



Woodlands of Chatterton Village Homeowners Association Board of Directors

Minutes – Thursday, February 23, 2017

7:00 – 9:00 PM

Meeting Called to Order: 7:12 PM

Roll Call: Bonnie Donaldson, Marc Spontack, Yolanda Everett

KC Property

Services

Attendees: Tabitha Leach

Review of November 17, 2016

Meeting Minutes: November 17, 2017 meeting minutes approved.

Adoption of February 23, 2017

Meeting Agenda: February 23, 2017 meeting agenda adopted.

Resident Forum

- Pet waste continues to be an issue. Some residents are not cleaning up behind their dogs. One unit on Ormskirk is of particular concern as there have been repeated reports of large amounts of animal fecal matter outside the unit.
Action Item(s): KC Property Service to contact Duty Calls to walk the community and remove pet waste from in front of those units where this is a problem. The board will follow-up with decision to charge residents/units back accordingly for the cost of clean-up.
- Street signage at the entrance of the community appears to have been damaged and is in need of repair.
Action Item(s): The condition of street signs will be reviewed for damage. Repairs, should they be needed, will be tabled for later discussion.
- Hardware on the community mailboxes is rusting and paint is wearing away.
Action Item(s): KC Property Service to obtain quotes to both repair and to replace the current community mailboxes for board review.
- Some bulbs on garages are flickering.
Action Item(s): Flickering bulbs to be addressed as soon as possible.
- For the website the year header for newsletters needs to be updated and February newsletter needs to be made available on the site.



Action Item(s): KC Property Service to follow-up and ensure that the aforementioned website updates are made.

President Report

- No report at this time.

Vice President Report

- No report at this time.

Treasurer Report

- No report at this time.

Clubhouse

- Positive feedback received regarding the new clubhouse carpet. Will look into possibly painting. Needs to be prioritized with other community updates (i.e., mailboxes, street signs, etc.)

Social Committee Report

- No report at this time.

Neighborhood Watch

- Police have indicated that the investigation of the burglary that occurred within the community is an ongoing investigation with no information to be shared at this time. When information becomes available, it will be shared.

Three Community Panel

- Payment to WOCV is past due from Fall of 2016
Action Item(s): KC Property Service to follow-up

Current Business

- **Clubhouse Bathrooms:** It was reported bathrooms were not cleaned at last season's pool closing. Kim at KC Property Service was verifying we were not charged for this service.



- **Request for Website Update:**

- It was requested at the September board meeting that the survey be removed. Paragraph discussing the survey still remains on the site.
- November 2016 minutes need to be posted to the site.
- October 2015 meeting minutes need to be posted to the site.
- For the website the year header for newsletters needs to be updated
- February newsletter is missing from the site and needs to be made available.

Action Item(s): Survey related content has since been removed. KC Property Service to ensure that all meeting minutes are posted to the site and all aforementioned updates are made to the site. KC Property Service will also add Sean's pet waste communication to the site and have the heat inspection content removed. Due date: EOD 3/3/17.

- **Request for Work Order Consistency (see concerns list below):** Still very inconsistent in reporting. For example, fan replacement charge to HOA for resident noted as questionable in report and not clear. Note: Fan replacement issue was explained and resident was billed back.

Action Item(s): Tabitha to work with Sean on the work order issue to get the details/notes in all of the work orders going forward.

January/February Work Order Inconsistencies Noted

1. *Work order #28928 for Renovations Roofing and Remodeling – no information listed; disappears in February report*
2. *Work order #28263 for Alloy Gutter – work order dated 12/5/2016 – after the Board voted to not give any business to Alloy Gutter. Work order detail is missing and disappears in February report.*
3. *Work order #28661 for Alloy Gutter – work order dated 1/3/2017 – after the Board voted to not give any business to Alloy Gutter; disappears in February report.*
4. *Work order #28319 for Varmint Police Inc – work order dated 12/12/2017 and is open and disappears in February report.*
5. *Work order #28748 for Incore Restoration Group, LLC – appears in January report; disappears for February report*
6. *Work order #28694 for Burton Plumbing & Heating – appears in January report; repeats in February. Is the work order still open?*
7. *Work order #28590 for Incore Restoration Group, LLC – appears in January report; disappears in February report*
8. *Work order #28966 for Wizard Lock – appears in January report; disappears in February report*
9. *Work order #28749 for Incore Restoration Group, LLC- appears in January report; disappears in February report.*
10. *Work order #28752 KC Property – appears in January report; disappears in February report*
11. *Work order #28565 Incore Restoration Group, LLC – appears in January report; disappears in February report*
12. *Work order #28505 Metro Alarm System LLC- appears in January report; disappears in February report*
13. *Work order #28522 Lockbusters of Michigan – appears in January report; disappears in February*
14. *Work order #28922 K&D Construction – appears in January report; reappears in February report, listing invoice received on 1/30/2017. Work order should have detail completed including the cost and appear closed in February report so it may be removed from the batch in March report*



- **Foliage Warranty:** Meeting requested for warranty information on newly planted replacements plants/bushes. Per Tabitha, the vendor indicates that we do in fact have a warranty and will do a walkthrough to inspect plants/bushes for replacement issues.

Action Item(s): Walk through to evaluate plants/bushes to be coordinated by KC Property Service this Spring.

- **Local Vendors:** The board reinforced that vendors contracted by WOCV should be local. Concern was expressed regarding vendors (i.e., for snow removal) sub-contracting to non-local vendors. The snow removal sub-contractor came from Port Huron. This was concerning.

Action Item(s): Tabitha to confirm that contactors are local and that sub-contracts are supposed to be local.

- **Request to Waive Fine (47700 Ormskirk):** Resident/owner is requesting that the fine for their porch lamp be waived.

Decision: Request is declined. Board decision is to retain the fine.

Action Item(s): The trim around the same unit's garage is chipping and in need of repair. KC Property Service to photograph the damage for board review.

- **Drainage Project:** Recommendations regarding the buildings that will be addressed in 2017 are needed.

Action Item(s): KC Property Services to provide proposals and recommendations on the buildings to be included in advance of the March 2017 meeting.

- **Gutter Replacement:** Board requires a holistic plan for gutter replacements going forward. Board is also requesting a listing of units that have had gutters replaced.

Decision: No gutters to be replaced until the Board has a record of the number and location of gutters that have been replaced.

Action Item(s): KC Property Service (Sean) will perform a walkthrough audit to determine which gutters have been replaced so far.

- **Street Lamp Replacement:** Concern was expressed previously that the lights on the street lamps are inconsistent in color.

Decision: Bulb inconsistency will be addressed once the light(s) burn out and are in need of replacement.

- **Pool Proposals for 2017 Season and Repair [PRIORITY 3 ITEM]**

Action Item(s): KC to provide one additional proposal for the seasonal pool contract. Bathroom cleaning must be included in all proposals. KC to provide two additional proposals for pool repairs.

- **Sprinkler System [PRIORITY 4 ITEM]**



Action Item(s): KC Property Services to provide 3 proposals for Board review in advance of March meeting.

- **Pet Waste Request to KC Property Services:** Resident contacted KC Property Services to request that a mailer to be sent to the community regarding pet waste.

Decision: Board declined the request to send out a mass mailer. Pet waste will continue to be a focus and will be handled on a unit-by-unit basis with clean-up and violation issuance as necessary.

- **WOCV Account View Only Access Request:** Login information for viewing bank accounts provided to the President and Treasurer.

Action Item(s): KC Property Service to provide information as to how WOCV PayPal account for the clubhouse got tied to KC Property Service PayPal account. KC Property Services to also provide a record of deposits from PayPal account into WOCV bank accounts. Need to pull all transfers for 2 years prior.

- **Turf Proposal**

Action Item(s): KC Property Service to obtain proposals and provide the Board with the best options/recommendations.

- **Road Repair [PRIORITY ITEM 2]:** Holes and catch basin repairs off of Norwich need to be addressed.

Action Item(s): The entire property is to be inspected for road repair needs and KC Property Service to provide estimates (3 bids) as soon as possible (including for catch basin repair).

- **Accountant's Report:** Accountant's report with invoices had missing pages. Communicated to KC Property Service for awareness.

- **Community List Update From Recent Email Blast:** There are approximately 72 residents that we do not have email addresses for.

Action Item(s): Sandwich board will be used to solicit resident email addresses.

- **WOCV Insurance [PRIORITY ITEM 1]**

Action Item(s): Quotes needed from agent ASAP in advance of auto-renewal

- **One-off Clean Up Charges from Northern Pines**

Action Item(s): Tabitha to look into charge incurred (there was not supposed to be a charge)

- **Payment Coupon Preparation and Ordering:** There should be no charges associated with this activity since the community has gone green, but there were.



Action Item(s): KC Property Service to have the charge refunded to WOCV. Orders will not happen going forward.

- **Alloy Gutter:** Address missing for unit having work done. Also, Alloy should not be doing any work for WOCV as discussed in prior Board meetings. Tabitha spoke to Sean on this. Sean indicated that it was an oversight and it will not happen again.

October Business

- **Lamp Posts on Geddes Rd.:** At the October 20th meeting, it was reported lamp posts out on Geddes Road.

Action Item(s): Tabitha to contact The Village on 2/24/17 to follow-up and get back to the board on this outstanding issue.

November Business

- **Welcome Packet Review:** Tabitha confirmed that welcome packets are no longer being mailed to residents. KC and the board will need to address the process for getting pool keys to new residents in advance of pool season.

Action Item(s): Process for getting pool keys to new residents to be tabled until March 2017. Also looking at replacing the pool access/key card system. This topic will also be tabled until March 2017.

- **Comcast:** Board has requested to combine services under a single provider internet to determine if more competitive pricing can be obtained.

Action Item(s): KC Property Service to look at the financials historically to determine what we've paid in the past and to determine if moving to one single provider for phone and wi-fi is less costly. Tabitha to also look into why the clubhouse is being listed a business through Comcast.

- **Clarify WOCV account request – Login information for viewing bank accounts provided to the President and Treasurer.**

Action Item(s): Tabitha to provide information as to how WOCV PayPal account for the clubhouse got tied to KC Property Service PayPal account. Tabitha to also provide a record of deposits from PayPal account into WOCV bank accounts. Need to pull transfers for 2 year back.

Next HOA Meeting: March 30, 2017.

Meeting Adjourned @ 9:08 PM