

**Southern Village Homeowners Association
Management Report
October 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 HOA Management and they will be shared. The September financials are the most current ones available.

Patsy, Tara and Alan met and discussed the budgets for SVHOA Common Areas and each of the following: Courtyard Homes, Alleyways, TH1, TH2, Westend THs & Highgrove THs. Alan will submit a draft to the full BOD at the November 19th BOD meeting to vote on and approve.

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

Work Orders

Since the last report 6 work orders were opened & 8 work orders were closed. As always, if any HOA member wants to see the work orders they are available in the management office.

Landscape, Trees & Ponds

Pathways, Parks & Common Areas: Ruppert continued to service the property as needed during the summer/fall months. Weekly landscape service continued in September & 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 continued weekly landscape services in September. 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 to prune the street trees during September and October 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 managed by both Management & the Board. Davey Tree is currently compiling a list of trees removed by the city in 2019 and will submit a list of species to plant this winter for approval by the BOD.

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 was done in September, the report was submitted to and accepted by the Town of Chapel Hill. A copy of the report is in the Mill House office. It should be noted that the HOA will have to do some sediment work at Pond One, this expense has been added to the proposed 2020 budget. Additionally, DragonFly's contract remains month to month, with no expiration date.

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 Mill House, 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 shared with the Board a memo about suggestions/improvements to the ARB process.

Management has shared with the Board President the current ARB Guidelines & the ARB FAQ document posted on the community website. At present the Board President is preparing some suggested changes to both documents. Once ready those suggestions will go to the full Board & later the full ARB. Any approved changes to the ARB documents will be posted on the community website.

Finally, the BOD will have a hearing prior to the November 19th BOD Meeting. This hearing is a follow up on an ARB appeal that was denied by the BOD in September and the resident's refusal to comply.

Alleyways

Nothing to report this cycle, other than HOA Management is suggestions a 15% increase in dues for 2020 as part of the 2020 Budget cycle. This recommendation will be reviewed by the Board Treasurer.

Website

Management continues to update the website as needed. There is no charge for these services. Additionally, over 1650 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 to report this cycle, other than HOA Management is suggestions a 15% increase in dues for 2020 as part of the 2020 Budget cycle. This recommendation will be reviewed by the Board Treasurer.

Townhome I

Nothing to report this cycle, other than HOA Management is suggesting a 15% increase in dues for 2020 as part of the 2020 Budget cycle. This recommendation will be reviewed by the Board Treasurer.

Townhome II

Chief Roofing completed the roof repairs on Greenview and Brookgreen, this project went smoothly and without incident, it was completed in a timely manner. Proposals were submitted for the trim repair project and THS was awarded the contract. Start date is TBD, proper communication will happen with all homeowners once a date is set. Management is currently seeking bids for the painting of all units at TH II, this will include power washing, caulking and painting of all trim, front doors, shutters and railings.

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

Westend Townhomes

Juan Carlos & team have completed all exterior trim work at Westend. The site was inspected by Rana and Patsy and the final invoice has been paid.

This proactive replacement of all trim with PVC was expensive in the short term, but the long-range financial models suggest it will yield significant savings in the future for all Westend THs owners.

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

Highgrove Townhomes

Per SVHOA Board direction the exterior trim project has been delayed until 2020. The SVHOA 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 is at the November SVHOA Board meeting.

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

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.

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. Based on the information HOA Management has received & reviewed the recommendation is to consider either Ruppert Landscape or BrightView Landscaping for 2020, 2021 & 2022 services.

At the SVHOA Board's request, Management secured bids for the Fan Branch Trail stairs and has awarded the contract to Ruppert. This project is currently slated to start in December. The path at Highgrove Park (leading to Culbreth Middle School) is still being assessed for improvements, after walking with Management this path is in good shape and possible improvements are not extensive.

Bike racks (U Rings) are being priced out for Highgrove Park, this is to alleviate the congestion of bikes being left in the devil strip and locked to trees. The cost of three park benches is being explored for Pond Two (Brookgreen). All costs will be submitted to and approved by the HOA.

The NC State survey postcard will be mailed November 1st to the Southern Village community, including the SV apartments and local merchants. The website will be updated to host a "survey" page and will capture SV residents addresses and emails, residents will then be directed to take the survey via a link.

Mill House Properties has begun the processes to test the new software system that will support SV HOA. This system will host the website and have the capability to communicate with all residents regarding; community communications, paying annual assessments on line, submit an ARB applications and track work orders for residents all through a portal system This application will go "live" to homeowners in January 2020.

Finally, Berkeley Property Management has moved its office to the Mill House Properties location at 1720 East Franklin Street, Chapel Hill. Michelle will be in this office Monday through Friday between 10:00am -5:00pm, Michelle can be reached at hoa@millhouseproperties.com or (919)448-5150. Patsy Smith can be reach at patsy@millhouseproperties.com or (919) 428-8205 and Tara Lacara at hoafinance@millhouseproperties.com.

Next BOD Meeting, Tuesday, November 19 @6:30 PM. 101 Market Street, Conference Room