

Minutes of Carriage Lawn HOA Annual Meeting of 26 January, 2012

- I. Meeting called to order at 7:05 pm.
 - a. Community Manager, Brian Heisler, confirmed that sufficient members and proxies were available to constitute a quorum.
- II. Proof of Notice confirmed.
- III. Introduction of board members:
 - a. Vice President/Secretary, Dave Armstrong
 - b. Member-at-large, Mary Van Mullekom
 - c. Absent board members: Gay Ashley (President), G'Ann Zieger (Treasurer), Jim Ryan (Member-at-large, ARB Chairman)
- IV. Minutes of 2011 Annual Meeting approved by unanimous vote.
- V. Handouts:
 - a. Copies of the 2012 budget
 - b. Community maps
- VI. Self-Introduction of Community Members in Attendance
- VII. State of the Association Reports
 - a. Treasurer's Report for 2011:
 - i. Total income: \$ 157,014
 - ii. Total expenses: \$ 157,114
 - iii. Contribution to reserves: \$ 29,034
 1. A homeowner asked about the "bad debt" figure in the budget report. The community manager advised that this represented uncollected assessments that were currently in collection and that he would contact the HOA's law firm to see if garnishment letters would be appropriate. **[Brian Action]**
 - b. President's Report:
 - i. The Board conducted five board meetings in 2011 in addition to an ARB hearing.
 - ii. Two board members participated in the Property Owner's Association seminar conducted by the HOA's law firm, Chadwick & Washington.
 - iii. Contractor Performance
 1. Mow Cow: The board was generally pleased with the snow removal services provided by Mow Cow last year, but had had to deal with several issues regarding their lawn care service.
 - a. Homeowner asked if Mow Cow could remove plastic bags blown into trees in the neighborhood. The community manager will check. **[Brian Action]**
 - b. Homeowner asked about clearing leaves and brush behind the homes at the south end of Royal Doulton. The community manager and Board indicated they would investigate the area. **[Brian and Board Action]**
 - c. Homeowner indicated that grass is missing or damaged in many areas between the curb and sidewalk and asked that it be reseeded or restored. The community manager said he would investigate, but pointed out that this area receives considerable foot traffic which makes it difficult to maintain grass. Another homeowner stated that those areas

in his part of the neighborhood are not being mowed by Mow Cow. [Brian and Board Action]

2. Pet Waste service. Board terminated the previous contractor providing pet waste services due to poor service. A new contract has been awarded to Doody Calls.
3. GHA. Last year the board reported that it had placed GHA in a probationary status due to poor performance. In May, the board removed that probation after GHA assigned a new property manager who has been much more attentive to the needs of the community and the board.
4. Tree and grounds maintenance. Several damaged or fallen trees had to be removed from around the community. The board also contracted for cleaning tree limbs and underbrush along the east and west community property lines. The board will also be looking at replacing several trees in the community, including one at the corner of Blue Royale and Langdon Gate.
 - a. Homeowner asked about the long delay in finally getting a tree removed that had fallen against his back fence. The community manager apologized for the delay and indicated that the community was trying to bundle several tree pruning and removal jobs into a single contract package.
 - b. Homeowner stated that a tree planted in his front yard by the builder either needed to be maintained by the community or removed since he didn't want responsibility for maintaining the tree. The board advised that if the tree is on homeowner property, it is the homeowner's responsibility to maintain the tree. He also advised that if the tree was more than four inches in diameter, the homeowner would have to submit an ARB application requesting approval for it to be removed.
 - c. Homeowner stated that he had previously asked that the community trees behind the homes on the west side of Nipper Way be trimmed, but no action had been taken. [Brian and Board Action]
5. Garden Committee. A garden committee was established to plan for plantings in the community. Fall plantings at the entrances had been completed, with additional planting to be done in the spring.
6. Sign replacement. Many of the community's faded and damaged "No Parking" signs were replaced throughout the community, and damaged and rusty sign posts were repaired and repainted. Several street signs were also repaired.
7. Community sign lighting. A new solar-powered lighting system was recently installed to illuminate the community's main entrance sign.
8. Pet waste station and trash receptacles. The board replaced all three pet waste stations and relocated one of the two stations located at the playground to the main entrance workout area. Two new trash receptacles were also installed at either end of the playground parking lot to help minimize litter.
 - a. Homeowner asked that the community consider requiring homeowner trash containers such as those used at Barkley Estates. He indicated the type they use do a good job of containing the trash and do not blow around the community when empty.

The board agreed to examine the method used by Barkley and consider similar use in our community. [Board action]

9. ARB Guidelines. Board will be revising/updating the ARB Guidelines and welcomes input from homeowners.
10. ARB Inspection. The community manager advised that he would be conducting a community ARB inspection in the spring which would include both home exteriors and yards.
11. Playground. Board had a playground inspection conducted and will be replacing the swing set chains and seats in the spring. The board is also considering replacing the playground mulch and will be considering a request to install a bench in this area.
[Board Action]
12. Sand pit. The board is looking at how the sand pit adjacent to the playground could best be utilized. Restoring the volleyball court is one option, but the board is interested in other suggested uses from homeowners.
13. Web site enhancements. A number of enhancements to the Carriage Lawn web site have been completed, including posting of the community's governing documents for download in a searchable PDF format. The newly created Book of Resolutions has also been added as well as a map of the community.
14. Vandalism. Several incidents of vandalism have been reported in the community. Last year several garage doors were hit with what appears to have been paint balls, and more recently some graffiti was painted on the retaining wall on the north side of the storm water management pond.
15. Reserve Study. The board continues to refer to the 2010 Reserve Study to assess and budget for major maintenance requirements in the community.
16. Payment of Monthly Assessment by Direct Debit. The board encouraged homeowners to utilize direct debit to pay their monthly assessments. This method can save the HOA approximately \$1000 annually if used by all homeowners.
17. Community registration forms. The board asked that all community residents (homeowners and renters) complete the community registration form that was sent out with the annual meeting announcement. These forms give the board contact information and some basic resident demographic information to aid in community planning and decision-making.

VIII. Open Forum

- a. A homeowner asked that future announcements of changes to the monthly assessment include the annual budget and financial statement. [Brian and Board Action]
- b. A homeowner asked that the board examine what can be done to improve the drainage problem at the end of Royal Doulton. [Brian and Board action]
- c. A homeowner noted that delivery of unsubscribed newspapers in the community was causing a litter problem. Brian stated he would contact the newspaper and ask that they stop delivery.
[Brian action]

- d. A homeowner asked that the board permit the use of LED lights in driveway lamp posts due to their greater durability and energy savings. [Board action]
- e. Several homeowners complained about Henry's Towing. The board provided the following information regarding the towing service:
 - i. The board's agreement with Henry's Towing permits them to conduct random surveillance for community parking violations. The HOA does not pay for this service, nor does it receive any share of the towing fees.
 - ii. Henry's is supposed to give a 15 minute grace period before towing a vehicle parked partially in a driveway or assigned parking space. Vehicles parked illegally in all other areas are subject to immediate towing.
 - iii. Towing of commercial vehicles is not permitted unless specifically authorized by a board member.
 - iv. Henry's is no longer permitted to tow vehicles parked in driveways or assigned parking solely for having expired license plates or safety inspection stickers. Vehicles with expired stickers or tags parked elsewhere in the community are subject to immediate towing.

IX. Board Elections

- a. Two nominations were presented for the two board vacancies:
 - i. Dave Armstrong (re-election)
 - ii. Hiranya Maru (new member)
- b. Nominees were voted to board membership by acclamation.

X. Meeting adjourned at 8:28 pm.