working on improving.

Jennifer asked what constitutes a “bad review”. Jeremy said that, “half don’t like the answer we’ve given. Half were issues that we on staff have done improperly”.

Budget – Jeremy met with the Finance Committee on Saturday. Needs to make a few changes that Committee requested. Updated/new ‘Reserve Study’ being conducted. Operations budget will be done soon and “they’re in very good shape”.

Looking to Sept 21 for the Board to approve. Will get the Budget to the Board over Labor Day Weekend.

LifeStyle Program – Erin - Happy Hour on Friday. Last concert of the summer is in Great Meadow Park on Saturday, 8/20. (The last concert was extremely well attended.) Salsa Party next Friday night, 8/26. Kids carnival next Saturday, 8/27.

September – First Annual Constitution Day – Daughters and Sons of the American Revolution will be coming.

Compliance – Jeremy read the report. Cherese is Inspecting the Community this week, along with Jeremy.

Violation Reports - 71 in July Four hearings with the Covenants Committee. The Covenants Committee has been very helpful especially with “some of the more sensitive issues”. We are working on an enhanced Compliance information to the Community.

Yard Waste Pilot Program – going very well. Dumpster was on site this week. 158 bags picked up on Monday, 8/15. We are ready for the 3rd pick-up on August 29th. The program has been successful, and Jeremy feels great about it.

COMMITTEE REPORTS

Communications Committee – Talk solely about website. Final payments were completed to Andisites. Monthly retainer is \$299/month. Summary of what is needed has been provided to Board. Related – October 1 is our rough guess as to the Website Launch IF there is WordPress support (e.g., webmaster) asap. If we get no help the timeline will continue to push back. Erin joined us yesterday and Bob thanked her.

List of Edits has gone to AndiSites to have them fix those issues. It will take them more time and we could be charged for the additional work.

Questions – Liz R. - Bob had previously asked “where do we store our Election Information?” Rather than store it in both the old site and the new, Liz asked Jeremy if information can be put in the electronic voting website for this Fall. Jeremy said that he would double-check, and hopes to use just one site. Michael suggested “why not just open the new site in November, after the Elections”.

Covenants Committee – Did not meet in July, but have four hearings next week.

Finance Committee – Beth Ann Goode – Thanked Jeremy for meeting with them last Saturday. The Comm submitted many questions, Jeremy’s answers were very detailed and quite helpful This gives Finance a much better feeling about what is going where and why. They requested from the Board that the Finance is able to review the budget so to make certain that all questions have been satisfactorily answered.

Met Monday, 8/15, again, June Financials and Variance reports were approved. Asked that Financials not be posted until after the Fin Comm has reviewed them.

Landscaping Committee – Jennifer said that Landscape did not meet in July

Nominations Committee – New Charter. Liz encourages residents to attend Jeremy’s “interested in a Board position” meeting even if just thinking about joining the Board. Wants to set-up a meeting to decide what info should be put up on our Website.

Parks & Recreation Committee – Peter Sage – The 2023 improvement recommendation were given to the Board and to Jeremy. He asked Jeremy if he knew when the Sports Courts would be resurfaced. Jeremy hasn't yet found a contractor. Jerry asked if all of the Courts must be resurfaced. No, specifically the Tennis and Pickleball Courts need that work. Jeremy asked if we might take another look, and postpone this work until next year.

Focus now – new ground cover for dog parks.

Jennifer mentioned that the benches and picnic tables have been placed in the past two weeks, and are being used.

Pool Committee – Michael Munsen – They will meet next week. They are getting their “wish list” together for the budget. They include: heating the pool, line lanes must be replaced, lights for the pool for nighttime swimming, gate to splash pad, concessions on outside of pool, new clocks, upgraded sensor lights and cameras. Specialized parking for food trucks. Some of the pool deck must be fixed. Need more furniture at all pool sites.

Social Committee – Should be ad hoc to assist Life Styles Director. We should change the charter and take it off the list. Jennifer moved to change the Charter. Seconded by Cathy Washburn. Motion approved disbanding Social Committee and make it an ad hoc committee.

Technology Committee – Grant Leonard - Making Network Upgrades and they are happy to see improved WIFI at Pool and in clubhouse. 250 people can connect at one time.

Wildlife Page – all photos placed in one spot.

Nominating Committee – Liz – Management is running this with the guidance of the Board. Chaired by Board members who are not up for election. Jennifer - Motion to accept the Nominating Charter revision. Seconded by Cathy. Unanimous agreement.

New Business - None

Wetlands – No meeting this month.

Tri-Party Meeting – Liz – Springfield permitting is still up in the air. They'd hoped for approvals, but it has been delayed. When Package I gets approved, it may be smaller. Package H is the last one. It has been released to ONS and should be reviewed soon.

Wastewater Expansion – new plant is in operation. Will take the old plant down for cleaning. They are working on controlling odor and have given residents a place to contact if they have issues.

Some (10-15) residents have encroachments and have been given letters, things should proceed soon again.

Irrigation has not worked well in the front of BC, Jerry said that the irrigation has been restored and should be getting better.

Alley Basketball Hoops – Many Basketball hoops aren't in compliance and must be enforced. Language has been proposed to permit some movable hoops, but they haven't decided yet. Jerry proposed a compromise – to keep the language of the DRC guidelines the same but to Grandfather the goals that already exist for a period two years. Also embark on a program for Parks & Rec can suggest where more BB goals may be placed throughout the Community. Motion passed.

Vendor Policy – tabled until next month.

Club Policy – to make Clubs official. Jeremy said he'll send it to Hope for approval and vote on it next month.

Strategic Plan – Cathy – Thanked the Volunteer Team. Started with a series of meetings. Clearly established Mission, Vision and Goals. Assigned priorities to various Goals in plan.

Liz – Thanked residents for bringing the richness to this project. Will provide more cafés and meeting to provide more opportunities for community involvement. Will review plan on an annual basis. As the plan evolves, will give residents updates at annual meetings.

Motion and vote to officially approve the plan received unanimous approval

9:04pm ET Meeting Adjourned