

## Holiday Beech Villas

### Board Briefs

**November 2023**

From: HBV Board of Directors

To: HBV Condominium Owners

Hello I hope this finds each and every one of you in good health, good spirits and enjoying the late fall season. If you've not been on the mountain you missed one of the most colorful leaf seasons we have had in quite a few years. Additionally you have also missed some beautiful weather however we are sorely lacking in any type of precipitation. Temperatures have been a bit above normal and it has been very dry. The Town of Beech Mountain currently has water conservative measures in place and many surrounding communities have prohibited outdoor fires. As of 11/20/2023 Beech Mountain Resort has delayed their opening until December 2 due to the unseasonably warm weather. Let's hope for colder temperatures and precipitation.

**Below are some important items of which you need to be aware:**

- HBV terminated their management contract with Henderson Management/RealManage at the end of business October 31, 2023. Our reasoning was for numerous breaches of contract (not paying bills in a timely fashion, numerous financial concerns, poor response to owners, etc). You will **no longer submit any HOA dues, special assessments or maintenance requests to Henderson/RealManage.**
- HBV has **hired The Wilson Agency from Johnson City Tennessee to be our new property management firm.** They have much work to do and have been absolutely superb to work with. Henderson/RealManage provided them very little information thus they are having to work backwards to check on account accuracy. If you are contacted for information, please

provide the information they are requesting as this will be the quickest way to resolve accounting issues. You can expect excellent service from this firm. The Wilson Agency can be contacted via text, email, your portal or telephone. Texting will likely provide the fastest response, so please opt in for such

- You can now pay your HOA dues or special assessments via automatic bank draft (preferred), credit card or check.
- HBV will now have maintenance that we can trust and will be timely. We will have maintenance personnel on the property approximately 25 hours per week. Now some guidelines regarding maintenance:

**Emergency 24/7 phone (828)832-6776. This is to only be used for a true emergency** (water coming through the ceiling, pipe burst, etc.). You can expect a reply within 1-2 hours.

**Nonemergency maintenance will be submitted only to [HBVmaintenance@gmail.com](mailto:HBVmaintenance@gmail.com)** You can expect a reply within 2-3 business days. Maintenance requests will be prioritized and completed in that manner. Do not request maintenance from our on-site maintenance personnel as this **can only be submitted via email**.

- Need to contact a board member-email us at [admin@thewilsonagencytn.com](mailto:admin@thewilsonagencytn.com)
- The HBV Condominium Owners Association met electronically November 7, 2023 and removed Walt Howard from the Board of Directors. This meeting legally met the requirements of our bylaws and this was confirmed by our HBV attorney.
- Previous minutes of the Board of Directors meetings are in the process of being posted to your owner's portal. We were unable to freely do such prior to terminating our contract with Henderson/RealManage.
- You may have heard a special assessment was about to occur due to the denial of an insurance claim that was slated to pay for one of our building's structural damage. The Board learned Henderson had received the denial letter a month before advising the Board of such. Additionally, we were told by the building inspector that repairs needed to occur sooner rather than

latter due to more structural movement and, if we did not act quickly, it would cost substantially more to repair. However innovative action by the Board allowed HBV to access funds held by Henderson/RealManage at least 60 days early, allowing the Board to reverse its action regarding an assessment for the urgent repairs. We anticipate this repair will be completed in the latter half of December.

- If you do not have a parking pass or need to replace one, please contact The Wilson Agency.
- You will likely be contacted via The Wilson Agency/our maintenance personnel for information how to access your condo. This action is approved by our guidelines and is necessary should there be a leak coming from a condo above, a heat check or other maintenance/safety concerns.
- As always, HBV requires your in unit temperature thermostat to be set at no lower than 50°. This is necessary to keep pipes from bursting and damaging yours as well as other condos. Maintenance staff will periodically check that this guideline is followed.
- As of this date, the Board is still waiting on our asphalt contractor to pave the ABC parking lot entrance. As you will recall this was damaged during the late-season flood. We have “piggybacked” on to a larger project on Beech Mountain. By doing this we are saving approximately \$5500.
- Please be aware of, and if you are renting your units, your guest be aware not to throw trash on to the top of the dumpsters. This attracts bears as well as takes valuable time away from our maintenance staff. Furthermore, we could receive a monetary fine from the Town of Beech Mountain.
- Soon snow shovels are to be placed on each deck at all of our buildings. Please return them to where they were found and do not use them for sledding. We will not be placing salt at our buildings this year. This damages our decks as well as electrical boxes, conduit, etc. We will have staff utilize a snowblower as well as a winter abrasive on our decks. Speaking of snow, we have already secured a contractor that will begin plowing at the 3-4” amount of snow.

Finally, your Board, maintenance personnel and The Wilson Agency works very hard to follow the rules, apply them fairly, spend money wisely and make the best

decisions we can for HBV owners. Be reminded of the words of Henry Ford, "Coming together is a beginning. Keeping together is progress. Working together is success." Let's all work to make everything we do at HBV a success!!!

We hope each you have a wonderful Thanksgiving!