



# Mirror Lake

*A lake and golf community*

## MLCA Board of Directors Meeting

May 18, 2021  
6:00 pm

# Robert's Rules of Order

(Current Edition,  
Sept. 2020)

## Zoom Protocols:

- 5 Minute technical startup
- Do not multi-task
- Microphone on mute when not speaking
- Limit use of Chat for side conversations
- Commit to civility and respect
- Wave hand or use virtual hand to ask questions
- Note:
  - Roberts Rules restrict speaking twice on any debatable motion
  - Only board members may speak, except if meeting open for Public Comments

# Roll Call

Neighborhood	Member
Beacon Village	Margaret Garland
Between the Greens	Peggy Hilton
Bridgewater	Ken Willis
Carrington	Carey McBride
Chestnut Creek	Derrick Perdue
Chipping Court	
Club Pointe	
Enclave	Sucess Ricks
Fairway Seven	Rodney Alston
Gateway	W. Vernon Reedy
Gold Creek	
Golfers Way	Tom Flowers
Harmon Springs	Melissa Frederick
Magnolia	Stephen Adams
Northwoods	Tyler Barr
Overlook	Richard Glass
Park Place	Polly Oliver
Parkview	Warren Scandrick
Reflections	Ken Johns
Somersport	Carmen Williams
South Harbour	Oliver Clifton
Southwoods	Fred Molnar
Spyglass	Judy Whitley
Stillwater	Mike McCrary
Watermist	DeAngela Dothard
Woodcliff	Carolyn Nelson
At Large	Sherri Kelley

# Adoption of the Agenda

## MLCA Board of Directors Meeting Agenda

May 18, 2021, 6:00 pm

### Prior to Call to Order

- Robert's Rules of Order

### Agenda

**Call to Order** (President Polly Oliver) 5 min

**Roll Call** (Secretary Dee Dothard) 5 min

**Adoption of the Agenda** (Secretary Dee Dothard) 5 min

**Approval of Minutes** (Secretary Dee Dothard) 5 min

- Board Meeting 04/20/2021

### Financial Update

- Financial Update (Treasurer Tyler Barr) 10 minutes

### Unfinished Business

- Vacant Board Positions (President Poly Oliver) 5 minutes
- MLCA Committee Updates (Committee Chairs) 30 minutes
  - Grounds Committee- (President Polly Oliver, Marshall Smith)
  - Amenities Committee (Dr. Richard Glass)
  - Lake Committee (Derrick Perdue)
  - HOA Management Committee (Vice President Ken Willis)

### New Business

- Motion to Authorize Property Management Agent Financial Responsibilities (Treasurer Tyler Barr)
- D&O Insurance The Travelers Indemnity Company (Vice President Ken Willis) 5 minutes

**Public Comments** (limited to 3 minutes per speaker)

### Adjournment

# Approval of the Minutes

## Minutes

April 20, 2021, 6:00 pm  
Regular Meeting of the MLCA Board of Directors  
Location: Zoom

**President-** Polly Oliver  
**Vice President-** Ken Willis  
**Treasurer-** Tyler Barr  
**Secretary-** Dee Dothard

### Call to Order

President Polly Oliver called the meeting to order at 6:08 pm, reminding participants of Virtual Meeting Protocols from Robert's Rules of Order, current edition, v.11

### Attendance

**Present:** Margaret Garland, Derrick Perdue, Suveess Ricks, Tom Flowers, Melissa Frederick, Richard Glass, Polly Oliver, Warren Scandrick, Ken Johns, Thomas Clifton, Judy Whitley, Mike McCrary, Carolyn Nelson, Sherri Kelley, Rodney Alston, Peggy Hilton, Carmen Williams, Carey McBride, Ken Willis, Vernon Reedy, Dee Dothard

**Absent:** Stephen Adams, Fred Molnar, Tyler Barr, Ed Buhler

### Agenda and Minutes Adoption

The agenda was approved by the board by common consent after discussion that Secretary Dee Dothard would speak in place of Treasurer Tyler Barr.  
The minutes were approved by the board by common consent.

### Unfinished Business

**Vacant Board Member Positions-** President Polly Oliver gave an update of the vacant positions for Chipping Court (as of 4/20/21), Club Pointe, and Gold Creek. The position for Gateway will possibly be open and a suggestion for filling this position has been given. Anyone interested must submit their qualifications and will be voted on by the board for approval.

**Establishment of Executive Powers-** Secretary Dee Dothard presented the Motion to Adopt a Resolution to Establish and Grant Authority to the Executive Committee.

### Motion

The members of the executive committee shall be the President, Vice President, Secretary, and Treasurer. The executive committee shall have the full authority of the board of directors to the extent necessary to support the day-to-day business of the MLCA. This authority is intended to support unanticipated business and shall not be used to enable the circumvention of the Board's rightful oversight of MLCA management operation and spending. The executive committee spending authority related to this motion will be limited to \$10,000 per occurrence and all such activity must be reported to the full Board of Directors at the first Board meeting following the decision and/or expenditure.

HCA Office assistance covering a potential sour-to-sink transition period for implementation of

# Financial Update

# Financial Update

## Treasurer's Report (Ten Minutes)

Treasurer Tyler Barr

- Account Balances as of April 30, 2021
  - Wells Fargo (operating account) \$485,187.77
  - BB&T (reserve money market) \$194,018.59
  - Signature Bank (reserve CD) \$215,792.52
  - Total Cash on Hand, \$894,998.88
- YTD Actual HOA Dues revenue collected as of May 17, 2021 = \$528,549.77 (roughly 85% of total expected)
- YTD Actual Expense as of April 30, 2021 = \$79,427.18 (roughly 60% below expectations assuming even monthly spend)

	Mirror Lake Community Association Operating Account												
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD
Opening Balance	\$ 59,505.02	\$ 297,172.55	\$ 450,984.96	\$ 476,201.84	\$ 485,187.77								
Deposits/Credits	\$ 281,436.94	\$ 164,638.56	\$ 32,339.97	\$ 26,694.46									\$ 505,109.93
Withdrawals/Debits	\$ (43,769.41)	\$ (10,826.15)	\$ (7,123.09)	\$ (17,708.53)									\$ (79,427.18)
Ending Balance	\$ 297,172.55	\$ 450,984.96	\$ 476,201.84	\$ 485,187.77									\$ 425,682.75

# Unfinished Business



# Vacant Board Positions

## Candidate Nominations:

- **Kay Smith, Club Pointe**
  - Former Director of Parks & Recreation, City of Villa Rica
  - Former President of Mirror Lake Social Committee
  - Retired, Managed large contracts & contractors for Fortune 500 company
  - Member of MLCA ARC (Architectural Review Committee)
  - ML Resident since 1999
- **LeVorse Scott, Gold Creek**
  - Previous candidate for Gold Creek in December 2020 HOA election
  - Retired military
  - Employed by Federal government
  - Desire to make all of ML community better

**Board Members are needed for Chipping Court & Magnolia. Covenants state that Board will backfill open positions.**

# MLCA Committee Updates (30 Min)

- **Grounds Committee – Landscaping Contract (Polly Oliver, Marshall Smith)**
- **Amenities Committee - Update (Dr. Richard Glass)**
- **Lake Committee – Update (Derrick Perdue)**
- **HOA Management Committee – Property Management Update (Ken Willis)**

## Committee Charter:

Grounds Committee is to provide oversight of the maintenance of common areas. This includes: Landscape, weed/feed, pine straw, seasonal flowers, recommendations on improvements & repair, as well as contract admin/bidding.

## Objectives:

- Ensure common areas are maintained
- Maintain HOA Building
- Best value for contracted work
- Coordinate with other committees as appropriate

## In Scope:

- Common Areas & entry features including 5.1 (a.)(b.), ROW where appropriate, HOA Building Areas not covered by Amenities
- Lighting
- Erosion
- Signage

## Out of Scope:

- Lake, private property, golf course, undeveloped tracts and areas covered by Amenities area

## Committee Members:

- Polly Oliver, Interim Chair
- Margaret Garland
- Marshall Smith
- Carmen Williams

## Deliverables:

- Updates/recommendations on activities to Board of Directors and Member meetings (Monthly)
- Evaluating RFIs, RFPs, Contracts and SOWs when selecting a new vendor
- Communicating with representatives for each of our vendors
- Inspecting the work performed by the landscape vendor provider
- Suggesting additions and amendments to the landscape maintenance program

## Project Milestones:

1. Calls with known existing contractors
2. Updated budget numbers to EC
3. Landscape proposal to Board

## Due:

Completed  
TBD  
May 18, 2021

## Project Status Key:



Planned  
Discovery  
Underway/on Track



At Risk  
Stopped – Need Assistance or  
Direction from Board

# Landscaping (Maintenance) Contract - Discovery

- Current contract with Outdoor Expressions expires 6/15/2021
  - Provide crew of 2, 2-1/2 days per week, 42 weeks of year
  - Monthly Contracted price \$9,082
  - Chemical treatments, aeration, mulch, seasonal color priced separately
- 4 landscape vendors engaged to provide proposals, vendors offered tour of property
  - 2 vendors opted out of bidding, citing inability to service HOA
  - 20 acres require regular maintenance, chemical treatments, pinestraw, etc, spread over approx. 1500 acre tract

# Proposed landscape contract – Southern Landscapes & Design

- Grounds Committee has “tested” with chemical treatments, pinestraw & clean up of common areas, outside of OE Contract
  - Contract provides: general maintenance of all common areas, chemicals (7 treatments), pinestraw (7000 bales), seasonal flowers
  - Value Add included: annual bed trenching & turf aeration, trash removal in weekly rotation including amenity areas (tennis courts, playgrounds, lake, etc), tree/limb removal up to 8” diameter, fire ant control
  - Local company
  - Contract provides: same general maintenance but full crew (3-5), 5 days per week, 52 weeks/year, excluding holidays
  - 2021 Budget: \$224,000; SL @ \$214,000
  - Effective June 15, 2021
- Motion: HOA/Grounds Committee should enter contract, through end of 2022 (18 months), with Southern Landscapes to perform routine maintenance of HOA Common Properties

## Amenities Committee

### Committee Charter:

Amenities Committee is to provide oversight of the maintenance of recreation facilities. This includes: Playgrounds, pools, tennis courts and walking trails, recommendations on improvements & repair, as well as contract admin/bidding.

### Objectives:

- Ensure recreation areas are maintained
- Best value for contracted work
- Coordinate with other committees as appropriate, e.g. Grounds, Lake

### In Scope:

- Playgrounds, pools, tennis courts and walking trails
- Areas not covered by Grounds committee

### Out of Scope:

- Lake, private property, golf course, undeveloped tracts, Common Areas & entry features, ROW

### Deliverables:

- Updates on activities to Board of Directors and Member meetings
- Best in class RFIs, RFPs, Contracts and SOWs

### Committee Members:







• Rectangular Ship

- Richard Glass, Chair
- Danielle Burgin
- Judy Whitley
- Jayne Loprano
- Fred Molnar
- Alan Whitley

### Projects:

### Status:

### Due:

- |  |   |                   |
|--|---|-------------------|
| 1. Compile vendor List & Understand SOWs |  | • Projected Dates |
| 2. Pool pump repairs                     |  |                   |
| 3. Pool Bathroom Drywall/tile            |  | COMPLETE          |
| 4. Tennis court wash/repair              |  | COMPLETE          |
| 5. Playground repairs                    |  | 06/05/2021        |
| 6. Pool signage                          |  | COMPLETE          |

### Project Milestones:

### Due:

- |  |          |
|--|----------|
| 1. Calls with known existing contractors |          |
| 2. Committee adoption of charter         |          |
| 3. Pool Inspection Schedule              | COMPLETE |
| 4. Shower leak repair                    | COMPLETE |

### Project Status Key:

- |  |   |
|--|---|
|  Planned             |  At Risk   |
|  Discovery           |  Stopped – Need Assistance or Direction from Board |
|  Underway/on Track |   |

## Committee Charter:

The purpose of the Lake Committee is to provide oversight and improvement opportunities for Mirror Lake to include relationship management and compliance obligations imposed by the Safe Dams authority, lake use management, lake aesthetics and fisheries management.

## Objectives:

1. Ensure compliance with all Safe Dams requirements.
2. Maintain a contractual relationship with a Fishery Management Partner to ensure proper habitat composition
3. Consider options for improvement or enhancements enabling ease of lake access for homeowners.
4. Provide general oversight and recommended improvement options for all lake management practices.

## Deliverables:




1. Ensure that Mirror Lake has an active contract and maintains a solid relationship with a Fishery Management Partner to ensure proper habitat composition

## Committee Members:



- Derrick Perdue, Chair
- Ken Willis
- Greg Jones
- Richard Glass
- John Yacup
- Marshall Smith

## Projects: Status: Due Date:

As outlined within stated objectives and deliverables:

- |   |   |             |
|---|---|-------------|
| 1. Aquatic Environment Services<br>Fish Population Audit contract |  | May 2021    |
| 2. Safe Dam Requirements: Seepage issue                           |  | August 2021 |
| 3. Safe Dam Requirements: 12" Grass Root                          |  | TBD 2021    |

## Deliverable Status: Due:

- |  |   |          |
|--|---|----------|
| 1. Aquatic Environment Services contract<br>auto-renewed annually      |  | Complete |
| 2. Aquatic Environment Services Fish<br>Fish Population Audit proposal |  | May 2021 |

## Project Status Key:

- |   |  |
|---|--|
|  Planned           |  At Risk  |
|  Discovery         |  Stopped – Need Assistance or<br>Direction from Board |
|  Underway/on Track |  |

## Committee Charter:

HOA Management Committee, (temporary committee) intended to review existing HOA management practices and explore opportunities for improvements to include consideration of continued on-site HOA management or the possible engagement of an external management services provider. This committee will be expected to provide a recommendation and proposed course of action.

## Objectives:

1. Review existing Mirror Lake HOA management practices and the documented policies and procedures prescribed for those practices.
2. Review industry standard activities and practices associated with management responsibilities performed by in-house HOA property managers.
3. Review industry standard services and service level expectations associated with external property management companies.

## Deliverables:

1. Identify and recommended a preferred approach for future management of the Mirror Lake Community Association. (In-house or External)
2. Identify and recommend a preferred source/vendor for engagement of management services supporting the Mirror Lake Community Association.
3. Perform final negotiations and completion of vendor engagement as approved by the Board of Directors.

## Committee Members:

- Ken Willis, Chair
- Suveess Ricks
- Sherri Kelly
- Dee Dothard
- Fred Molnar
- Polly Oliver

## Projects:

## Status:

## Due Date:

As outlined within stated objectives and deliverables:

- |   |   |
|---|---|
| 1. Review Existing Practices                    | ● |
| 2. Review Industry Standard Practices           | ● |
| 3. Review Industry Standard Services            | ● |
| 4. Identify recommended approach                | ● |
| 5. Identify recommended source                  | ● |
| 6. Complete negotiations and confirm engagement | ● |

## Deliverable Status:

## Due:

1. Recommendations Pending

04/20

## Project Status Key:

- |                     |                                |
|---------------------|--------------------------------|
| ● Planned           | ● At Risk                      |
| ● Discovery         | ● Stopped – Need Assistance or |
| ● Underway/on Track | Direction from Board           |



## **HOA Management Committee Recommendations - Update**

### **Approved at April Board Meeting:**

The HOA Management Committee should be granted full authority to proceed with the recommended efforts identified within the committee report;

- Enter final negotiations and agreement with the provider of the low cost proposal for full service HOA Management Services
- Secure temp agency support for HOA management office staffing and support during transition period

### **Temporary Office Assistance secured via Randstadt – providing ½ days, 5 days/week**

- Providing excellent support, staffing office, handling emails, ARC Requests, logging payments, issuing amenity tags, providing closing letters
- Employed until we transition to Property Management Company

### **Final Negotiations with Premier Association Management to provide full service HOA Management Services**

# Premier Association Management, Inc.

Effective June 1, 2021

- Premier Office 9:00-5:00 Monday – Friday, with Emergency Contact 24/7
- On site (MLCA Office) Four ½ days per week hours yet to be determined, available in Douglasville office remainder of week
- Complete oversight and administration of Mirror Lake Community Association affairs, including service contracting & oversight, budgeting, financial statements, year-end statements, collections, banking and staffing
- Website updated to enable resident's access for general information, amenity sign-up, community events, on-line payment of HOA dues, ability to download individual statements, streamline ARC requests, new homeowner information, legal documentation, community calendars, etc.
- Strict covenant enforcement with prompt follow-up (violation pictured on notice & fines/liens for non-compliance), in marked vehicles
- Quick turnaround for refinance and closing letters, etc.
- Monthly Mgmt Fee: \$8,700, \$104,000 annually, budget \$100,000 (previous on site mgrs.)

# New Business

# Motion to Authorize Property Management Agent Financial Responsibilities

Treasurer Tyler Barr (5 minutes)

Although the Covenants & By Laws provide authority to engage a Management Agent, certain duties outlined in Section 4.9 may be in conflict with transfer of authority from the Treasurer to the Agent.

## **Motion:**

Board is requested to authorize Premier Association Management (Management Agent) to maintain a trust account on behalf of the association for the purpose of day-to-day accounting and expenses to include collection of funds for deposit to the account and payment of association bills.

Management Agent shall be caused to keep the financial books and records and provide monthly financial report to the Treasurer, as necessary to keep the President and the Board of Directors informed at all times as to the financial condition of the Association.

# D&O Insurance

## D&O Insurance (Five Minutes)

Vice President Ken Willis

# Public Comments

(limit to 3 minutes per speaker)

# Adjournment