

HOA Meeting: Swim & Tennis Committee

from the original plan. It will, however, be included as an option to be presented to the BOD.

4. The committee needs to assess the proposals and decide on the best option(s) to present to the BOD.

5. The committee will present the information and let the board decide.

6. The committee acknowledged the financial constraints and the need for a feasible solution.

7. The committee will present the proposals and explore further options with Duke Energy.

Improving maintenance processes and reservation systems through better-defined responsibilities and potential software solutions.

Preventing Maintenance

Discussion on the responsibility matrix (RACICS) to clearly define who is responsible for what to reduce back-and-forth between individuals and committee members.

Deferred Maintenance

Discussion on the deferred maintenance issues and comparison with Waterchase facilities, which have a full-time maintenance person and nightly cleaning staff.

Maintenance Personnel Tiers

Explanation of different tiers of maintenance personnel: Tier 1 (management and large projects), Tier 2 (well-rounded maintenance with 20 years experience), and Tier 3 (apartment maintenance level).

Budget for Maintenance Personnel

Discussion on the budget for hiring maintenance personnel: Tier 2 at \$30,000 per year and Tier 1 at \$60,000 per year.

RFP Process for Maintenance

The RSP committee is nearing the end of their project, soliciting bids from management organizations to include a maintenance process.

Increasing HOA Fees

Discussion on the potential increase in HOA fees to cover maintenance costs, with general agreement that residents are willing to pay more for better maintenance.

Court Reservation System

Discussion on issues with the current court reservation system and exploration of alternative software solutions that can integrate various activities.

Recreation Management Software

Exploration of recreation management software that can handle multiple activities like tennis court reservations, summer camp sign-ups, and activity room rentals.

Integration with Golf Course Software

Discussion on the feasibility of integrating golf course software with the community's reservation system to provide a unified experience for residents.

Summer Camp Program

Concerns about the current paperwork process for the summer camp program and the potential for software to streamline this process.

Next Steps for Software Evaluation

Plan to delineate issues with current reservation systems and evaluate whether new software can resolve these issues, followed by a cost analysis.

Compilation of Issues

Assignment of tasks to compile issues with current systems and gather input from various committee members.

Community Maintenance and Budget Management Website Functionality

Discussion about how to input information on the website and the confusion surrounding it.

July 1st Deadline

Setting a deadline for submitting information related to tennis, pickleball, and other activities.

Open Discussion and Suggestions

Frustration over the lack of funds and the inability to complete small jobs.
Discussion on the need for a streamlined process to get minor repairs done.

Water Fountain Issue

Concerns about the dilapidated water fountain being an eyesore and a safety issue, especially during high heat.

Metal Tables and Wooden Benches

Discussion on the need to repair or repaint metal tables and wooden benches due to their poor condition.

Reserve List and Budget

Discussion on the reserve budget and prioritizing items that need immediate attention versus those scheduled for future years.

Liability Concerns

Emphasis on presenting issues as liabilities to get them addressed more urgently.

Revenue and Budget Increase

Discussion on the need to increase revenue and possibly raise assessments to cover expenses.

Comparative Study of Communities

Suggestion to compare assessments and fees with similar communities to justify potential increases.

Community Maintenance and Value

Concerns about the community's maintenance affecting property values and the need for more commitment to improvements.

Sidewalk Repairs

Discussion on the ongoing sidewalk repairs and the challenges faced, including

resident opposition to tree removal.

Management and RFP Process

Discussion on the new management process and the RFP timeline, with expectations for improvements.

Pool Deck Repairs

Concerns about the delayed pool deck repairs and the impact on summer usage.

Authority of Swim and Tennis Committee

Suggestion to give the Swim and Tennis Committee authority to handle minor repairs up to \$1,500.

Conclusion

1. Info to be submitted by July 1st.
2. Recommendation to replace the water fountain.
3. Recommendation to repair or repaint metal tables and wooden benches.
4. Revenue and assessments may need to be increased.
5. New management process expected to address current issues.

Improving community management, maintenance, and amenities

Management Company

Discussion on the importance of finding the right management company to handle communication and other responsibilities.

Committee's Role

Debate on whether a committee is necessary if the management company handles responsibilities effectively.

Community Aesthetics and Safety

Emphasis on the need to improve community aesthetics and safety through specific actions.

Board's Vision and Mission

Clarification sought on the board's vision for Swim and Tennis facilities and the overall community.

Maintenance Issues

Discussion on the lack of maintenance and the need for a bigger plan to address ongoing issues.

Tennis Court Cracks

Discussion on the cracks in the tennis courts and the need for repair.

Presentation to the Board

Plan to present three top items to the board for approval and action.

Survey Cards

Discussion on the idea of using survey cards to gather feedback from residents. Decision was made to put item on "back burner".

Committee Member Attendance

Concern raised about committee member's attendance and commitment. The

reason the S&T committee had disbanded in the past was lack of attendance, attention and resident involvement. It was noted that any member has issues or obligations prohibiting attendance or involvement, they need to allow space for a replacement. Attendance will be tracked and reported on a regular basis.

Conclusion

1. The right management company will improve communication and reduce the need for a committee.
2. Despite the management company's role, a committee is still advocated for.
3. Three paramount items need to be addressed to improve aesthetics and safety.
4. The board aims for an upscale community but needs to define what that entails.
5. The board is working on fixing past maintenance issues and has a bigger plan in place.
6. The cracks are not a liability but need to be addressed; resurfacing is planned.
7. A motion was made and seconded to present the three top items to the board.
8. Decided against physical cards; alternative methods like email surveys will be considered.