

MANORS AT WESTRIDGE HOMEOWNERS ASSOCIATION, INC.
ANNUAL MEMBERSHIP MEETING
TUESDAY, NOVEMBER 20, 2007
HELD AT THE MANORS AT WESTRIDGE CLUBHOUSE

MINUTES

Alan Burgess, Treasurer called the Annual Membership Meeting to order at 6:03 PM.

Alan Burgess, Treasurer, Stacy Opiela, Vice President and Sallie Goff, Director were present representing the Board of Directors. Alan gave Arthur Brown's apologies, as he was unable to attend the meeting in person.

Deana Hamill, representing Don Asher and Associates, Inc. relayed that a quorum had been certified, as 42 members were present in person and/or by proxy.

She provided proof of notice. All members were sent notification more than 14 days in advance of the Annual Membership Meeting via first class mail.

Stacy Opiela made a motion to approve the minutes from the 2006 Annual Membership Meeting. Alan Burgess seconded the motion. All Directors voted in favor of this motion to approve the 2006 Annual Membership Minutes.

Alan introduced Rich representing Pioneer Pest Control. Rich provided an open question and answer forum regarding lawn fertilization and pest control. Owners relayed questions about red weed, cinch bug control and fire ants. Rich answered that he had recently treated all lawns. However, due to lack of water and Polk County's watering restrictions that the weeds are abundant this time of year. Rich relayed to the owners that currently Polk County allows each home to water their lawn one hour per zone once a week and twice a week at an hour per zone for reclaim water. Lack of irrigation contributes to pest control issues. An owner questioned positioning of irrigation heads and Rich explained that although the water may land of the driveway, the heads must run a full cycle and sometimes to get effective coverage this may occur. Rich finished his presentation by stating that he will continue to treat the lawns for weeds. He informed the owners that he is using the best chemicals on the market and will continue to monitor the health of each lawn.

Alan Burgess then explained to the Board of Directors and owners that last year that having held the annual assessments unchanged since 2004 by using \$130,000 of cash balances from accumulated underspendings and the successful collection of unpaid fees that some increase might be necessary in 2008.

Current expenditure in 2007 is in line with the approved budget and a significant under spend is not anticipated at the year-end. The Operating Account balance or cash in hand can therefore only prudently contribute \$10,000 to help offset expenditure in 2008 compared to \$30,000 in 2007 and \$50,000 in 2006 and 2005.

There has been a very careful scrutiny of all expenditure planned for 2008 to keep spending to the minimum possible whilst ensuring that funds have been provided to meet known expenditure commitments.

Last year, he explained that they faced a large increase in insurance and electricity costs, together with other minor increases. Although the Board budgeted for a 30% increase for insurance, the final cost in 2007 will be almost double the amount charged in 2006. Fortunately, this year they have not been notified of any significant increases in these areas or for other utility costs. The budget for next year reflects the anticipated actual expenditure this year.

Alan relayed that he has reviewed carefully the amounts to be collected to build up our Reserves and believe that we can reduce the amount to be set-aside in 2008 by over \$8,600 compared to 2007. Most of the amounts planned for 2008 are token sums of \$1,000 or \$2,000 with the only significant amount being \$20,000 for the Roads Reserve.

A contingency sum has been set aside for an actuarial study of the amounts required for Reserves for each of the contingent liabilities to enable an informed view to be taken next year on the amounts required in future years based on likely replacement costs and projected lifecycles or timescales.

Taking all these factors together regarding final budget, Alan proposed a 2008 budget reflecting no fee increase. This is the fourth year running that this has been achieved and whilst he is delighted to be able to do so, the budget is now very tight and owners must expect some increase to be likely in 2009. Alan therefore motioned that the Board approve the budget as presented. Stacy Opeila seconded the motion. All Directors voted in favor of the 2008 proposed budget.

Several owners present in person presented questions regarding the insurance and reserve study which Deana Hamill provided answers and explanations. She relayed that the reserve study is a compilation of community facts and figures performed as a due diligence exercise to ensure that the community is properly funding the reserve accounts and expenditures.

Deana then announced the candidates who had submitted forms prior to the meeting. Alan relayed that Stacy Opiela did not intend to run for election. Alan thanked Stacy for her dedication to the community. Deana relayed that Stacy will be greatly missed as she contributed much effort and time to the community. Deana then introduced the candidates that were present in person and then read the candidate goals indicated on the forms submitted. She asked if there were nominations from the floor. There were none. Deana then relayed that each owner would vote for 5 Directors by secret ballot. She advised the owners that they should not write their owner information or address on the ballot. She asked that they fold the ballots and turn them in personally to her.

While the votes were being tallied, Stacy Opiela read Arthur Brown's President Report in his absence. Arthur provided the following report prior to the meeting.

Manors at Westridge HOA – AGM 20 November 2007.
Arthur Brown - President's Report

I must first apologies for not attending the 2007 Manors at Westridge AGM due to personal family problems in the UK. I would however like to welcome you all here to the clubhouse to discuss and hear the projects which have taken place during the year to improve the appeal for the resident owners and for those owners who rent their property on a short term basis whilst on holiday in Florida.

I think this year has been a consolidation of the gradual improvement of Westridge with the Directors working together to ensure that our community is sought after by residents and holiday renters. Our finances are in good order but I will leave our Treasurer to give you full details and the Directors agreement of the setting of next years HOA annual fee.

This summer has a been challenge for our landscaping company who have had to deal with the abnormal high temperatures with poor rainfall and the severe restrictions which have been imposed by Polk Utilities with both the ordinary and reclaim water supplies. During July Polk decided to make further restrictions for reclaim water and employed an independent contractor who without any warning visited our community and locked off the water meters and just placed a note on the property doors which did not get forwarded in many cases to either the owners or their management companies.

Manors Maintenance negotiated with the contractor and had the meters unlocked and rectified any faults to enable the systems to comply with the new restrictions. Unfortunately there were a number of properties, which had been locked off unknown to Manors Maintenance until the irrigation check in August and the lawns by then had suffered.

Extra attention and work by both Pioneer Pest Control and Manors Maintenance has taken place to keep everything ticking over during these hot months and just recently all the grass has been treated for weeds and areas resodded to bring our community back to standard. Where areas have been resodded it takes about 3 to 4 weeks to blend in and with the cooler weather improvements should start to be noticed.

As you all know we changed Management Company as from the 1st August 2007 and although we made prior preparations to enable a smooth transition to the new Company, Don Asher Associates Inc, we have encountered problems with owners finding difficulty in being able to pay their fees with VISA credit card which unknown to the Directors had also been applied by Smartstreet for the July fee. To assist owners who could only pay their fees by Visa I have offered to purchase dollars against a sterling cheque, which has

been taken up by a few people. Any owners who only have the facility to pay their fees by Visa and are having difficulty in clearing their account should contact the Board via the HOA website for assistance.

Under the circumstances where owners have fallen into debt as a result of the October payment, the Directors have taken a lenient approach to this problem and have allowed an extended period to enable owners to get their fee account cleared. It must be understood that this is only a temporary arrangement and will be reviewed by the Board at the end of November 2007.

During the year we have replaced the fitness equipment and installed CCTV in the clubhouse and repainted the interior. We now have all trash bins returned to the villa porch after collection and the retention areas are being kept clear of rubbish and the flood pipe exits surrounded by a screen to collect most of the rubbish

We hope to install a pool table in the near future now that the office space is occupied by Manors Maintenance as part of their contract with the HOA and a deposit for the use of the balls and cues will be made when the equipment is in position.

Owners can now complete a form available outside the office with any queries that they have with landscaping or irrigation. Any request will be dealt with promptly by Manors Maintenance and if owners do not get complete satisfaction you have the option of contacting the Board by completing the appropriate form on the HOA website at www.westridgemanors.com which will then be investigated by the Board.

Future projects are in hand to repaint the pool deck and surrounding areas, further pruning of the large trees, palms and shrubs and a border cut out around pool cages which will then eliminate the danger of netting being damaged by the strimmers. I would like to say at this point that there have been a number of complaints about netting damage and it has been found that it is not strimmer damage but purely deterioration with age and the netting becoming brittle and splitting from ball games by renters. In all reported cases the netting has been replaced free of charge anyway as a gesture of good will

I would like to draw your attention to the HOA website which has been built by Johnathan Cleaver who is one of your current Directors and I would like to thank him for all his efforts and compliment him on the quality and content of the site and I hope you all take advantage of the information provided therein.

Once again I would like to draw your attention to the benefits to both yourself and the HOA in paying your fees by direct debit from your bank each quarter for this not only eliminates the late arrival of your fee but there is no chance of penalties for the late arrival of the money and it does assist the cash flow of the HOA. I would also like to remind all owners that the fees are due **ON THE 1st DAY OF THE GIVEN QUARTER AND PENALTIES CAN BE APPLIED FROM THAT DAY.** It does appear that some owners believe that they have until the 15th of the month to pay their fees and not expect to incur penalties, which is not the case.

In conclusion I would like to thank my fellow Directors for their support during the year and look forward to further improvements to the Manors in the future.

Dean Hamill then announced the newly elected Board of Directors:

Arthur Brown
Alan Burgess
Albert Hahn
Sallie Goff
Jonathan Cleaver

Deana welcomed them to their annual term.

Alan then proceeded to provide a current financial overview. Alan explained that at the end of October the budget for 2007 was fairly much in line with the spending plans originally set for the year.

Alan relayed that as the community has had another year without hurricanes or serious tropical storms the sums budgeted for repairs and maintenance were not spent and these have helped offset some areas of expenditure such as Insurance, which was more than expected.

At the year-end the under spend for 2007 is between NIL and \$10,000. On current projections. That represents 0-2.4% of a total budget of over \$421,000.

A number of improvements and additional services were built into this year's budget for trash can replacement on collection days, clearance of spilt rubbish after collections, and the clearance and weed killing of retention areas. These services are retained in the new budget. Also some tree trimming on both sides of the Community was carried out at no extra cost to homeowners and a security CCTV system was installed in and around the Clubhouse. This has assisted the Police after one or two incidences of vandalism.

Alan indicated delinquencies started the year at an all time low of \$21,522 including one large debt of almost \$12,000. The Board successfully recovered that money in the middle of the year. However the sums due in unpaid assessments has fluctuated during the year generally between \$20,000 and \$40,000. The hiccup in setting up new direct debit payments and the absence of Visa as a method of payment following transfer of management and banking arrangements caused a lot of accounts to go into debt when the October payment became due.

The position at the end of September was that outstanding fees were under \$30,000. This had risen to about \$71,000 by mid October, and most of the additional \$41,000 was for the October fee payment. The President, Arthur, is working with everyone to try to resolve the problems as quickly as possible and to get in place payment arrangements that are satisfactory for homeowners. Hopefully this will enable the outstanding debt to be reduced to a more acceptable level quickly and the next payment in January to be

collected on time. Where owners have lapsed into debt solely for the October payment a lenient approach is being adopted as far as late fees etc are concerned.

An open discussion period was then announced. An owner present requested the Board look at the opening between the Westridge signage and fencing located at the rear of her lot. Several owners also requested the Board address the trucks parked in Manors South on the road. One of the trucks is a tractor-trailer and is creating a safety concern as the truck blocks the street and impairs vision. An owner also requested the Board looking into the covenants file on the website as it is stating that the file is corrupted as well as look in an email blitz system to provide communication to owners on a regular basis. Several owners discussed retention pond maintenance, again trash within the community, a pool table, the pedestrian gate on the South side and finally, the owners present relayed that that it would be helpful to have recycling and watering information posted on the website.

Alan Burgess adjourned the meeting at 7:30 PM. All Directors voted in favor of adjourning the meeting.