

**Cottonwood HOA
Board of Directors and ARC Requests
Meeting Minutes
Monday June 21,, 2021 (virtual)**

1. Call to Order

The meeting was called to order at 5:32PM by Jon Wright, seconded by David Satore and approved by Jen Ruffini.

2. Directors Attending

Jon Wright
David Satore
Alfonso Robinson
Fred Hall
Jen Ruffini
Larry Blackwell
Kaley Wright (ARC Chairman)

3. Guests

Elite Housing Management
Mr. Lowdell - Supervisor
Ms. Smith - Point of Contact

4. Approval of Minutes

The minutes for May were read by Kaley Wright. Jon made a motion to approve the minutes, Dave approved, Jon seconded.

5. Elite Housing Management

- The business started 5 years ago.
- They use appfolio software which helps bring the community, board, and property management company together.
- The HOA bank account is linked to the software; all homeowners have access along with separate permissions for the board members. Things like the landscaping bill will be sent to this application, the board will vote via this application, and they send out the payment. This app is available on Android and iPhone devices.
- The HOA dues are sent out on the app or online and can be paid by debit card, check, or credit card.
- ARC is encompassed in the software. Requests are submitted online, go to the ARC department, then forwarded to the ARC committee.
- There is a vendor management team in control of the vendors, making sure things get done on time, getting bids, and following up with vendors on a daily basis.

- There is a compliance department, they drive through every 10 days typically depending on covenants, and they're transparent across the board.
 - Reports on this can be printed at the end of the week or month, picture violations are uploaded into the system, homeowners are immediately notified but are also mailed out which gives them the opportunity to correct the violation there and then.
- Reconcile bank statements at the start of the month and a report of everything is forwarded to the board prior to the monthly meeting so they can be prepared.
- Pricing:
 - Flat rate with one variable (postage). There is a cost per violation and statement that is mailed.
- Have a Cam already and they're in the process of getting 2 more people accredited.
- **Questions:**
 - What kind of follow through do you do? Such as, we contact you for something, what is your follow up?
 - Specifically, for violations: our violation driver drives through on the spot on the exact date specified on the covenants. If something isn't corrected by the next violation date, another letter is written.
Statements/delinquencies go out monthly. We follow through, keep to Florida Statute, and send follow up violations when it's necessary.
 - The President or ARC chairman currently have one POC. How does this work for your company?
 - Depends on the department. Donna Kirk is our main person in customer relations. She'll investigate and if it isn't something she can do, she'll forward you to the department you need to speak to. Alice works Vendor, Mira works finances along with Crystal (the Cam), Ms. Smith is public relations, then there's the entire compliance department.
 - We structured it this way so that one person isn't the only POC, as it can cause gaps if there's sickness or vacations, etc.
 - What's the cost?
 - For just the homes, being gated, it's about \$5.50-\$6 per house per month. So that'd be approximately \$1,127.50.
 - The compliance officer, does he write a violation immediately to the violator or does he write a letter to the board first?
 - The officer will write the letter and there's an option of either sending it directly to the homeowners or if the board would like to first review, we can send it to the board initially.
 - Normally the initial drive through includes a board member who can comment on general issues, problem houses, etc. Violations will include pictures of the issues plus the section of the covenants the violation is based on.
 - In the matter of extenuating circumstances for certain households, what happens?

- Inform them and they will add a note to that account. If the officer sees a violation and goes to create the letter, they'll see the note and abstain.
- How do you handle repeat offenders?
 - Jon: the attorney is working on a fine for repeat offenders.
 - Mr. Lowdell: once the fee schedule is nailed down, we do clamp down on repeat offenders. Every neighborhood has them, so we know how to deal with them. The same with the client-vendor relationship as there's always a problem in one way or another, but going on a case by case basis is the best method of finding a solution.
- The portal you use, that will host our covenants?
 - Ehmusa.com - if you pull up the Communities section the bylaws and CCNRs are posted here. There's also the estoppel information here as well.
 - The portal can email blast or text the whole neighborhood if need be. Documents can be added here - lots of things that can be used.
 - All required documents by the state are on the site.
- The minutes can be added to the portal; who uploads those?
 - Ally does.
- Is there a bulletin board for board approved requests, like a last minute special meeting?
 - You'd actually contact us directly and we'd send out an email blast for members.
- Do you have recommended vendors for various items?
 - Typically what we do is not recommend specific vendors, but rather we gather bids and give them to the board for you to choose. If we start to push vendors, it isn't the right way for the relationship to go.
- Who handles legal issues?
 - We have an attorney on staff but if you have one you prefer to use, we can take them on as a vendor.
- What other communities do you handle in this area?
 - Belmont Downs, Bernath Place, Shandell, Country Club Villas, Stonebrook Villas, Wayside, Monticello.
- The homeowner submits the ARC request to the app/portal, then it gets emailed to us. I know you see what they do/don't need, but is this the chairman and a person on your team working together to make sure everything has been submitted properly, or how does that work?
 - Ms. Ronnette works with you. The homeowner submits it with the required documents, she looks it over to make sure it has everything it needs and she won't send them until they have everything they need.
- How often do you come to meetings?
 - Up to you guys. Our contract is almost like a month-by-month basis and we like to come to a board meeting every quarter. However, when we take over an HOA, the first 2-3 months we like to come to the meetings to get to know everyone.

- What kind of communication is sent out for the ARCs?
 - 50-60% of ARCs are incomplete when initially sent. If they don't have enough information, the ARC department will go back and forth with the homeowner before it's sent to the board.
- Do you have a new homeowner package you send out?
 - Yes, once we receive the estoppel we update the system, send the letter about how to login to the portal, and that portal will have 100% of what they need.

**Note: We currently pay EPM \$8100 per year plus postage.*

6. New Business

- **May Financials with Jen**

- They look fine, but there are questions about April financials. Jen emailed Dawn at EPM for those April questions and we are waiting for followup.
- For those who are delinquent in their 2021 fees: \$2336.69 total still owed. 4 out of 7 are in contact with the attorney, the other 3 are not. One sold the property in April and also need to contact the attorney.

- **Front Gate Enclosure**

- Jon spoke to Timberland about paying the expense but hasn't got an answer yet.
- Currently they only make tan and white vinyl fences; this was a question in the last meeting. Cost between the aluminum and white vinyl is practically the same. It's far too expensive to put in the walk-through doors. The price for the aluminum powder coated fence is \$1200 and we put it in ourselves. If we have the fencing company do it, it's \$3500 for the fence and the labor.
- Will vote on this topic in the next meeting; 3 board members couldn't make it to the meeting.

- **Animals:**

- This is a reminder to leash your animals; no roaming allowed. A new homeowner on Broadfield has 2 dogs and has been letting them out off leashes, and they've gotten off leashes in general, and they've attacked a homeowner twice and people walking in the neighborhood as well. The Animal Control Office (Santa Rosa) is being notified. EPM notified to send out a letter.

- **Storm Drains:**

- Spring clean up! If you have a storm drain close to your house, make sure to pressure wash the storm drain too.
- **Mediacom:**
 - Alfonso contacted Robin Porter from EPM about the same problem we've been having for the last few months, we still have had no response from them about the Mediacom issue. We've also contacted Timberland.
- **Sewage Drains:**
 - Kaley contacted AT&T, who is blaming it on Mediacom. Mediacom is blaming it on Timberland, who is blaming both of them. Kaley contacted EPM (Donna) to assess the situation, and she said she would contact Kevin to brainstorm. Should know something as an update by tomorrow.
 - Our original contractor who inspected thought the issues we're having with 2 storm drains might be with all of them, and that it's something underneath causing it. Dave has noticed his also starting to degrade right next to the AT&T box.
- **Pressure Washing Anderson Fence:**
 - Kaley looked over the work that was done and did an excellent job keeping in communication with the vendor, noticed some areas that were missed, and had them correct.
- **Gas Install**
 - One homeowner has had issues with the gas install. They cut his electric fence and his dog got out, for which he apologized profusely.
 - If needed, Jon has the name/number for the City of Milton POC for this.

7. ARC Requests

- **Carl Hall - 9302 Iron Gate Blvd**
 - i. Repair existing 16 foot gate. It's starting to sag and I need to enforce the frame.
 - ii. **Vote:** All approved.
- **Erin Cook - 6053 Grey Moss**
 - i. Installing underground drains that will take the water from our gutters out to the road. 75' 4' Drain, 30' 2' Drain, 3 Pop Caps, 65 "4' Drain front, 10 ' 4' Drain Back, Run 1 downspout into the line going to the road.
 - ii. **Vote:** all approved.
- **Lee Morgan - 5515 Huntington**

- i. Natural gas generator install. Position - left side of the house (from plat map). Quiet Connect Series RS25.
 - ii. **Vote:** All approved.

- **Lee Morgan - 5515 Huntington**
 - i. The Privacy fence on both sides of the house is rotten. I would like to replace it with as close to the original fencing and color as possible. One the right side of the house the fence and gate equal 31' with the gate being 10' long. (10'gate ; 21' fence). On the left side of the house, the total fence and gate is (11" 10 " long). The gate is 4" wide. The matching stain is Special Walnut 224. It's a soft brown color that will blend in.
 - ii. **Vote:** All approved.

- **Dalton Davis - 9281 Iron Gate Blvd**
 - i. 16 X 33 Gunit Pool in the center of the backyard. Installed by Robert's Pool, tentative start date in early mid July. Estimated 4-6 weeks from start date to completion. Port-A-Potty - Backyard. Baby Fence (Owner installing)
 - ii. **Vote:** All approved.

- **Mickey Burton - 6125 Broadfield Ct.**
 - i. Approved for Light Oak through the May 2021 board meeting. Didn't put up a light oak, but ended up putting in a Salmon / Pinkish. Needed to resubmit for the color changing without approval.
 - ii. **Vote:** All approved.

- **Keith Holt - 5413 Heatherton Road -**
 - i. Wants to change his exterior light fixtures. He has 2 on the front porch that are faded and 2 on either side of his garage door that are faded. Same Size, Same Style, colors.
 - ii. **Vote:** All approved.

- **Larry Blackwell - 6126 Broadfield CT**
 - i. Paint the front door with sidelights and shutters. Door sidelights made of fiberglass, plastic, vinyl and wood. Fiberglass door was stained using a gel stain and required a chemical process to be removed. Wood was painted and not sure what was used on plastic and vinyl - now flaking off. Vinyl Shutters have faded badly in 3 plus years due to color selection and the Florida Sun. Five Star Painting recommended using Sherwin Williams Duration Exterior Acrylic Latex, which will cover all materials (touch up easier). Color will be 6069 French Roast and is close match to existing wood and blends well with home
 - ii. **Vote:** All approved.

- **Richard Dove-5656 Heatherton Road**
 - i. 32 x 18 Pool. Flagstone Grey Color, Right side of pool 286" from Back porch to deep end. Left side of the pool is 52 feet from the deep end ; 38 from the shallow end.
 - ii. **Vote:** All approved.

8. Adjournment

There being no further business, the meeting was adjourned at 6:43 PM. Motion by Jon, seconded by Dave, and Fred approved.