

**HOLLEYBROOKE HOMEOWNERS ASSOCIATION, INC.**

**March 19, 2019**

**Meeting was called to order at 7:03 pm by Sharon Jeter at Snow Library. The members present: Sharon Jeter, President; Judy Lamberth, Vice President; Lenora Brothers, Secretary; Eric Lowe and Michelle Gordon; Irene Davidson, Contract Employee.**

**Prior to the meeting, Lenora emailed the Board members the minutes for February 2019 for review. Eric motioned to accept the minutes for February 2019; Judy seconded the motion. The minutes were accepted with no objections.**

**Irene read the Treasury Report. As of February 28, 2019, the checking balance was \$141,050.73 and the money market fund was \$143,852.37. As of March 19, 2019, the check book balance was \$145,635.52. After a review of the expenses, Eric motioned to accept the Treasury Report; Judy seconded the motion. The Treasury Report was accepted with no objections.**

**NEW BUSINESS:**

**Complaint Procedure ~ Prior to the meeting, the Board voted via email to adopt a formal complaint procedure at the request of DPOR to accompany the complaint form that was implemented in 2012. Judy motioned to approve the formal complaint procedure; Lenora seconded the motion. Each of the Board members acknowledged their approval by written consent with a copy to be sent to DPOR (Department of Professional and Occupational Regulation). Responding to a resident inquiring where to find the procedure, Irene mentioned that once the complaint procedure is approved, it will be posted on the Holleybrooke website.**

**Record Review Fee Schedule ~ Mr. Pugh (Homeowners Association attorney) explained that under the Virginia Code § 55-510, any member in good standing has the right to request a review of association records and obtain copies. Mr. Pugh also stated that the code allows for an association to adopt a cost (fee) schedule to recoup for the association any reasonable costs incurred for materials and labor. Due to the extensive amount of copies being requested, the Board has decided to adopt a fee schedule for record reviews. Lenora stated that the fee schedule would include \$25.00 per hour for labor, 15 cents per page that is requested to be copied and would include at cost any materials needed such as boxes or envelopes for mailing. Lenora also indicated that the money collected would be recouped for the association. Judy motioned to accept the fee schedule for record review; Sharon seconded the motion. All agreed with no objections.**

**Social Media ~ Prior to opening to the floor for residents questions, the Board wanted to address some of the social media postings regarding HOA business and inaccurate information being posted.**

**“Why we are paying \$25k/yr to have grass cut weekly at 3-4 inches instead of every other week at 2-3 inches.” Lenora stated that most lawn care experts do not recommend cutting grass too short due to problems it can create such as burn spots in the grass and weed infestation. Eric referenced the common area at the park and pool that the landscaper maintains. Irene mentioned there are two other common areas within Holleybrooke that were deemed to the Association that the landscaper also maintains. One area is between Eden Brook Drive and Seven Oaks Drive, and the other area is off Cedar Post Lane and feeds into Massaponax Creek. Irene mentioned that the common area between Eden Brook Drive and Seven Oaks Drive, the landscaper has to bring in special equipment due to not having easy access to this area. Irene indicated that the landscaper will haul leaves to the landfill and is charged a fee for each truck load he delivers. Eric mentioned that the Association is required by the county and VDOT to maintain these two areas.**

**“Why our Treasurer, Irene Davidson, is giving herself a 6% raise every year plus paying herself an additional \$7k/yr to “manage the pool.”” Lenora stated that Irene is not the Treasurer and she is not a Board member, but that she is a paid contracted employee (Administrative Assistant) who takes care of the HOA finances such as paying the bills. Lenora mentioned that Irene is also employed as the Pool Manager, and she stated that the Administrative Assistant and the Pool Manager are two different jobs. Lenora stated that Irene does not give herself a pay raise, and that Irene's salary is determined and approved by the Board.**

“Why we pay nearly \$2k/yr for Irene's internet and phone service for her not to answer the phone.” Lenora stated that this was addressed at the January meeting. Lenora indicated that the HOA does not pay for Irene's phone line or internet at her house, but that the phone line is at the pool and is required for 9-1-1 calls. She also mentioned that at the January meeting it was stated that the HOA has an answer line and that messages are checked at least once a day.

“Why we are paying for the Board Member's attorney, Mr. RANDALL PUGH \$195/hr to sit on his laptop during the past two meetings and at the book reviews.” Lenora stated that Mr. Pugh represents the Association and not the Board, and that the Board requested Mr. Pugh's presence due to inaccurate social media postings.

“Why we are signing 5-year maintenance contracts (lawn, pool and cameras) with an automatic 6% increase every year.” Lenora stated that the contracts do not have an automatic 6% increase. As an example, Lenora stated that the camera contract has been the same for the past four years.

“Why our 5% increase in dues went straight into the reserve account that has nearly \$200k just sitting. We need to demand to see that our “exposure” requires that kind of money.” Irene mentioned that the state mandates that the HOA have a reserve fund, but does not indicate a specific amount. According to Irene, the reserve account is set aside for capital improvements or major repairs; also, the reserve account is in place in case of something catastrophic, such as an earthquake. According to Irene, without the reserve fund and should there be major damage due to something catastrophic such as an earthquake, the repair could result in a special assessment. Irene mentioned that she is in the process of getting bids for a reserve study to insure there are adequate funds in the reserve account. Irene stated that the estimated cost for a reserve study from the bids she has received is between \$3,000.00 and \$4,000.00.

“Why we have multiple insurance policies that we pay nearly \$12k/yr for on top of a \$25M umbrella liability policy included in the \$50k/yr pool contract, and a \$434/yr insurance policy for a company vehicle that doesn't exist, and only applies to employees, which the HOA has none.” Lenora stated that the automobile liability policy was addressed at the record review in January and at the February meeting. She stated that the policy currently in place is to cover anyone (an employee, a Board member, resident volunteer) who is involved in an accident while conducting business on behalf of the HOA. Irene mentioned that the two liability policies in place are two separate issues. She stated that any pool management company is going to have their own insurance policy to protect anyone working on deck of the pool in case of incidents such as a drowning. She stated that the other policy is in case someone not only sues the pool company but also the Association. Irene also stated that she does not work for American Pool or any other pool company.

“Why we have 20, yes TWENTY cameras, that we unnecessarily pay over \$500/mo to a Richmond-based company to “maintain.” and “Why HOA just paid \$5,700 to have FOUR MORE cameras installed. The cameras are only worth around \$300 a piece.” Lenora stated that there are only 20 cameras and not 24 cameras. She mentioned that the initial reason for installing cameras was due to issues (such as with vandalism) at the park and pool areas, and was recommended by sheriff's deputies.

“Why we recently mulched the playground at a cost of nearly \$14k a few months ago, only to RE-MULCH it in a few months at an additional cost and new playground equipment is costing us nearly \$40k.” Lenora mentioned that the wood carpet installed at the playground is not mulch and is ADA (Americans with Disabilities Act) approved. She also stated that more wood carpet was necessary to meet the required safety depth. Lenora stated that the landscaper had been out to install mulch to the flower beds and other areas, which is different from wood carpet. Irene stated that the original budgeted proposal for the new playground equipment was \$33,000.00, but after the Board discussed what equipment to purchase for the playground the cost for the improvements to the playground is closer to \$28,000.00. This estimate also includes addressing the drainage issue at the park.

“Why are we are not obtaining multiple quotes and shopping for the best prices? HOA admitted at last meeting they DO NOT OBTAIN QUOTES. Once they have a company they work with, they pay their prices regardless.” Lenora addressed this at the January meeting and the residents were told that the Board does get bids. There have been contracts that have been renewed because the companies provide a good service. Lenora also mentioned that recently bids were requested for a fence repair at the park and only one contractor submitted a bid. Irene also indicated that when an emergency comes up, she can not always put in for bids when the repair requires immediate attention and she needs to have access to a reliable company that is licensed, insured and bonded.

There were some residents who questioned why they did not have any input regarding some of the decisions made by the Board. Lenora stated that until the January 2019 meeting, residents have not attended meetings, but indicated that if residents are not able to attend a meeting that the Board is accessible in other ways such as by email via the HOA website, phone message via the HOA answer line and the postal service. Lenora mentioned that the meeting minutes, financial reports and other information are also available on the website. Lenora reminded the residents that the Board members do not use social media to discuss HOA business and, as stated at a previous meeting, asked that residents posting to social media verify that information is accurate. Lenora mentioned that one inaccurate post involved “uncharacteristic activity” at Irene's house when the activity was at her neighbor's house.

Resident Participation ~ Eric mentioned that the floor was open to Mr. Housey and Ms. Snyder who indicated at sign in they wanted to address concerns.

Mr. Housey indicated that he would like for the Board to receive additional quotes from contractors.

Ms. Snyder also indicated that she would like to see the Board receive additional quotes.

Mr. Gemma indicated his desire to address the Board. He questioned how often the common areas are maintained, Irene's salary, the amount in the reserve account, the necessity of a camera contract, the necessity of an auto liability policy when the volunteer's personal liability insurance would kick in, and that a deputy would recommend four additional cameras.

The Board and Irene thanked the residents for attending the meeting and encouraged them to volunteer to serve.

9:00 pm ~ Michelle adjourned the meeting.