

**Southern Village Homeowners Association
Management Report
January 31, 2020**

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 November financials are the most current ones available.

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

Work Orders

Since the last report, 2 work orders were opened & 2 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 continues to service the property as needed during the fall/winter months. Ruppert is now on the 10-14-day landscape schedule for the winter months.

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 has begun the winter 10-14-day site visit schedule. 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 planted street tree replacements where the city removed trees in 2019. There are a few trees remaining that were removed later in the calendar year, Davey will try to address if possible, if they cannot plant in January or February, they will be done next winter.

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.

Alleyways

In 2020 the alleyways will be inspected and assessed for future repairs to be performed this year. Management will walk with the possible vendors and an HOA representative.

Website

In 2020 Mill House Properties took 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 hopes to launch the new AppFolio system by February 1st, there have been delays on the software provider end, but we are eager to get the system up and running. All SVHOA homeowners will be notified by email or US mail when the system is live.

Condos

Townhome I

Townhome II

THS will begin the paint project at Town Home II mid-February. All homeowners have been notified by mail of the start date and necessary arrangements they will need to make regarding, screens, outdoor furniture, art and anything on the front doors or stoops must be removed. Color selections were sent as well, and homeowners can let management know their choice. The paint project will include power washing, caulking and painting of all trim, siding, front doors, shutters and railings. Windows are excluded.

Westend Townhomes

Highgrove Townhomes

Mill House and the BOD will begin the process to seek bids for trim replacement at the Highgrove Townhomes early in 2020. They will communicate with the Highgrove Townhome representative once the appropriate information has been collected.

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

We are still waiting on the arrival of bike racks (U Rings) at Highgrove Park, this is to elevate the congestion of bikes being left in the devil strip and locked to trees. Three park benches are in process as well and will be placed at Pond Two (Brookgreen).

The NC State survey postcard responses was fantastic, and we are awaiting the results of the survey and focus groups. Updates will be shared with the community once the report is compiled.

The Southern Village Annual Homeowners Association General Membership Meeting is Tuesday, February 18th from 7:00 pm to 8:00 pm at 800 Market Street (Christ Church Ascension Hall) in Southern Village.

AS a reminder, the Mill House Properties is located 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.