

**Lake Ridge Villas North at Fleming Island Plantation
Condominium Association, Inc.
Board of Directors Meeting
Splash Park
1510 Calming Water Drive
Fleming Island, Florida
January 19, 2010 – 4:00 P.M.**

Present:

President	John Herzberg
Vice President	Donna Isley
Secretary/Treasurer	Sharon Tillis

Also Present:

Holly Donahue	Community Association Manager, Severn Trent Services
Gwen Joyce	Community Association Manager, Severn Trent Services
Blaine Peterson	Austin Outdoor District Manager
Ashley Stonecipher	Austin Outdoor Account Manager
Audrey Bigilin	Resident
Lori Steller	Resident
Don Gillespie	Resident
Chris Roberts	Resident
Megan Roberts	Resident

1. CALL TO ORDER & CERTIFY A QUORUM

Ms. Donahue called the meeting to order at 4:05 p.m.
Attendance was taken and a quorum was established.

2. PROOF OF NOTICE OF THE MEETING

The notice of the meeting was posted in the message center.

3. APPROVAL OF MINUTES – DECEMBER 8, 2009/DECEMBER 21, 2009 MINUTES

There not being any corrections to the minutes,

A motion was made by Donna Isley, seconded by Sharon Tillis to approve the December 1, 2009 and December 21, 2009 minutes; with all in favor, the motion carried.

4. MANAGER'S REPORT/FINANCIALS

- **Landscaping**

Austin Outdoor was asked by the BOD to attend this meeting to answer questions regarding their schedule and customer complaints.

The following was addressed by the BOD:

- Ms. Tillis expressed concern with the condition of the grass as their lawns do not have the lushness and greenness that St. Augustine grass has and are full of weeds.
 - *Mr. Peterson explained that there are areas where they have a lot of foot traffic and struggle with the turf because the St. Augustine gets compacted. There are many areas where they are struggling with weed growth. He believes that they can do a better job and intends to.*
- Ms. Isley also has a problem with the weeds and is not happy with consistency of the maintenance as some areas look uneven. She supports looking at other landscaping companies.
 - *Mr. Peterson explained that there are some areas with differentials of grade and there is never going to be an even cut.*
 - Ms. Isley does not expect one yard to have the same height as the next yard. She was referring to yards where spots were missed in cutting and does not believe the care is going into the service.
- Mr. Herzberg reported that there were dead spots in his yard after last year's cold snap and no turf was replaced. It took all summer for the dead spots to fill in. He had a weed that grew into a vine, which choked the St. Augustine grass and caused a brown patch. The recent cold snap killed the weed and now there are dead weeds behind his unit.
 - *Mr. Peterson acknowledged that they always have problems with the back areas as they are wetter.*
- Ms. Donahue suggested sending out flyers to residents asking them to email or call the Management Company if they have any landscaping problems, which will be forwarded to the BOD.
- Mr. Herzberg agreed that they cannot fix the problems from the past, but they want the turf to be lush.
 - *Mr. Peterson noted that they constantly perform irrigation adjustments to get the turf re-established. Their techs turn those lines off during the rainy season. They had to replace turf due to insects and negligence on their part, but dogs continue to destroy the turf and as much as they have tried to re-sod to make it look better, they have not had a lot of success with certain units.*

- Ms. Donahue offered to have an ST CAM walk the property with Austin Outdoor once a month.
- Ms. Tillis appreciates that Austin Outdoor uses a power blower on her front porch.
- Ms. Donahue confirmed that Austin Outdoor weeds the beds 26 times a year and two times a month and three times a month during the Summer.
- Ms. Tillis noted that there is a drainage problem at Building 2 due to Building 50 being built at a higher grade.
- Ms. Isley questioned whether they could let the BOD know when they notice a particular unit with habitual pet damage. She noticed that Unit 601 in Building 6 had a chain link fence filled with toys. Ms. Donahue advised that chain link fences were not permitted.
- Mr. Herzberg questioned what the crew will do when they approach obstructions.
 - *Mr. Peterson noted there were times when they have encountered dog fences and they do not work in there. They do not like to move things because they become liable if they break something, but they will move something small so they can do their work.*
 - Ms. Stonecipher agreed that they will pick up toys and trash.
- Ms. Donahue will bring a copy of Austin Outdoors Landscaping Report to each meeting.
 - *Mr. Peterson indicated that they provide monthly reports showing what is happening on the job and expected projects such as fertilizations and mulchings. He noted a mainline leak behind Building 1.*
 - Ms. Stonecipher explained that the mainline was off due to the cold weather, but there was a small leak.
 - Ms. Donahue noticed quite a few pipe breaks due to the cold weather.
- Mr. Herzberg questioned whether there was flower bed maintenance as some residents planted unauthorized foliage in their beds.
 - *Mr. Peterson indicated that they avoid flowers that were not in the initial palate.*
 - Mr. Herzberg pointed out that this is something that the BOD should discuss as there should be some uniformity.
- Ms. Donahue offered to send out a flyer addressing the plant beds and who to contact regarding dead plant beds.
 - A resident in Unit 1603 noted that she had dead plants in her bed.
 - Mr. Herzberg requested that Austin Outdoor report on dead plants.
 - Mr. Peterson reported that they have suspended further mowing until the grass comes back due to the freeze damage.

- Mr. Herzberg noticed that the crew always mows the same area. *Mr. Peterson indicated that Ms. Stonecipher was trying to break the crew of these patterns.*

Ms. Donahue presented a work authorization from Austin Outdoor for driveway aprons in the amount of \$45 per repair for damaged irrigation heads and sod. Ms. Stonecipher agreed to repair the irrigation and bill STMS and then STMS would collect the money from the homeowners.

Ms. Donahue questioned whether they should incur the repairs and then send out the landscaping flyer saying if it happened again, they would be financially responsible. The BOD concurred.

Ms. Stonecipher confirmed if all irrigation heads were working, they would just have to pay \$15. There were 22 broken heads, the majority on the same street. She will provide a report of the affected unit owners.

Ms. Tillis questioned whether the flyer would be sent out to all owners and not just the 22 affected owners. Mr. Herzberg noted that the flyers would be sent out to all owners.

Mr. Peterson recommended that repairs be made in March, which is the best time for the sod to survive.

Ms. Donahue questioned whether the repair was just for one side of the driveway. Ms. Stonecipher indicated that most of the damage was on one side.

A motion was made by John Herzberg, seconded by Sharon Tillis to authorize Austin Outdoor to repair 22 driveway aprons in the amount of \$15 per apron if the irrigation head is good, but if the irrigation head is damaged, the cost is \$45 per apron, with the work commencing on March 1; with all in favor, the motion carried.

Ms. Donahue indicated once the aprons are repaired, violation letters will be sent to the unit owners, holding them financially responsible.

Ms. Tillis agreed, but questioned what would happen if owners did not comply. Ms. Donahue indicated that there was a Fining Committee and anyone who did not comply would receive a letter to set a date for a hearing.

Ms. Tillis questioned whether there were any fees set up or any guidelines. Ms. Donahue explained that there was a fee schedule through the Master Association, which they could use for this committee. Mr. Herzberg requested that the Fining Committee meeting discuss these matters.

Mr. Herzberg questioned whether they were giving Austin Outdoor the discretion of when a driveway apron needs to be repaired after they repair them. Ms. Stonecipher indicated that they would keep track of broken irrigation heads and let Ms. Donahue know if the damage was from a homeowner in their monthly report.

Mr. Herzberg thanked Ms. Stonecipher and Mr. Peterson for coming to today's meeting.

Ms. Donahue read the Manager’s report.

December 2009 Financials

2009 Year to Date Financials

Total Income:	\$55,034.57	Total Income:	\$616,532.81
Total Expenses:	\$50,778.76	Total Expenses:	\$601,998.56
Net Loss:	\$ 4,255.81	Net Income:	\$ 14,534.25

- **December 21, 2009**

Severn Trent held a BOD meeting for the Directors to meet the developer Dreamfinders and ask questions. Severn Trent transcribed the meeting and the minutes are in the package for review. Staff is in close contact with them. Some owners are unhappy with their signs because they were supposed to put them inside of LRN and not outside.

Mr. Herzberg expressed concern with their workers burning wood scraps next to the port-potties to keep warm. The next time he sees them doing this, he will contact the Fire Department.

- **Landscape**

This item was discussed above.

- **Additional Compactor for the Season**

The roll-off container was placed on the property for the Christmas season to collect natural trees but has now been removed. Mr. Herzberg questioned whether this was a success. Ms. Tillis noticed at least six people use it. Ms. Donahue confirmed that the flyer was sent out. She received several calls after the compactor was removed.

- **Potable Water Pipe Breaks**

There were two water pipe breaks; one at building 18 and another at building 25. Both affected the driveways. This is a limited common element meaning that the Association has egress over them for access purposes, but does not own them and the unit owner is responsible for maintenance. However, the Association is responsible for repairs. The repairs will be completed this week.

- **Pressure Washing Bids**

Seven bids were received and copies were provided to each BOD member. Mr. Herzberg provided additional bids. Ms. Tillis believes that Franco Enterprises did a great job last year. She even received an apology letter because they broke one of her flower pots. Mr. Herzberg agreed and noted that he saw Mr. Franco moving items from patios. Ms. Donahue acknowledged that Mr. Gary Franco was trustworthy. Ms. Isley questioned whether they were going to pressure wash the back patios and white plastic fences. Mr. Herzberg indicated that this was included in their price.

A motion was made by Sharon Tillis, seconded by Donna Isley to award the pressure washing contract to Franco Enterprises in the amount of \$15,500; with all in favor, the motion carried.

Ms. Donahue noted that residents will receive flyers regarding the pressure washing in regards to when they will coming into the area and requesting that they remove items from their patios.

- **Trash Removal Bids**

Four bids were received and copies were provided to each BOD member. Ms. Joyce has been working with these companies for a long time. Waste Management is offering a good deal. The current contractor is SWS.

Ms. Isley questioned the price per haul and the number of hauls. Ms. Joyce explained that they were currently doing two to three hauls per month according to their bill, but suspects it is once a week. Mr. Herzberg questioned the number of tons being disposed of. Ms. Joyce estimated 47 tons. This item was tabled to the next meeting so Ms. Donahue could obtain the exact number of hauls and tonnage.

Mr. Herzberg questioned why SWS did not list a Clay County fee. Ms. Joyce will find out. Ms. Donahue offered to contact SWS to negotiate with them on replacement of the current compactor.

Ms. Donahue questioned whether they would be replacing the current compactor. Ms. Joyce confirmed that two companies offered a different size and brand of compactors. One company offered to switch out the compactors once a year.

- **Rules and Regulations Mailing**

Severn Trent delivered Happy Bags in December 2009 to each resident and was placed on each door. The bags included the rules and regulations. Ms. Donahue noticed that the property was cleaned up nicely after the holidays. She recommends distributing the Happy Bags every six months. Mr. Herzberg recommended revising this in January and July due to the influx of new residents. Ms. Donahue recommended purchase clear bags, which were less expensive than the Happy Bags. The BOD concurred.

- **Satellite Dish Tracking**

Ms. Joyce started a tracking list to address questions and problems with satellite dishes. A draft was provided to each BOD member to review and provide comments. Ms. Joyce noted that the information on the tracking list was from the file and not from the violation list. Some satellite dishes were approved by Centex and others were approved by Mr. Jim Ferguson.

Mr. Herzberg addressed the following:

- Suggested having a cross reference inventory based on whether the approved satellite dishes meet the current regulations and were installed correctly.

- Questioned whether the owners on the list were the current owner. *Ms. Joyce indicated that these were the owners listed on the ARB submission.*
- Questioned whether a new owner could be grandfathered in. *Ms. Donahue explained if the satellite dish was already there because the previous owners left it and they were using it, they would be grandfathered in, but if they were not using it, they could be asked to remove it.*
- Recommended that the owners who do not follow the rules be sent violation letters.

- **Website Update**

Ms. Joyce contacted the website manager for details on the website. The website is up and running, but is on a temporary server. The webmaster, Mr. Randy Benton needs to know what information the BOD would like on the website. LakeRidgeNorth.com or LakeRidgeNorthFIP.com were recommended by the BOD. Ms. Joyce recommended that the BOD look at other community websites. Mr. Herzberg suggested that each BOD member have their own email address (i.e. President@...), but questioned the layout. Ms. Donahue believes that the front page of the site will show the entrance gates.

- **Maintenance Company**

The BOD requested that the Bel-Air Maintenance contract be reviewed and an on-site Maintenance Manager be considered. A 30 day termination clause exists in the current contract, which should be addressed before another maintenance company is hired. The BOD can opt to go out for bids or choose a company.

A motion was made by Donna Isley, seconded by Sharon Tillis to send a termination letter to Bel-Air Maintenance terminating the contract as of March 1, 2010; with all in favor, the motion carried.

A motion was made by Donna Isley, seconded by Sharon Tillis to hire Ace Property Cleaning Services with a start date of March 1, 2010; with all in favor, the motion carried.

Ms. Donahue indicated that the Management Company now has permission from the BOD to contact Ace Property Cleaning Services to obtain all necessary information such as their license, insurance and a copy of their contract for the BOD to review and sign at the next meeting.

A resident questioned why Bel-Air Maintenance was terminated. Mr. Herzberg explained that the contract with Bel-Air Maintenance was fairly limited and Ace Property Cleaning Services offered a better deal. Ms. Donahue introduced Ms. Audrey Bigilin who is a resident and the owner of Ace Property Cleaning Services.

7. OPEN FORUM

A resident questioned if a property was vacant whether the existing owner was obligated to pay their assessment. Ms. Tillis indicated that the owner was obligated, but if it went to foreclosure, they would recoup their money when the property was sold. Ms. Donahue believes they can only recoup six month's worth of assessments. Ms. Isley believed there were owners who were paying their mortgage, but not their association fees. Mr. Herzberg noted that regardless of who was paying or not paying, the HOA has to pay for the grass to be cut and the trash to be removed and roofs and buildings to be pressure washed.

Ms. Donahue believes that the BOD will be revising the Delinquency List in the next few months.

A resident questioned the time frame for owners to pay their assessments. Ms. Donahue will have to look at the Delinquency Report, but she estimated that in the past two years, the Management Company has spent a great deal of time looking at delinquencies because of the current economic situation and will work with the BOD. They are looked at businesses that collect money from delinquent owners at no cost to the Association. After 60 days, the delinquencies are turned over to the attorney, but the attorney would be paid first.

Mr. Herzberg was surprised at the amount of delinquencies amounting to \$185,000, with many more than 120 days late. Ms. Donahue indicated that owners that are not living in a foreclosure, will have liens placed on their property, which must be settled at the transfer of title. Ms. Joyce clarified that the owner is given a 45 day notice to lien. Ms. Donahue noted that some owners will respond and try to work out a payment plan, which could be considered and approved by the BOD.

Mr. Herzberg requested that this matter be revisited at the March meeting. Ms. Tillis suggested revising this matter sooner as people will start receiving their tax return checks. Ms. Donahue will provide the BOD with a flowchart and a timeline of the Collections Policy.

5. DIRECTOR OLD BUSINESS

There not being any, the next item followed.

6. DIRECTOR NEW BUSINESS

Ms. Tillis reminded Ms. Donahue about the phone bill that she offered to look into.

Ms. Isley questioned whether Ms. Donahue was going to meet with the Fining Committee regarding towing of vehicles. Ms. Donahue will schedule a meeting with the Fining Committee and notify the BOD. Mr. Herzberg offered to attend this meeting. Ms. Joyce indicated that she looked into this matter and a BOD member does not need to be present.

Mr. Herzberg addressed the following:

- Reported that a boat was parked in the back corner of the open area, which is clearly a violation. *Ms. Donahue will contact the towing company to have it towed.*
- Noticed a trailer parked overnight in the construction area. *Ms. Donahue will contact POZ Investments. If it does not belong to them, she will have it towed.*
- Noticed a beer distribution truck parked in a neighborhood. He questioned whether this was a commercial vehicle since their rules stated that no commercial vehicles are to be parked in the neighborhood. *Ms. Donahue explained that the HOA must follow their covenants and the owners were provided with a copy of the covenants when they purchased their home. She offered to place a violation sticker on the car and provide a flyer in the Happy Bags reminding owners that no commercial vehicles are to be parked in the neighborhoods.* Mr. Herzberg believes that the owners were given a flyer in the Happy Bags that were just distributed. Ms. Donahue recommended a motion to allow the Management Company to place violation stickers on commercial vehicles before having them towed.

A motion was made by John Herzberg, seconded by Sharon Tillis to allow A-1 Towing to tow cars in the guest spots, commercial vehicles, boats and trailers; with all in favor, the motion carried.

Ms. Donahue suggested that the HOA discuss enforcing the rule that garages are not to be used for storage. Mr. Herzberg recalled a flyer in the Happy Bags informing owners that overflow parking was permitted in the Splash Park parking lot but not overnight parking. Ms. Donahue will have this clarified.

7. OPEN FORUM

A resident questioned where the wires to the satellite dishes were affixed. Mr. Herzberg explained that a flat ribbon wire is put through the window.

A resident wanted to get a satellite dish as she could not get reception out of her backyard and Comcast was raising their rates. She was told by Comcast that the COA did not allow satellite dishes. Mr. Herzberg noted that Ms. Isley found information about affixing a common satellite dish to a building. This will be added to the February agenda. Ms. Donahue warned that this issue could take awhile to initiate because it involves getting a Franchise Agreement. In the meantime, she suggested negotiating with Comcast for a package. Mr. Herzberg suggested that the resident have Direct TV come out to find a location for the dish. The resident confirmed that Direct TV came out and told her they could affix the dish at the edge of the building. Mr. Herzberg recommended that the resident call Direct TV and have them sign a waiver, which the BOD could discuss and possibly grant a variance or have the owner plant materials to hide the wiring.

8. NEXT BOARD MEETING

The next meeting was scheduled for Thursday, February 18, 2010 at 4:00 P.M. at the Splash Park. Mr. Herzberg suggested meeting the third Thursday of each month. The BOD concurred.

9. ADJOURNMENT

With there being no further business to come before the Board,

On MOTION by Donna Isley seconded by John Herzberg to adjourn the meeting at 6:03 P.M.; with all in favor, the motion carried.

Holly Donahue, Community Association Manager
Severn Trent Property Management
For Lake Ridge Villas North Condominium Association