

Arbor Hills Condominium Association

Meeting Minutes Open Session September 25, 2013

Location: Clague Middle School

Participants: Ig Justyna President, David Finnegan Vice President, Carla Charlebois Treasurer, Jill Kulhanek Secretary, Vance Allan Director

New Management Company, Your Peace of Mind, Glynis McBain President, Jake Freeland Property Manager

Open Meeting start Introduction of YPM 805pm

-Introductions; BoD introduced Your Peace of Mind Glynis McBain, President and Jake Freeland Property Manager to the association.

Questions for YPM from Association Members

-Steve Haddrill asked BoD why they selected YPM and how many properties per manager. Jill responded because of the level of commitment to communication with the BoD and Association members, and their retention rate with their other communities. Glynis also responded by telling the members YPM has a 99% retention rate. Glynis advised Steve they balance out the managers by number of doors and evening meetings per association (less than 7 per month).

-Gabe Cherem asked Glynis if they service 10,000 doors, Glynis responded yes.

-Joan Messer asked who is responsible for getting new home owners in Arbor Hills information about the neighborhood, Glynis advised YPM would send a welcome letter and information to the new residents as they are the resident agent for AHCA.

-Usha Jindal asked the turnaround time to get the information out to new residents, and Glynis advised they would send a letter out within 10 days if they know of a new homeowner in the neighborhood.

-Gabe Cherem asked Glynis and Jake YPM's time frame to return calls and emails made to their office, Glynis stated 24 hours, she advised if the email is not answered to resend the email incase it did not go through.

-Joan Messer asked why YPM wanted Mortgage Company information and vehicle information from AHCA residents, Glynis advised the management company can ask for the information per the bylaws; they use the information for voting on associations matters to verify the residents. Glynis also advised they take vehicle information because if a vehicle does not belong in the neighborhood YPM will have it towed.

2014 Preliminary Budget Presentation 830pm

-AHCA President Ig Justyna presented to 2014 preliminary budget to the members who were present at the meeting.

-The projected budget would stay as with the 2012 Budget of \$106,000, the members were advised the final budget would be available at the October Final meeting.

Questions for the BoD from Association Members

-Elaine Kennedy asked if the same snow plowing company would be used for this up and coming season, BOD advised YPM is currently obtaining bids for snow plowing

-Barb Cherem asked why snow plowing and salting was increased in the budget, BoD advised the increase is an estimate pending on the bids obtained by YPM, BoD advised that we are not sure if the amount will increase yet.

-Barb Cherem asked why storm sewer amount was reduced by \$1500.00, because she thought there were 2 or 3 wells that needed to be fixed or the street would collapse. BoD advised as of right now the wells are holding and there is no need for repair.

-Elaine Kennedy asked if the reduction was a guess and BoD advised at this point yes, and the budget lines for street lights and signs were also a guess. Ig did advise there were 2 possibly 3 street lights out, there was discussion amongst the members and it was agreed to have YPM contact Vedder Electric and have all of the lights fixed.

-Usha Jindal asked if the street lights were numbered, BoD advised yes each light is numbered.

-Steve Haddrill asked why landscaping and mowing was \$3300.00, Carla advised Steve the two were lumped together but she is working with Glynis to separate the expenses once the bids are in. Steve also asked if the Tax Return was going up and inquired about the \$396.00 in bank fees, BoD answered no to the tax return increasing and advised no bank fees with YPM.

-Gabe Cherem asked BoD about the cost of the management company, he stated MMI was \$4000.00 more than the previous company, and BoD advised we were going to try and keep the management company fee more around the \$15,000 rate. BoD advised Gabe after conducting the interviews YPM had the best interests of the community, and YPM would take more responsibility in managing the community as opposed to the BoD which was the case with MMI.

-Barb Cherem asked if AHCA has a lawyer on retainer, BoD responded no, Barb then asked about using a resident or residence family member for legal advice pertaining to AHCA, BoD responded that it may cause a conflict of interest amongst the community.

-Steve Haddrill asked why so much for copies (\$1200.00), Carla advised the association has 3 mailings a year two for associations dues and one for the annual meeting, and this year we had the special meeting mailing and welcome packet from YPM that we did not anticipate.

-Don Kocol asked if he could cut down some small trees at the back of his property in a common area, BoD along with the members of the association who were present approved the cutting of the trees by Don.

Updates 900pm

-BoD advised members that MMI only received on bid for curb repairs and YPM will attempt to get additional bids so the work can be completed this year. The members were advised the money for curb repairs is in the reserve fund of the budget. Steve Haddrill asked if residents in the neighborhood could also get estimates to fix areas on their property at their own expense, BoD agreed pending on the company being selected to do the work and if they agree to do the additional work.

-BoD also advised the members' association dues would not increase this year, but the association may need to do a study to see if the reserve fund is underfunded and look at the possibility of increasing dues in the future.

Presentation of Aesthetics Aspects 910pm

-AHCA President Ig Justyna presented the criteria for aesthetics aspects based on the boards interpretation of the survey that was presented to the association from the aesthetics committee.

-Gabe and Barb Cherem disagreed with the way the BoD interpreted the survey and disagreed with the break down presented by the BoD. The Cherem's were advocating that results for **Not Important** and **Slightly Important** terms should be combined. Gabe Cherem was also upset that questions #1 and #2 were left off the criteria.

BoD explained the results were interpreted as responders indicating either Not Important or one of the other indicators of importance (slightly, moderately, highly, or extremely). Questions #1 and #2 were included and addressed on page 6 of the presentation.

BoD reminded Gabe that in an email to the Aesthetic Aspects Committee on August 10, Ig Justyna asked "how the subjective terms used in the survey would be applied for an enforcement action". Colin Ross, committee member, replied stating, "I don't know that it's possible to operationalize the terms any more concretely than to simply apply a common-sense definition of the words themselves. The interpretations of the choices may differ somewhat from one respondent to another, but in the aggregate, the data should be able to give the board a useful guide to where the consensus of the co-owners stands on these issues. Of course the board will have to apply its own subjective filter in interpreting the results."

-Tad Biskupski commented that he was more interested in an interpretation by words not by statistical numbers. He also indicated that had he known that there might be an interpretation that Not Important and Slightly Important would mean the same thing, he would have never selected slightly important for any of his choices.

-Elaine Kennedy commented the input was given to the BoD for direction in what the neighborhood would like to see as far as aesthetics, not to sway a vote in making policy.

-BoD is in place to set policies and govern to the Bylaws and some in the Association are not going to be 100% satisfied in how the policies are applied.

END OF OPEN SESSION 10PM

NEXT MEETING, ANNUAL MEETING OCTOBER 24, 2013 REGISTRATION STARTING AT 630PM MEETING FROM 7PM TO 9PM AT CLAGUE MIDDLE SCHOOL MEDIA CENTER