

Manors at Westridge Homeowners Association Inc.

**Annual General Meeting Minutes
Final Edition
Tuesday November 24th 2009**

The meeting was called to order at 6:16 pm by Chairperson Sherri Vierra of Mid-Florida Property Professionals Inc. Two directors were in attendance, namely Mike Tyler & Don Knowles. Regrets had previously been received from Arthur Brown, Jonathan Cleaver & Alan Burgess.

A total of approximately 27 people attended the meeting. A requirement for a quorum of 1/10th of the membership or 30 members in person or by proxy was exceeded. A total of 32 members were in attendance, 19 in person & 13 by proxy.

Rich Oszczepinski of Pioneer Pest spoke & answered questions from the group. He pointed out that Polk County watering rules create a real problem for our lawns. He also reminded everyone that Pioneer apply the following number of treatments each year: fertilizer 4 times, insecticide 6 times & weed control twice, once in the spring & once in the fall.

Don Knowles read a report for 2009 prepared by Arthur Brown, President/Secretary of the HOA. Mike Tyler read a report prepared for 2009 by Alan Burgess, Vice-President/Treasurer. The members appreciated receiving both reports.

The 2010 budget was presented. This was previously unanimously approved by the Board of Directors. The budgeted revenues total \$(available on request), an increase of 2.8% over the 2009 revenue budget. Expenses were also budgeted at \$(available on request) creating a balanced budget for the year. The impact of this is that annual assessments will increase from \$(available on request) annually or \$345 per quarter to \$(available on request) annually or \$355 per quarter. Our reserves remain in a healthy position. Our concern continues to be owner's accounts receivable.

The next order of business was nominations for the Board of Directors. There were 6 people nominated, namely:

Arthur Brown	Ken Kaltenbach
Jonathan Cleaver	Don Knowles
John Craigie	Mike Tyler

The nominees in attendance each took a few minutes to introduce themselves & say why they would like to serve as a director of the HOA. Secret ballots were then completed, collected, counted & verified in accordance with the rules for counting ballots. The results were then announced that the following people were elected as directors for a one year term.

Arthur Brown
Jonathan Cleaver
Ken Kaltenbach
Don Knowles

Mike Tyler

It is important to note that the members elect the directors & the directors elect the officers. The results of the directors selection of officers will be announced in the very near future.

The final order of business was an open discussion by the owners. A brief description of the major topics will be detailed here:

1. **GATES** the owners would like to see the problems with the entrance gates resolved once & for all. They should be painted, they should open & close fully each & every time & they should be in good working order on a continuous & ongoing basis. This standard needs to be applied to both the drive through & the walk in gates. Currently the keyed entry on the walk-in gates only works on an intermittent basis.
2. **SIGNS** the entrance signs on the south side need to be repaired or replaced quickly. The west sign in particular has been in quite bad shape for a very long time.
3. **CLUBHOUSE** is in very bad shape & in some areas is falling apart. It does not project the image we want to convey & needs to be brought back to an acceptable standard quickly.
4. **SPEED BUMPS** are needed especially in Manors South. Casterton Circle has at times become a speedway. Members felt the only way to slow speeders down & deal with the problem is to put speed bumps in.
5. **VIOLATION NOTICES** was something of a hot topic. One member does not like the term 'violation'. A better term might be 'non-compliance notice'. Overall members understand why the notices are issued. They simply felt that multiple notices should be mailed in one envelope and standards should be in keeping with the age of our community.
6. **LIGHTS AT HWY 27 & CALIFORNIA BLVD** are needed very badly especially for left hand turns going north. Hopefully a letter can be sent to Polk County by MFPP to examine the situation. We should encourage the other communities in our immediate area to write to the county as well.
7. **PARKING** continues to be an issue. Confusion existed as to what the actual rules are. The consensus seemed to be firstly to determine what the rules are & whatever they are, to enforce them. The Board needs to take action on this in concert with MFPP.
8. **WOODEN FENCE** continues to be a concern. The members were assured that the fence is now a priority for the Board & will start to be replaced in 2010. The entire project could take as long as 3 years.
9. **AGM FOR 2010** members voted unanimously that a date for the 2010 AGM is to be established & announced immediately. The meeting is to be held not later than November 24th 2010.
10. **MFPP PERFORMANCE** concerns were expressed about the issuance of violations as well as response times to emails. Sherri explained that she is now the person responsible and the problems of the past will not recur. It was also felt that Sherri should include the clubhouse on her inspection tours in the future.

- 11. CODE ENFORCEMENT** conversation occurred around the general issue of code enforcement. The general feeling was that the rules should either be enforced or changed, but not ignored.
- 12. ABANDONED POOLS** represent a major sanitation & safety hazard. They also are a disincentive for potential renters. MFPP and the Board should have a complete list of all black pools & should have an action plan for each one. It was felt that Public Health might be able to help resolve the issue.
- 13. SYSTEM OF FINES** was covered. It was felt that the Board should investigate the implementation of such a system.
- 14. WATERING PROBLEMS** owners believe that Manors Maintenance is responsible for the irrigation system & that they should know when there are problems and they should report them accordingly. Furthermore, they would like clarification on who pays for what. They believe Manors Maintenance pays for everything but the solenoids & the timer boxes.
- 15. OTHER LANDSCAPING ISSUES** were also discussed. Owners were informed that the HOA will now be responsible for trimming all trees regardless of the height. The old 12 foot rule no longer applies. There is also concern about the dead lawns in the community. The owners are concerned that the Board know where they are & have an action plan to resolve each one. Dead lawns detract from the beauty of our community.
- 16. SUMMARY** in general, members felt that issues such as the ones discussed need to be resolved in a timelier manner in the future.

Chairperson Sherri Vierra adjourned the meeting at 8:20 pm. Informal conversations continued to occur after the meeting was closed.

Presidents Report

Good evening,

I am Arthur Brown your current President of the home owners association and I would first like to apologise for not being able to be present this evening which is due to a building project to my UK home which has been delayed in the completion.

This year has been very difficult firstly because of the current economic position which has caused many owners finding their financial position under stress and many finding that the expense of their holiday home hard to cover from the UK.

This has been reflected in the number of outstanding fee accounts going into debit and it has been necessary to place many accounts into the hands of out attorney for collection of the amounts due because it has been decided to choose to ignore the reminders sent advising of overdue accounts. If you are in this position please contact your board with an explanation and see if a payment plan can be worked out for believe me the attorney charges are very expensive and could be avoided.

Our second problem throughout 2008/9 was with our Managers Don Asher who were not giving the service that was required and paid for and in the end your board decided to make a management change to Mid-Florida Property Professionals.

As many of you have found out that the new broom has tried to sweep clean from the start and it has been an eye opener to many owners that their homes were not up to standard and their own management companies had not informed them.

The inspection that was first made was perhaps hard to receive but the desired affect has been achieved for in the last inspection many of the violations have been put in order. We are of course having our teething problems with our new management coy knowing what the board expects of them and I personally have found them very helpful and cooperative If you have a problem do not sit on it and no response is received get in contact with me via the HOA web site so that the matter can get resolved quickly.

During the year we have had problems with the gates and in many cases has been due the sheriff not relocking the system and sometimes it takes several days for them to correct their error.

The fitness equipment took months to get put into order but it is finally working now with the exception of the bike machine which we are told requires a new battery.

The south gate painting has caused a real problem but should be in good condition by the AGM.

New stones have been place around the clubhouse and over the past 3 weeks all trees have been pruned and I am please to inform you that all the trees on the community will be cut back yearly irrespective of their size for previously it was in the maintenance contract that trees only up to 12 feet would be dealt with.

It has however been suggested that many of the original trees should be removed in the interest of the protection of owners properties and this can be arranged at a fee.

Mulching has just been completed and will be replaced each year within the fees of the HOA.

We are very lucky that our maintenance coy has an office in the clubhouse and if you find that you have problems with your irrigation or grass areas you should make contact with them and if unable to do so there is a form which can be completed. If no response is received then contact me via the HOA website for help.

We have recently had all grass areas fertilized and treated for bugs and you should see improvement of the quality in a\ few weeks.

If you have any questions in this area there is a representative from Pioneer Pest Control hear tonight who will answer your question. I would also like to remind you of the special offer to look after your homes and give treatment for bugs and termites

It is with regret that I have to inform you that our treasure of many years has now sold his property due to family commitments and I would like to convey thanks from the board and on behalf of all owners for the hard work over the years.

In conclusion I would like to thank my fellow directors for their support during the year and I hope that I will be able to serve on the board for the forthcoming year.

Arthur Brown

President HOA.