

## SPECIAL DEER CREEK HOA BOARD MEETING

AUGUST 13, 2020

In attendance: Van Free, Yahnira Backus, Shirley Brown, Darrell Pearson, Hasan Mahmud, and Henry Davis (via Zoom). Guests: Harry Truslow and Robert McBride (by invitation)

- Meeting called to order at 5:35pm.
- July 21, 2020 minutes approved unanimously.
- The guests reported the outcome of the meeting of subcommittee to review the draft dealing with fines. (Harry, Robert, Thomas, and Shirley were part of the subcommittee to review the draft for violation fines.) The committee was able to meet, and they reviewed the draft line by line. They made a few minor amendments. An implementation rider was included so that the residents can understand the philosophy. They suggested implementing in stages.
- The Board discussed the need for proper training for the person who will be reporting the violations.
- Motion to approve with revisions both the Architectural Review Guidelines and letter was made. Thomas 1<sup>st</sup> Darrell 2<sup>nd</sup> the motion. All voted in favor of the motion. Motion was approved.
- The Board discussed three separate amendment proposals to the Bylaws. The first was about Pod Rep Meetings. Currently, we only have a handful of people who show up. Van suggested we do two meetings with half of the pods at each meeting. Taking out the wording about having them “separate” would help with the burdensome task of having to allot so many times for the individual pods to meet. Motion was made to change the working in the bylaws. Motion passed unanimously.
- The second proposed amendment dealt with pod rep vacancies. Currently, we have to wait until elections before we can fill vacancies. Van read pg 17 paragraph C #3 under Article 4. Motion to change the wording to reflect ability to fill vacancies when they arise was made. Motion passed unanimously.
- The third and final proposal was to extend term limits for all board members to 3 years. After discussion about the process involved, a motion was made to propose a change pending the verification by

residents. Shirley abstained from the vote. Yahnira voted against the proposal. Motion passed with majority vote.

- Motion was made to have Robert McBride help with the bylaws changes. Shirley 1<sup>st</sup> Darrel 2<sup>nd</sup>. Motion passed unanimously.
- The Board discussed changing the office hours. The managers suggested keeping the hours the same, with the exception of Fridays. Motion to change the hours passed unanimously. We will notify homeowners of change via email.
- The Board discussed the need for another fulltime worker. The amount of ARC work has increased tremendously due to the efforts of the ARC Committee to contact builders and being more proactive about ARC compliance. Motion passed unanimously.
- Thomas demonstrated the online banking options that we are going to implement and the issues with our current HOA managing software called TOPS. For the online bill pay option for BB&T to work, a unique customer account number is required for all home owners, which could be randomly generated but office staff needs to add account numbers into the TOPS system. Thomas explained TOPS has several video tutorials that could easily explain the process. The Board members were impressed with the ability of TOPS program to write checks and even print invoices with templates. Currently, we pay CRI do provide these services. Motion was made to approve the use of the program as well as to add the two types of payment options online on the website. Motion passed unanimously.
- The Board discussed an idea of creating a Neighbors Helping Neighbors Committee. Motion was made to approve a committee. Motion was passed unanimously.
- The Board discussed the creation of a Deer Creek Facebook Page. The idea was that we could do more with a page, and possibly replace the need for a newsletter. Motion was made to create a Facebook page. Motion passed unanimously.
- The Board discussed CAI, which is a national organization that leads to certification for community managers. It is important to strive to educate and become better at your job. The Board agreed we would only need one board member (possibly the president) and one of the

managers. Motion was made to join this organization. Motion passed unanimously.

- The Board discussed the water damage issues at the clubhouse and gym areas. The entire baseboard perimeter of the outside walls of the building is water damaged due to seeping of water from the outside through the foundation. This is due to landscaping mulch and shrubs planted against the building outside. This has created a water logged environment with no place for the water to go over the years. Shirley explained that crepe myrtles are planted too close to homes all around Deer Creek. There are at least two around the clubhouse that need to be removed. Van will update the Board.
- The Board will schedule manager's evaluation sometime this month.
- Meeting was adjourned at 7:30 pm.