

*Woodlands Winding Brook HOA
Called Board Meeting Minutes*

June 9, 2018

10:30 am Monroe County Library Room 2A

The meeting was called to order by Cindy Johnson at 10:30 am. Board members present: Cindy Johnson, President; Jeanette Clausen, Vice President; and Elizabeth Starr, Secretary. Linda Blair, At-Large member, was absent. Homeowners and residents present: Valerie Grim, Kriste Lindberg, Ilana Linder, Aran Mordoh, Matt Odle, Linda Scott, Susan Seitzinger, Ken Shafer, Cathy Stone, Shelley Taylor, and Steve Wennerberg.

The called meeting was for the purpose of discussing and voting on a new property management firm. Cindy presented the summary document on the three proposals that had been received and sent out to homeowners. Jeanette discussed the two site visits and summarized the references that had been received. Elizabeth went over the survey results on homeowner priorities (see Appendix A). Cindy read a letter from Linda Blair on her reasons for preferring Company A. Homeowners had many comments and questions on such topics as hourly rates for additional maintenance beyond the base rate, the status of our current financial manager's imaging project, financial controls should we combine property management with financial management, etc. There seemed to be a consensus feeling to wait to combine financial management with property management until the new fiscal year, giving us time to adjust to a new company and investigate recommended financial controls.

Jeanette moved, seconded by Cindy, that we enter into contract negotiations with Company A for property management and the homeowner portal. This was approved.

Adjournment— The meeting was adjourned at 11:30 am.

The next meeting is to be held on June 14, 2018, at the Monroe County Public Library, Room 2A, 7-9 pm.

Respectfully submitted,

Elizabeth Starr
Secretary, Woodlands Winding Brook HOA

APPENDIX A

SURVEY RESULTS—NEW PROPERTY MANAGEMENT, JUNE 2018. 16 respondents

Q1

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to keep financial management and physical property management separate?

Score	Amount	Percent
1	1,1,1,1,1,1	37.5%
2	2,2	12.5%
3	3,3,3,3	25%
4	4	6.25%
5	5,5,5	18.75%

Q2

On a scale of 1-5, with 1 being not at all likely and 5 being very likely, would you favor combining financial management with physical property management if there were significant cost savings?

Score	Amount	Percent
1	1, 1	12.5%
2		
3	3,3,3,3,3	31.25%
4	4	6.25%
5	5,5,5,5,5,5,5,5	50%

Q3

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to have a property manager with frequent on-site presence?

Score	Amount	Percent
1		
2		
3	3,3,3,3	25%
4	4,4	12.5%
5	5,5,5,5,5,5,5,5,5,5	62.5%

Q4

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to have a property manager with expanded office hours and/or after hours contact methods?

Score	Amount	Percent
1	1	6.25%
2	2	6.25%
3	3,3,3,3,3	31.25%
4	4,4	12.5%
5	5,5,5,5,5,5,5	43.75%

Q5

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to be able to make online payments of monthly fees?

Score	Amount	Percent
1	1,1,1	18.75%
2		
3	3,3,3,3,3,3,3	43.75%
4	4,4	12.5%
5	5,5,5,5	25%

Q6

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to be able to review your personal account online?

Score	Amount	Percent
1	1,1	12.5%
2	2,2	12.5%
3	3	6.25%
4	4,4,4	18.75%
5	5,5,5,5,5,5,5,5	50%

Q7

On a scale of 1-5, with 1 being not at all important and 5 being very important, how important is it to you to have a property manager who will advocate for the HOA by helping to negotiate contracts with vendors?

Score	Amount	Percent
1		
2		
3	3	6.25%
4	4,4,4,4	25%
5	5,5,5,5,5,5,5,5,5,5	68.75%

Q8

Please add any additional comments here. Thank you!

ANSWERS TO Q8:

1. Re: having a regular onsite presence

If there is a local Board member(s) who is onsite and who is willing to pay attention and perhaps do a walk around every week or so (perhaps a couple can do it so no one has to do it every week) on the property, I don't feel the need to pay someone else to do it. Honestly, it doesn't even have to be a board member - it could be a homeowner(s) as well.

2. Separating financial operations from property maintenance and procurement, given the recent history of the Woodlands, back to the time of first arrangement with Tempo (under Joanne Sabbagh) and the bad experience of "skimming", is of paramount importance. I am already soliciting a separate Letter of Opinion regarding Internal Financial Controls from a CPA, paying out of my pocket.

3. Ask for referrals and talk to other HOA our size on who they use and their experience with vendors!! Bid out the insurance.
4. Having the property management follow up with vendor work if not completed (or completed correctly) and advocate for on-going projects &/or vendor management is the most important aspect to me in a new property management team.
5. Most important for me, we need a property manager that will be prompt in their response and in getting issues fixed. No more waiting around for over a month to get any movement on an issue!
6. Thanks for taking owner comments and being so thorough in this process!
7. Saving money should be the most important factor in choosing management. Contracts should only be for 1 year so we have flexibility.
8. More engaged and proactive property management is my top priority.
9. If we can save money by combining PM and Finance, it would be nice to allocate those funds to the beautification of the Woodlands. We are looking a little shabby. :(