

Charleston Village Home Owners Association, Inc.
Board Response to
Questions from Board Meeting Held on August 18, 2014

The Charleston Village HOA Board met on September 16, 2014 to discuss responses to questions residents provided at the August 18th meeting. The following were in attendance (Tim O'Hara could not attend):

Bob Nagel
Hugh Cameron
Tom Fielding
Angela Haag

Below is a list of the questions discussed with the board's responses in **bold**.

- Is the grass at the entrance of the subdivision intentionally being killed?
 - **Yes, to plant new. This has been posted to the website.**

- 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.
 - **The previous phone was not very durable and the new one is more visible. One time the pool closed because of the phone itself, the other 2 closings were due to the lines coming into the neighborhood.**

- Playground –
 - Why was a “facelift” needed?
 - **The original playground was small and designed during the early phase of the neighborhood, when the neighborhood was less populated. The playground adds to the play space and will attract new, young families.**
 - Are we keeping both playgrounds?
 - **Yes**
 - What happened to the open space that was intended 12 years ago for kids to be able to play football, kickball etc.?
 - **It is observed that kids usually play football, etc., in front of the clubhouse in that grassy area.**
 - How much did this cost and who was hired to build and install?
 - **The cost \$35,721. It was built by Playgrounds of North Carolina.**
 - Gazebo needing a makeover
 - **Bids are currently being evaluated.**

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- Tables under the shelter at the pool should be replaced with others, and moved out to pool area.
 - **This is being budgeted for next pool season...new tables, new umbrellas for the old tables, and chairs if needed.**

- People do not know when meetings are.
 - Are the meetings 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?
 - **The above bulleted questions concerning meetings are being addressed now. Meeting days and times (subject to change) are posted on the website. The agenda (set by RS Fincher) will also be posted prior to the meeting and the minutes are posted after approval by the board. Election for board positions are in November.**

- Why are committees with listed members being circumvented in the decision making process?
 - **This is also being addressed as new volunteers have or will join committees. A list of all committee members should be provided to the Communications Committee (Gail Goldstein).**

- 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”?
 - **Letters are drafted after each RS Fincher drive through (every 2 weeks) and mailed. Second letters will follow approximately 2 weeks later if the issue is not resolved. Third letters go out approximately 2 weeks after that, and fines hearings are scheduled.**

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- Suggestion to have a copy of guidelines presented to all new residents and renters when they arrive.
 - **This should be up to the homeowner to inform renters, and most new homeowners should know from their realtors that covenants exist. Since all of the information is available on the CV website (guidelines, forms, etc.), the board suggests that a permanent spot in the newsletter be established to inform everyone that the website exists, and that is where the information is. This could go in every newsletter.**

- 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.
 - **RS Fincher has agreed that a report can be generated, with no specifics of names or addresses.**

- 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.
 - **An attorney was contacted regarding this point. It will be expensive to add this type of clause to the covenants, and it is almost impossible to enforce once a number is set.**

- Improvement of the neighborhood depends on communication of finance management. Questions follow:
 - How do homeowners get notified of current bank balance?
 - **Residents have a right to know. They can contact RS Fincher for bank balance information.**
 - Who can request a project to be considered for funding?
 - **Anyone.**
 - What is the process for submitting a spending request (i.e. if a resident notices something need repairing)?
 - **This should be submitted to committees that then submit to the board for approval.**
 - Are projects prioritized in terms of importance to the entire community? Is so, when does this prioritization take place?
 - **Yes. Prioritization is done as they are received. It is ongoing.**

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- Are large projects approved based on the competitive bids of 3 or more vendors?
 - **Yes.**
- How are bids selected, for example by 3 or more board members?
 - **By majority, so if there are 5 board members, it is 3 or more.**
- How soon after approval are projects posted to the website?
 - **A mechanism for this need to be clarified. Should RS Fincher post?**
- Who approves work performed to know that only work satisfactorily completed is funded?
 - **This depends on the project and what it entails. RS Fincher will inspect that work has been completed before paying. Sometimes contractors need money to start work, but final payment is done after confirmation of work completed. The town may also be involved if the work requires permits.**
- Do CV board members get a copy of the monthly bank statement and reconciliation?
 - **Yes.**
- Do residents get an annual accounting of bank funds?
 - **Yes. Prior to the annual meeting.**

On the following page, there is a list of the “top 5” issues that the board is suggesting to be discussed at the meeting on September 22 during the open forum. Hopefully the other questions are answered above.

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“Top 5” issues for discussion:

- Communication of meetings dates, agendas, minutes and committees.
- Playground
- Rentals
- Renovations – clubhouse
- Ongoing issues with property guideline infractions