

MWHOA UK RESIDENT'S MEETING 2 August 2009 – 12.15pm

NOTES OF MEETING

Present :- Arthur Brown, President

Alan Burgess, Treasurer

Homeowners :- Frank & Rita Darch, 136 Bayswater Lane

Brian & Valerie Impey, 335 Casterton Circle

Chris & Andy Giles, 100 Casterton Circle

Paul & Julie Spencer, 428 Buckingham Circle

Haydn James & Jen Yeates, 907 Casterton Circle

Beryl & David Hall, 218 Holborn Loop

Alan & Angela May, 359 Langham Drive

Joan Burgess, 325 Grosvenor Loop

John & Tina Dutton, 620 Casterton Circle

Tony & Carol Evans, 120 Casterton Circle

Vicki & Mike Jack, 702 Casterton Circle

Mike & Jude Hodgson, 328 Langham Drive

1. Introduction and Status of Meeting

Arthur welcomed Homeowners to the fifth UK resident's meet up and explained that this meeting was an informal gathering of UK Homeowners who may not have the opportunity to attend the AGM in Florida in November.

2. President's Report.

Arthur advised owners that the Board had decided to change the HOA's Management Company from Don Asher to Mid-Florida Property Professionals and that letters would be received from them by UK owners very soon. He said that the reason for the change was the continuing deterioration in the service received from Don Asher over the last year by the Board and by homeowners. The situation had got continuously worse and responses were not being received to letters or queries and on a number of longstanding problems where work was required nothing was happening.

Unfortunately the letter from Mid-Florida Property Professionals contains an error in quoting the old quarterly rate for fees of \$314.60 instead of \$345. This was not their fault as they were told the wrong figure to include in the letter.

Arthur said that Alan would give a detailed report on the budget position but that the finances were in good shape bearing in mind the economic recession that everyone was experiencing at the moment and the HOA should be able to weather the storm without having to make too many cutbacks in the next budget.

Problems had been experienced in trying to get the fitness equipment in the Clubhouse repaired but these had now been resolved and the equipment was fully operational.

The lanai ceiling outside the Clubhouse had collapsed and had been repaired but the painting had not been carried out as Don Asher had not followed their instructions and the contractor used had not included painting in his quote. This work and the painting of the entrance gates would be completed shortly.

The CCTV equipment in the Clubhouse had proved to be an asset as it had enabled the sheriff to identify youths who had been trashing the inside of the Clubhouse.

Following Arthur's report, Owners enquired about the payment arrangement with the new Management Company and were told that it was believed that a facility was available to pay by credit card as well as direct debit.

Arthur also advised owners that the Board had been pressing Don Asher for a copy of the Auditor's report for 2008 but this had not been forthcoming and when it was received details would be posted on the website.

Owners enquired about the selection of the new Management Company and were told that they approached us and the Principals at the Company were known to members of the Board as they had been former employees of Community management Professions which worked for the HOA prior to Don Asher. The individuals had previously been very efficient and the President, Kathy Jimmerson was personally going to look after the Manors community. Although the contract had not started until 1st August she had already carried out an inspection and was providing a report on her findings.

Finally Arthur reported that Al Hahn, the resident Director had resigned, mainly because of frustration with the lack of action by Don Asher when he reported things needing attention and that a replacement would need to be found. As a temporary measure until the November AGM a former resident Director, Stacy Opiela had agreed to act as the counter signatory for cheques which avoided the delay that would be caused if they had to be sent to any of the other non-resident Directors.

3. 2009 Current Budget Position and Delinquencies as at 30 June 2009.

Alan reported that in 2008 the HOA had an actuarial study undertaken of the amounts required for Reserves to meet the anticipated costs of major common areas expenditures, like the roads, gullies, lighting and fencing etc. That study concluded that we were under-providing for future liabilities and would face a shortfall when some of the more expensive elements like the roads and lighting needed major expenditure upon them.

The 2009 Budget included increased provision for Reserves of about \$23,000 which was the same amount used in reducing the Budget for 2008 to maintain fees at an unchanged level for the fourth year running. Gradually the provision for reserves had been reduced from \$61,000 in 2006 to help keep fees unchanged and we had to reverse this policy.

The levels of Reserves recommended by the Assessors for the years until 2017 maintain a gradual annual increase which is intended to ensure that Homeowners pay their "fair share" of the weathering and aging of the commonly owned property each year. In next year's budget only a small increase is required and this will be offset by the reduced charges from the new Management Company for our business.

By the end of June our reserves had risen to \$310,000 and the Operating Account Balance was \$31,800. Expenditure was in line with the Budget set last November. The only significant variations have been for additional work in dealing with the Clubhouse lanai ceiling which collapsed and had to be replaced and recurring problems with the entry gates needing additional maintenance and repairs. Replacement of the operating mechanisms is anticipated to be necessary between 2010 and 2012 and will be funded from the Reserves.

Various alternatives to the entry gates involving video surveillance, card entry/swipe passes, personal identification passes for all owners, visitors, etc have been suggested to us but being predominantly a short term rental community the Board can see major problems arising from all these well intentioned additional security measures.

The HOA may have to face some major expenditure on replacing parts of the perimeter fencing this year or in 2010 as some sections are now in a poor condition. The fences should have had a 15 year life expectancy whereas they are only 10-12 years old. The Board will consider prioritising the replacement to identify the worst sections and carry out repairs in the least obtrusive way possible. These costs will again be met from Reserves.

Finally, the position on delinquencies was that at the beginning of the year outstanding debts were about \$94,000 and rose to over \$104,000 by the end of April but following the collection of a few significant debts the total at the end of June was \$84,300. There are no exceptionally large individual amounts but virtually all of the debt is over 2/3 months old

and the Attorneys are pursuing these debtors under the collection procedures. There are at least 16 mortgage foreclosure cases in the debtors lists , which is a sign of the times in the current economic recession, but these cases tend to take a long time to bring to a closure and there are other environmental problems which arise from these cases as any owners living adjoining or near a foreclosed property will know.

Experience had shown that Banks after foreclosure tended to cut off services and pools rapidly deteriorated as well as other parts of the property. Arthur reported that the Board was trying to ascertain the legal position as to whether it would be possible to empty these “black” pools. An owner suggested adding chemicals but without electricity to run pumps to circulate the water this was not thought practical. Another owner reported having seen a pool nearby their property being emptied onto the conservation area which if chemicals were present would damage the grassed area.

4. Open Business

Owners referred to The Manors looking “tired”, trees needing pruning and the signs at the entry gates, particularly on the south side were in a poor condition. Arthur reported that he had checked whether it was possible for the ceramic tiles which make up the signs and had been damaged by stone throwing by children waiting for their school buses, could be improved by having the black tiles painted. The painter had reported that this would not work and the signs needed replacing. The Board would need to investigate whether it was possible to get signs made of metal or some other material rather than ceramic tile.

As to the overgrown trees it was explained that these were really the owner’s responsibility and were not part of the HOA contract with Manors Maintenance which only covered trees and shrubs up to 12 feet in height. Owners queried whether they could remove overgrown/problem trees and Arthur advised that permission should be sought and generally this would be given if a smaller type of tree or shrub was to be planted as a replacement.

An owner asked how to contact Manors Maintenance and was told to do so through the website which had a direct link and enabled the Board to know the problems arising and to monitor the actions being taken.

Possible problems at the entrance from the Hwy 27 because of the entrance/exit from the new shops development were discussed. Some owners thought the garish colour of the development was a good landmark for guests especially when turning from the south on Hwy 27.

The letter to owners about burglaries along the Hwy 27 was raised and Arthur told owners of a case where burglars had rented a property on the Manors and had been burglarising properties but had been noticed by Manors Maintenance workers and two of the burglars had been caught carrying a stolen TV down the street. There is little which can be done to

prevent burglaries taking place but the HOA would keep trying to raise awareness of the need to be vigilant and to report anything suspicious. An owner reported that other Communities he was aware of at Hampton Lakes, Highlands Reserve and Old Westridge had had more burglaries than the Manors. Some communities were considering use of CCTV systems and also a security patrol and he provided details of a Company providing these services to neighbouring communities. Arthur agreed to contact the Company and to meet with them to discuss the services they offered and costs when he was at the Manors in August.

Owners asked what they could do about the adverts from take away companies which were placed through people's doors or stuck in the door frame as these breached the "No Soliciting" rules. They were advised to notify the new Management Company and to provide full details of the Companies so that they could be warned about distributing this type of literature.

An owner reported that there was a fraud known as "Quick Claim Deed" being carried out locally which involved the transfer of ownership/title of properties without the true owner's knowledge. The fraudsters then obtained loans or mortgages against the property and the true owner ended up having to pay a lot of money to regain their title. This was particularly relevant where there were no mortgages or other debts or liens on a property. Owners were advised to check their title regularly with the Authorities in Polk County to make sure that no attempts to steal the title had been made and to consider other methods of making it difficult for fraudsters as the authorities know of the problem but are not taking any action to tighten up on the procedures for checking title changes.

An owner reported that the blinds and curtains in the Clubhouse were looking particularly worn and in need of replacement and Arthur said he would look at them on his visit.

Owners were advised that Park Square, the original developers, had never transferred the freehold of the common areas including the Clubhouse to the HOA and that the new Management Company would be asked to contact them about this.

The problem of some long term renters parking many vehicles and causing noise and nuisance was discussed and the difficulties of getting action taken against them unless there were "complainants". Residents and owners were frightened by some of the problem families and were not prepared to be identified as complainants. It was suggested that if a security patrol was engaged they could also deal with these and other violations and Arthur agreed to discuss this with the Company he was going to meet when over there in August.

The meeting closed at 2.50pm

