

Charleston Village Home Owners Association, Inc.
Board Meeting Held on August 18, 2014
At Charleston Village Clubhouse

Meeting Attendees:

Board Members:

Bob Nagel
Hugh Cameron
Tom Fielding
Tim O'Hara
Angela Haag

RS Fincher Representatives:

Sheri Fincher
Jeff Rowles

Also in Attendance:

Kelly Jaynes
Michelle Walker
Maria Johnson
Jenia Keating
Jeff Keating
Tim Jenkins
Barbara Keating
Jack Bowen
Jean Bowen
MaryAnn Gunshefski
Bob Savio
Robin Savio

A quorum was present and the meeting was called to order at approximately 6:30 pm by board president Bob Nagel.

Open Session:

The open session of the meeting began with Bob asking for a show of hands of who was there to speak. As many hands were raised, Bob stated that the open forum was usually kept to 30 minutes if possible. However, it was noted that if someone is not on the agenda to speak, the open forum is the time to do that.

There were then introductions of all present at the meeting. Attendees were asked if anyone wanted to speak.

Ms. Kelly Jaynes started the conversation with the following points and questions:

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- What prompted the letter to homeowners to remove portable basketball goals when not in use?
- Is the grass at the entrance of the subdivision intentionally being killed?
- Why was a new phone necessary at the pool? The pool has to be closed when the phone is not working, which has happened 3 times, one time for multiple days.
- Playground –
 - Why was a “facelift” needed?
 - Are we keeping both playgrounds?
 - What happened to the open space that was intended 12 years ago for kids to be able to play football, kickball etc.?
 - How much did this cost and who was hired to build and install?
- People do not know when meetings are.
 - Are the meeting publically announced?
 - Are they the 3rd Monday of each month? Have those meeting been held?
 - Why are the minutes not updated on the website? Have there been only 2 meetings in 2014?
 - When do they start? The website says 7pm, but they start at 6:30 pm per Mr. Rowles.
 - Why is there no agenda posted on the website?
 - When are elections for board positions?
- Why are committees with listed members being circumvented in the decision making process?
- What is the board doing to improve the regularity of the general homeowner yard maintenance communication cycle? Especially with the increased number of rentals in the neighborhood? How effective is the “letter writing campaign”?

Following Ms. Jayne’s list of concerns, there was a discussion concerning the grounds committee, specifically the lack of communication to the committee. An example was given of the grass at the entrance to the neighborhood and it was stated the process of having the committee go to the board for approval is not happening. Bob Nagel replied that it is not clear who is on the grounds committee anymore, and questioned if the information on the website is correct or if updates to the committee are not disseminated. Is there a list of committees? It seems that the website is the main source of this information and committees are reviewed at annual meetings. Bob acknowledged that communication to committees is not good enough and that it is tough to get volunteers and information. He advised that the newsletter is starting again and that there is ongoing work to get an updated directory. There is a need for

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volunteers and to get information out. It is clear that more information needs to get onto the website.

Next, Ms. Barbara Keating spoke. She began by introducing herself and explained that she has come to this meeting and 2 previous meetings to express concerns about lack of communication from the board and the overall deterioration of the neighborhood over the last 1.5 – 2 years. At the last meeting it was mentioned that there were personnel changes in RS Fincher, and 2 board members had resigned. Ms. Keating said that she believed that this, along with an increased number of rentals and the lack of consequences for homeowners who do not take care of their properties, has led to the “demise” of Charleston Village over that period. She acknowledged that since Jeff Rowles has been in the position since early spring, he has returned emails, communicated, and taken care of some complaints. She went on to state that as a neighborhood group, there is a feeling that RS Fincher and the board have “dropped the ball” and “let the neighborhood down”. Some examples of guideline infractions were noted:

- Weeds overtake properties
- Bushes significantly overgrown
- Unsightly ACs hanging from windows
- Dishes at eye level not hidden
- Lawns not mowed or edged regularly – some as much as 7-8” high
- Mailbox posts not painted or repaired
- Thick weeds in cracks of driveways
- Cars parked consistently on the street – some overnight

Ms. Keating then stated that the particulars noted above are in the CV guidelines as prohibited or needing regular maintenance, but they persist. So, when a letter concerning basketball hoops was sent the previous week, a few were puzzled as to where the board’s clean up priorities were. Frustration comes from:

- Gazebo needing a makeover
- Moldy siding on homes
- Shutters removed and not replaced
- A smashed garage door
- High bushes in front of homes
- Garbage cans and debris left curbside after residents move out

Ms. Keating went on to say that now that the RS Fincher staff and board members are in place, there is an expectation of improvement. She also stated that several residents support Bob Savio’s recommendation to have some sort of communication back to the community of the progress on infractions. She also suggested that we thank the

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community for cleaning up and give positive feedback, as well as have all renters and new residents receive a copy of the guidelines when they arrive.

Next, Mr. Bob Savio spoke. He began with thanking the board and RS Fincher for allowing him time, and stated that he has copies of his notes that can be emailed to anyone else interested. He offered some background on his business experience and stated he hoped that his suggestions could enhance the CV experience, not find fault, but improve on others' efforts. A list of Mr. Savio's comments/suggestions is below:

- Communication to all residents of what information is available on the website (meeting minutes, etc.). Gathering of residents' emails would facilitate this.
- At each board meeting, or posted on the website, there should be a report to residents of the latest actions taken to ensure that homeowners are in compliance with the covenants. Examples are fines levied, court actions, list of types of violations.
- Initial letters to homeowners should take an empathetic approach, stating that if the homeowner is having difficulty, to contact RS Fincher and/or the board. There could also be a volunteer committee created to assist with home maintenance for valid health or financial issues. Also, all violation letters should state that the letter has come in response to a drive through inspection by RS Fincher, so neighbors are not "pointing fingers". The letters should also state that all covenants are to be obeyed...there is no picking and choosing.
- Suggestion to add an amendment covenants to control the number of additional rental properties that can be added to the neighborhood be approved by the board. The board could approve rental status or call for the sale of a home based on market conditions. Flexibility would be important for this amendment.
- Improvement of the neighborhood depends on communication of finance management. Questions follow:
 - How do homeowners get notified of current bank balance?
 - Who can request a project to be considered for funding?
 - What is the process for submitting a spending request (i.e. if a resident notices something need repairing)?
 - Are projects prioritized in terms of importance to the entire community? Is so, when does this prioritization take place?
 - Are large projects approved based on the competitive bids of 3 or more vendors?
 - How are bids selected, for example by 3 or more board members?
 - How soon after approval are projects posted to the website?
 - Who approve work performed to know that only work satisfactorily completed is funded?

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- Do CV board members get a copy of the monthly bank statement and reconciliation?
- Do residents get an annual accounting of bank funds?

Mr. Savio thanked the board for their time and service, and stated that he was hoping to get a response by the next meeting.

Following the 3 previous speakers, some discussion was had on some (not all) of the points raised:

Tim O'Hara commented that the grass at the entrance of the neighborhood is being killed off to grow new. The landscaping is now better, but it will take some time to get to where we would like following the other company.

Tim O'Hara also stated that he had received a number of complaints for the phone at the pool. As chairman of the pool committee, it seems that the switch in service was not done with the pool committee. This phone does not work all of the time and there was a reliable phone before this was installed. It was brought up by Sherri Fincher that most pools have SE service, and at least one outage was due to ATT lines coming into the community (which SE uses). **Sheri will get a report from ATT to see if it was the lines and not the phone provider.**

Sheri Fincher stated that there were no bids from the ground committee and wants to know who is on the grounds committee and the chairs. **Sheri asked that the names be emailed to her and Jeff.** The new playground was discussed in meetings since March, but what was approved and how approved needs to be communicated. The website communications and minutes need to be updated.

Jeff Rowles commented on the basketball hoop letters, and said he received phone calls and responses. It is a safety issue with moving the large portable basketball goals.

Jeff also then explained that since May, over 100 letters have been sent to homeowners. 85-90% of them have more than one item in question for that household. Most are 3-4 items per letter. Barbara Keating asked Jeff how often drive throughs are done and he replied every other week.

There was a brief mention of the overflow problem on Castleburg, but not enough information was available to further discuss.

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Barbara Keating asked about the 2 umbrella tables under the overhang in the pool area, and why we can't use those out by the pool and put another type of table (picnic) there. Bob Nagel replied that the topic was on the agenda under new business.

Bob also commented that there were a lot of points and questions brought up in the meeting. **The board will need to discuss how to get questions in order, address, and communicate responses (web?).**

It was mentioned by a resident that they only heard about the clubhouse "facelift" on Facebook. Jeff said that if there are any questions or if people hear rumors, they should call.

The open session ended and the board met in an executive session.

Executive Session:

This portion of the meeting was called to order with quorum by Bob at approximately 7:40.

The minutes from the previous meeting (7/28/14) were approved by the board.

ARC:

There were no outstanding ARC issues.

Committee Updates/Reports:

- Communications
 - There was discussion of the revitalization of the newsletter, and that an updated directory will be sent out with it (next publishing).
 - Newsletter items are being assessed for next publication. Hugh suggested that there may be something in the newsletter to suggest how the system works...approvals, letters, concerns, etc. There could also possibly be concern form that can be filled out and forwarded to RS Fincher. Tom suggested to possibly listing the top 5 questions and responses. Maybe rank by subjects and responses.
 - Following the open forum issues presented, the board discussed how to respond to some of the suggestions. The recommendation of limiting rentals in the community was discussed, with concern of the legality. There was a motion to contact an attorney to inquire and obtain a response. The motion passed. **Sheri will contact an attorney to get a letter from an attorney for communication to residents.**

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- Grounds
 - How to respond to questions about the playground? Board decisions need to be communicated, but the “playground” committee was not consulted. Is there one, or is it the grounds committee? There needs to be an understanding of what committees exist, and who is on them. There was a suggestion to ask in general, to the community:
 - who wants to be on a committee? Ask for volunteers.
 - who is on one?
 - if you are on one, do you want to stay?
 - get a complete list of names**Bob will work with Gail (communications) to see how we can accomplish this.**
- Pool
 - Tim stated that the pool has been closed for 5 days due to the phone. The last 2 was the phone and the other was AT&T. Sheri stated that when there is a problem with the phone, it is RS Fincher’s role to get the phone company. **Sheri will inquire with SE to see what the problem is (phone or lines).**
- Clubhouse
 - The future upgrades to the clubhouse were presented by Bob and Sheri, which include:
 - Carpet
 - TV with cable
 - Furniture
 - Change of art and valances for windows
 - Move exit sign
 - Change faucet
 - Microwave over stove
 - Replace the door and bottom of columns
 - Repaint gazebo
 - Allow the swim team closet space**Bob and Sheri are to provide samples to the board.**
- Play Area/Gazebo
 - All that is left for playground is hanging of swings and to move the fence.
- Social
 - A celebration for the new playground has been scheduled for Sept 6 from 1:00-3:00.

President’s Report:

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No update

Treasurer's Report:

The gas bill (251%) that was billed incorrectly due to financing of the new water heating system was moved to clubhouse expenses where it belongs.

Manager's Report:

- There were 15 fines hearing scheduled for this meeting. 2/3 (10) had corrected the problems. Jeff did a run through of the neighborhood the day of the meeting to verify that work was done.
- Coordinated with landscapers to have trash emptied from playground weekly

Old Business:

- Put into budget to purchase new tables for under pool shelter and purchase umbrellas and chairs if needed for the existing tables. **Tim to get cost estimates.**

New Business:

- The overflow from the pond on Castleburg was discussed. Why not cement? There is pond management in the budget. **Sheri will get quotes to see to erosion stoppage.**

Fines Hearings:

- One (of 5) resident appeared for the fines hearing. It was noted that the RS Fincher address was listed on the letters, so people may have not known where to go (Charleston Village clubhouse). Therefore, any fines voted on by the board at the meeting were rescinded, and subject to follow up action.

Motion to adjourn the meeting and was passed.

Next meeting is 9/15/14 at 6:30 pm.

Action Items:

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Action	Responsible
Get report from ATT and/ or SE to see if pool phone problems are phone service or incoming lines	Sheri Fincher
Names of ground committee members to be sent to Sheri and Jeff	Kelly Jaynes?? Grounds Committee?
Responses to open session comments/concerns to be addressed and communicated	CVHOA Board
Contact attorney concerning rentals and rights within NC	Sheri Fincher
Obtain list of committees, who is on them, etc.	Bob Nagel (with Gail Goldstein)
Supply samples for clubhouse renovation to board	Bob Nagel and Sheri Fincher
New pool table cost estimates with umbrella and chair costs for existing tables	Tim O'Hara
Quotes for erosions stoppage from Castleburg pond	Sheri Fincher