

WINDSTONE COMMUNITY ASSOCIATION II
BOARD OF DIRECTORS MEETING
SEPTEMBER 10, 2019
Sugar Grove Fire Station

CALL TO ORDER: The meeting was called to order at 6:49 p.m. by President, Vivian Porretto.

BOARD PRESENT: Tim Dyer, Susan McKenna, Eileen Rives, Vivian Porretto.

OWNERS PRESENT: Marilee Bielski, Steve and JoAnn Becker, Jeff Jordan (Board Constituent), Charles and Bea Reynolds, Dwight and Teri Isaac, Gary and Julie Brown, Jason Turner, Gary and Debbie Mielke.

OTHERS PRESENT: Tom Carlstead, RealManage Property Management.

Due to the fact that the Management Company did not provide the Board with an accurate Agenda and Board packet (there were more people requesting to speak in Executive Session than Tom communicated), the Board asked the homeowners in attendance if it was alright for us to begin with the Executive Session. It should be noted that the Management Company did not have any of the documentation prepared for the Violation Hearings which put the Board at a great disadvantage.

After addressing the audience asking if anyone objected to going into Executive Session first (no one objected to the request), the Board immediately decided to go into Executive Session for half of the hearings. Therefore, on motion by Vivian Porretto seconded by Eileen Rives, the Board unanimously adjourned the Board Meeting and started Executive Session.

On motion by Eileen Rives seconded by Vivian Porretto (approximately 8 p.m.), the Board unanimously re-convened and proceeded with the Board Meeting.

MINUTES:

On motion by Eileen Rives second by Susan McKenna, the June 4, 2019 Board Minutes were unanimously approved.

On motion by Eileen Rives second by Tim Dyer, the March 19, 2019 Board Minutes were unanimously approved.

On motion by Eileen Rives second by Susan McKenna, the December 11, 2018 Board Minutes were unanimously approved.

On motion by Eileen Rives second by Tim Dyer the September 25, 2018 Board Minutes were unanimously approved.

TREASURER'S REPORT as of July 31, 2019: July budget balanced as expected. Jeff has continued to have questions/issues as to where (which categories) certain charges were placed in the budget, as well as continued questions about moving the budget(s) from the Baum system over to the CiraNet system and is working with the Management Company to clarify/correct the continuing issues. Jeff will continue to work with Tom on the CiraNet transition so that there are no missteps on categorization, etc.

Administrative services charges from RealManage are in question, however, Tom didn't have a chance to reconcile anything yet. It appears that we may be double charged for some of the Administrative costs. Tom will investigate this.

The Pizzo charges need to be properly booked. Tom said he will have this done.

Tom stated that interest charges that have been omitted from our financial statements (this was another error), were going to be added to the next run of our financial information.

It was also pointed out to the Management Company that they are not charging the proper interest rates on the late assessment accounts. Tom stated this will be corrected. This has been pointed out to the Management Company too many times to count now.

Tom went on to tell the Board that there are approximately 15 letters that have gone out with fines that are erroneous

As of the end of the month we had \$147,044 in our Operational Budget and \$277,484 in the Reserve fund. There were no other questions about the budget.

On motion by Susan McKenna second by Vivian Porretto, Treasurer's Report as given by Jeff Jorden was unanimously approved.

UNFINISHED BUSINESS:

- Pizzo: willow removal and naturalization update:
We will continue to do business with Pizzo regarding the above-mentioned project. Additionally, the one weed that we have identified (hatchnut) is in the process of being removed. The Board is committed to contacting Pizzo to find out what is being sprayed, and said that the Board would act appropriately communicating this to homeowners prior to the start of the spraying.
- Lake Project
Tabled until early Spring
- Front entrance monument status
Tuck pointing will be completed in the Spring, weather permitting.

- The Iron Plate bid from Two Brothers (\$575) was discussed again. It already has been approved. Two Brothers has not been able to do the work due to all of the rain we have had this year. This work will be performed in the Spring.
- Violation issues/Management Company issues:
Tim Dyer, once again had to go through the Violation Process and what is not working with Tom. There is a timeliness issue with the entire process on the Management Company's end. In addition, once RealManage does get the work completed, the letters and fines are incorrect.

The Board would like to know when/if our process would ever be done correctly again. Tim also pointed out that the Violation Process was moved into CiraNet without the Board's knowledge, nor was there any validation of what was moved into the CiraNet module or if the HOA's Rules and Regulations were being followed properly. Tom had no good explanation for why this was all done incorrectly, except to say that the CiraNet module could not be made to follow our Rules and Regulations. Tim once again pointed out that our process has not changed – that the Management Company's has – and that this needs to conform to our process.

Tom pointed out that he has been learning alongside of us. The Board let Tom know that we find this totally unacceptable and that everything still needs to be fixed.

The Board then pointed out that the transition was communicated to us as a smooth process that has been done all over the country and that our transition has been nothing close to "smooth". It was pointed out to Tom again that we are paying for services that we are not being provided with – services that we were receiving pre-transition.

Susan McKenna pointed out that we are being over-charged for the Administrative Fees section of the contract. Susan read from the contract and asked Tom questions. Tom was unable to explain how the contract worked.

Tim requested credit for all of the errors that have been made with the Violations. Tom stated that our process cannot be followed by CiraNet/RealManage and that we need to change our process. He stated that there are issues and they are trying to work through them – that he is probably more frustrated than we are with all of this. He once again asked us all to visit his office – we again declined as we prefer to visit once they have straightened out all of their problems. We have contacted Aaron (from the Management Company) three times and have received only one response.

Eileen Rives pointed out that we have "lost" our Manager in this transition. Tom said that he doesn't disagree – that he isn't trying to downplay anything. He stated that Baum is now part of a company that has thousands of associations attached to it so Management Company representation is less now that CiraNet is being put into place. He said that it is more self-service now and that we did not understand that until now

(and neither did he). Eileen also pointed out that the Management Company did not prepare for this meeting properly and that the Agenda and Board Packet was incomplete.

Tom then proceeded to state he was going to request that his boss reassign him away from our account stating that maybe someone else at RealManage would be able to straighten out everything that is wrong. Tom stated that his entire job has changed and everything has become chaotic. He then asked if this would be ok with us. Eileen said that this still doesn't fix the problems. He said that maybe we want to be accounting only versus what our contract states. Eileen again pointed out that this was not how things used to be prior to RealManage being brought on. We decided to wait until Tom spoke with Tina and we move forward from there.

Tim again reiterated that the Board is requesting reimbursement for all of the erroneous letter sent to our Members.

- Ombudsman policy
This does not supersede our policies, it is in addition to our policies. This should have been done already – however, Tom could not explain why we needed it at the time.

NEW BUSINESS

- 2020 Budget and Schedule
Susan discussed what was being mapped out for landscaping and common area issues and maintenance. Susan also discussed Stamford Place. The cul-de-sac needs to be fixed up. Marilee stated that her cul-de-sac has been “pathetic for years.” Susan vehemently disagreed.
- Appointment of board officers -- President of the HOA resigned
On motion by Eileen Rives seconded by Susan McKenna, the Board unanimously appointed Vivian Porretto as President of the Association.

Also, on motion by Eileen Rives seconded by Vivian Porretto, the Board unanimously appointed Susan McKenna as Vice President of the Association.

- Homeowner Comments
Marilee stated that this has been a very disappointing meeting. She continues to have a laundry list of what she thinks is wrong with everyone and everything. Marilee also stated that there are dead trees, weeds growing in places that trees used to be (reseeding should have happened).

On motion by Vivian Porretto seconded by Eileen Rives, the Board unanimously adjourned the Board Meeting and reconvened Executive Session.

The Board heard one more Violation Hearing.

On motion by Eileen Rives, seconded by Vivian Porretto, the Board unanimously adjourned the Executive Session, reconvened the Board meeting and subsequently adjourned the Board meeting.

Respectfully submitted,
Eileen Rives
Board Secretary