

*Olde Ivy at Vinings Townhomes Association  
January Monthly Board Meeting Agenda  
January 11<sup>th</sup>, 2021 7:00 – 9:00 PM*

*Olde Ivy Townhomes Board Virtual Meeting*

Join Zoom Meeting

<https://us02web.zoom.us/j/85166311936?pwd=dlRWZ2FsSENoSHVJRm1GQU5QT3pDQT09>

Meeting ID: 851 6631 1936

Passcode: 075071

One tap mobile

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Dial by your location

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*Meeting Facilitator: Ken D'Anastasio*

*Invitees: Board Members: Susan Thayer, Ken D'Anastasio, Beth Jones, Rod Johnson, Susan Davis, Access  
Property Management Property Manager: John Haynes*

*Call to Order / Establishment of Quorum –*

Review / Approve December Minutes: These will be approved via e-mail in the upcoming week.

Transition issues:

Significant problems with the gates have occupied a lot of our time this past month.

Our December Financial Statement is incomplete at best – no ytd info. Root cause is that Access has not been able to get full cooperation from Silverleaf for November financials to reconcile December. The Aging report is not reconciled and shows lots of credits and a lot of money still owed. (Silverleaf has now provided a reconciled Nov statement as of this afternoon per John.) As soon as we have a true-up of November financials by Access Management, we can get December reconciled. Most concerning aspect is regarding monthly assessments: a number of residents were not being able to make direct deposits. This has now been fixed. We will not know until we get an audit trail report if there are any outstanding liabilities. For Dec. and Jan. no one will be assessed late fee due to the transition. We are not sure which payments have been

credited, or which drop box the payments have been deposited in to (Access or Silverleaf). We do feel that the financials will be balanced going into the February meeting.

## Business/Financial Review

John

Transition: Silverleaf has now given Access Management access to the documents, minutes, and contracts that were promised to us in December. (Executive Officers from Access Management got involved with discussions with Silverleaf) This tardiness prohibited Access from getting up and running with Olde Ivy quickly.

- 1) Financials – Update on the status for the transitioning and publishing of November and December Townhome Financials
- 2) Access Portal Update – Resident and Board Member access to the Access portal for Olde Ivy
  - a) Should John send out another notification on registering for the Access Portal? (A resident must have the temporary login password initially given to them to access the portal). Technically, e-mails can go to both members of the household. The board needs to develop a recommendation to give to John on how to get residents access to the portal.
  - b) John: another blast email will be sent to residents to catch those who have not yet signed up for the portal.
- 3) 2022 Assessments
  - a) Direct deposit issues, if any that still need to be resolved.
  - b) Overdue payment waivers
  - c) December collections were \$10,000 below plan (incomplete aging report)
- 4) Outstanding work orders, status. – (John and Rod). The only thing in the Access portal is new items post Access Management. These items were prioritized, the roof leaks were repaired on Friday. Silverleaf did not really work many work orders for their last couple of months with Olde Ivy. This outstanding work order information has not yet been transferred over to Access Management. lost in the transition.
  - a) October/November Silverleaf recap had six open workorders. – review needed. Residents will be asked if there are outstanding work orders that were not transitioned.
  - b) December Access Portal workorder report

\*Ivy Gate Circle. What is the status of the additional Quotes for Deck repair for courtyard home that was \$3,780? John is waiting for pictures of the deck to move forward. Resident's concern is that the deck is sagging and wants a professional opinion as to its safety. This needs to be assigned to a licensed contractor. Rod and John will go out on Thursday morning to get a visual.

\*Another homeowner has a water leak coming into the foundation – it was noticed that there was a non-standard water meter. An inspection of this meter will be needed.

\*Defective meter was identified – John and Rod will tackle this issue

\*Occluded drain – will be fixed

\*Delivery Vendors – gate look-up code is not working

\*Roof leak -

5) Update on Silverleaf transition- Summary to be published to every board member.

a) Account transfers, banking information

b) Property manager reports-status

c) November Financials from Silverleaf

Ken

6) 2022 Gutter Cleaning Scheduled

Ken

a) January 19<sup>th</sup>. Sunshine window cleaning (as of 01/18 cleaning has been rescheduled to Feb.)

b) Two notifications to be sent to Townhome residents as an fyi and to unlock gates.

i) January 17<sup>th</sup>, January 18<sup>th</sup>

ii) Notify to unlock Courtyard gates –

Question was asked if we could have one code for all residents until gate is fixed. Ken will ask.

7) Townhome Newsletter

Beth

a) Status – What topics do we want to include? Send ideas to Beth at her personal e-mail. Should there be a quarterly newsletter that combines all sub association topics? (Neighborhood board will discuss at next meeting)

b) Does it require a committee?

8) Pine Straw – Scheduled for the second week of January

Ken

a) Community email to all residents to be sent 2 days in advance of the application

9) ConService Billing discussion

Rod

a) Direct payments: Auto billing problems have all been corrected. Paper billing issues have been resolved. Late fees will be credited.

b) Late fees – credit all Late fees from November and December

- c) Schedule a conference call with Conservice: waiting for confirm from Norm that these issues have been resolved. Billing will be out in a few days to verify.

10) Email Accounts

John

- a) Olde Ivy THBOD emails are disconnected as well as all sub associations existing emails. What is the status of correcting and reinstating the emails? Some of the group e-mail addresses have been deactivated. A lot of residents use these group emails vs. going into the portal to report items or asking questions. Is there going to be a Townhome group e-mail list? There WERE sub-association e-mail groups. When we communicate with each other and with the other board we can use this group email. Ken: these need to be reinstated as they were with the current board of directors attached. If a resident has had a festering problem, they are not able to reach us at the previous group email. Question: can we send an email to the residents letting them know that this email has not been functioning. Yes, we always want to encourage residents to use the portal. But some residents still count on the group emails in each sub-association. Ken would like to see one email address for each sub-association. John and Patience will do this tomorrow and will let the board know the status when things get set up.

- b) New Email accounts

11) New Handbook: Ken will ensure that we each get a copy

12) Wrap up: In the next 10 days it is critical for Access to step up their game and get things fixed to make the board more functional and to give John the tools he needs to manage effectively.

Adjourn Meeting -

Board Members