



**Southern Village Homeowners Association
Management Report
August 31, 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. The 1H19 financials are the most current ones available.

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 8 work orders were opened & 7 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 continued in August & 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 August. 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 limited pruning 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 September with the Town of Chapel Hill. Additionally, Dragonfly finished all work on the pond near the business district to remove sediment that has built up in last 12 months. This bill was split with 1/3 paid by the HOA & 2/3 paid by the business district & apartments.

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 the SVHOA Board & the ARB.

Management share with the Board a memo about suggestions/improvements to the ARB process.

Alleyways

Asphalt Enterprises has fixed selected areas (parts of alleys) throughout SVHOA. The work was finished in mid-August. Management oversaw the entire project, with staffing being on-site every day to make sure the work was done & the disruption to residents was minimal. Finally, Management walked all alleys with Asphalt Enterprises the last week of August, to inspection work & focus on items for the next repair (basically creating a “watch list.”).

Next, Management shared with the full Board a long-range financial plan for alleys earlier this spring. The recommendation by Management is for 15% dues increase for 2020.

Website

Management continues to update the website as needed. There is no charge for these services. Additionally, over 1600 individual e-mails have signed up to receive electronic newsletters from SVHOA. MailChimp is now the e-mail system SVHOA is using for communication.

Condos

Nothing new to report this month.

Management is recommending 15% dues increase for 2020.



Townhome I

Chief Roofing completed the new roofing project for TH1 last month. The work was done on time & on budget. Last, trim painting & repairs for TH1 will be delayed in 2020, per direction from the Board.

Next, Management is recommending 15% dues increase for 2020.

Townhome II

Trim painting & repairs for TH2 will happen in late 2019, per direction from the Board. Additionally, some urgent roof repairs will be done on parts of the TH2 units per findings from the annual roof inspection the HOA conducts each spring. Chief Roofing has been given the contract for this work. The Board President & Townhome Committee Chair have both approved this work. Additionally, the assigned TH2 representative is aware of the upcoming projects (both the roof work & the trim work).

Next, Management is recommending 15% dues increase for 2020.

Westend Townhomes

Juan Carlos & team have finished all exterior trim work for both the 900 & 1000 blocks of Highgrove. Management has been on-site each day to check-in with the vendor. Additionally, Rana has stopped by several times to review this work. Rana has been very pleased with all the trim work that was done.

Next, Juan Carlos & his painting team are nearly finished with the exterior trim caulk & painting project. The scope of this project was to re-caulk all trim (houses only, no garages). Once done, his crew power washed the structures. Then they painted the white trim. Once completely done with that part they repainted all the black handrails. The project is being supervised daily by Management. Also, when in town Rana has been stopping by as well. The project will finish early next month. Special note, once done no more exterior work will be provided by the HOA for the next six years (other than to repair a roof leak). This proactive replace of all trim with PVC has been expensive in the short term, but the long-range financial models suggest it will yield significant savings in the future for all WE THs owner.

Next, Management is recommending 15% dues increase for 2020.

Highgrove Townhomes

Per Board direction the exterior trim project has been delayed until 2020 or later. The Board is working with the ad hoc group of Highgrove THs owners to come up with a new plan for dues, repairs & longer-range planning on reserves. The next step in that discussion will be at the September Board meeting.

Next, Management is recommending 15% dues increase for 2020.



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.

ARB (to Board) Appeals

At the September Board meeting two residents are coming to appeal the denial of requested work at their homes. The SVHOA ARB has denied their projects. As is their right, they are coming to the Board to directly appeal the ARB decisions. One decision involves painting. The other front facing solar panels.

Next Board Meeting

The September Board meeting is set for Wednesday, September 11th @ 6:30pm at 101 Market Street, 1st Floor Conference Room. This meeting & all meetings of SVHOA are open to the public.

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 shared findings (including pricing), along with a recommendation to the Board President & Board Treasurer last month.

Next, at the Board's request, Management has securing bids from Ruppert Landscape for trail (path) improvements for the two natural paths off of (1) Highgrove Park (leading to Culbreth Middle School) and (2) Fan Branch Trail (leading to Culbreth Middle School); these bids have been shared with the Board President & Board Treasurer.

Last, Management has spent a tremendous amount of time supporting various questions from owners of the Highgrove Townhomes. Literally hours & hours of time are being spent to answer questions for many of the owners. Often the questions are the same. Management continues to ask for very clear direction on how exactly it should be supporting Highgrove THS now & into the future.



SVHOA Work Orders Opened Since Last Report

<u>Address</u>	<u>Item</u>
115 Westside	Inspection: rotten soffit and railing
Edgewater Park	Repair sign
102 Glade	roof leak
Highgrove Townhomes	Clean riser rooms (4)
Westend Townhomes riser rooms	Replace batteries per FLSA
Scroggs Pond	Repair GFI
Calderon Park	paint fence
536 Copperline	repair gutter