

Olney Oaks Homeowners Association Board Minutes – November 5, 2008

The meeting was called to order at 7:30 by President Dennis Bourque.

Present: Don Beeson, Dennis Bourque, Jay Feinberg, Dick Harris, Nicole Lechner, Marc Meltzer, Julia Pinto, Theresa Kyne Robinson

Guests: Anne Willis, Chris Willis, Jim Tippet, Jim Graney

A. Addressing Community Issues in the Future

1. Protocol of dealing with complaints from homeowners
 - a. Complaints must be in writing via letter or email.
 - b. Procedures for handling violations of the covenants and rule are already included in the resale package.
 - c. Additional rules are needed for handling issues among homeowners where Board members only act as intermediaries.
 - d. Board members will review complaints at meetings or by email.
 - e. If a decision is made by the Board to visit the home that is the source of the problem, two or more Board members will participate.
 - f. Board members will engage in conversations only with the homeowners, not with any children or others in the home.
 - g. If needed, a letter will be sent to the homeowner after resolution.
2. **Action Item:** Jay will write up complaint handling guidelines for situations not covered by the existing rules based on the suggested guidelines submitted in an email from Carolyn Knight. These rules could be included in the resale package and placed on the HOA website once they are approved.
3. Dennis suggested numerical prioritization for determining if Board intervention is needed, though other Board members felt that the normal process of yes or no votes was sufficient.
4. Don emphasized the importance of direct contact with HOA members. In-person contacts can often resolve issues more efficiently than letters.

B. Leaf Removal Start Dates: November 10th and December 1st. 🍁 Signs will be posted by Dennis.

C. Support for webmaster: More than one person needs to be able to access and make changes to the HOA website. Don volunteered to be Marc's backup and will meet with Marc to learn the process.

D. Dues Collections Procedures:

1. As discussed at the prior meeting, Board members felt that the current collections guidelines were giving people too much time to pay and dragging out the whole process. The existing process is also not consistent with the HOA bylaws.
2. The existing procedures include sending the first dues letter on July 1st with August 15th as the due date. Any unpaid accounts are not turned over to the HOA attorney for collection until after November 30th.
3. As promised at the last meeting, Jay prepared and distributed to the Board members the following: "Rule No. 2008:1, Maintenance Assessment Collection Procedures."
4. Nicole informed us that under contract law if we raise the dues, homeowners must be notified 30 days in advance. Based on this information, the dates in the rule were revised so that we would have a consistent process whether or not we raise the dues.
5. Under the new rules, homeowners will be notified of the annual assessment by June 1st with payment due by July 1st, the start of our fiscal year. A late fee of \$15 applies to payments postmarked after July 1st. Reminder letters will be sent out on or about July 2nd

- and August 1st. Collections will be turned over to the HOA attorney if payments are not received by August 31st.
6. This new dues collections procedure was approved by the Board.

E. Treasurer's Report: Jay Feinberg

1. The general reserve CD matures on November 14th. Jay, Dennis and Nicole will go to the bank on Saturday, November 15 to renew the CD and also to transfer this year's townhouse maintenance funds from the checking account to the townhouse account.
2. Ten households have still not paid their annual dues.
3. As previously approved, we paid U.S. Lawns to fix drainage problems near the power lines end of the path that starts at Danube Lane and by the path along Headwaters drive.
4. Financial Report: Expenses are staying within the budget amounts.

F. GOCA Update (Brief): Theresa

1. League of Women Voters guest speaker explained the ballot constitutional amendments and questions.
2. The purchase of 1.5 police bicycles by GOCA was approved.
3. Members decided that only paid members could vote at GOCA meetings.

G. Abandoned House on Hillcrest: Dennis reported that people (squatters) have been found living in the vacant house. It is owned by the owner of Mama Lucia's, and a sign in the yard states that the Park and Planning Commission will approve/disapprove of building an office park at the site, but that action has yet to occur. Dennis has contacted the homeowner who says he is no longer responsible for the property, and the police have requested that we ask GOCA to get involved. Theresa suggested Dennis speak at the next GOCA meeting, and he agreed. Jay recommended we contact Mike Knapp or Don Praisner. **Action Item:** Theresa will first contact Sharon Dooley, GOCA President.

H. Concrete for Drain near Pavilion: During the walkthrough, it was observed that the concrete put around the drain behind the Levy house has cracked up so all the water is not being directed into the drain and can cause erosion and flooding again. Jay asked if we want to pour new concrete around the drain. Dennis informed us that concrete companies have a four-yard minimum, so Jay suggested we also use concrete to repair the sidewalk by the light post near the first townhouse (3705 Carrisa). **Action Item:** Dennis will check into this.

I. Ring Central Internet Based Phone Service: At the last meeting, Don suggested using an Internet-based phone service, so the HOA could have a phone number and individual Board members do not have to have their phone numbers shown on the website or elsewhere. He emailed a link to the Board with information about this service. Jay reviewed the information and explained that if we sign up for the service we get a local phone number and an answering system based on software downloaded from this company's website. Somebody calling the main number could be directed to press a button to reach the president, treasurer or other board members. The cost would be \$10 to \$15/month, though it is not clear what other taxes and fees apply. **Action Item:** Marc will look into it in more detail to see if it would meet our needs.

J. Community Yard Sale – Don shared that one of his neighbors suggested a date be set where different homeowners would have yard sales. Dennis said we could promote this on our website but would otherwise not be involved.

K. Resolution of the Halloween Decoration Problem – The Willises and their neighbors, Jim Tippett and Jim Graney, came to the meeting to discuss how the HOA had addressed their

decoration issue. They agreed with the changes we said we would make to our protocol for dealing with such issues (See A. Addressing Community Issues in the Future)

Action Item: Julia will draft for review and send letters to the Willises and Tippetts.

L. Home Maintenance Complaints: The Board received a written complaint about maintenance issues for two houses on Morningwood.

1. As discussed at the last meeting, Jay contacted the county housing code enforcement office regarding rotting plywood on the garage doors on Morningwood. A county inspector cited the homeowners on 10/22 that required them to repair the doors.
2. The house on Morningwood with the trash cans and other junk along the side of the garage is in violation of the maintenance rules in our covenants. **Action Item:** Jay will draft a notification letter for review.

M. Annual Meeting: January 14th, 2009 at the Olney Elementary School all purpose room