

Trash:

The last time the board considered going to curbside pickup a survey was done of the community and more than 50% were opposed. Did this board survey the community before making the decision and if not why not?

- **We have no record of a formal survey being completed in the past in regard to the trash dumpsters verse trash cans. With that being said, the POA resident members have been taking advantage of the dumpsters.**

Now that the recycling dumpsters are locked, how is the community expected to recycle numerous items like bottles?

- **They have been unlocked and community continues to throw non recyclables into container including glass bottles.**

Are the dumpsters locked forever?

- **They have been unlocked and within hours, household trash, suitcases, and misc. items have been dumped in the dumpster.**

We are looking to form a trash beautification committee. Who would like to volunteer?

Can we get recycling containers for curbside pickup?

- **Yes we can get recycling containers. This option is available to community if the community would like to participate.**

As a lot owner, why should we have to pay for a trash service that we don't utilize?

- **The Pelican Bay By-laws require all property owners, lot or built, to pay the yearly POA rate.**

Current Operation:

Why did we spend 21,564.34 not budgeted on the front gate and Gazebo? Will we have to dip into the reserves to cover this expense and still have enough money in our operating account to cover current liabilities?

- **This board identified issues in the common property that have been neglected throughout the years and decided to make the necessary repairs to bring the property back up to standard. The reserves have more than enough to cover these mentioned expenses.**

Was the community asked for their opinion when large sums of money were spent that was not in the budget?

- **It is within the boards responsibilities to make these decisions based on the CCRs.**

Has the community money been spent according to the budget?

- **Yes**

With the increased spending that we have seen so far by this board, is the management company responsible for alerting the community should the board start dipping into reserves? If the POA were to be damaged financially by this board, who is held responsible, the management company and/or the board?

- **No, the management company is not responsible for alerting. The POA resident members are responsible for Pelican Bay.**

Robert's Rules (Part III, Membership, Chapter 11 -Treasurer-Budget) seem to prohibit the treasurer and the board from spending money that is not budgeted without going to the members for approval. Why was approval not requested?

- **The BOD has worked and continues to work in accordance with the by-laws of Pelican Bay.**

Book 1968 Page 1253; (c) & (d); in Pelican Bay By-Law

In addition to the duties imposed by these By-Laws or by any resolution of the Association that may be hereafter adopted, the Board of Directors shall have the power to and shall be responsible for the following, in way of explanation, but not limitation:

(c) providing for the operation, care, upkeep, and maintenance of all of the Common Areas;

(d) designating, hiring, and dismissing the personnel necessary for the maintenance, operation, repair, and replacement of the Association, its property, and the Common Areas and, where appropriate, providing for the compensation of such personnel and for the purchase of equipment, supplies, and materials to be used by such personnel in the performance of their duties;

Why is our operating equity negative for 2020?

- **The BOD is working with Waccamaw Management to bring all financials over from Wright management.**

Why did we pay Carolina Time 322.64 for a gate inspection and 394.36 to repair the gate keypad total 717.00 when the operators are under a 7-year warranty and the electronics are under a 2-year warranty?

- **Carolina Times is not aware of any extended warranty (7 years) for the Operators. The Touch Pad is under 1 year warranty 5/19/20 - 5/19/21. We are waiting for Carolina Times to issue a credit for the Touch Pad charges.**

We opened a new bank account for operating expenses. Does this account pay interest like our old account and if not why did we open it?

- **The BOD is working with Waccamaw Management to bring all financials over from Wright management.**

Why is year to date equity not equal to Assets minus liabilities in our fund accounts?

- **The BOD is working with Waccamaw Management to bring all financials over from Wright management.**

When the old board signed the contract with Waccamaw there was an opt-out provision in case the new board did not want to switch management companies. The new board reviewed the qualifications of both companies and voted to go with Waccamaw. What were the major qualifications that made the new board make the final decision to switch? (James's e-mail of 10/19/2020- "With the pros and cons weighed in and a vote by our **newly** elected board we have decided to end the contract with Wright Management and go on board with the new management company")

- **August 26th was the signed date of the Waccamaw Management contract. New BOD inherited a signed contract with Waccamaw Management and opted to uphold said contract as Wright Management was already notified of termination.**

What future plans for the community has the board been considering or have been discussed at their meetings? The approved budget says the board has no plans for 2021.

- **Repairs and needed improvements of common areas, drainage, wood rot and general upkeep.**

Were 3 bids put out on all the projects already performed, and who were the bidders and what were their bids?

- **Due diligence was done to ensure competitive pricing.**

Why is it that the board refuses to answer any questions and refers all questions to the management company knowing full well that the management company can't possibly answer the questions because they weren't at the meeting? The management company then refers the member back to the board who refuses to answer and that creates an endless circle which provides zero answers and zero transparency? Why can't we just get answers?

- **Starting 1/1/2021, POA resident members are to communicate with Waccamaw management. If further questions are present, Waccamaw Management is to direct questions to BOD.**

There is currently a fine on the books of \$2,000.00 and the POA has accumulated well over \$1,800.00 in legal fees responding to these legal challenges to the POA Covenants and By-Laws. Has restitution been made and documented? Are members still restricted from making project improvements if they are in arrears? Can a member work off a fine by doing projects for the POA and would this expense be competitive bid and be budgeted?

- **The BOD works with all POA resident members to find an appropriate restitution.**

When is H&H going to repair the curbs in Phase II?

- **H&H has been sold and the POA is responsible for all properties, roads, curbs, and easements of the POA.**

Have Board member companies been used and paid for services for the community?

- **No. However, Board member companies have volunteered their services to the POA.**

How much does it cost the POA to go to the new method of dues payment in processing costs and printing and mailing costs?

- **None. Two (2) print/mailings are included with Waccamaw Management.**

Minutes:

Why do the minutes not discuss new and old business?

- **Format of meetings will be addressed and considered.**

The October 20th minutes are on the web site twice?

- **Oops.**

Why do the minutes in November and December not reference who made the motion and who seconded the motion?

- **BOD has opted for a different format to ensure autonomy of the members.**

All meetings where a vote is taken are open meetings. Why was the membership not informed in advance as to where these meetings are being held and what date and time the meeting is being held?

- **It has not been Pelican Bay's BOD normal operating procedure to operate under that format. One(1) open meeting is held annually for all Pelican Bay POA members per the guidelines.**

Why were the December 7th Minutes regarding the increase in dues and the new trash pickup posted on the website AFTER the December 28th email was sent to the community?

- **Minutes have been and continue to be posted in a timely manner. These minutes were posted well within a timely manner.**

As the minutes only reference votes taken, when were the ideas presented to the board and when was the research done?

- **Minutes are thorough and have all pertinent information that is discussed.**

Budget/Dues:

How much do we have in reserves?

- **As of December 31st, Pelican Bay total checking and savings is \$225,908.41.**
- **Our operating account has \$15,020.63-- \$5,000 of that is new construction deposits.**
- **Road Reserve fund II is \$24,689.30. Road reserve monies to repair roads in Pelican Bay. (2018 to current)**
- **Road Reserve Pelican Bay CD is \$68,002.48 (2017 and prior). CD matures 7.28.21**
- **General maintenance fund is \$113,172.45. Within this, \$21,000 is earmarked for private road access. \$5,000 is pond maintenance from H&H.**
- **Total monies available to the POA in general reserves is \$87,172.45.**

Where is the \$5,640.00 of boat storage lot rental accounted for in the budget?

- **Previous BOD opted to include boat storage area monies in general ledger. Current BOD is looking to earmark boat storage lot from general ledger.**

Where is the Interest of about \$1,600.00 accounted for in the budget?

- **The BOD is working with Waccamaw Management to bring all financials over from Wright management.**

How were the taxes of 678.00 calculated?

- **Estimated from prior year.**

Where is the 3,000.00 for Benji's access road accounted for in the budget?

- **Refer to minutes dated January 9th.**

What is the detail behind the 6,860.00 in landscape maintenance and supplies?

- **Estimate from prior year and adjusted for current conditions.**

What is the detail behind the 4,389.00 in Road/Entrance Maintenance?

- **Estimate from prior year and adjusted for current conditions.**

How much was added to the electric bill for the addition 13 lights turned on?

- **Approximately \$1,200 a year. Lights were turned on for safety per resident requests.**

Was the HTC (959.40) and Cloud expense (792.00 or 992.00 thru Carolina time) considered in the telephone expense?

- **Yes**

The dues were increased 260.00/year. Of this increase 168.75 was for the increase in reserves. Was a capital reserve study done to determine this increase and what are the major projects the board is considering to justify this increase?

- **BOD is in process of getting a formal reserve study done by a Certified Engineer. The BOD voted to increase the amount of money going into**

reserves year over year to mitigate large future purchase assessments for the POA resident members.

Out of respect for the members, should the budget be submitted to the membership for their review and comments before it is voted on by the board due to the substantial increases in spending and dues?

- **No. All budget and dues can be changed as appropriate per the bylaws.**

Will the \$260.00 increase per lot (\$30,940.00) in dues be enough to replenish the reserves for this year's over spending and still be enough to add the planned \$45,520.00 in 2021?

- **There hasn't been overspending and the reserves will be replenished as allowed.**

Do we do an annual audit? If not, why?

- **The BOD is in the process of getting an audit completed. This hasn't been completed in over 10 years by the previous BOD.**

Do we have reserves for Roads, Storm Water / Ponds, and General maintenance on Amenities? If not, is that something the board is working on?

- **The board is actively looking at forming additional reserve accounts/earmarks to alleviate further financial burden on the POA resident members.**

How much were we paying Wright Management a month? I see we are paying Waccamaw Management \$800 a month? If we are paying more- What additional services will the community receive?

- **Wright Management cost was \$595.00 per month plus incidentals which was \$250-\$300 a month.**
- **Waccamaw Management cost is \$800.**
- **Additional service includes but not limited to customer service and support team, support team for BOD, account monitoring via Town Square, etc.**

When was the contract signed with Waccamaw and who signed it?

- **Contract was signed by previous BOD president Wayne Russel on August 26th, 2020.**

Boat storage. Moving forward is everyone going to have a fair opportunity to have space? It is my understanding some people have 2 spaces, and last year it was not announced to the community, they just let everyone renew.

- **The BOD is in process of examining the current state of affairs at Boat Storage Area.**

Several different cats are wandering throughout the community. What are we going to do about this?

- **The BOD is in the process of addressing this issue with POA resident members.**

Just wondering who gets the \$40 late fee when you pay dues monthly and are late?

The Mgmt. Co. or Pelican Bay?

- **The \$25.00 Late fee charged to the homeowner remains with the Association. The Management company will only collect the \$15.00 collection fee.**

Is a solution for residents speeding in the works? If so, by what mean? Speed bumps, stop signs, etc

- **BOD are exploring alternatives to speed bumps. Stop signs are certainly an option.**

Airbnb – we were surprised to see something regarding short-term rentals in the meeting notes. What's not clear in the notes is what direction we're taking. Are we allowing short-term rentals? If so, this can increase security issues since we're allowing non-residents access to our facilities. Our boat was one of those broken into last year, so this is a great concern to us.

- **The current BOD has been aware and in the process of addressing this issue. It is the BOD stance that Pelican Bay is not a sublet, short term or room rental community.**

Elections – it's our understanding that you can vote for the same person multiple times in an election of our board. If so, that allows the results to be skewed. A candidate could get several neighbors to give their 5 votes to them, resulting in an election that doesn't truly reflect the views of the community. None of our federal, state, or local elections allow this practice. We propose we change the elections such that a nominee can only receive 1 vote per household.

- **Cumulative voting is not allowed in Pelican Bay and has not and does not practice this.**

Are some of the community decisions being made by venues other than the website, e.g. social media? We don't use social media and so are at a disadvantage if that's the case.

- **Decisions are made by BOD and ARC regarding business related items at meetings.**

Pelican Bay has always been a nice upscale community. Bringing in garbage pick up has brought to mind what the CCR's say about "Bottle gas containers" shall be screened from public view." This should also apply to garbage cans. This has not been enforced in the past. However, now is

the time to get propane tanks and garbage bins screened from public view. Wouldn't this be a great idea if the Pelican Bay Board followed the CCR's.

- **Propane tanks have been addressed in the past but never enforced. The BOD is working on rules and regulations to hopefully address this issue and others including garbage pick up containers.**

At the open meeting, Could the board address the storage parking for boats and trailers? Are the slots as available for trailers as they are for boats? Also what are the rates for a trailer versus a boat.?

- **The BOD is in process of examining the current state of affairs at Boat Storage Area. Boats and trailers are permitted. Please contact the BOD for rates specific to your boat, trailer and/or needs.**

Is a breakdown accounting available for which slot number paid what for 2020? And will it be available to all resident HOA members?

- **Financial information of individual spots will not be made public, but all fees have been paid in accordance with the agreements signed by each respective signee.**

Why are the minutes so abbreviated? It does not give us much information about what is discussed. They are too sparse. This increase was such a surprise and we had no say. The minutes give us very little to understand the mindset of the board.

- **It has been Pelican Bay's BOD normal operating procedure to operate under this format.**

Why do we have to send payment 15 days in advance? Late should be by postmark, not by when management company gets around to posting. And why Phoenix?

- **Waccamaw Management has 4 different payment options for your convenience at no cost. Phoenix is where Waccamaw Management does their business.**

Who will pay for the required maintenance on road required by heavy construction traffic?

- **Road maintenance within the POA is the responsibility of the POA. All roads outside of the POA are maintained by road owners. The POA does contribute a maximum of \$3,000 annually in the budget to help offset the frontage road.**

Who will pay for required road upgrades required to turn roads over to NMB and/or county?

- **Landowner is responsible for the roads outside of Pelican Bay**

Since it appears, we will be surrounded by NMB, has anyone explored possibility of joining NMB?

- **Yes this has been explored in the past and as of right now, NMB has no desire to annex us into their city.**