



**Southern Village Homeowners Association
Manager's Report
January 15, 2019**

Financials

Monthly financials were reviewed & approved by Jerry. At present the November 2018 financials are finished & have been shared with the full Board. Note, the December financials (thus year-end) will be completed by the end of January. Once done, they will be shared with the HOA Tax Preparer so that work can start on the 2018 tax return.

Next, year-end aging reports have been thoroughly reviewed by management & Jerry, with the appropriate actions being taken to collect all monies due, including late fees. As a reminder, the current HOA collection policy is posted on the community website. It has been there for many years now.

During the first week of January, 2019 annual assessments were mailed to all members. As a reminder, communication about the 2019 assessments have been available on the community website for more than 2 months now. Next, monthly assessments are handled differently (as so many members select electronic payments) & the January assessments are also complete.

Finally, assessments for SV Condos, SV Apartments, MSA, etc. have all been sent out, with payment due by the end of February. Management sees no issues with these assessments being paid on time.

Work Orders

Since the last report 1 work order was opened & 2 work orders were closed. As always, if any HOA member wants to see the work orders they are available in the Berkeley office. Also, Berkeley is including some basic information on work order as part of this report.

Landscape, Trees & Ponds

Pathways, Parks & Common Areas: Ruppert continues to service the property as needed during the winter months. Ruppert has started work on the approved pathway improvement projects for SVHOA, the work was supposed to start on December 10th, however the snow moved things to January. Management has made it very clear that the path work must be all complete well before the February Annual meeting. As a reminder, the current landscape contract with Ruppert expires on 12/31/19. At present, management is planning, with Board approval, to issue an RFP this summer for 2020 services.

Recycling Centers, Dog Waste Stations: Ruppert continues weekly service of the 3 recycling centers and the 3 dog waste stations. Obviously, the dog waste stations are well used by members/residents.



Courtyard Homes & Townhomes: Ruppert continues to service the property as needed (no more than two visits monthly) during the winter months. As a reminder, the services for the Courtyard Homes changed on 1/1/19, with only the 100-block getting basic landscape during the growing season only.

Trees: Bartlett has started very limited inspections of the street trees in early January to ensure they remain safe. They plan to work only in January & February on safety issues throughout the HOA.

Ponds: Dragonfly Pond Management visits monthly to perform maintenance and check all ponds. As always, the monthly services reports from DragonFly are on the website. The last visit was on 12/21/18 & everything is in order. As a reminder, the 2019 annual inspection is due in August/September with the Town of Chapel Hill. Management is expecting no issues in regard to 2019 pond inspections.

ARB

All approvals and denials of ARB submissions are posted on the community website. Additionally, formal communication goes out from the ARB chair, as well as Berkeley, about all applications.

Michelle continues to serve as the primary contact for Gregg (ARB chair) on a weekly basis.

Alleyways

Nothing new to report this month. Note, management shared with the full Board 25-year financial plan for alleys. As has been the case for the last 10 years, a trusted vendor will inspect all HOA maintained alleyways in May 2019 & issue a formal report of what must be fixed, what should be fixed & what needs to be on the watch list for future inspections. Management sees no issues on HOA alleyways.

Website

Berkeley continues to update the website as needed. New for 2019, this services is free to the HOA.

Condos

Nothing new to report this month. As previously stated, 2019 assessments were mailed out last week.

Courtyard Homes

Pricing & service levels for 2019 landscape services has been approved by the Board. Of note, the pricing is for basic blow, mow & go services for 10 homes (the 100 block). Mulch, pruning, leaf removal & fall aeration & over seeding is not included as part of the 2019 contract. Clearly, January - March are very slow for landscaping, but management will keep a close eye on this new service agreement.



Townhome I

Per instructions from the Board, management will issue an RFP for new roofs this winter and the project itself will be done (finished) by late May or June 2019. Additionally, trim painting & repairs will be done in 2019, per direction from the Board. Management will issue an RFP for such in the spring, with the current plan to have all painting done by early Fall.

Townhome II

As is the case with TH1 (really all 141 townhomes), trim painting & repairs will be done in 2019, per direction from the Board. Management will issue an RFP for such in the spring, with the current plan to have all painting done by early Fall.

Westend Townhomes

As is the case with TH1 & TH2 (really all 141 townhomes), exterior painting & repairs will be done in 2019, per direction from the Board. Management will issue an RFP for such in the spring, with the current plan to have all painting done by early Fall. Please note, 2-3 residents of Westend THs are requesting the siding color change during this cycle, clearly that will need to be discussed more.

On a positive note, management was able to significantly lower the fire system monitoring fees for 2019. All details were shared with the full Board, as part of the budget process. Additionally, the savings in 2020 & later are thousands of dollars to the HOA, specifically Westend THs. Please note, services changes have already happened, with FLSA handling all aspects of fire sprinkler systems.

Highgrove Townhomes

As is the case with TH1, TH2 & WE (really all 141 townhomes), exterior painting & repairs will be done in 2019, per direction from the Board. Management will issue an RFP for such in the spring, with the current plan to have all painting done by early Fall.

On a positive note, management was able to significantly lower the fire system monitoring fees for 2019. All details were shared with the full Board, as part of the budget process. Additionally, the savings in 2020 & later are thousands of dollars to the HOA, specifically Highgrove THs. Please note, services changes have already happened, with FLSA handling all aspects of fire sprinkler systems.

Unique to Highgrove Townhomes, the landscape irrigation system has been winterized since late October. Management notes that with repairs & water usage the system cost Highgrove THs over \$9000 in 2018. Clearly this is a lot of money & management suggests serious discussions happen between the Board & the Townhomes Committee to decide if the system should be used in 2019.



Complaints

To date, management has received three general complaints over the holidays & during the first two weeks of January. One complaint was about trash floating in a community pond; which clearly happened after the December service visit (as Dragonfly takes pictures). Management thanked the resident for the comments & said the trash would be handled during the next regular maintenance visit by Dragonfly (note, management did not authorize a special visit).

Next, a resident complained they saw no value from paying HOA dues & suggested they might withhold payment in 2019. Management thanked them for their comments and pointed all of the benefits (note, there are many) the HOA provided in 2018 & was planning to continue (& improve) in 2019.

Last, a resident commented about damage to personal landscaping from 4 years ago. Management thanked them for their comments & said if they fixed whatever was wrong & shared the bill, that it would be paid by management (not HOA funds). Of note, it appears the damage was tied to a landscape vendor that no longer is working for the HOA, thus the reason management said they would cover it.

Annual Meeting

As a reminder, the 2019 Annual (or, AGM) meeting is Tuesday, February 19th @ 7pm at 800 Market Street, which is Christ Church. Management will be there starting at 6:45pm to start to check-in owners in for the AGM. The draft AGM packet has been shared with Susana & Jerry for review and comment. Once approved it will be mailed to all residents (note, the packet has to be sent 30 day prior to the meeting). Also, it will be posted on the community website. The most important function of the AGM is to elect two Board of Directors, each for a three-year term. Quorum for the AGM is 10% (or, 68 owners) of SVHOA owners. Finally, this is an AGM for SVHOA, meaning the condos & apartments do not get a vote, as they are not members of the SVHOA, rather they are members of SVMA (master association).



Work Orders Opened
Since Last Report

<u>Address</u>	<u>Item</u>
900 & 1000 Highgrove	Updated riser room paperwork (for new cellphone service)