

Norbeck Hills Homeowners Association
Board of Directors Meeting
April 16, 2009
(As Approved at the August 20, 2009 Board of Directors Meeting)

Board Members Present: Barbara Beccles
 Steve Wolf
 Ellsworth Romer
 Av Wofsey
 Eva Tax

Others Present: Ruchita Patel, Management Agent
 Karl Borst
 Ann Roldan
 Odessa Henderson
 Gracie Bennett
 Carrie Headen

Call to Order

The meeting was called to order by Barbara Beccles.

Homeowner Forum

Ann Roldan expressed disappointment at the recent distribution of fliers regarding crime activity in the community. She felt that they should have included a phone number for TMGA, and were dropped off at her door incorrectly. In addition, she felt that not enough copies of the flier were made. Barbara Beccles and Ruchita Patel apologized for any apparent misunderstandings that had occurred. Ann Roldan advised that she would be resigning as the Street Captain Chair.

A homeowner reported that vehicles were double parking and parking in fire lanes. Ruchita Patel will ask A&M Towing to resume randomly patrolling the community to ticket and/or tow vehicles parked in violation of the rules. In addition, a reminder article regarding the vehicle rules will be included in the newsletter.

Av Wofsey advised that there are ruts in the common area that runs along Cashell Road. He requested that, if MainScapes has extra soil when they do improvement work in the community, they spread the soil in the ruts.

Minutes

A motion was passed to approve the minutes of the October 16, 2008 Board of Directors meeting as written.

Homeowner Appeals

a. Loayza, 17324 Sandy Knoll Drive – Ruchita Patel advised that this home was a rental home at the time that trash was put out incorrectly but, since that time, the owners had moved back in and no further trash problems had been experienced. The Board voted to waive the trash removal fee of \$55.00 that had been assessed to this homeowner.

b. DeSilva, 17606 Longview Lane – Ruchita Patel advised that the homeowner was billed \$40 for storing trash cans in the common area. The homeowner had admitted to doing so twice, but said that this was due to the fact that he was going out of town each time. The Board voted to waive \$20 of the \$40 fee that was charged.

c. Laib, 17611 Longview Lane – Ruchita Patel advised that this homeowner had been cited for various maintenance issues that ultimately resulted in self-help being performed; however, due to the reasons cited in his letter regarding his personal circumstances, the Board may wish to consider waiving the fees assessed. The Board voted to waive the fee of \$100 that was charged to the homeowner.

Swim Team and Pool Committee

The Board voted to participate in RSV Pools' Swim Safe Program to improve safety at the pool. The cost to participate is \$1.00 per Swim Safe bracelet, with a minimum purchase of 150 bracelets. The Board requested that information regarding the program be posted on the website.

Website

Karl Borst advised that he had not received the security incident reports in a while. Ellsworth Romer explained that the incident reports submitted by Security Unlimited include information regarding the shifts that each officer works, and that this information could be used by potential criminals. After discussion, the Board's consensus was to have Ruchita Patel summarize the incidents from the incident report and send this summary to Karl Borst for posting on the website. She will continue to send the full incident report to the Board each month.

Security

Ruchita Patel advised that Security Unlimited had been given the pay as you go phone that was recently purchased. The phone number will be included on the website and in the next mailing and newsletter. The Board suggested that the voicemail greeting specifically state that the officers will call back as time permits, rather than having it state that they will call back when they are on duty.

AECC

The Board approved the decisions made by the AECC regarding architectural change requests submitted over the past two months.

The Board voted to file a complaint with the Commission on Common Ownership Communities (CCOC) against the owner of 17547 Longview Lane for failure to complete his front yard modifications per his application and in a timely manner. Ruchita Patel will give the homeowner notice before filing the complaint. A Board member requested that the rear of the house also be inspected for debris and missing siding.

Ruchita Patel reported that the CCOC complaint that had been filed against the owners of 4531 Boastfield Lane for an unapproved front porch railing was in the process of being resolved.

Grounds

The Board approved the installation of lirioppe in 4 locations throughout the community by MainScapes for a cost not to exceed \$5,712. Nearby residents will be requested to water the new plants.

Street Captains

Eva Tax agreed to take over the position of Street Captain Chair. Another article will be placed in the newsletter requesting volunteers to serve as Street Captains.

Financial Issues

Ellsworth provided a summary of the year-end 2008 financial statements. There was some discussion regarding the large cumulative year-end excess that had accumulated (\$111,036 as of December 31, 2008). Ruchita Patel explained the three options available to the Board per IRS guidelines. Further discussion regarding whether to reduce the cumulative year-end excess was deferred until the 2010 budget is prepared.

Reserve Study

The Board approved the proposal submitted by Miller Dodson to update the reserve study for a cost of \$2,850.

Lawn Maintenance Contract

The Board approved the proposal submitted by MainScapes to renew the lawn maintenance contract for three years beginning in 2009 at a cost of \$49,543 (2009) and \$51,029.30 (2010 and 2011) , contingent upon the fuel surcharge clause being removed.

Clean-Up Day

A discussion regarding the Clean-Up Day was deferred until the June 2009 meeting. In the meantime, Ruchita Patel will ask the Swim Team when they would be available to assist.

New Business

Steve Wolf questioned Karl Borst regarding some technical aspects of the community website. After discussion, it was decided that Steve Wolf and Karl Borst would communicate offline about this issue.

Av Wofsey advised that cars continue to park on the shoulder of Cashell Road near Cashell Elementary school. They are causing tire ruts and also blocking access to the sidewalk. Ruchita Patel will ask the County to install No Parking signs along this shoulder.

The Board reviewed the delinquent accounts.

Adjournment

There being no other business, the meeting was adjourned.

Submitted by Ruchita Patel, The Management Group Associates