

Olde Ivy Neighborhood Board of Directors meeting - January 18, 2022

In attendance:

- Ken D’Anastasio, Rod Johnson, Laura Dowling, Joe Winland, Jan McDavid, for the Board.
- John Haynes, for Access Management

A quorum being established, the meeting was called to order at 7:00 PM via Zoom.

Transition from Silverleaf to Access Management

An in-person meeting is scheduled for January 26, 2022 with the Board, John Haynes, Sean Nuvkin (CEO) and others from Access Management, at its offices. We will cover outstanding issues, current activities, critical immediate-need items, and issues for the future.

Ken reviewed his recent discussions with Sean regarding the transition. Sean met with Lisa of Silverleaf and addressed these issues. Access received the November, 2021 Olde Ivy financials just last week. That data was scrambled, which necessarily affects December. We need to know how Access’s financial auditors reconcile Olde Ivy’s statements.

Ken is touching base with Sean at least daily.

John is waiting on County to give him access to water account and irrigation account; he has provided information to the County but it has not granted access to him replacing Silverleaf (who did not provide user name and password or even give John access)

Financials

Joe cannot see any neighborhood year-end financials on the portal, including invoices and bank accounts. Access should make access available to the NBOD, especially the ability to toggle between the three board accounts; John noted this. Joe can also see no December revenue for any account. November income and expenses must be reconciled, so that December will show legitimate month-end and year-end figures.

Arborforce was paid in December.

Gate expenses are \$31,000 over budget.

Irrigation repair is \$8,000 over budget.

Landscaping is \$8,000 over plan, although contract expenses are under budget. We cannot determine why without access into financials.

Water bills are pretty much on plan.

Vista Communications, responsible for cable marketing rebates, still owes us for one quarter of 2021.

John has received a bill for flowers and is submitting it for payment; he has not received the arborist bill.

The A/R aging reports are all in excess of 30 days. "Unit maintenance charges" need to be classed back to each sub-association's A/R account.

John reported that notices for unpaid assessments (not including late fees) for November and December are going out tonight. No notices will be sent yet for January because many people did not have access to the portal.

Sean (Access) said we have improvement in our aging for HOA fee payments. Aging is supposed to be reconciled by 1/26 meeting at Access.

Each sub-board will compare with last year's report and give to John in redlined form on an ongoing basis.

Monthly Management Reports

Legal expenses

The November amount was correct, but some of the sub boards were paid from incorrect accounts. Legal work for preparation of loan documents was not factored into these costs; it was \$15,000 for the Neighborhood and \$5,000 for the Townhomes. Some of the \$15k was covered by excess funds in loan processing amounts.

Conservice

John cannot get Norm (our Account Manager) to return calls or emails. Search is on for a more responsive contact. Their information and statistics on statements don't add up; they haven't given us any data on them.

Work Order Requests

In the management report, Christina (Access) put in a work order for paperwork transfer from Silverleaf. That is not the correct use of work orders.

Old Ivy Website

The website is back up and running. Financials and minutes have not been updated. John and Paishance are learning how to input. They're meeting Thursday (1/20) and deadline, per Ken, is Friday (1/21).

Certain things still need to be immediately posted to the website - rules, forms, handbook, old meeting minutes, etc.

Ongoing Retaining Wall Work

Access is trying to get a meeting with the County to get answers to specific questions, tie up loose ends, and provide information that will be responsive to future challenges about permits. Ken gave John some possible additional contact points.

Kelvin Garmon surveyed all retaining walls expected to need work in future; the one at the Manor (between 4850 and 4950) is very tall and estimated to be a \$200,000 repair. It has the most volatility; is preliminarily scheduled to start in 2022 and carry over to 2023. All trees within 10 feet of wall must be cut to the ground before the next step can be commenced. Davey Trees and Gunnison are candidates. Kevin (of Gibbs) will arrange appointments for us to talk with each, but he will not be involved.

There are four smaller (\$50,000-\$75,000) wall projects to be scheduled.

The last wall is estimated to cost \$250,000 and goes around the community.

Committees

The discussion of Committees was tabled until a future meeting.

Gates

Ken got quote for main gates; slightly higher than ECA but comparable on suppliers for parts. John has asked for security company recommendations but received none. Will keep searching.

Gates remain open because Olde Ivy's electronic file "became lost" by DoorKing and data was wiped out re: user names and codes. Data was not backed up on the cloud because DoorKing does not use that method of storage. Neither DoorKing, Olde Ivy nor Access has a hard drive with the data. The last possibility is Silverleaf. A generic temporary code will be put into system on 1/24 (and expiration date set) and residents will be instructed via several methods; Manor residents will receive hard copy on doors in addition to mail and email blasts. Fob i.d. numbers will be collected from each resident so they can be added back to the gate system. Instructions, with a form to return, will be provided to residents. Will require most to open their fobs, using such instructions, and locate the numbers to report.

On 1/27, John is meeting with Spectrum on re-establishing internet at the guard shack at the Beech Haven gate.

Clubhouse repairs

Clubhouse sink was replaced today; water heater will be done on Thursday. John will supervise.

Clubhouse Access

Joe and Jan submitted a draft policy for resident use of the clubhouse; the NBOD has reviewed, commented and made changes.

There was discussion around access rules, checklists, nominal fees, uses of clubhouse. Forms will be developed and, once approved by board, policy effective very soon. Likely will start with access on limited days and hours, subject to change/increase in the future.

Some concerns around the wear-and-tear on the clubhouse, furniture, cleaning, etc. for increased activity. Ken made motion to table discussion until the forms are drafted; Jan and Joe will draft and submit.

BOD attorney will be asked to provide letter re: whether we have to modify our organizational documents to permit such access.

Community Handbook: Latest version looks good.

Pinestraw distribution began today.

Next Meeting

The next meeting will be held via Zoom on Tuesday, February 15, 2022 at 7:00 PM.