



Twin Lakes Owners' Association

TLOA Meeting
December 15, 2015
7pm- call to order

Board Members Present: Cliff Yager, Laurie Jacobson, Anita Jwanouskos, Sue Lance, James Hayslett, Ashley Artale, Chad Denby, Jean Weeks
Guests: Phillip Alcock

Previous Minutes- Corrections: Completion of sentence in treasury report and correct Phillip Alcock's last name & removal from Newsletter Committee. Laurie motions to accept the minutes as amended. Jean 2nd. All accept the minutes.

Opening Remarks from President Yager: Theme for 2016. "A Year for Change." Cliff gave us a handout of goals as he sees it and how we can move forward. Jean had a suggestion on member guidelines we can sign as part of our duties. We will review that for the next meeting.

Opening Remarks from VP Jacobson: All for positive change. In support of us all being able to speak freely whether agreeing or disagreeing. We can work together to get things done.

COMMITTEE REPORTS

Treasury Sue Lance

Money Market	\$108,439.49
Lakes & Dams	\$ 35,046.17
Checking	\$ 1417.20

No Bills

Cliff makes a motion to accept the treasury report. Laurie 2nd. All agreed.

We did get the grant money from the state, but it's not deposited yet into the Lakes and Dams Account as Barbara just got it yesterday.

We have collected in the last week and a half about \$40,000.00 in dues.

Ms. Ciccarone- Stopped payment for the special assessment due to confusion about the survey mentioned in the newsletter. She is asking if she needs to pay the interest. She would like it taken off her bill. Sue motioned to delete the interest. Ashley 2nd. All agreed to take off the late charges & interest. Must be paid within 90 days from January 1, 2016. Anita will send decision to Ms Ciccarone. Sue will let Barbara know.

Mr & Mrs. Arth didn't get the special assessment bill. There was a section of Twin Lakes where they changed the addresses due to 911 street renaming. There were places that didn't get the billing. They would like the special assessment fee waived. We can't do that, but we can waive the late charges and interest. Jean making a motion to waive the late charges & interest, but it has to be paid within 90 days. Laurie 2nd. All agreed. We'll have the start date 90 days from January 1, 2016. Anita will send decision to Mrs. Arth. Sue will let Barbara know.

Sue showed a payment plan that was developed in 2005. It would be great to implement this contract with any home owner that wants a payment plan.

Credit Card Convenience Charge- Some of the home owner's will not pay that convenience fee. We need to speak with Barbara about the issues she is seeing with this new fee & evaluate it.

Barbara Frost is a property manager for 2 home owners in the subdivision. Ms. Frost will pay the fees. Barbara Capron will let Sue know tomorrow if it's been paid.

Budget, should evaluate it more in March after we know how much money we're really taking in.

Finance Sue Lance/Ashley Artale/Jean Weeks
Discussion about the past due dues. A LOT of past due dues!!! Barbara does work on this daily. Making phone calls, etc. In November 2014, Barbara collected \$14,496.13 past due accounts. Some are from house sales. She does get 20% of what she collects. Conflict of interest in letting her send out statements and also collecting the dues? Ashley suggested a discount to some of the bigger balances or offering a payment plan. If we look at how we can get payments, we really need to do it. We're going to ask Barbara to tell us how many times she has contacted certain accounts.

We will need written contracts for future services. We do have a written contract with Mikey's Trucking for brush clearing and snow clearing.

Questions for Balancing Act;

- What type of software does she use?
- Is there a way we can access the account for ourselves?
- Does Barbara have a digital copy of the bylaws?
- Plus the two lists that Laurie & Jean put together.

Ashley will review that and will put it into 1 cohesive list for Barbara

Sue also brought in the contracts that we have with the Balancing Act. And a list of the services the Balancing Act provides for us.

Roads Cliff Yager/Chad Denby/James Hayslett
Mikey's Trucking is coming through and doing the brush cutting.

Update on roads

Cliff and Sue did a ride around: Phlox, Dehlia, Marigold and Peony. Very bad roads. One of the home owner's said Dandelion is bad too. Can we aim at doing this in the spring? If anyone has someone who can do the roads, send contact information to Cliff.

Potholes- Jonquil/ E Daffodil, Corner of Azalea (Larry Lamb's doing). Cliff will talk to Larry about this pothole and also about the large machinery still sitting by the side of the road on E. Daffodil.

Jonquil/Gardenia culvert- this needs attention. Somebody needs to check on it after a big rain. It's stable, but if it gets plugged up, it will be a problem. Some rip rap might work to keep it from eroding. Mundie could look at these issues.

Replaced stop sign at Azalea. Anita motioned to pay Cliff back for his costs associated with that fix. Laurie 2nd. All agreed.

Laurie will look up information about stop signs and speed limit signs (Morning Glory and Morning Glory Turn missing many). She will email this information to all of us. James will see if he can modify the 15 MPH signs Sue has in her garage.

Architectural Sue Lance/Anita Jwanouskos
Shed on E. Daffodil being built. If it's moveable, it's allowed.

Lakes/Dams Laurie Jacobson/James Hayslett
Emergency Action Plans for Lake 1, 2 & 3. We have to update #1 now due to the work on the lake.

Bids on Dam 2. Mundie is going to take a look at this work. Laurie will follow up with him.

We did get the grant money from the state.

Laurie did contact Rob Bell. He responded with a letter and is trying to work on some avenues for us. Also hoping Barbara will have a relative in DC who might be able to help us out.

Bander Smith needs material cost and they might be willing to finance with us. Laurie will give them a call at the beginning of next year.

Web Site Chad Denby
191 different users. 312 total visits. 2 online form requests- one barking dogs, vehicle sitting on lot and the other was road conditions. We need to find a way to get the message across to the owners. It would also be nice to get a list of complaints that people are sending in.

Chad will keep an eye on the spam.

Chad will have it converted over to a mobile friendly version by tomorrow.

Newsletter Laurie Jacobson
Laurie needs content by January 15th

Working on content. She needs the mailing list. Sue has a mailing list. It doesn't have anything beyond Q for some reason. Laurie would like to come up with a process on how we can keep the mailing list updated. She needs an electronic format so that she can send it off to the printer. She's going to encourage the members to use the new complaint form.

Only 8 statements came back.

James will check in with Capitol Sheds to see if they still want to advertise. Please collect the money when you get the advertisement. Otherwise we may not get paid.

By Laws/Lawyers

How to post the changes. Just underline the new language. **Need the full text and put it into a PDF for the website.**

Compliance: We need to make sure that our bylaws/covenants comply with the state laws, etc. So we are not contradicting them,. We have to tailor all these new ideas to put them with the old bylaws we have. We need to table that and discuss after we get finances done.

O'Campo status-made a payment plan, but payments have stopped

Miller case- we won in the court, but the lawyers are not pursuing. As of August 11th, the lawyer was going to try and do a job search for the Millers to do wage garnishment. **Cliff needs to find out why they aren't going after the money. Cliff will email them.** We have a new attorney, Michael Sottolano. We would love for him to join us in February.

Lawyer gave us access to our account. **Cliff needs the names & addresses of each person on the board.**

Old Business:

Social Committee defined/function- Tabled

Violation notices? Quarterly "To Do List"; homeowners' violations;

Mr. Anderson's payment plan (we need to get a policy in place & then implement it).

New Business:

Overview of Contract for Bookkeeper and begin formulating format

TLOA logo- what is the font? We will change the logo that is a match with more oval logo and font like Philip has. **Anita will check with her husband to see if he can find out.**

Digital Files for minutes- **Chad has binder of the minutes that Sue had. Anita has minutes from 2010 onward** if needed.

New Rules vote & best practice for enforcing rules- table for tonight.

Secretary's report to be added to committee reports.

Next meeting January 19th. Priority- Road Bids, Contacting Lawyer, Finances.

Anita makes a motion to adjourn, Ashley 2nd. All agreed. 10:07pm

