

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

Alan submitted a proposed 2020 budget to the full BOD at the November 19<sup>th</sup> BOD meeting, the BOD reviewed, made changes, voted and approved. The board voted and passed an increase in all SVHOA assessments below are both the monthly and annual rates for 2020:

**2020 Annual Dues**

\$330.00 Detached Homes, Townhomes, Courtyard Homes & Class III

\$95.00 SV Alleys

\$115.00 Condos

**2020 Monthly Dues**

\$165.00 Townhome I

\$105.00 Townhome II

\$165.00 Highgrove Townhomes

\$178.00 Westend Townhomes

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

**Work Orders**

Since the last report, 5 work orders were opened & 6 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**

Landscape proposals were submitted to and reviewed by the BOD for services. Ruppert was awarded the new service contracts for all Southern Village Common areas and townhome groups.

Pathways, Parks & Common Areas: Ruppert continued to service the property as needed during the fall/winter months. Ruppert will begin the winter 10-14 day landscape schedule in December.

Recycling Centers, Dog Waste Stations: Ruppert continues weekly service of the 3 recycling centers and the 3 dog waste stations. During the winter months the dog waste stations will be monitored and emptied weekly.

Courtyard Homes & Townhomes: Ruppert will begin the winter 10-14 day site visits December 1<sup>st</sup>. Services continue at Courtyard Homes, the 100-block receives basic landscape services (ex, mow, blow & go) during the growing season

Trees: Davey Tree Service has completed the 2019 street tree work, having addressed a lot of pruning and dead trees in the last two months. Keith will focus on replacement for the remainder of the year. 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. 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 has 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 had a hearing at 5:30 pm on November 19<sup>th</sup>. A decision was made by the BOD and will be shared directly with the homeowner.

### **Alleyways**

Please note the BOD voted on approved an assessment increase for the alleys, 2020 annual alley assessment will be \$95.00.

### **Website**

In 2020 Mill House Properties will take over the Southern Village website and make all necessary updates and improvements. Mill House will work with the BOD to seek any guidance and changes they may want to implement. Mill House will launch new homeowner portal system mid-January that will allow management, the board and homeowners to communicate easily about relevant topics in Southern Village. It will allow homeowners to pay annual and monthly assessments on line. All homeowners and townhome owners will receive written notice in December regarding the new portal system.

### **Condos**

The BOD has voted on approved an annual assessment increase for 2020 for condominiums, beginning January 1, 2020 the new annual condominium assessment will be \$115.00.

### **Townhome I**

The BOD has voted on approved a monthly assessment increase for 2020 for THI, beginning January 1, 2020 the new TH I monthly assessment will be \$165.00.

### **Townhome II**

THS will begin the trim project at TH II on Monday, December 9<sup>th</sup>. Letters were sent to all homeowners regarding the details of the project and notices will be delivered one week prior to the start of the work. Management has bids for the painting at TH II to begin following the trim repair; they will share with the BOD. Bids include power washing, caulking and painting of all trim, front doors, shutters and railings.

The BOD has voted on approved a monthly assessment increase for 2020 for condominiums, beginning January 1, 2020 the new TH II monthly assessment will be \$105.00.

### **Westend Townhomes**

The BOD has voted on approved a monthly assessment increase for 2020 for condominiums, beginning January 1, 2020 the new Westend monthly assessment will be \$178.00.

### **Highgrove Townhomes**

The BOD has voted on approved a monthly assessment increase for 2020 for condominiums, beginning January 1, 2020 the new monthly assessment will be \$165.00.



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### **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**

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 was mailed November 1<sup>st</sup> to the Southern Village community, including the SV apartments and local merchants. The response was fantastic, lots of surveys were completed. Results will be shared with the community once they have been compiled.

Mill House Properties has begun the processes to test the new software system that will host 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. All Southern Village residents will receive a letter explaining how the system works and requesting current contact information so personal portals will be ready to go "live" mid-January.

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](mailto:hoa@millhouseproperties.com) or (919)448-5150. Patsy Smith can be reach at [patsy@millhouseproperties.com](mailto:patsy@millhouseproperties.com) or (919) 428-8205 and Tara Lacara at [hoafinance@millhouseproperties.com](mailto:hoafinance@millhouseproperties.com). Starting January 1<sup>st</sup> Berkeley Property Management will become Mill House Properties and operate as the HOA division.