

2018Q4 Willow Brook Crossing Homeowners' Association Board Meeting

The meeting was held at Eastpointe Christian Church, Room 104, 745 N. Waggoner Rd., Blacklick, OH 43004 on Oct 9th 2018. Meeting called to order at 6:35pm Oct 9th 2018.

Board members in attendance (3), Richard Selleck (President), Kevin Molinaro (Treasurer), Kurt Barnhart (Vice President) all present.

Committee members (5), Beau Foutz (Chair of Architectural & Design Review Committee), Bob Haffner, Kevin Johnson, (Architectural & Design Review Committee Members), Laura Matney, Social Media Coordinator and Rose Roman, Secretary Support.

8 homeowners attended (14 of 249 Lots represented).

Richard opened the meeting with an introduction of board members and committee volunteers that have been working on the re-boot of the association. The priority was straightening out the HOA billing from July. They worked the entire first month to straighten up the billing via the quick books database including names, addresses, rental properties and proper crediting for dues being paid. Corrected invoices were sent out with a due date of 9/28/18. Approximately, 75% of the payments have been received and collection activity continues. Richard thanked the group for responding timely with payments.

Richard gave an overview of the historical maintenance neglect including pond fountains failing and landscaping issues. He has been working with vendors and prioritizing the front entrance. Expected improvements are new drip irrigation, LED lighting and electrical work. New walking space near the ponds in the back was mentioned as a possibility. Pond fountains were original and had been band-aided for years. The west pond was replaced first followed by the south. The north only remains, but will require the most work including electrical and 2 fountains. Landscaping priorities include target fertilizing and weed control.

The leadership is focusing on setting up systems of organization including getting the Architectural & Design Review Committee up and running, which is charged with doing an initial assessment of homes as lot owners are responsible for up keep.

Kevin Molinaro—Treasurer's report

The homeowner's association maintains two bank accounts including an operating account and a money market savings account. As of the end of September, the accounts had approximately \$8,000 and \$49,000 in each respectively. So far this year the association has collected ~\$43,000 in dues. The annual collection should be closer to \$60,000. We project collecting \$51,000.

The interest rate on the money market account is low. We do charge a \$100 transfer fee when homes sell. The biggest expense is landscaping common areas, which was \$21,000 in 2017....approximately, \$2,000 month. We pay \$3,000 a year for pond maintenance and have invested additional money for fountain replacement. Additional expenses include regular maintenance...fencing, utilities, insurance, printing, postage, quick books, drop box account, pet station, websiteso far \$23,000 in operating expenses this year.

Collecting the dues: We have 249 homes in the association. Of these, 174 have a paid in full account status and 74 have an outstanding balance. Of those who are behind, 41 owe over \$240 dollars. Some homeowners are on payment plans. Some Lot owners have had no payments in 2 + years. We will need to pursue and renew liens in these instances. A 2019 budget is being prepared with expenses similar to 2018. We do expect to spend more on utilities since the fountains will be working. The budget will include funding for the North pond fountains, gazebo and front entrance work. Total expenses are expected at \$51,150, which is base cost of \$205 per lot.

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Questions from the group:

Q: Will we post financials publicly? Will we file a tax return?

A: *Will post financials to website. Haven't seen any tax returns, but will investigate further.*

Q: Does the HOA pay for snow removal?

A: *Jefferson Township currently provides snow removal for our neighborhood. There is no vendor contracted.*

Q: Can we have the subdivision roads resurfaced?

A: *We would have to have a discussion with Jefferson Township concerning what plans may be in place or can be pursued.*

Discussion ensued regarding these community needs and Waggoner road rework. We will need a lot of community voices. The squeaky wheel gets the grease. Please send a note to the board with locations and issues. Resurfacing hasn't been done since construction. We need to understand our position with the township. The association leadership will follow up. The irrigation system needs to have a backflow valve for our garden irrigation system certified on an annual basis, we are waiting until new system is installed. The electrical out front is duck taped and is the same circuit as front pond, more extensive work will be required. Irrigation nozzles are broken and will be replaced with a drip irrigation. There are two trees out front with black knot which will we hope to replace with willow trees.

Beau Foutz – Architectural & Design Review Committee presentation

Bob Haffner, Kevin Johnson, Beau Foutz have volunteered for the committee. The first order of business for the committee was to read the Ohio Code to make sure our bylaws were up to speed. These are properly filed and accepted by the State.

We did not find historical docs regarding policy and procedure. These will need to be created including a process for alterations, landscaping, notices, violations, hearing process, etc. Since we are still in the planning stages we are not in a position to begin issuing citations. We are working towards getting timetables, processes and procedures with advance notices. We are directing homeowners to the website for details.

The three committee members spent a couple of weekends walking the neighborhood. Unlike our 360 degree inspection in the future, this walk thru was just the street view. We identified issues using a detailed form, but did not issue citations. We will send a friendly reminder letter encouraging remedy before spring. Structural issues and safety was our priority. We did not mark trash cans not obscured, but will do so in the future. We need a plain language version of what will be required. Our inspection will be more comprehensive in the spring. We did make it thru all the houses. We will require a minimum of 2 members of the committee during the inspections.

Results of initial walk thru inspection:

We didn't track the green mold, which is a huge issue all over the area. There has been an explosion because of the weather. We will address in the spring including looking into providing vendor contact with a neighborhood discount. Our main area of concern was trim wood and facia, which included missing aluminum and rotting wood, and siding. Some was in extreme need of paint and peeling. Some homes had rotting wood at the bottom. Siding was missing, flapping or was just a bad siding job....color off and not properly installed. Gutters and downspouts was a common issue including plant growth. There were a number of vehicle violations; jet skis on trailers, boat, vehicles with flat tires, expired tags (need to be stored out of view). There were two properties with multiple significant issues including a broken window, gutters falling down, excessive trash, etc.

Once full inspections are commenced, for those homes with violation issues, a letter on violation and timeframe for mediation will be sent. There will be a right to appeal, an assessment of fines and eventual foreclosure lien if not remedied. Our intention is to proceed equitably and fairly. Hopefully everyone will understand it is necessary to sustain property values.

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The committee reports that some homes are selling 20% to 30% over build price / original sales price. We are in the sweet spot for price point for the City of Columbus. The Architectural committee is hopeful everyone will understand inspections and a remediation/citation regimen is necessary to sustain property values. Beau encouraged those in attendance to talk to neighbors and help each other understand. This process can create negativity.

Since the last meeting, the Architectural Committee has approved 4 fences after meeting with the homeowners and giving advice such as constructing with the beauty side out and details regarding attachment to neighbors' fencing.

Other approvals include a handicap ramp installation.

There is an updated Exterior Improvement approval form on the website that homeowners are using. We are showing flexibility on homeowner landscaping changes.

Questions from the group:

Q: What about wooded areas with common boundaries ... who maintains that stuff? We are at McNeil and Headwater.

A: *We will find out who is responsible and address the mulch and deadwood pile. Richard needs to go get maps and research property lines. Willow Brook Crossing South don't know who to contact for that subdivision. Not part of our subdivision.*

Discussion ensued. Our landscaper has already identified 18 trees that need to be taken out. Lotlettes (small commons areas) need to be identified using an official map. Richard will start with county engineer survey.

Laura Matney has graciously offered to help with our social media and internet presence.

The original website has been upgraded with a new theme, content and forms. The current version of the Declaration of Covenants and Code of Regulations that was posted was not easily readable. Richard has typed it out, but it is not yet on the website. He will include useful excerpts for resident review. We are looking to add more services.

Our new website address is...**Willowbrookcrossinghoa.com**

We were using a WordPress domain URL, and people couldn't find the site. With our new URL we are now #3 in google search.

Priority – a new website page specific to realtors, title companies and real estate investors to include Settlement costs on property transfers. We are also working on resident complaint form.

Our new Facebook page is now an actual business page, instead of a person page. The new page has a private discussion group exclusive for HOA residents.

Thank you Laura for all the work. Please visit the website. We are still under construction.

Questions from the group:

Q: What about welcoming new neighbors?

A: *We need to do some kind of personal outreach. Part of that is to know move in dates. It takes folks getting involved... new and existing... elderly who need assistance. Being neighborly committee... now we need people to chair / co chair. We've been working on other priorities. By showing results... hope to see people to volunteer. If nothing more... a welcome letter... Will send with title company docs.*

Q: How many renters are in the community?

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A: *We are now up to 30 rentals. We don't have a cap in our bylaws. We could make a change to the bylaws... We are about 13% now. If we capped at 10%... we would grandfather in... no one would rent until the number fell. Need 67% of eligible voting membership to vote. Does not include anyone not current on dues. This would be a door to door effort. Some renters are good tenants... we do have some issues. FHA will not longer write loans after a certain threshold. Or we put in a stipulation that it must be owner occupied for first 2 years. American Homes is our number one landlord in the neighborhood. We will require a min. of 5 to 7 members.... Representative of homeowners so that we have buy in. Let Richard know if you are interested in this committee. Review current, identified gaps / opportunities / draft to board / take to vote. Need outreach to get the vote. Our lawyer would then review and file the paperwork.*

Discussion ensued regarding bylaw committee. Richard will facilitate the committee, but we need someone to run it. Can Laura put request for committees on website? A new organization chart is needed.

Q: Regarding the issues with the landscaping... the person that has been doing it the last 2 years...how did we get to this position? Why are we continuing to hire the same person? Or was there another issue regarding scheduling? I've had to send several emails given the grass next to my house. For the past 2 years no one did any weeding. I do understand that the communication was an issue... no mulching or anything in 2 years. Why are we saying yes to the same company?

A: *When I (Richard) took over I came down to the circle and saw the complaint and issues. I sat down with Tom of SURE Line mowing & landscaping. He was frustrated with the previous board. When a vendor does not have defined parameters, they will not perform to expectation. Tom lives in the neighborhood. There was much miscommunication between him and the previous Board. Tom and I came up with a plan to all the outstanding issues and a clear scope of work. Thursday is his day to dedicate to us and I'm giving him a chance.*

A contract was drawn up for 2017 through 2020. Tom had signed it, but it was not signed by HOA. While working with him on the plan, the original contract included pond maintenance. Tom somehow agreed to it. We took that out, and now we are working on the division of labor. AQUAdoc now has the contract for all pond maintenance. All vendor issues are now settled and the vendor relationships are being managed.

Q: What is the official policy of pond access of those who do not live in the community? Groups of people fishing is an issue.

A: *Policy is the ponds are for residents, their family and guests. Fishing is strictly catch and release... don't eat them!*

Discussion ensued. A resident thanked the volunteer Board and Committee members. There is a new posse in town... get involved!

We expect the next meeting to be in March, which is the Annual meeting. We will accept nominations for board members and hold new elections.

Quorum consists of those residents who show up to the meeting.

Meeting adjourned at 7:55pm.