

**Alston Park HOA
Annual Meeting Minutes
January 25, 2022**

Roll Call: The meeting was called to order at 5:05pm via Zoom due to COVID-19. It was determined that approximately 30 households were present in representation along with Chelsea Wynn, Alston Park Property Manager.

Proof of Notice: The quorum present serves as proof of notice.

GW Services Introduction: Chelsea Wynn with GW Services welcomed all those in attendance. Management informed the ownership that this is the 2021 Alston Park HOA Annual Meeting. This past year, the HOA was able to complete the following work:

- Complete demo of front entrance landscape and installed all new plants and bushes
- Completed the front entrance sign
- Installed new speed limit signs
- Installed new Activity Sign at entrance and on Clubhouse
- Installed new “No Overnight Parking” signs on the new Grovewood and Benton parking area
- Installed carpe on the new ponds and old
- Repaired pergola at the pool
- HVAC motor replacement and put the maintenance contract out to bid, the property is currently being serviced with Superior Heating and Air
- Completed annual soft washing
- Major tree work done at the beginning of the year at the entrance park, canopy and crown raising along with removal of dead trees
- Two large trees behind the Wyndham and Benton homes, this was based on the trees dying and the removal was quite entailed and costly for the HOA totaling \$3,500 for two trees alone.
- Installed new pool furniture, GW Services was instructed to continue to purchase the Lowes pool furniture and it is not sustaining very well. Management has recommended to the Declarant (Village Park Communities) that the HOA looks into alternative options that will be longer lasting for the area.
- Sidewalk repairs completed after some time to the entrance park.
- Sinkhole was forming on Alston Park Drive, this area was repaired by Malphrus Utilites
- Formed a committee for the pool resurfacing committee, this is still on going, the committee has met and we just received three bids, the bids range between the mid \$40,000 to mid \$50,000 and this committee will be discussing the next steps of the capital enhancement.

For those that are not aware, GW Services took over management for the Alston Park HOA in March of 2019. Our office was retained due to a significant accounts receivable issue for the HOA. There are currently 11 accounts with the attorney’s office. Not all of those accounts have liens, however the HOA is using two different attorneys’ offices to complete the collections process. One company Finkel Law Firm is out of Charleston, their office immediately files liens on the extremely past due accounts and processes foreclosures for those homeowners that have liens but have not attempted to sign up for payment plans etc. The second firm, Minor, Haight and Arundell which is local to Hilton Head has been handling the “threshold” (which range anywhere from \$500 to \$1,000) delinquent accounts that process collection letters in an attempt collect the past due amount prior to processing the lien. This letter is at the homeowners cost and billed back in the amount of \$100. All attorney fees are billed back to the delinquent homeowners account. The HOA is

required to pay the attorneys, but once the collection amount has been received the delinquent homeowner is obligated through the attorney's office to pay back the HOA for that fee. We have found this method to be effective as most homeowners that are not to the extent of over \$1,000 want to avoid having a lien placed on their home and have been agreeing to payment terms and paying in full once collections letter has been received.

Overall there was \$22,000 spent on special projects this year, while still allocating \$94,000 to the reserve accounts. Management thanked all those for their contribution and those homeowners that are paying their fees on time, as it ensures that the HOA is meeting contractual obligations and able to finance needed work without issue.

Village Park Update: Unfortunately, a Village Park Homes and/or a Village Park Communities representative was unable to attend the annual meeting. Prior to our office becoming management we were made aware that the Alston Park Homeowners had never had an Annual Meeting before. GW Services emphasized that this is an important part of the HOA process for homeowner's to meet on an annual basis and review the HOA accounts, past projects completed and upcoming projects for the community.

For those owners that are not aware, Village Park Communities is the Declarant for Alston Park HOA, and is the active Board of Directors as the Declarant. Please note at the end of 2019 beginning of 2020, John Cardamone, Village Park Communities sold the building side of the corporation, Village Park Homes, to a third party called DreamFinders. The Declarant and owner of the HOA common space is solely Village Park Communities. So to clarify for those wondering, the individuals building each home and lot are not the same individuals that act as the "Board or Declarant" for the HOA common spaces.

Management updated the homeowners that the annual property tour was completed with the Declarant in October of 2021, during this time, management inquired if there was going to be a final phase behind Grovewood and if so, what was the status of this part of the development. Management was informed that VPC was in the process of working with the Town of Bluffton on what is being called "Phase 3" and that there would be in fact a new section behind the Grovewood area that will be built with an additional 70 homes. This will not have a separate entrance and unfortunately we do not have any information on tentative start dates for this area. As homeowners may be aware this area has not even began with initial ground breaking of tree removal or infrastructure installation. As a result, since no work has begun management does not have a timeline that has been provided for when the HOA would be turned over to the homeowners. GW Services assures the ownership that as information is received, property updates to the homeowners will be provided. Management was informed and shown that there is a back access road off of New Riverside that the developer does plan on using to reduce the amount of traffic coming in and out of the community on the main road, but the area where the current VPH storage pod is being kept has been confirmed as the entrance road for the additional phase and homes. Management has requested plans for this area, but it is our understanding that this currently is still with the Town of Bluffton, so once more information can be provided GW Services will be sure to relay accordingly.

In the meantime it does appear that the HOA will get a little bit of a reprieve from all of the building to date. Our current count stands at 206 active homeowners currently paying dues to the HOA. We have been informed that there are 4 more homes that are under contract with VPH that still need to be sold and registered deed filed with the State to be active as homeowners. Management plans on taking this time to evaluate the property, have the streets cleaned and ensure that anything that needs to be cleaned up from Village Park Homes and ensure that is completed.

In October of this year, VPH committed to the HOA that they would install sod in the areas that were in the Wyndham and Benton areas some of this has been completed, other areas are still in discussion. It should be noted that any lots that had this area finished the HOA is not responsible per the master deed in maintaining the grass to the edge, but it is in fact the homeowner's responsibility to maintain this area to curb edge from their home.

Management thanked all homeowner's for their patience, and informed the homeowners that management has set the approach and philosophy that HOA funds should not be used for development aspect areas. To be clear, "development" does not mean capital enhancements, such as resurfacing the pool. Capital Enhancements are the responsibility of the HOA to maintain what it existing. The new areas however that need to be finished to be maintained would be non HOA responsibility. GW Services is still working on several of these areas with VPH and VPC to be completed and we appreciate the homeowner's patience as this is worked on and discussed for finalization.

2021 Financial Presentation/ 2022 Approved Budget: Chelsea Wynn with GW Services, reviewed the reconciled year end financials for the property, please see enclosed. The HOA operating account holds a little over \$47,500 and the capital reserve account currently stands a little over \$167,000. For those homeowners that were not with our office in 2019 when we came on as management, there was \$8,076 in the operating account and \$9,602 in the reserve account. Management commended all the homeowners for their efforts in paying on time, as over just a few short years, the HOA has been able to complete deferred maintenance in the community that had not been done in over 10 years. The property had exceptionally outstanding maintenance throughout the community, especially for the capital enhancements such as pool resurfacing, scheduling for gym updates, re-roofing of the clubhouse etc. Many of these items should have already been completed, but due to the ongoing collections and the poor budgeting of the HOA these items had been extremely deferred. One item changed in 2020 recommended by management as assessing out the New Riverside fee of \$75 per lot to the homeowners and to Village Park Communities. Management recommended this as it was an additional \$25,000 that the HOA did not have in their operational budget to properly fund while also taking care of the community. Additionally since the homeowners were not being billed, neither was the developer. When GW Services came into the community and recommended this change, it automatically provided a surplus of \$25,000 back into the operating budget, while also holding the developer accountable for their lot portion to be paid to the HOA as well.

Outstanding AR is currently at \$21,000, pre-pays are \$9,000 and your total liability and equity is a little over \$263,000. Financially the HOA is in a much more productive and safe path than it has been in years. So although the approved increase is not as well received, historically the HOA fee has been far too low for the operational maintenance that, let alone the reserve funding, to ensure proper maintenance and functionality for your HOA. The approved 2022 quarterly fee is \$305 per the declarant.

Homeowner inquired who would be responsible for the costs of the development for the new roads in the new phase. Management confirmed that any development costs will be at the cost of Village Park Communities and any home building and lot building would be at the cost of Village Park Homes. The process is that Village Park Communities clears the land and builds the infrastructure such as road, then Village Park Homes, buys the lots from Village Park Communities, and builds the homes.

Homeowner inquired if the HOA billed the developer for the past years of the lots for the New Riverside \$75 fee. Previous management companies prior to GW Services tenure did not charge VPC or VPH for their lots and homes that were not owned. GW Services did consult an attorney that represents the HOA and inquired

if the HOA is able to bill back the past years of lots to VPC or VPH for the \$75 per lots, our office was informed that the HOA would not be able to recoup those funds. Essentially since it was not billed to the homeowners, it cannot be billed back to the Declarant either. To be clear the attorney consultation was an attorney that represents the HOA and does not represent the Declarant.

Chelsea Wynn reviewed the profit and loss and approved 2022 budget. See enclosed copy. Please note the additional income based on the capital contribution required at the time of the purchase of the property. Since the amount of resales and new homes being purchased accumulated to over \$10,000 just this past year in additional income.

Utilities were overall in line. Homeowners inquired about the telephone bill, which is the Hargray phone at the pool. This is not a negotiable number and Hargray currently has a contract with the developer allowing Hargray to be only provider in the community.

Landscape contract came in under, the property is currently with Ocean Woods Landscaping, this contract is typically put out to bid every 2 to 3 years. The HOA previously has been with Harmon Landscape, this company was not able to complete the work for enhancements and irrigation repairs due to limited staffing and limited staff knowledge. This contract will most likely be put out to bid midyear for consideration of 2023 budget. It should be noted that the current amount being paid for the large number of common spaces is very competitive, the owners should expect that any change of contract would most likely include a significant increase in the annual budget and landscape expense. It should be noted that GW Services does not make any decisions for the property. Our office works as a facilitator for the property providing quotes for the Declarant for their consideration and approval.

Signage line item came in over as per the referred areas as referenced previously. Several homeowners inquired with our office if the HOA could have a digital front entrance sign installed. GW Services received a quote and provided to the Declarant. The estimated cost was over \$8,000 and the declarant declined the estimate at this time. GW Services was informed to go ahead and process the replacement for the current type of sign as to remain within the budget per 2022.

General maintenance came in a little under budget, but management did recommend an increase due to operational costs of vendors for materials and labor. This was approved by the declarant. One area that our office was requested to focus on is redoing the front entrance fencing, we had previously had a few areas requested for repair, upon discussion with the declarant our office was instructed to complete total wood replacement as needed and paint all areas of the fence.

Security line item was increased last year. Some of this has been received, others have not been in favor. However it is the HOAs responsibility to provide some sort parking monitor and security monitoring of the common areas.

Based on the 2022 approved budget and the anticipated projects and operational costs, the HOA plans on allocating approximately \$111,000 to the reserves. Please keep in mind the pool resurfacing will be about \$50,000, but it is not included in the operational budget as this will be an expense associated only with the reserve fund and will be noted as a "Special Project" on next year's expenses.

Unfinished Business Report:

- Security report:
 - Security issued annual report noting 178 vehicle citations
 - Completed 124 pool checks
 - Assisted in 2 emergency services on site
 - Reported 8 discrepancy reports
 - Reported 23 property violations (after hours)

New Business/ Open Forum: Chelsea Wynn informed the owners that one of the main items that management plans on addressing this year is as follows:

- Ordered three new park benches, two will be added to the main entrance park and one in the new Grovewood Park.
- Completing pool resurfacing within the next couple of months
- Complete annual soft washing
- Painting the pool deck
- Pool furniture is not working as it currently stands – Management to date has been directed to buy and replace as needed, at this point in time the pool furniture barely lasts a year at a time. Management has been putting this out to bid and will be looking into incorporating this enhancement into the operating costs for the HOA and try to phase in a quality furniture replacement over the next two years.
- New Entrance sign replace to match
- Political aspects of the community – No discussions will be made regarding this amendment. The Declarant has already past and filed an amendment of the master deed that no political signs or flags of any kind will be permitted on the property. This amendment will be provided to the homeowners in writing with the annual meeting minutes.

Open Forum:

- Homeowner inquired about street parking – GW Services needs to remain neutral regarding this item. Management does not direct the security company to go ticket specific vehicles, we often will update security that we have received reports of an overage of nightly parking off of “Grovewood” or off of “Wyndham” however our office cannot direct security specifically ticket or tow any vehicles.
- Management has formally sent over the request for the BPD to actively enforce traffic violations such as speeding and drivers going through stop signs. We hope that this will assist in preventing ongoing issues within the community.
- Homeowner inquired if the BPD will tow any vehicles that are deemed hazard. Management confirmed that yes, once BPD begins to actively monitor the roads and the community for traffic violations if they believe that a vehicle or multiple vehicles are inhibiting on emergency vehicle access they will tow that vehicle without notice.
- Homeowner inquired about the flooding in the individual lots. I have received confirmation that the drainage issues on the individual property do need to be addressed with Village Park Homes as this is associated with the individual property. Since the discussion, GW Services did inquire with the Town of Bluffton if there was anything their office can do to assist. Management received confirmation that the Town of Bluffton will only get involved if the water does not drain after a four day period.
- Homeowner inquired if the pond behind the Benton side will be completed. Management noted that they would follow up with the developer to assist in finishing these issues.

- Homeowner inquired about the dog park potentially for the Grovewood and Benton Park area, it is not recommended to condone a dog park in an HOA as the HOA has rules and regulations that note the Beaufort County leash law and is considered generally to be a liability in the community. However, once the community takes over the control of the property it would be within the right of the co-owners and the elected board of directors to decide if that is something they would like to pursue.
- Homeowner inquired if the new area behind Grovewood would include a tree buffer area? GW Services has requested the plans for the property at this point in time, we do not know, but will advise once we receive any information. The one main question we received confirmation is that there will not be a secondary entrance to the community.
- Homeowner inquired about the date of the pool resurfacing. GW Services just received the quotes and have sent them over to the pool resurfacing committee, the committee will be meeting and making a decision within the next couple of weeks. No parties want to wait for this work to take place, but the reality of the material and labor issues in our current state could be an issue, and we ask everyone stay patient as we work with the vendors to complete this work in hopefully what will be a timely manner.
- Homeowner inquired about getting an alternative company in for providing cable. Unfortunately the developer does have a contract with Hargray with the HOA and as a result the community is required to maintain the limited option of Hargray. Management does have a great relationship with one of the lead managers with Hargray and would be happy to inquire with them about pricing or different options for the community members.
- Homeowner inquired if the HOA would have any additional amenities added to the community. Management has received confirmation from the Declarant that no additional amenities in the community will be added.
- Homeowner inquired about the capacity of the pool, which is a little over a hundred persons. Homeowner also inquired as to the capacity of the gym. Management will seek clarification on exact number.
- Homeowner inquired as to breed restrictions and how this is enforced by the HOA. Management does not monitor the individual owner's breeds and they homeowners are not required to register their dogs with the HOA. There are breed restrictions for the HOA as per the master deed. If in the event that there is an issue with a homeowner and they are reported with a restricted breed which has occurred in the past that homeowner is then immediately turned over to the HOA's attorney. When purchasing the home, one requirement is a signature that states you as the homeowner are in legal agreement with abiding by the HOAs master deed and rules and regulations. So if in the event there is an issue such as this, management does not send notification letters or fines, the HOA immediately turns that homeowner over to the attorney for resolution. This attorney cost is directly billed back to the homeowner with the restricted breed.
- Homeowner requested that Management request to the declarant allow a financial committee to provide oversight of the budget. Management stated that we can relay request however since homeowners have no legal control of the expenditures of the HOA, we would not expect that committee to be formed.
- Homeowner inquired about transition process: Management assists in the transition which on a brief overview includes having a third party reserve analysis team evaluate the property, the life expectancy of the amenities, the roads, and all common aspects. Then the reserve analysis notes the costs that it would take the HOA to fund these items to ensure non failure and scheduled maintenance is adhered to. Reserve analysis are estimated to cost between \$8,000 to \$10,000,

which is all the more reason that the HOA needs to be properly funding reserves to fund these types of expert opinions. Management will work as a facilitator between the transition board (which will be 5 homeowner's elected by the co-owners to represent the HOA) and the declarant. It is also management's responsibility to guide the transition board in obtaining these experts for their knowledge and understanding of their community. The HOA will need an attorney to consult to file all the deed information, to verify the parcel numbers at the transfer are correct for the HOA to own. Additionally the HOA will most likely need a CPA involved to evaluate the assets and equity and confirm that the funds associated with the reserve account reflect accordingly with any outstanding liabilities the HOA may have. The HOA should never expect to be fully funded for a reserve account, however it would be expected that the HOA is financially planning and organized financially to ensure that assessments are not needed for scheduled capital enhancements and that the HOA is able to fund these items within a reasonable time frame of the expected life cycle of the item. For example the pool resurfacing should have been completed close to 4 years ago, however based on the last couple of years, the HOA is not in a position to be organized for those potential negotiations.

- Homeowner inquired if a reminder about the soft washing and the rules and regulations can be sent out to the property. Management confirmed that letter would be sent as notification and reminder to all.
- Homeowner inquired about the neighbors putting the leaves in the sewer. Management is not aware of any rules, but will look into.
- Homeowner inquired if the mailbox off of Grovewood mailbox would be moved. Management received confirmation that this would not be moved.
- Homeowner inquired about overnight parking for family and guests overnight. Management confirmed that we can issue pdf passes for overflow parking areas such as the amenity parking areas. The pass is also emailed to security so that they are aware of the permitted vehicle.
- Homeowner inquired about the 6 light poles that are either leaning or need painting. Dominion finally reached out and confirmed that painting would take place this summer, in regards to the leaning posts, they have indicated that work orders have been issued. It should be noted that management has been sending weekly requests to Dominion since June of 2021 requesting this work take place and will continue to do so until resolved.

Adjournment: Chelsea Wynn thanked all those in attendance and reminded the owners that if in the event they have a question or concerning the HOA to please contact management directly as we do not monitor social media. Chelsea introduced Penelope Alvarez, Penelope has been with GW Services now for about a year, if you have reached out to our office before for keys or general inquiry, you most likely have spoken with her, and Penelope will be assisting as Property Administrator for your community. As there was no further business to come before the ownership, the meeting was adjourned at 7:04pm.