



## Twin Lakes Owners' Meeting

June 21st, 2016

7:09pm

Board Members present: Laurie Jacobson, Sue Lance, Jean Weeks, Chad Denby, & Anita Jwanouskos

Guests: Phil Alcock, Andrea Konstant (APMS), & Bill Freels

### Guest concerns:

Bill here to see how things are going with new property management company (APMS)

Ashley Artale has resigned from the board as her house has sold.

### Previous Minutes:

No changes

Laurie made motion to approve. Sue 2<sup>nd</sup>. All approved. Motion Carries

### Treasurer's Report:

Money Market-	\$229,972.11
Lakes and Dams-	\$50,453.03
Checking-	\$1,059.74

Bills- REC	\$82.32
Centurylink	\$67.63

Jean makes a motion to pay the bills. Chad 2nd. Motion carries

Update from APMS:

Barbara has been using software (Peachtree) that can't transfer to APMS's software. IT people have been trying to get it opened, but not working. Andrea has been entering a mailing list manually. We can't send out a welcome letter until we get info. Peachtree/Sage program not so easy to open. Not popular here in the US. Quick books is more popular here.

APMS has opened a bank account for us at Alliance so people can continue with payments. Owners can make payments any way they want, except cash. The HOA is paying an amazing amount of credit cards fees. This cost will now be passed onto the home owners rather than us having to pay it. Sue has signatory power on the SunTrust account. Both Laurie and Andrea will need to be added onto SunTrust. Then Laurie and Sue will be added to Alliance bank account. Also, SunTrust address needs to be changed to APMS address. Bring meeting minutes from when Laurie was made President. Any payments being sent to Barbara will have to discontinue and she will have to return the check. We will have to notify the owners about the change over.

We should go ahead and pay the Balancing Act for May as we did get the documents we needed. And the Balancing Act is still doing work for us, so paying her for June is appropriate. The process has been extremely difficult. The Balancing Act was very unprofessional, uncooperative, overburdened &

unreliable. This is why we are making this information to go with APMS. By the end of June, APMS will have everything they need. The Balancing Act does need to keep the Peachtree files for 7 years in case we get audited. The Board needs to send her a letter ceasing her services. Andrea thinks going with a clean slate would probably be better for us at this time.

Boxes from the Balancing Act here in the office. Andrea will see if there is anything she needs immediately from the boxes.

### **Roads Committee**

Morning Glory Turn. Mundie has looked at it. 2 main issues: A lot of gravel and debris coming down from a foreclosed property. Option to raise the road a few inches to make it hard for the debris to go over the road. Let it settle for a year and pave it next year. There is a small culvert pipe underneath which is not working properly. We will want to put in a bigger culvert pipe in and fix the wet spot so we don't have problems in the future. Culvert is going to be about \$17,000. Raising the road height would be \$4,000-\$5,000. So looks like \$21,000-\$22,000. This does not count the paving next year. We would like to get another bid, but can't find contractors. Andrea said it's hard to find vendors for this year for roads, so just go forward with what you have. Usually have to line them up for the work in the winter months.

Stop signs for the whole community. Buying the physical signs isn't difficult. At every single entrance you need a no trespassing sign, children playing sign, speed limit sign, ATV sign. Andrea will get us a price on stop signs. The street signs are faded too, but the county takes care of those. Chad will count the south half. Laurie will get the count for the north half. Usually just go to Lowe's for the poles. We can put them in or hire someone to do the job.

SL Williams says they will be here at the end of June. They are behind due to the bad weather. We will put a note on people's doors.

Brush cutting. Chad is trying to meet up with Mike to go over more brush cutting on Morning Glory Turn. We'll see if he can add that onto our current contract with him.

Jonquil is in dire need of repair for next year. East Daffodil needs it. At Gardenia and Jonquil Road, water is causing problems with that area. Mundie is looking at this. Right now, it is going into the soil next to the pipe and not into the pipe directly & eroding the area.

Guard rail falling apart across from West Daffodil. Sue will look at getting bolts. Philip will be willing to put the bolts in. If the upright wiggles, we need to call Andrea.

### **Architectural Committee**

Modular home. They brought in a manufactured house, which is basically a mobile home or double wide. They should have a solid foundation and it does. Small wording in corner on design plan they submitted says "on frame". HUD number signifies it is a manufactured home. Modular would NOT have HUD number. We need to send them a letter to make sure the dormer is put onto the house. Also had to make sure it had a 6:12 pitch on the roof. Laurie wants to make sure the whole board approves it, not just those on the architectural committee. Could vote on the architecture committee issues by email and then make sure to ratify the votes at the next meeting. Jean doesn't want to take option

away from owners to fix their properties with newer manufactured homes, which might look much better. If the foundation is solid, then should sell for the same value.

68 Sweet Pea. Work being done, but the shed structure was changed by adding barrier/wall to sides. Still piles and the structure not back to original. Deadline was June 20th. Send him another letter for another 30 days. Be at the meeting if he needs more time. APMS will send a 2nd letter. If he wants us to walk around with him on his land to describe problem issues, we can have someone do that.

APMS did a drive around with some of the board members and APMS will start sending out letters.

77 Goldenrod has been cleaned up by the management company taking care of that property. They stacked it on the side of the road for now, but wherever the roots of the tree were at, that home owner is responsible for cleaning it up, which is 77 Goldenrod. Anita will send the management company an email about the need to clear the debris as it came from their lot.

### Lakes and Dams

Bander Smith is sending Laurie a contract to fix the riser at the end of July. They will be in the area for a project at the airport, so that will cut on transport fees. Spoke with Bander Smith about fixing it and then having to tear it apart against the fix. Yes, technically we will be fixing it and tearing it apart again when we do the repair (especially the earth work). Dan Hamrick says we're losing earth right now anyways with it not fixed. Either way, we HAVE to get it fixed. It's a safety issue. He also suggested we create a ramp to get onto the dam. This will save us money because the equipment can get up and down easily.

Beavers: Mr. Riddle killed 2 beavers. Going back as he's seen 6 or so. Looked like someone was trying to knock down one of the dams. Mike will have to knock down after the beavers are gone. If we knock down while they are still alive, the beavers rebuild bigger and better. They reinforce their work so they don't hear water running.

Trash rack on #3 needs to be cleaned.

### Newsletter

Laurie is going to coordinate with APMS for sending out with the welcome letter.

Welcome letters should go out from APMS next week.  
Anita will change the message on phone to contact APMS.

### Website

Chad to change The Balancing Act info on the website to APMS. Phone # is 540-423-3879. Address is P.O. Box 2182, Harrisonburg, VA 22801. Email is [office@apmsva.com](mailto:office@apmsva.com)

Chad to list details about the cul-de-sacs being repaired.

Chad will put details about the fix on the riser on Dam 2 (beginning in early July). Won't fix lake, but has to be temporary fix for safety reasons.

### Bylaws/Legal

All the information about the bylaws/amendments has been sent to Jerry Wright. He has requested some records from the courthouse. Jean got them and will mail them off tomorrow. So changes to bylaw updates are in process. If there is anything more we want added, then get to Laurie. Approval process for the packet will probably be as a package deal for all these updates.

Delinquent HOA fee cases: payments have come in from one owner (\$200 a month). They are waiting for our authorization from us to garnish wages for the other. Laurie gave them the authorization as President.

### **Secretary's Report**

#### **Email:**

- Issue about dirt bike/noise on Geranium (sent letter about not riding on Twin Lake roads and also to keep noise down. Letter returned. Anita will resend with no name so it gets delivered.) Follow up calls with one of the people who brought up the issue says it is still happening, but not as frequently.
- Septic issue on Morning Glory (Health Dept checked it out. All seemed to be ok)
- Over 20 chickens at a house on Jonquil. We need to discuss what to do if someone already had the chickens prior to us changing the bylaws. Chad spoke to the man who has the chickens. He says he will do better keeping it clean and will not replace any he loses until he is within the 6 limitation. Chad will help him if needed.
- Trees in the roads around the community after storm at beginning of June. Do we take care of these issues or APMS? Anita will respond that it's the owner where the tree came from.
- New Owner at 211 Snapdragon, inquiring about getting copy of plat and also finding out where their septic is located. Directed her to Mr. Snow's office and calling in a professional to find the septic. Anita will respond to owner that Health Dept knows where septic system is as they had to approve it.

#### **Calls:**

1. HOA Packet received from The Balancing Act (5-27-16 L. Brandt)
2. Numerous calls about dirt bike/noise on Geranium (approximately 6 or 7 of them with different home owners)
3. Sales call from Direct Mail Solicitor
4. Call from gal looking to build in Greene Mountain Lakes- called back and told her wrong HOA

#### **Letters:**

- Letter to 318 Jonquil. Compliant. Fines waived.
- Letter to 68 Sweet Pea. Deadline extended until June 20<sup>th</sup>
- Letter to 587 Geranium about dirt bike being ridden on TLOA roads and to reduce the noise.
- Letter to 224 Jonquil about a burn barrel. It is gone now. Very quick action. Thank you.

Andrea will start helping out with emails and such.

June 30<sup>th</sup> is when transition should be complete for The Balancing Act and APMS. APMS letter will have a card requesting updates to address, mailing address, emails, telephone numbers. Email authorization on the back side. Online portal information. If they owe money, that will also be included.

### **Old Business**

Ashley's list was very helpful. She will be missed on the Board. Thank you Ashley for your service to Twin Lakes.

Liens/Foreclosures- Ashley is trying to sell her house and there are 5 liens on it. So trying to find out why the liens are still there. She was told the past owner paid it off. The Balancing Act thought it was a foreclosure. It should have been written off and it should have been recorded with the court house. Pay the \$41 fee to satisfy the lien. The lien doesn't go away until the court clears it. Can be just written off for bad business for us. This should be a question for Barbara, does she get Escrow Instructions from the title company? Sue will ask her.

Executive session

Jean made motion to adjourn at 9:24pm. Anita 2nd. All agreed