

***Olde Ivy at Vinings Townhomes Association
February Monthly Board Meeting Minutes
February 8th,2022***

Olde Ivy Townhomes Board Virtual Meeting

Meeting Facilitator: Ken D’Anastasio

Board Members Attendees: Susan Thayer, Ken D’Anastasio, Beth Jones, Rod Johnson

Access Property Management Property Manager: John Haynes

Ken Called the meeting to Order at 7:00PM and a Quorum was established.

Business/Financial Review

John/Ken

- 1) Financials – Update on the status for the December and January Townhome Financials Ken

Ken met with Sean Ruthven, CEO of Access, on 2/8/22 and reported that a good working relationship was established. Julia Phillips, Access Finance Director, is making the reconciliation of the November financials a priority. The December financials were posted to the portal prior to this meeting but were not reviewed. A meeting will be scheduled this week with Ken, Rod and Susan T. to review the financials and brief Susan on interpreting the reports in her role as Board Treasurer.

- a) Insurance payment outlier– Follow-up is needed to determine why Bouvier insurance payment variance is \$6,639. It appears that part of this payment is for other associations.

- 2) Access Portal Update – Resident and Board Member access to the Access portal for Olde Ivy John

- a) Send out another notification on registering for the Access Portal - Ken asked John to schedule 2 in person tutorial session for residents in the clubhouse to teach them how to access and use the portal

- 3) 2022 Assessments

- a) Direct deposit issues, if any that still need to be resolved. Access is currently reconciling double payments of owner assessments made to both Silverleaf and Access.

- b) Overdue payment waivers – Access is systemically waiving late payment fees for December and January

- c) December collections were \$10,000 below plan – The updated December financials are on the portal and collections look good

- d) Assessment payment notification process Ken

- 4) Outstanding work orders, status. – (documents included) John

- a) Open, Pending and Closed work order totals – John reported that there are 3 Open, 4 Pending, and 6 Closed work orders in the portal. John also defined Open, Pending and Closed statuses. Ken reported that Silverleaf finally did a data dump of work orders for 2021 from their portal.

Susan T asked for clarification on the work order approval process. John has approval authority for work up to \$1,000. Work that will cost over \$1,000 requires at least 3 estimates and Board approval. The approval can be done via email to expedite the process.

- i) 4617 Ivy Gate Circle - All roof leaks are resolved.
 - b) Status of the additional Quotes for Deck repair for courtyard home was \$3,780? Estimates are being updated to include the use of KDT lumber. This is increasing the cost. John is also obtaining an estimate from ABLE, a vendor owned by Access. Once all estimates are updated, Ken will summarize them, make a recommendation and email to Board members for approval.
 - c) Status of Hellein request for Deck repairs – John and ABLE are looking at the deck tomorrow. Rod wrote a response letter to the homeowner but it does not appear in the portal, so it is unclear if it was sent to owner. This may be a wider issue. Rod will meet with John to resolve on Thursday, 2/10.
 - d) Neighborhood work orders included on the Townhome portal – Ken is working with John to clean this up. Ken
- 5) 2022 Gutter Cleaning Scheduled Ken
- a) Follow up discussion with David Monson from Sunshine window cleaning – The invoice for this work is being held until Sunshine completes the work. Ken has discussed with Monson. It appears that gutter cleaning was not completed on Ivy Crest Lane or English Ivy Court. Since a similar issue happened with the 2021 cleaning, the Board agreed that for future cleanings other vendors need to be considered even if the cost is higher to avoid this aggravation.
 - b) Pending Schedule to complete gutters and homes that were not completed last week
 - c) Follow up notifications to effected Townhome residents
- 6) ConService Billing discussion - A new Account Manager has been assigned to the Olde Ivy account. Rod met with him on Monday, 2/14, to resolve this ongoing issue.
- a) Late fees – reverse all Late fees from November and December
 - b) Scheduled a conference call with Conservice for 2/10/22
 - c) Pending water meter inspections 4738 Ivy Ridge Drive, 4623 Ivy Gate Circle – Former Board member Jerry Mazur volunteered to engage on resolving these issues. One home needs a new MTU and the other a new meter.

7) Email Accounts

John

- a) Olde Ivy THBOD emails disconnected as well as all sub associations existing emails. What is the status of correcting and reinstating the emails? Ken reported that 90% of the existing emails are completed after Sean at Access worked the issue as a priority.
- b) New Email accounts – A new email account was established for propertymanager@oldeivy.org that is directed to John.

8) Gate Fobs/Access Code project

Ken

- a) Status update – The database with new gate codes and fobs was activated on Tuesday, 2/8. The temporary access code will be removed Thursday, 2/10. Ken thanked Beth and Susan T. for working down the list of TH residents who did not submit their forms by the deadline. The list was reduced from 50 to 5.

The Board discussed an issue with old fobs that have not been working since the Beechhaven gate controllers were upgraded last year. Many residents reported the issue to Silverleaf and their tickets were closed with no resolution. The Board approved sending a proposal to the Neighborhood Board to replace the old fobs at no cost to homeowners. The old, non-working fobs must be turned in to Access before they can receive a free fob. No communication will be sent out about this. John will work it as issues are identified.

Typically for new gate fobs, residents are required to pay \$50 each and for clubhouse/pool fobs \$20 each.

The Board also discussed the need for a communication to be sent out reminding residents that they can open the gates from their phone by hitting 9. If guests/vendors call them from the gates' call box directories, this should be done rather than giving out personal gate codes. The vendor gate code, #3333, has been reprogrammed in.

- b) Thursday temporary code cut off

9) Camera project

Ken

- a) Quotations being reviewed from several companies, ADT, Slomins, Classic Entry systems – Resident John Bennison has volunteered to work on this project. He has historical knowledge of our current camera system. He is getting an additional quote from our current camera vendor Audio Video Lifestyles of Atlanta. He will then evaluate all quotes and make a recommendation to the Neighborhood Board.
- b) Enhanced coverage of community gates

The regular Townhomes Board meeting was adjourned at 8:35PM