

Tara Condominium HOA Board Meeting

Tuesday, May 14, 2013
6:00 pm

1. Meeting called to order by President, Ben Joyner.
2. Establishment of Quorum:
Board Members in attendance: Ben Joyner, J Hyde, Jon Randall, Kim Sanders, Randolph Scott, Tom Slocum, Henry Hoell

Henry Hoell announced his retirement from the board effective today. This brings the board member number down to 7 members.

3. Review and Approve Minutes from April 11, 2013
Minutes from this meeting have been approved.
4. Old Business
 - a. Protocol for emergency repairs (Jon)
The drafted protocols were reviewed by the board. The purpose of these protocols is to deliver solutions to homeowners without having delays from the board having to vote on every issue that arises. The drafts (so far) will be sent to all board members and the management company for review. This will need to be communicated to unit owners confirming the procedures that will be followed.
 - b. [REDACTED]
This is the unit with termite problems. The contract with Pestech needs to be checked to see if their service covers this damage. The management company indicated that it is unlikely that they will cover damages (it is typically 5 times the annual cost). They will most likely just treat the infected area. USDA recommends not to flood the area with chemicals unless there is a problem. The owner has indicated that there are holes in the baseboards and they are flying out (which indicates the terminates work is done).
5. New Business
 - a. Review reports
The board reviewed all financial reports including BALANCE Sheet and Profit and Loss Performance. The board also reviewed Delinquent and Prepaids Report.

b. Pool Opening

This will take place from 9:00 AM to 12:00 PM on Saturday 5/18. Tom and Sue Slocum will volunteer to pass out pool passes.

It was determined that delinquent home owners will not be issued pool passes. J Hyde made a motion to determine a delinquent amount over \$147 will not be issued a pool pass. Kim Sanders second the motion.

Unanimous vote to pass this motion. If a renter lives in a unit that is delinquent, the renter will have to follow up with the unit owner to resolve their delinquency issues. Renters will have to provide proof that they occupy their unit. There is a Pool Registration form that will be required for each distribution for pool bracelets. The Slocum's will use this opportunity to capture more contact information, like emergency phone numbers and email addresses.

c. Outstanding Invoices

The board reviewed open work orders that were passed on to Russell Property Management from Keystone Property Management. There are 6 open orders with Greg Justice. There are no records on what the status and issues are in these units. It is possible that there are more work orders that were not documented.

d. Club house cleaning frequency

The cleaning schedule for the bedrooms during the pool season is twice per week. The management company mentioned that the same pool maintenance company cleans the bathroom at other condominium properties. The current cleaning contract has expired. The management company will find out if the pool maintenance firm can take over the bathroom cleaning for a reduced price.

e. Update on mulch/pinestraw

This has been tabled – there is a prestige that exists at Tara Condominiums as one of (if not the) nicest community in town. However, the organization is on financial “red alert” and excess expenses are not possible at this time.

f. Fountain Maintenance

There was a proposed contract from Rich Goddard to maintain the fountain. It was determined that this was not necessary as there would be minimal cost to do ask needed repairs. It was determined that a fountain is needed to maintain the appearance of the grounds, but it should not require any significant investment to maintain.

g. Outstanding Invoices

The board reviewed outstanding invoices that need to be paid (the management company wanted to make sure they were not paying

anything that should not be paid). It was determined that outstanding invoices all need to be paid.

h. HOA vs. Owner Responsibility

The board reviewed information and documents provided by the management company on the responsibilities of the unit owner, the HOA and the protocols for assessments. There was review of “limited common elements” that can be fixed, but assessed directly to an individual unit owner or single building. The declaration clearly states that an HOA “shall” assessment individual unit owners on repairs to limited common elements. The management company helped interpret that the building issues that need to be repaired should be absorbed by the HOA if they are small, but assessment to the unit owners of that particular building (not the entire home owner community as a whole). *This will be discuss in upcoming board meetings to determine the HOA’s protocols and communicate this to the home owners.*

i. Water Bills

The complexity of the billing continues to be an issue for homeowners (this has been confirmed and highlighted by the transition of the management company). Jon Randall made a motion to establish an average monthly amount (determined by the average of all the units) to draft for the water bills. J Hyde second the motion. The board voted unanimous to pass this motion and start averaging the water bills for all homeowners and allowing for auto-draft payments for water. It will determine when this can become active (it is possible that this will have to start with the new annual budget). *It was estimated by Randolph Scott that this will create an estimated annual savings of \$1,800 for the HOA and eliminate the many headaches that homeowners are reporting.*

ACTION ITEMS:

- **Russell Management: Ask Pestech if Tara has any coverage for termite damages under our contract**
- **Russell Management: Issue a work order to follow up on unit 1 [REDACTED] to investigate the damage from termites**
- **Russell Management – follow up with Greg Justice on the open work orders to determine the status and the issues. Also determine if there are additional work orders that were not documented.**
- **Russell Management – close open work orders (including eliminating excess pest control spray from U.S, Lawns)**
- **Russell Management – get the fountain pump up and running and determine if any maintenance is needed**
- **Russell Management – ask the pool maintenance firm if they can clean the bathrooms (and eliminate the expired cleaning contract)**
- **Pool Pass Issuing (Tom and Sue Slocum) – please do not give pool passes to units owing more than \$147 to Tara HOA**

- Jon – email what the board members have drafted so far on procedures to follow for emergencies and repairs

Upcoming Meetings:

CONFERENCE CALL MEETING AT RPM : THURSDAY, MAY 16TH, 6:30 PM

Next Board Meeting: Tuesday June 11th, 2013

(second Tuesday of each month)

Tara Condominiums HOA Board Meeting

Wednesday, June 19, 2013
6:00 pm

1. Meeting called to order by President, Ben Joyner.

2. Establishment of Quorum:

Board Members in attendance: Ben Joyner, J Hyde, Jon Randall, Kim Sanders, Tom Slocum
Homeowner Ben Bankard (1938-104) was present at the meeting.

3. Review and Approve Minutes from May 14, 2013

Kim made a motion to approve the minutes; Tom seconds the motion. All present board members approved the minutes.

4. Old Business:

a. Protocol for emergency repairs

The board reviewed the drafted protocols that were built over email. There are some more cost effective options that S.T.O.P. that can be used. Our protocol will be to contact Russell Management – they have more cost effective vendors that can help with emergency situations that are outlined in the drafted protocols.

Back flow switches are an ongoing issue as most units do not have them. We got a quote from Delcor for \$125 per unit. Russell Management indicated that 2 years ago another complex got them done for \$60 per unit. An assessment to home owners to fix these problems would eliminate many of the larger problems that are arising for home many owner units.

Kim made a motion to issue an immediate Assessment of \$125 per unit (\$50 inspection and \$75 for back flow switches). If a homeowner already has a backflow switch, they will get a credit back of \$75 (if a homeowner submits a formal inspection on their own, they can qualify for a credit back of the \$50). Ben seconds the motion. The present board members voted unanimously to pass this motion.

J made a motion to approve the emergency repair protocols, Tom seconds the motion. The present board members voted unanimously to pass this motion.

b. [REDACTED] update

This property is being treated for termites.

5. New Business:

a. Review reports

All of the financial reports were reviewed by the present board members.

b. Mediation

6/21 is an expiration date to make a decision on this litigation. There will be a cost to the HOA to continue this lawsuit which will be around \$5,000. Builder's Mutual Insurance Company will not remedy the problem; however they might play to fix the problem. An example is they would fix rotted wood, but not fix our flashing problem. It appears there is limited upside in continuing to pursue this mediation.

Jon made a motion to stop the mediation proceedings; Kim seconds the motion. The present board members voted unanimously to pass this motion to stop the mediation.

c. Pressure washing

Some of the buildings are looking dirty. A vendor in the past caused damage when the pressure washing was done. Russell Management will evaluate which buildings need washed and get some price quotes.

d. Fitness room Air/Window

A solution was proposed to possible use reflective tinting on the 2 windows that face the pool to reduce the ongoing heating/air cost of this room. More information will be gathered and price quotes will be ascertained.

e. Club house cleaning

A Service Proposal was submitted to the board for cleaning the clubhouse, bathrooms, kitchen, windows and replacing supplies \$65 per week. Additional cleaning, for example after a large party, would be billed additionally at \$20 per hour. *This appears accounts for more cleaning during pool season and less when the pool is not open.* It was determined that every other week in the off season is all that is necessary. Another quote will be ascertained.

f. Fountain/Pool Updates

The board reviewed the current status of the pool and fountain. At this time there are no items to vote on and no action items.

g. Newsletter Format

We discussed the old format and a format that would be in black and white on color paper (to save money). *A proof will be sent to board members and the board will vote over email.*

h. Utility bill clubhouse/pool

It appears that the HOA is paying GUC a sewer fee to fill the pool. It would cost \$3,000 to put in a water meter for just the pool. The cost for the separate sewer fee is \$200 per month (roughly \$1,000 per year). It would be multiple years until the HOA recouped this cost. *We will get more details on costs from the HOA and the board will vote with more information next meeting.*

i. Assessing Owners for Insurance Loss

The board reviewed the state laws and protocols that the board has in place.

Kim made a motion to adjourn the meeting, Tom seconds the motion. All were in favor of adjourning the meeting. Meeting was adjourned at 7:30 PM.

Next Board Meeting: Tuesday July 9, 2013

Action Items:

- **Russell Management – issue an immediate Assessment of \$125 per unit (\$50 inspection and \$75 for back flow switches). If a homeowner already has a backflow switch, they will get a credit back of \$75. If a homeowner submits a formal inspection on their own, they can qualify for a credit back of the \$50 inspection portion of the assessment.**
- **Russell Management – notify the attorney to stop the mediation court order**
- **Russell Management – check into magnet contact information for emergencies**
- **Russell Management – get a quote to get back flow switches for all units that need them**
- **Russell Management – please send (individual mailing) the documentation on who is responsible for repairs. Include the protocol for repairs. Include this with the assessment.**
- **Russell Management – please email a proof of the Black and White newsletter format**
- **Russell Management – get a quote for a timer on the thermostat(s) in the clubhouse**
- **Russell Management – please evaluate which building need pressure washing and get price quotes**

- **Russell Management – email Jon Randall the dimensions of the windows in the workout room (the 2 that face the pool). He will forward them to a provider he recently used at his business to deliver a price quote to the board**
- **Russell Management – please get a revised quote from the clubhouse cleaning provider (Jennie Williams)**

Tara Condominiums HOA Board Meeting

Tuesday, July 9, 2013
6:00 pm

1. Meeting called to order by President, Ben Joyner.
2. Establishment of Quorum:
Board Members in attendance: Ben Joyner, J Hyde, Jon Randall, Kim Sanders, Tom Slocum, Jeff Brooks, Kevin Cruthfield
3. Review and Approve Minutes from June 19, 2013
J Hyde made a motion to approve the minute. Kim Sanders second the motion to approve the minutes. All were in favor to pass the motion to approve the minutes.
4. Old Business
 - a. **Cleaning Contract**
The vendor agreed to do every other week during non-pool season (charging every other week). She will deliver a new agreement to the management company which will be forwarded to the board.
 - b. **Back Flow Installation: \$70**
The board discussed the details of the motion that was made at the previous meeting. This will be also published in the next newsletter.
 - c. **Pressure Washing**
The management company assessed the buildings and selected the sides that looked the worst (which will create a savings for the homeowners). The owners will be notified so they are aware of the cleaning. Once a quote is in, the board will vote on this fix/expense.
 - d. **Window Repair**
There is not an update on the repairs at this time.
 - e. **Mediation Dropped**
The board discussed the items from the last meeting and why the mediation was dropped to save the board significant legal expenses that will not result in any gain.
5. New Business
 - a. **Fitness Room waiting for price**

We are still waiting on a total price on this item.

b. Fountain/Pool Updates

Fountain – the water level has risen above the overflow tube levels. We have many great homeowners who are helping by turning on and off the switch for the water into the fountain. It would be possible to put on a lock box on the water switch to control who turns it on and off.

Pool – there is a “graveyard” of broken chairs (5 at the last count). Tom Slocum will be fixing one of the chairs with a nut and bolt. At the peaks of use nobody has been “standing” around with the lack of chairs.

c. Newsletter (pg 4-5)

The new format of black and white plus double sided printing will save the homeowners association money.

It was discussed to email, mail and put the door of unit owners/renters (the owners would be mailed a copy) the newsletter.

d. Property Information Disclosure

An owner who was trying to sell their unit had to disclose more information about their unit, including an structural damage/repairs and any expected assessments. The local Real Estate community has indicated multiple times that they do not know what is going on with Tara Condominiums, the expected repair and the direction of the board. The board reviewed the laws and procedures (including the bylaws) for how to handle the issues that need to be disclosed to the homeowners (and possibly local real estate community, upon board approval).

All the information the board has was the past architectural assessment of the 4 buildings that were selected for closer inspection. It is uncertain the true problem that could potentially exist due to building issues. We reviewed the law (legal common element) and the bylaws to help the board think through this potential issue.

A suggestion from the management company was to check one building at a time. There have not been recent issues (and there is not an impending assessment). *The local real estate community is assuming the worst, which is that the problems that have arose in the past are at their worst in every building.* The architecture assessment is on file and can be referenced by buyers and real estate agents as needed.

Many board members gave feedback that something needs to be communicated to homeowners (and potentially the real estate community, upon board approval). Disclosing that the fact that “[There is not a current assessment for Tara Condominium Homeowners. The board of directors makes every effort to be knowledgeable of known issues and references the latest architectural evaluation report that was completed. This](#)

information has been (and will continue to be) disclosed to all homeowners of Tara Condominiums. The best resource for a buyer of a Tara Condominium property is an approved home inspection.” *Not communicating anything is worse than communicating our current facts (saying nothing indicates things are bad).*

Jon Randall made a motion to communicate the above information (in blue) in the next newsletter and include a copy to the local realtors association (Greenville-Pitt Association of Realtors). J Hyde second the motion. There was a unanimous vote to pass this motion and issue the communications.

e. Owner’s requests for information

There is a state law not to disclose individual or unit information to outside parties. Others are able to review general financial documents, like a balance sheet.

Kim Sanders made a motion to adjourn the meeting, Jeff Brooks seconds the motion. All were in favor of adjourning the meeting. Meeting was adjourned at 8:08 PM.

Next Board Meeting: Tuesday August 13th, 2013

Action Items:

- **Management – Please include the assessment details on the upcoming Newsletter**
- **Management – Please email the quotes from the power washing to the board members so a vote can be made to implement this fix/expense**
- **Management – Please include the above disclosure (*in blue in quotes*) in the upcoming newsletter. Also please send this communication to the Greenville-Pitt Association of Realtors.**

Tara Condominiums HOA Board Meeting

Tuesday, August 13, 2013

6:00 pm

1. Meeting called to order by President, Ben Joyner

2. Establishment of Quorum

Board Members in attendance: Ben Joyner, Jon Randall, Kim Sanders, Randolph Scott, Tom Slocum, Kevin Cruthfield

3. Review and Approve Minutes from July 9, 2013

Last month's minutes were approved.

4. Old Business:

a. Old meeting minutes approval

These will be reviewed and documented in an HOA binder.

b. Review reports

The management company will transfer excess from the operating account to the reserve account and will send the excess monthly revenue there as well.

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5. New Business

a. For Approval:

1. WO 1062/Pressure Washing bids

Tri-City Pressure Washing is a company the management company uses that is given the best bid.

Kim made a motion to use Tri-City to implement the necessary pressure washing; Jon Randall seconds the motion.

All board members voted in favor of this motion.

2. WO 1711/Timer Thermostats

It would be cost effective to the HOA to have a timer to shut off the heat/AC in off hours. The thermostat is in the office (which is no longer used) which controls the workout room and bathroom. Investigating a sensor in the used areas will be looked into to help the board evaluate the cost savings.

3. WO 1678/Water Meter

It is a big investment to make this change which will take 5 years to pay back. It was recommended by the management company to not make this investment.

4. WO 1958/Fitness Room Options

Kevin Crutchfield made a motion to install window tinting in the fitness room; Randolph seconds the motion. All were in favor of passing the motion.

5. Newsletter

The board reviewed the newsletter draft. Closing date to the pool will be added. There will be an indication that "towing will be enforced".

More information will be added to the Inspections area of the newsletter for a deadline to prove that had a backflow switch of October 1st. The next board meeting in September will be followed by an open board meeting for the entire HOA.

b. For Review:

1. WO 1884/Greg Justice

The board is in approval of go ahead with this work order to evaluate damage.

2. WO 1924 dumpsters

The board discussed the current status of the dumpsters. The management company will evaluate the condition of these to prevent future costs to the HOA.

3. [REDACTED] Questions

All of the available information has been evaluated and a statement has been issued by the board (and also in the newsletter).

4. [REDACTED] Questions

The homeowner asked for a review of the unit above her (201). Some existing units have hard wood floors and it was determined that the "improvements to the unit did not impair the structural integrity of the condominium" (Article IX of the Tara Condominium Bylaws).

There are currently no rules or regulations in the town of Greenville to remove homeowners or renters. If there is a problem, please contact the Greenville Police Department.

c. Financial Planning for the Future

After the board meeting in October the financial planning committee (Jon, Tom and Ben) will meet to evaluate the 2014 budget and HOA reserves.

d. Mulch

This will be tabled for the next HOA meeting.

e. Fountain

This will continued to be worked on the management company.

f. Grounds and Street Conditions

This will continued to be worked on the management company.

ACTION ITEMS:

- **Process with Tri-City Pressure Washing on the recommended areas**
- **Get estimates on a heating and air sensor for the fitness room (that is connected to the thermostat in the clubhouse office)**
- **Please send a letter to [REDACTED] about the unit above her (*details above*)**
- **Please make the above adjustments to the newsletter and send to homeowners**

Next Board Meeting: Tuesday September 10, 2013

Thanks,
Jon Randall

Tara Condominiums HOA Board Meeting

Tuesday, September 10, 2013

6:00 pm

1. Meeting called to order by President, Ben Joyner

2. Establishment of Quorum

Board Members in attendance: Ben Joyner, Jon Randall, Kim Sanders, Tom Slocum, Jeff Brooks, Randolph Scott

3. Review and Approve Minutes from August 13, 2013

Last month's minutes were approved.

4. Old Business:

a. Pressure Washing

This is completed as approved by the board.

b. Pitt is installing a thermostat in the fitness room

This is being installed to save the HOA monthly utility expenses.

c. Inspections

Homeowners have been

5. New Business

a. 1940-204

b. Vent boot replacement \$350 per building maximum

1. Up to 20 per building

2. 1931 building needs attention

The board discussed this unit. Kim made a motion to replace the vents on this unit. Ben seconds the motion. All board members are in favor of passing the motion.

c. Fitness Equipment

1. Replace \$3,058 vs. Repair: \$2,022 with more possible repairs required

Tom made a motion to replace as opposed to repair. Scott seconds the motion. The board members passed the motion.

d. Cable Quote

This was an old issue and a homeowner got a commercial representative from Suddenlink to give a quote. It is not in the interest of the homeowners to have this service due to the financial status and future of the organization.

e. Landscaping complaints-bush replacements

Some homeowners request specific bushes or trees to be replaced if they are dying or looking bad. These should be submitted to the management company and brought to the board. It was determined that landscaping in bulk would be more cost effective than one item at a time.

f. HOA performing work in homeowner property

The interpretation of the bylaws and local laws is stopping the damage immediately is imperative. The HOA will have the work done, but the damage will be billed to the homeowner who caused the damage through an assessment. The board revisited what is the responsibility of the homeowner and the HOA.

Ben made a motion to complete repairs at the expense of the HOA, but assess the homeowner that caused the damage. Tom seconds the motion. The board voted in favor of this motion.

6. HOA MEETING TOPICS

a. Damage/repair assessments

The protocol above will be followed.

b. Mulch

Considering the financial standing of the organization, mulch was not purchased to save money. It will be discussed in the 2014 budget (finance meeting in October).

c. Protocol for emergency maintenance

Protocol written above (and in the Newsletter)

d. Improvements that affect adjacent units

1. Nancy Niemi – floors

This was discussed in the previous board meeting.

e. Issues related to tenants (drug charges, etc.)

This was discussed in the previous board meeting. A gentleman from the Pitt County Sheriff's narcotics unit spoke about what to do if others might be suspected of illegal activities.

ACTION ITEMS:

- **Management - Fix building 1931**
- **Management - Replace the workout room equipment**
- **Management – add to the next newsletter: *request landscaping issues in writing to the management company for review by the board***

Next Board Meeting: Tuesday October 8, 2013

Jon Randall

Tara Condominiums HOA Board Meeting

Tuesday, November 12, 2013
6:00 pm

1. Meeting called to order by President, Ben Joyner

2. Establishment of Quorum

Board Members in attendance: Ben Joyner, Jon Randall, Kim Sanders, Tom Slocum

3. Review and Approve Minutes from September 10, 2013

Last month's minutes were approved.

4. Old Business:

a. Inspections

127 Units are completed and/or have paid and are being scheduled.

b. Slate Repair (Clubhouse)

It was determined that breakage will continue to happen. A slate tile would be an easy and inexpensive repair. The board will get quotes.

5. New Business

a. Review of Reports

All financial reports have been reviewed.

b. US Lawns inventory of business

The board reviewed all suggested plant/bush replacements. The provider would like to meet with a board member to review the problem areas and build a quote. This meeting will be scheduled.

c. Mulch

The provider out of Raleigh (Commercial Pine Straw) quoted \$39/yard for problem areas; US Lawns quoted \$58/yard (however, this included different areas). It was determined that it is better to replace the bushes around the fountain before mulch is laid. The brick outside the fountain will need to be power washed. Quotes will be obtained for gutter cleaning, power washing and new greenery around the fountain.

d. Water Bills

All of the buildings were averaged (within each building) and the average water bill is \$25.12 (per unit per month). To protect the HOA from higher water bills (and the expense of sending out bills), it was determined to set each unit's water bill at a flat \$28 per month. It is easiest to combine this with the dues (since this is an HOA expense anyway, and the original billing protocol was questionable). This would bring the month dues to \$175 monthly per unit (which would include water). This will start January 1st.

e. Fountain Improvements

A tiered fountain would be \$9,000 (too expensive). To replace the cheaper options would be closer to \$2,500 (with lights and the spray will stay inside the fountain). Since we are approaching winter time, the fountain will be drainer. This will be reviewed in the Spring.

f. Clubhouse rental policies

The board reviewed the current policies and rules.

g. 2014 Budget

The board reviewed the work of the budget committee. The budget committee proposed that \$5 per month per unit HOA due increase would help to save the appropriate reserve amounts for upcoming large expenses (like roofs and paving). This would help avert unwanted assessments to homeowners. The board approved a vote to propose this increase at the upcoming annual meeting in February. Historic annual inflation is 3.1% (which would be a \$4.50 dues increase, very close to the \$5 increase). This would bring the total monthly dues per unit to \$180 per month which would include water. The budget will be presented to homeowners to vote on at the annual board meeting.

h. Meeting Schedule

It was determined that a board meeting in December is not required. The board will meet in January in preparation for the annual meeting in February. Part of this preparation will be compiling the improvement items of the HOA.

i. Board members/terms/requirements

The board reviewed the current members and the requirements.

6. Adjournment

The meeting was adjourned.

ACTION ITEMS:

- **Management - Fix building 1931**
- **Management - Replace the workout room equipment**
- **Management – add to the next newsletter: *request landscaping issues in writing to the management company for review by the board***

Jon Randall