

**Wakefield HOA Board Meeting  
Old National Bank**

**February 18, 2013, 6:30pm**

**Attendees:**

Board Members: Angie Wall, Jason Ochoada, Bob Rose, Karl Yokum,  
Tim Piper, Ron Pitcock, & Kate Rhoten

Homeowners: Donna Vaught

**Meeting Called to Order by Bob Rose.**

**I. Homeowners present issues: None**

**II. Review Covenants: Angie**

- A. One homeowner has trashcans that have been out for quite some time, CASI came by and the can was not out at that time. Case closed.
- B. Letters: Courtesy letter personally delivered, 2nd by mail, then final.
- C. Donna is interested in the vacancy on the board. Bob asked if she would like to be treasurer. She preferred not to do that. Kate offered to move to the treasurer spot if Donna will be secretary. Donna agreed. Motion to appoint Kate open treasurer position, Donna to board and fill the secretary position. Motion seconded and carried with all in favor. Kate will become Treasurer. Donna will be Secretary beginning next month.

**III. Presentations by management companies to consider changing the HOA Management Company.**

**A. Becky Cruse - Associa**

- 1. 8% increase on management fees from 2006 to 2012
- 2. They are working to contact the water company to determine costs of irrigation in the past. No irrigation costs since 2006.
- 3. Covenant enforcement drive through are 1 week apart with a letter sent in between. The day has been the same for quite some time, perhaps a change to another day.
- 4. The name was R&G prior. Lisa has been the property manager here for some time but has more properties to manage. Jason said that we have had to manage the manager and that one person actually quit before she started due to hearing that Wakefield was difficult.
- 5. Can do financial only where they handle only the bills/contracts/etc.
- 6. Banks in Arizona: only does HOA/lock box no delay 25 min mark
- 7. Accredited nationally, Lisa's background is property management. Employees attend webinars/training/certification.
- 8. Ron asked if some neighborhoods handle the covenant violations themselves as far as the drive through and forward the list to Lisa for her to send the letters.
- 9. Angie asked if there is a cost reduction for her to no longer attend our monthly meetings?

10. Jason brought up the bid to remove a tree but only received one quote.
11. Action items to be received for pricing from Lisa on the following:
  - a. Spec sheet on financial only
  - b. Matt will be asked to provide a menu regarding removing the drive-thru portion
  - c. Lisa attending fewer meetings perhaps quarterly.

B. Joe Winship - Kirkpatrick

1. Family-owned business, local office in Greenwood at the Greenwood Suites Kevin-south side resident manager
2. Full service company that manages residential communities only.
3. Bank locally with Huntington, Lock box system, electronic payments & credit card payments.
4. In-house A/R department.
5. First step, collection policy, resolution process, aggressive
6. Financials are done in-house.
7. Cash accounting or accrual accounting, our choice
8. Covenant spreadsheet log
9. Architectural requests are handled through them and then we review in our committee. They will then send a letter of acceptance/denial from them.
10. Will work to build the budget. Solicit bids for services in the neighborhood.
11. Live receptionist.
12. Local neighborhoods they manage Brookstone, Country Estates, Briarstone, Emerson Woods
  - a. Jason requested a list of south-side communities and references.
13. Bid minimum is 3 per project average form 8-12 as high as 15 per manager depending on the size & difficulty of the community
14. Attorneys: have a primary one, but has a few others depending on what the issue may be.
  - a. Collections: has sent some to Tanner
  - b. Covenants: Steve Bushman (downtown) 150/hr.
  - c. Have the option of having a retainer for about \$500/yr. that is part of a package. This is good for hitting some issues pretty hard.
15. Meeting attendance: 1/qtr. plus annual meeting
16. Drive thru 2x per month to allow notices to be sent/received/addressed
  - a. 2 letters are sent
  - b. If not repaired/fixd, lawyer will send letter.
17. CAI certified...some of their members are on the board. It provides education and training
18. Range of cost for management fee: 600-800 per month.
19. Cannot do a la carte; complete package only.
20. Question from Jason: BBB complaints in the last 12 months. Joe's answer: anyone can file a complaint; a homeowner filed a complaint regarding a personal property issue.

21. Action items:
  - a. Quote w/ & w/o drive-thru covenant enforcement.
  - b. List & addresses of properties
  - c. Historical clarification of trash cans violation history. They have experienced these challenging issues and have gone to court.

C. Pillar Management / Joe

1. Lives in Innisbrook, 358 Crooked Stick, President of Innisbrooke (133 homes)
2. New company, but not new people to management of properties
  - a. His experience is in property management & operations
  - b. Lived in Carmel and was VP of that neighborhood.
3. South side does not have a representative of hands-on local management companies. Switching Innisbrook from self-management to Pillar.
4. 2 1/2 months ago he started talking to Tanner and vendors about starting a company here.
5. He handles all the covenant violations and interface with the attorneys.
6. First point of focus if we switch to Pillar: review service provider contracts, ton of room to negotiate pricing on paid services. Two options:
  - a. Replace provider.
  - b. Reduce the amount of money paid for services.
7. Newsletters...hard copy to residents.
8. Personal approach, boots on the ground.
9. Will specialize in high touch...not just every couple of weeks.
10. Scott at Primary Grounds...Scott Tanner.
11. 5 employees...seasoned.
12. No other neighborhoods at this time but in the process.
13. Drive through with trucks...not on a regular schedule.
14. Kate asked about bank his company is using? Chase Bank.
  - a. How do you have the accounts of different neighborhoods set up to avoid commingling funds?
  - b. Local signer from the board w/ agent of Pillar? Any way we want it set up.
  - c. Cost of banking? Costs about \$12/qtr.
15. Management Fee: His cost vs. what we pay regarding services estimated without hard proposal \$8000/yr. which includes:
  - a. Accounting
  - b. Financials
  - c. Drive through
  - d. Covenant enforcement
16. Tax specialist does the financial reports (qtrly). She is located in Greenwood Suites.
17. Ron asked why Innisbrook changed from self-managed to management firm to relieve the self-management
18. Action Items:
  - a. Proposal

**Regular Meeting cont'd:**

**II. Covenants cont'd:**

- C. Let Lisa work the list
- D. Delinquency report: board action items in the finance report; page 1 of 4.
  - 1. Action items:
    - a. Review two bankruptcy settlements that still have balances.
    - b. Motion to write off the balances, seconded, and all were in favor to remove the delinquent balances from the books.
- E. Christmas lights/decorations.
  - 1. Discussion around a realistic timeline for lights to be taken down. March 1st was motioned as the deadline & was seconded. All were in favor but Tim.

**III. Irrigation companies: Ron**

- A. Get a precise estimate by calling John Deere Industries.
  - 1. \$50 we can go in w/ a blueprint and get a draft of our common areas to know what we want to quote and where to do the work.
  - 2. PDF file \$7 to convert a blueprint from paper to PDF
- B. Motion presented/approved to spend up to \$150 for file creation with multiple copies for the board to keep for future project needs.
- C. Requesting a quote from Duke to run power to the pond to set up irrigation pump.

**Meeting adjourned: 9pm**