

ALLENVIEW HOMEOWNERS
Board of Directors' Meeting
 Tuesday, October 24, 2017 at 6:30 PM
 Messiah Village, Martin Conference Room

| Board Member | Term | March | April | May | June | July | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. |
|---------------------|------|-------|-------|-----|------|------|------|-------|------|------|------|------|
| Meg Kelly | 2018 | X | X | X | X | X | X | X | X | | | |
| Jill McCabe | 2018 | V | X | X | A | X | X | X | X | | | |
| Bernadette Thompson | 2018 | | | | | V | V | V | X | | | |
| Gina DiStefano | 2019 | | | | | V | V | V | X | | | |
| Robert Grohman | 2019 | X | X | A | X | X | X | A | X | | | |
| Bryan Simmons | 2019 | X | A | X | X | X | X | X | X | | | |
| Gregory Bowden | 2020 | X | A | X | A | X | X | X | X | | | |
| John Burleson | 2020 | X | X | X | X | X | X | X | X | | | |
| Marie Yagel | 2020 | | | | | | V | X | X | | | |
| Linda Echard | 2018 | X | X | A | X | | | | | | | |
| Brad Stump | 2019 | X | A | X | X | | | | | | | |
| Josh Houseal | 2020 | X | X | X | X | X | | | | | | |

X = Present, A = Absent, V = Vacant seat

Also in attendance: Joann Davis, Manager; Anna Mae Wickard, Recreation Chair; Susan Egolf from PMI

1. **Call to order:** Meeting called to order by R. Grohman at 6:30 PM.
2. **Homeowner concerns:** none
3. **Recreation Committee Report** – A. Wickard
 - a. The Fall Festival had approximately 150 people in attendance. The committee did go over budget due to increased attendance, but there are leftover supplies that will be used next year.
 - b. The committee would like to pick a date soon in order to advertise and plan earlier. The committee is looking at September. J. Burleson recommended checking the Penn State football home schedule when choosing a date. The committee also discussed running it from 1-4 PM instead of 1-5 PM.
 - c. Leftover food went to the fire department.

Anna Mae Wickard left the meeting

4. **Presentation by PMI** – Susan Egolf, manager of the PMI Association Management Division
 - a. R. Grohman had brought to the Board the idea of looking into using a property management company. He clarified that the Board does not lose control with a management company; the Board dictates what the company will do. The management company will do the collections and act on the direction of the Board. R. Grohman said he has worked for PMI for 10 years. There are three divisions in PMI; he currently works for the commercial division and is not involved in the association management division.
 - b. G. DiStefano stated she objects to having PMI because she feels it is a conflict of interest since R. Grohman is employed by them. R. Grohman stated that Jack Gaughen Realtor was the management company and Betty Dick worked for JGR and worked as the property manager for the AHOA, she owns several homes in Allenview, and has served on the Board of Directors
 - c. Ms. Egolf confirmed that the control of the Association is always under the Board's direction. The Board of Directors becomes the "boss." Typically, certain people on the Board are the key players to be the contact person with PMI. Someone from PMI would be assigned to the community. When PMI would do something like seek bids, they would share everything with the Board, the Board would have a discussion, and then one person from the Board would go to PMI with the decision of the Board. PMI

would do all the legwork, take phone calls, handle dues collections, and automatically send late notices for dues. If dues have not been paid after 90 days, the homeowner has received 3 late letters, then a 10-day warning letter is given. After that, it goes to the magistrate for a judgment. After 30 days, a lien is put on the property, if needed.

J. Burleson asked about vendors and if PMI performs the jobs of vendors. Ms. Egolf confirmed that PMI finds the vendors and the Board has input as to who is considered. PMI gives the proposals to the Board of Directors, who makes the decision on the vendor used. The Board could even pick who was able to bid. The services of outside vendors are a cost in addition to the management company fee.

The management fee pays for collections. PMI would charge extra for filing costs with the magistrate, which are then tacked back on to the homeowner. There is not an hourly rate charge for representation at a hearing.

J. Burleson stated that the three areas of the accountant, attorney, and manager that the HOA currently uses are what would be replaced by a management company such as PMI.

B. Thompson expressed concern about an increase in cost and therefore an increase in dues. Ms. Egolf explained the fees are \$8 per home per month. Townhomes would have an additional \$4.95 more per month for a total of \$12.95 per townhome per month. G. DiStefano asked about fees being raised. Ms. Egolf said a 90-day notice would be given and the HOA would choose whether or not to continue with the management company. J. Burleson asked if that 90 days is negotiable and Ms. Egolf said that it would be. M. Kelly asked for clarification on the fees. Ms. Egolf stated the fees by PMI is in place of fees already built into the dues.

PMI would provide accounting statements and monthly reports. Taxes would need to be done by an outside person at an additional cost to the HOA. PMI would provide help with the pool in whatever capacity the Board wanted (hiring a manager, hiring lifeguards). PMI could work with the Board to recruit employees or completely take that responsibility over, depending on what the Board wanted. The pool manager and lifeguards would be PMI employees and run through PMI payroll.

B. Simmons asked about legal concerns such as lawsuits and Ms. Egolf stated the HOA would still have their own attorney.

G. DiStefano asked about the historic increase in cost. Ms. Egolf said it is usually the cost of living, which was about 1.5% last year. Ms. Egolf stated there is usually a yearly increase, but that has been negotiated. Some communities sign a 3-year contract or longer. The prices Ms. Egolf shared with the Board are in respect to a 1-year contract.

Other costs would be a startup fee of \$650 for book work. Ms. Egolf gave copies of blank management agreements for the Board to review. Service outside of normal business hours, such as having management attend monthly meetings, would cost \$75/hour. The will attend the annual meeting at no additional cost. Coupon booklets, which are not mandated, would have a cost of \$2.91 each. Those would be ordered and shipped directly to the homeowner. Automatic withdrawal is offered and is free to come out of a bank account. PMI does take credit cards through a service called Condo Café. This service allows the homeowner to sign in with a unique password and the homeowner can pay by credit card with a fee or by check with no fee. Homeowners can also use that system to put in a work order. The work order generates an email which goes to Ms. Egolf and the manager assigned to Allenvue. There is a \$10 per home per year charge for the Condo Café service. There is a 24-hour emergency service available outside of normal business hours if the Board had something that required immediate attention.

PMI handles insurance claims if needed. The insurance company is whoever the Board wants, but PMI can do the legwork to find a company if needed. There would be no workman's comp because the employees would work for PMI. The Board can decide on the salary of the lifeguards.

As for snow removal, lawncare, and a handyman, those services would all be third-party vendors, not done by PMI.

J. McCabe asked about services outside of the agreement and Ms. Egolf stated the only thing she has ever charged for in 21 years is the night meetings.

PMI would also charge for the completion of resale certificates and mortgage questionnaires.

Ms. Egolf said that PMI does a monthly walk around the community to inspect for compliance of homes and other rules and regulations. Some communities decide to have a Board member go along, but that is up to the Board. A report is given to the Board after the walk around. Some communities have violation letters sent automatically and some do not. With ACC requests, the homeowner would send their request to PMI, who would then forward it to the ACC chair. PMI is told if the request is approved and will then let the homeowner know. ACC will still need to check for compliance of the request.

J. McCabe asked about the timeframe of work orders and if some are expedited. Ms. Egolf said it depends on how the Board wants it to be handled. J. McCabe also asked about how complaints are handled. PMI will address the complaints and get back to the homeowner. PMI gets back to homeowners within 24 hours. If the manager assigned to Allenvue is not available, the receptionist will offer someone else who is available.

J. Burleson asked if Ms. Egolf had an idea of the percentage of delinquency with dues. Ms. Egolf stated it depends on the community and that there will always be delinquency. PMI would talk with the Board about any liens or foreclosures.

G. DiStefano asked if an association is a nonprofit, does that change anything when working with a management company? Ms. Egolf said that all associations are nonprofit and are to pay bills, not make money. G. DiStefano asked that if the association hires everyone to do all work except make decisions, does that change being a nonprofit? Ms. Egolf said that documents usually say an Association can hire a management company. G. DiStefano did not find anything in the C&Rs or by-laws. J. McCabe stated that they are currently in the process of rewriting the C&Rs and by-laws, which Ms. Egolf said is something PMI would help with at no extra charge, but the HOA would still want to consult with their attorney.

Susan Egolf left the meeting.

5. Discussion by the Board

- a. J. Burleson feels the Board is obligated to look at management companies for the residents. J. Burleson feels that if it is something the Board wants to pursue, another company or two needs to be brought in.
- b. Regarding a conflict of interest, J. Burleson does not feel that one exists since it is done by a vote. G. DiStefano feels it is unknown if R. Grohman profits from potentially using PMI. J. Burleson stated it is important to take the word of the Board President and if the Board finds out differently, then it would be dealt with at that point.

- c. B. Thompson said that the Board should look at other companies, weigh the options, and then decide what is best. The Board will make the decision, not just one person. R. Grohman stated he would abstain from voting.
- d. M. Yagel expressed the need to look at the numbers carefully and was concerned about the charge for someone to attend monthly meetings because it would be important to have that person present.
- e. G. DiStefano stated she knows people who have dealt with PMI and were not happy. M. Yagel has previous experience with a property management company and felt that her concerns were never addressed and she had no idea who to contact.
- f. J. Burleson will look into definitive numbers for the Board. The items PMI would cover would be the cost of the manager, accountant, and a portion of the attorney fees. Someone would still need to be hired to do the taxes, which the accountant currently does. G. DiStefano expressed concern that the fees would start low and then increase. J. Burleson said there would be concern if they went with a property management company and it did not work out.
- g. J. Burleson stated that the Board needs to be open-minded and the next step is to get definitive answers. J. McCabe agrees and feels the new Board is trying to move forward. G. DiStefano wants to make sure the C&Rs do not prohibit the hiring of a property management company. R. Groham said that he is still bothered by the amount people owe for dues and a management company would see better results since letters would be sent regularly.

6. Approval of minutes from the September meeting: Motion to approve the minutes by J. McCabe, M. Kelly seconds, motion passes.

7. Pool Report

- a. The Board is waiting for a price from Aqua Specialists on the painting of the pools.
- b. Two proposals for the expansion joint re-caulking on the concrete pool deck went to the budget committee to plan for next year.
- c. There was concern about hiring a pool manager. It was decided that the committee formed to hire the handyman would be a general hiring committee. That committee would look into hiring a pool manager, assistant pool manager, and handyman.

8. President's Report – R. Grohman

- a. Three resumes were received for the handyman position. The hiring committee will make a recommendation by next month.
- b. A draft reserve fund study report by Yingst was reviewed by the Board. There were several options presented by Yingst for what work could be done in the coming years. The Board agreed to read the study thoroughly and make a decision in the next 30-60 days on how to proceed. It will be put on the agenda for discussion in November

9. Treasurer's Report – J. Burleson

- a. Updated financial statements were reviewed. Operations are more financially efficient this year compared to last year just due to certain circumstances.

10. Committee Reports

- a. Architectural Control – J. McCabe
 - i. ACC Requests
 - 1) A request was received from 309 Allenview Drive for work on the gutters, garage door, and roof vent. The ACC recommends approval.
 - 2) A request was received from 714 Allenview drive to stain the deck and fence. The ACC recommends approval.

- 3) A request was received from 840 Allenview Drive. The ACC will check the sidelights on the request. The ones in that building have five windows on the sidelights. If the request does not have five windows, it will not be approved.
 - 4) M. Kelly motions to approve the requests for 309 and 714 Allenview Drive, G. DiStefano seconds, motion passes.
- ii. Other Items
 - 1) The deck at 730 Allenview Drive is still not in compliance. The house has sold with closing scheduled for 11/10/17. If it is not fixed, the violations will be listed on the resale certificate. The Board is in agreement that the resale certificate should state the deck needs to be made compliant or the fine process will commence on the date of settlement.
 - 2) The items addressed in the letter sent to 902 Allenview Drive were addressed. Currently there are stumps in the back. The Board is in agreement it is improved.
 - 3) The porch and side yard at 546 Allenview Drive has been taken care of.
 - 4) A letter was sent to 627 Allenview Drive for the front exterior and porch area, which has not been cleaned up. Another letter will go out.
 - 5) A letter was sent to 452 Allenview Drive for the picket fence in the back, which has still not been removed. Another letter will go out.
 - b. Nominating – G. Bowden
 - i. There will be three vacancies in 2018. B. Thompson and J. McCabe will run again. M. Kelly is undecided. A mailing will go out to homeowners in November with the form for anyone interested in running.
 - c. Budget – J. Burleson
 - i. A rough draft of the budget was shared with the board for discussion.
 - d. Maintenance – B. Simmons
 - i. It was decided to replace the white fence ball caps with a less expensive option that will result in fewer breakages. It will involve a different style for the top of the post and will be done as the ball caps break. J. McCabe suggests doing a row at a time; when a ball cap gets replaced do the whole row so that it matches.
 - ii. A proposal was received from Lenk for trees at 646 and 628 Allenview. The Board agrees to have the dead tree removed at 628 Allenview at a cost of \$650. R. Grohman will look at the tree at 646 Allenview to determine if it is on common property.
 - iii. The proposal from Cumberland Masonry for the 801-819 lot is already budgeted for so the proposal was approved and the work will be scheduled.
 - iv. The proposal from Kenny Masonry for 546-548 walkways was budgeted for so the proposal was approved and the work will be scheduled.
 - e. Publicity – M. Kelly
 - i. The fall newsletter was printed and mailed out. Please send any information for the winter newsletter. M. Kelly will include information about snow removal, advertise the current job openings, and thank those who helped with and attended the fall festival.

11. Manager's Report – J. Davis

- a. Resale certificates were completed for 705 Allenview, 808 Allenview, and 910 Allenview Drive.
- b. The homeowner on Hertzler reached out again about the tree on his property that had been removed from HOA common property along Hertzler. The Township said they would remove it, but did not give a date for removal. The homeowner was given the contact information for the person at the Township handling the removal of the tree.
- c. There was a complaint about a possible abandoned car in the visitor parking area near the 600 evens. The stickers are in compliance, but there is a flat tire. The homeowner was contacted and the homeowner stated a finance company is supposed to be picking the car up.

- d. 840 Allenview Drive needs the mailbox replaced due to vandalism that occurred over the weekend.
- e. 548 Allenview Drive needs the bulb replaced in the post light. R. Grohman will change it.

12. Other Business

- a. J. McCabe and M. Yagel are working with on rewriting the C&Rs. They are looking at removing the items that have to do with the developer since that is not needed. The Board was presented with a rough draft of the Restrictions section for review. The Board gave some recommendations, which J. McCabe noted. The exterior maintenance was also discussed as far as making it clear what the HOA is responsible for and what the homeowners are responsible for.
- b. A homeowner for the 916-942 building called again for an update and to express continued concerns regarding the storage of the trash cans, especially with the winter weather approaching.
- c. J. McCabe is unable to attend the December meeting and asked about voting by proxy. M. Kelly motions to allow J. McCabe to vote by proxy for the December meeting, M. Yagel seconds, motion passes.

13. Meeting Adjourned: G. DiStefano motions to adjourn the meeting, G. Bowden seconds, motion passes. Meeting adjourned at 9:18 PM on October 24, 2017.

Next Meeting: November 28, 2017 at 6:30 PM in the Martin Conference Room at Messiah Village

Submitted by: J. Davis