

## PLEASE CHANGE YOUR NAME FOR THE MEETING

- Click on “Participants” on the bottom of your screen. The names of everyone attending the meeting will appear on the right side of the screen.
- Hover cursor over your name
- Click on the “More” option
- Then type your name in the space provided – Pod followed by Name ( i.e. Pemberton Park – Jim Sadie)

THANK YOU FOR YOUR COOPERATION!



## DEER CREEK HOMEOWNERS ASSOCIATION

EXECUTIVE DIRECTOR'S UPDATE

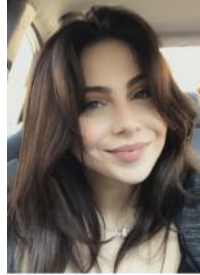


# CURRENT STAFF

Cierra Brooks



Ray Zaied



# OFFICE ISSUES

# VOICEMAIL

- No staff member knew how to access
- No one knew the password
- Voicemail was full – **48 messages** – could no longer accept messages
- Last time it had been checked was **November 7<sup>th</sup>, 2020**. (Almost 2 months)

## SOLUTION

Office Opening Protocol now includes:

- Checking all **3** mailboxes daily
- Checking voicemail daily
- Follow up with callers and update call log

# SECURITY REPORTS

- No compilation of records
- No follow up with homeowners protocols in place
- Difficult and costly footage review procedures
- Unnoticed camera outages

## SOLUTION

Office Protocol now includes:

- Daily security report reviewed (designated person)
- Important items logged in
- Follow up with homeowners after incidents
- Centralizing all cameras and recorders for easy access
- All staff members will be taught to review footage

# SECURITY REPORTS

ADDRESS	DETAILS	FOLLOW UP
	Man came up to porch, stole backpack	AZ called HO at 9:30AM; doorbell camera footage sent to security
	9pm night before; "Ding Dong Ditch"/toilet paper white Tahoe truck	AZ called HO at 11:35AM; got additional details; happy with security for followup
	Toilet Paper in Trees	Just-in-case
	Gillis Construction Company dumping something in drains	Security contacted Vehicle Owner and was informed they were only dumping water.
	Kids Riding 4-wheeler	Security tried to follow up, however origin of sound couldn't be found
	Alarm went off, security was called, as was MPD, -All Clear	Security contacted homeowner, RZ followed up at 9:45 AM
	Suspicious Maroon Charger	Just-in-case
	Blue Honda Accord Tag: 2AR2126	Just in case
	Fire Blow Out Hit middle tree casement/curb Susan Anderson Tag AUB750	Security managed the scene, "outstanding," RZ Followed up at 11:40 AM
	Big White Truck, no movement Tag 3380026A	Security left friendly reminder, RZ followed up at 12:15 PM February 1st.

# CALL/ ENCOUNTER LOGS

- No record of homeowner calls or issues
- No follow up protocols
- Delay of homeowner issues
- No documentation of homeowner complaints, concerns, or issues - multiple complaints but no record of such
  - Led to physical altercation between homeowners
  - Led to property damage between homeowners
  - Led to delay in addressing concerns such as:
    - Fallen fences
    - Turnover to collections
    - Sick homeowners
    - Dead animals

## SOLUTION

Office Protocol now includes:

- Call log kept by each employee w/ detailed notes
- Follow up with each homeowner mandatory
- No delay of homeowner issues
- Detailed documentation of all issues

# CALL/ ENCOUNTER LOGS

TIME	NAME/BUSINESS	DEER CREEK ADDRESS	REASON FOR CALLING
11:34 AM			dropped of HOA dues for Mrs. Flower, wanting to know if mailbox by the door was an ok option
12:23 PM			provide email address, returning call from Tierra regarding ARI's spers
3:03:00 PM			call back for Aya 1/12/2021
3:22 PM			asked if HOA payment was received..told him to check his bank if the payment was drafted out
3:34 PM			requesting information regarding HOA due

## HOA DUES

- Due date is January 1<sup>st</sup> – they are postmarked January 4<sup>th</sup>.
- Invoices have no set due date
- Arbitrary collections turnover

### SOLUTION

Office Protocol now includes:

- Updated invoices
- All collection issues go through office
- We check in with each homeowner before approving turnover to collections

Deer Creek Homeowners' Association, Inc.  
8925 Deer Creek Blvd.  
Montgomery, AL 36117

#### Invoice

DATE	INVOICE #
1/1/2021	36424

BILL TO
Homeowner Address Montgomery, AL 36117

*Please note your new Customer Account Number. Use this for all your future HOA payments.*

8925 Deer Creek Blvd.

Customer Account #	
078478	
TERMS	DUE DATE
Due on receipt	1/1/2021

DESCRIPTION	AMOUNT
Year: Annual Deer Creek Homeowners Association Dues	277.41
<b>NO ACTUAL DUE DATE ON INVOICE</b>	
For online Bill Pay Banking Setup:	
1. Company / Payee Name: DEER CREEK HOA	
2. A/c: your Document Account # from Invoice	
3. Address: 8925 Deer Creek Blvd Montgomery, AL 36117	
Note: If you already have online bill payment setup, please modify the payee name and account number fields as above.	
THANK YOU!	
We are glad you chose Deer Creek as your HOA.	
<b>Invoice Total</b>	537.41
<b>Account balance</b>	537.41

# UTILITIES

- No record of authorized personnel on accounts
- All utilities still in previous general manager's name
- No access to statements
  - No ability to insure the timely receipt of bills (esp. w/ mail delay)
  - No ability to address outages in internet, phone, or electricity
  - No ability to make necessary changes to accounts
  - No ability to inquire about inconsistencies or inaccuracies

## SOLUTION

Office Protocol now includes:

- Manual for utility updates as office staff changes
- Creating general access account – not associated with person's name
- Online and paper access to statements

# VENDORS

18 vendors that Deer Creek does almost monthly business with and yet only a few have a file in the office.

- No contracts on file for vendors
- No certificates of insurance/liability on file for vendors
- No protocols for insuring proper and timely response to HOA issues
  - No follow up calls
  - No status or progress updates
  - No onsite check in with HOA office
- No protocols for relaying critical information to vendors
- No HOA policies or protocols implemented on HOA expectations

## SOLUTION

Office Protocol now includes:

- Compiling all vendor:
  - Contracts
  - Service Agreement
  - Certificates of Insurance
- Call to check on set appointment
- Mandate check-in with office
- Notes per work order
- Requesting progress updates
- Compiling protocols for all vendors

# PROPERTY MANAGEMENT

22 property management companies that the HOA deals with on a regular, not including the homeowners that rent privately.

- Lack of property upkeep by property management companies
- No protocols for Deer Creek homeowner- tenant transfer
- Multiple open transfers with no records of tenants
- Rental of properties without payment of HOA assessment (\$185)
- Rental of properties without tenant registration with HOA
  - Led to inability to contact anyone about 4-wheeler issue in Greystone
  - Led to use of Deer Creek mailing address by registered sex offenders

## SOLUTION

Office Protocol now includes:

- Requesting full lists of managed properties in community
- In-office registration of tenants
- Inactivation of amenities card until registered
- Creating tenant protocols and rules

# MAIL

- No daily check of all 3 mailboxes – main mailbox was being checked once/week
- No protocol for mailing/ pick up of office correspondence
  - Delay in submission of Alabama Department of Revenue tax information
    - Resulting in penalty and fines
  - Delay in pick up of mail at post office
    - Several notices found in office
    - Mail shredded after 90 days because of lack of response

## SOLUTION

Office Protocol now includes:

- Deadline items must be handled immediately
- Mail dropped off Monday/Wednesday/ Friday as needed
- Pick up notices – must be handled within 1 week maximum

# MAIL



### Sorry we missed you while you were out.

Date: 11/12  
 The item was sent by: DEER CREEK (KTS)  
 It was sent to: DEER CREEK (KTS)  
 At this address: 8425 DEER CREEK DR

### About the missed delivery:

It was a: Bundle of  
 Package  Letters  Large envelope

Available for pickup after:

Date: 11/13

This is the:  First attempt  Final notice

### To Schedule a Redelivery:



Scan the QR Code or go to [usps.com/redelivery](https://usps.com/redelivery)

Article Number:  
5293 0618 5227 7869



### Sorry we missed you while you were out.

Date: 12/11  
 The item was sent by: DEER CREEK  
 It was sent to: DEER CREEK  
 At this address: 8425 DEER CREEK DR

### About the missed delivery:

It was a:  Package  Letters  Large envelope

Available for pickup after:

Date: \_\_\_\_\_

This is the:  First attempt  Final notice

### To Schedule a Redelivery:



Scan the QR Code or go to [usps.com/redelivery](https://usps.com/redelivery)

Article Number:  
5293 0618 5227 7876

Notices were in office.  
 We checked with post office.  
**They had been shredded.**  
**90 days no response**

# EXPENSES/ BILLS

## SOLUTION

Office Protocol now includes:

- Checklist for monthly bills with due dates
- Price comparison for all purchases
- Vendors called only after verify true issue

- Late fees on several bills in excess of \$1500
  - Quadient (over 8 times)
  - Alabama Department of Revenue
- No price comparison for purchased items
  - Fountain Water Filter
    - Elkay - \$113
    - Home Depot - \$51.89
  - Sharpie Pens – Box of 12
    - Office Depot - \$8.89
    - Wilson & Wilson - \$20.04
- Calling vendors without assessing need for them:
  - Heating issue – calling heating repair man – thermostat needs battery
  - Locked closet – calling locksmith – key was in staff drawer



# SOLUTION

- Monthly bill checklist
- Compilation of all monthly bills
  - Account name
  - Account number
  - Online access codes
  - Due dates
  - Check mark for each month as paid.

Service Provider	Account Name	Account Number	Access Code	DUPLICATE	JAN	FEB
Alabama Power	Summary Bill	SB02915 95060		14th	X	X
					\$ 5,271.68	\$ 5,270.82

# BUDGET REVIEW

STATEMENT OF ASSETS, LIABILITY – TAX BASIS

DECEMBER 31, 2020

# TOTAL CASH ASSETS

	DEC 31, 2020	DEC 31, 2019
<b>Assets</b>		
<b>Current Assets</b>		
<b>Cash and Cash Equivalents</b>		
BB & T	59,500.37	59,059.93
BB & T Money Market	260,199.63	259,594.51
River B&T #1487	67,039.13	67,579.13
River Bank & Trust #4973	488,564.19	389,106.60
<b>Total Cash and Cash Equivalents</b>	<b>875,303.32</b>	<b>775,340.17</b>
Accounts Receivable	54,300.42	73,748.21
Allowance for Doubtful Accounts	(54,300.42)	(73,748.21)
Prepaid Expenses	-	412.50
Prepaid Insurance	26,403.48	17,039.23
Account Receivable - Employee	1,100.00	-
<b>Total Current Assets</b>	<b>902,806.80</b>	<b>792,791.90</b>

# FIXED ASSETS

<b>Fixed Assets</b>		
Building & Improvements	-	96,466.42
Clubhouse furniture and fixtures	45,171.72	45,171.72
Equipment	331,341.60	212,590.08
Equipment_	-	428,600.39
Office equipment, computers	-	32,151.78
Equipment - Slagley Arch & Rec.	394,149.59	-
Equipment - Dell	30,288.74	-
Equipment - Home Fitness	16,663.63	-
Accumulated Depreciation	(709,254.08)	(660,784.55)
<b>Total Fixed Assets</b>	<b>108,361.20</b>	<b>154,195.84</b>
<b>Total Assets</b>	<b>1,011,168.00</b>	<b>946,987.74</b>

# LIABILITIES

## Liabilities

### Current Liabilities

Accounts Payable	34,834.43	28,350.46
Accounts Payable- Swim Team	5,002.74	5,569.85
Federal Unemployment Liability	521.53	588.72
Payroll Tax Liability	1,419.00	1,213.83
State Unemployment Liability	33.83	14.99
State Withholding Liability	226.53	373.87
<b>Total Current Liabilities</b>	<b>42,038.06</b>	<b>36,111.72</b>
<b>Total Liabilities</b>	<b>42,038.06</b>	<b>36,111.72</b>

# EQUITY

	DEC 31, 2020	DEC 31, 2019
<b>Equity</b>		
Excess Revenue Over Expenses	58,253.92	108,168.60
Fund balance-operating	303,076.02	195,227.42
Fund balance-repair & replace reserve	607,800.00	607,800.00
Retained Earnings/Member's Equity	-	(320.00)
<b>Total Equity</b>	<b>969,129.94</b>	<b>910,876.02</b>
<b>Total Liabilities and Equity</b>	<b>1,011,168.00</b>	<b>946,987.74</b>