



**Southern Village Homeowners Association
Management Report
June 30, 2019**

Financials

Monthly financials are shared with the full Board & posted to a private section of the community website. For any member that wants to see the financials all they need to do is send an e-mail to Management and they will be shared.

Next, six (SVHOA Common Areas, Alleyways, TH1, TH2, Westend THs & Highgrove THs) long range financial plans & 1st pass of all 2020 budgets have been shared with the Board Treasurer.

Last, a current aging report has been shared with the Board Treasurer.

Work Orders

Since the last report 5 work orders were opened & 5 work orders were closed. As always, if any HOA member wants to see the work orders they are available in the management office. Also, we have included some basic information on work orders as part of this report (see last page).

Landscape, Trees & Ponds

Pathways, Parks & Common Areas: Ruppert continues to service the property as needed during the spring/summer months. Weekly landscape service continues in June & will continue for the entire growing season. As a reminder, the current landscape contract with Ruppert expires on 12/31/19.

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 weekly landscape services in June. As a reminder, services for the Courtyard Homes changed on 1/1/19, with only the 100-block getting basic landscape service (ex, mow, blow & go) during the growing season. As a reminder, the current landscape contract with Ruppert expires on 12/31/19.

Trees: Davey Tree Service continued with inspections of the street trees to ensure they remain safe and healthy. As a reminder, Davey Tree Service was given a not to exceed pricing target for all of 2019, which ensures street tree expenses are under control and tightly management by both Management & the Board. Davey Tree Service will not go over budget for street tree maintenance.



Ponds: Dragonfly Pond Management visits monthly to perform maintenance and check all ponds. As always, the monthly services reports from DragonFly are posted on the website. As a reminder, the 2019 annual inspection is due in August with the Town of Chapel Hill. Additionally, Dragonfly will start working on the pond near the business district to remove sediment that has built up in last 12 months.

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. Additionally, Rana has agreed to serve as the Board liaison with the ARB, which is a much-needed step for even better communication between both the SVHOA Board & the ARB.

Alleyways

Nothing new to report this month. Note, management shared with the full Board a long-range financial plan for alleys. As has been the case for years, a trusted vendor, Asphalt Enterprises, inspected all HOA maintained alleyways in late May & issued a formal report of what should be fixed. This report has been reviewed by Management & shared with the Board President. The financial impacts of this report are well within the 2019 Budget & the long-range financial models used to predict alleyways expenses.

Website

Management continues to update the website as needed. There is no charge for these services. Additionally, over 1500 individual e-mails have signed up to receive electronic newsletters from SVHOA.

Condos

Nothing new to report this month. Management is recommending 15% dues increase for 2020.

Townhome I

Management was instructed by the Board to award the new roofing project to Chief Roofing. That was done & the roofing project will start on Monday, July 8th. Notices have been mailed to all unit owners & information has been posted on the community website. Last, trim painting & repairs for TH1 will be delayed in 2020, per direction from the Board.

Townhome II

Trim painting & repairs for TH2 will be delayed in 2020, per direction from the Board.



Westend Townhomes

Juan Carlos & team started on the trim project on Monday, June 10th. Management has been on-site each day to check-in with the vendor. Additionally, Rana has stopped by several times to review the work. The project is moving slower than expected, largely due to the issues with the windows (as all window trim has been screwed in (not nailed, which is much more normal)); this information has been discussed with Rana & the appropriate adjustments were made to the scope of work; the pace the vendor is working suggests the trim project will finish in July; after which Management will have the trim painted by a painting vendor (currently Management is working on getting 3 bids for such).

Highgrove Townhomes

Based on the eventually success of the trim work project for Westend THs, then work will start on Highgrove THs (48 units). The goal will be to have all trim work done by mid-October. After which, trim painting can & will proceed. Note, there is no guaranteed that 100% of wood trim can be proactively replaced at Highgrove THs, as it really will depend on the project financial impacts.

The Board has approved necessary irrigation repairs (to be completed by Ruppert). Once done the irrigation system will be turned on & will run for the monthly of July, August & September. Additionally, the Board will discuss as part of the 2020 Budget the viability of continuing irrigation.

Complaints

As per Board direction, complaints are shared monthly (end of each month) with the Board President. Additionally, a full list of all complaints is shared with the full Board prior to each Board meeting.

Insurance

The SVHOA insurance Broker, Luke Riggsbee, has prepared an excellent insurance renewal for SVHOA (as a reminder, insurance renews each July). Management has reviewed Luke's work & support. Most importantly, Luke has shared his recommendations with the Board Treasurer. Next steps are for the Board Treasurer to review, make final recommendations & bring to the Board for a vote.

Other

Landscaping bids received from 4 vendors (Ruppert, US Lawns, Brightview & Bland) for 2020, 2021 & 2022 services. All prices show an increase from 2019 rates. Management is reviewing & will share findings, with a recommendation to the Board President & Board Treasurer in the next week.

Additionally, significant time is being spent working on 3 "neighborhood disputes." Management continues to talk with all parties & will bring the facts to the Board for action at the July meeting.



2Q19 Highlights

The following items were successfully done for the HOA in April, May & June:

- Ponds serviced monthly (April, May, June), with no maintenance issues to report
- New Board member (for 1 new member) training happened in May
- Supported 2 Board meetings, one in April & a second one in May
- Supported 3 ARB meetings, monthly in April, May & June
- SVHOA Collections (aging) tightly managed (compares to 2018 are favorable)
- Awarded TH1 roofing contact to Chief Roofing; project will start on July 8th
- Awarded & managing Westend THs trim project (proactively replacing wood trim with PVC trim); project started on June 10th; Management directly oversees project daily with JC
- Supporting Townhome Committee, with Rana Singh serving as Chair; biggest topics: (1) trim projects, (2) roofing projects, (3) proactive roof inspections, (4) HG THs irrigation, (5) creating new rules for annual gutter cleanings, (6) creating, sharing & educating stakeholders on long range (ex, 25 years) financial planning models for all 141 Townhomes
- Worked with 4 vendors (Ruppert, US Lawns, Bland & Brightview) for 2020 landscaping bids
- Managed annual alleyways inspection performed by Asphalt Enterprises; report was issued in late June, with funding well in line with budget & long-range financial planning models



SVHOA Work Orders Opened Since Last Report

<u>Address</u>	<u>Item</u>
Edgewater Park	Repaired swing set
1012 Highgrove	loose railing
120 Glade	roof leak
Market Park	repair fence and play equipment
110 Glade	repair downspout