

Keys at Kure Beach Homeowner's Association Agenda

Date 12/05/22

2:00 PM Clubhouse and via Zoom

Present:

Board Members: Russ Timmons, Eve MacCurry, Lollo Eriksson, Nancy Brickman, Frank Watkins

Accountant: Grace McGee

Owners: Mark Bennett, Kathy Axe, Sara Dodson, Wayne VanDyck, Marlene and Frank Walsh

Board actions taken since the last meeting:

- The Board approved the minutes for 11/08/22 board meeting
- The Board met on 11/18/22 to discuss approving a new 19 month CD at Corning Credit Union. After discussion, Nancy Brickman made a motion to approve which was seconded by Eve MacCurry. The motion passed unanimously.
- The Board communicated with two home owners who are concerned about a rodent problem in a townhouse. A decision was deferred for discussion at the 12/05/22 meeting.
- The board received a question about roof replacement from a new owner. Grace McGee directed the Board to a reference to the appropriate section of the Keys Owner's Manual. Nancy Brickman requested that the subject of roof replacement be on the agenda for the 12/05/22 meeting.
- Wayne Van Dyck brought to the Board's attention concerns about what he observed of TruGreen's performance. These concerns were shared with HOA Management. Kevin McKoy contacted TruGreen management and arranged to have a schedule sent to him so that the community can be notified.

Russ called the meeting to order.

Eve made a motion that the minutes for the 11/18/22 Board meeting be approved. Russ seconded the motion. The Board concurred. The minutes were approved. Nancy stated that the license for the zoom account needs to be renewed on 1/05/23. Nancy made a motion that the license be renewed in Eve MacCurry's name. Eve seconded the motion. The license will be renewed prior to the next meeting.

1. Financial Report.

Grace McGee reviewed the following:

- Check Detail for the Checking Account for November
- The year to date Keys HOA P&L comparisons
- The Keys HOA Balance Sheet Previous Year Comparison
- The Keys HOA A/R Aging Summary (overdue owner balances listing)

Grace detailed how the actual results aligned with the projections. Everything looks as expected with a cushion in the budget mainly due to lack of storm cleanup. In almost every

instance the actuals indicated that we are doing better than expected. As a result we have a surplus at this time. Grace also detailed the CD that was opened at Corning.

Grace went over the A/R Aging Summary which outlines owners with overdue balances. One owner made a payment of \$900.00, but the check was returned by the bank. The owner was contacted and the owner asked that the check be redeposited. A second owner made a credit card payment through Zelle for \$400.00. Two other owners paid their prior overdue balances in full. Discussion occurred around sending letters to delinquent owners who have not paid their dues. There was a feeling by some attendees that a well written request can still be sent. It was noted that Grace has sent such letters in the past with mixed success.

In discussing the budget, it was noted that money was allocated for an audit. However, no one has been contacted to perform the audit. Mary Lawrence did the last two years but is no longer available. This audit needs to be conducted by a person other than Grace or Kim Garguilo. Lollo proposed that an audit is a priority, and that a request for an auditor be made through a notice on the website. Grace agreed that an audit would be beneficial.

2. Insurance

The homeowner who had not given proof of insurance for many months does in fact have policies in effect. Kim was able to contact the insurance company that previously insured the property. She learned that the owner has a valid insurance policy for the property. Three other owners with expired term dates have not provided proof of recent coverage. Kevin should be following up with them, but he has not sent us any information on their status.

3. Pond

In response to a request by Dragonfly Pond Maintenance Company, Frank requested the key for the pump house. However, the company was unable to access the white box. This will be dealt with next month.

4. Architecture

-Roofing Issues

There was a lengthy discussion about roofing, and when the roofs of the townhouses need to be replaced as well as when and if a stipend can be allowed. The discussion included a history of roofing issues of the past. Nancy gave the following history: At one point in the past the board realized that the homeowner dues were inadequate to fully cover the cost of roof replacements. At that time, the board authorized a significant increase in the dues. Owners at that time voiced concerns about the increase and the Board decided the HOA would not cover the cost of replacing roofs. Homeowners would be responsible for the cost of replacing roofs and the HOA would reimburse owners with a stipend of \$2000.00 per roof.

The roofs were replaced during a 3year window which began in 2008. The next roof replacement is not set to begin until 2028. One new owner has approached the board about replacing his roof now because he has a leak and a roofer had told him that his roof requires a new roof as opposed to making individual repairs. As a result, the Board discussed whether the stipend could be given to owners who replace their roofs before the new roofs will be scheduled. Nancy expressed the concern that a policy allowing that would cause the HOA to have a budgetary nightmare if stipends for new roofs were handed out due to owner requests and not on a schedule initiated by the Board.

Other issues regarding roofs that were discussed included how to find qualified, honest roofers and making a list of "certified" roofers available on the HOA's website. Mark Bennett

noted that he's had roof leaks in the past that were due to flashing or ridge vent issues and did not require new roofs. The industry is known for having some roofers who are dishonest.

Kathy said the GAF certified roofers were the best of the best. Wayne agreed and found a listing on his phone. Kathy showed us a copy of a roof replacement contract from 2008. It showed that the community used GAF shingles. Wayne has a great deal of experience with roof replacements. He expressed that the Keys roofs show no signs of deterioration, and it's premature to consider roof replacement at this early stage of the roofs' lives. He noted that the best GAF roof installation companies have a GAF designation of "Master Elite Roofer". He provided the names of the only ones in the Wilmington area.

Russ made the point that the owners could save money by having one roofing company do all the work. Eve mentioned that this was not how it was done the last time when individual owners contracted with individual roofers.

It was agreed by the Board that owners could not just replace their side of the roof. Owners were responsible to work with their adjoining neighbor(s) to replace the entire roof. This needed to be worked out between the owners and was not the responsibility of the Board. Sara Dodson raised a concern about what happens if your neighbor is uncooperative.

After much discussion, Eve moved to table the discussion so that Board members could reflect on the matters discussed. Frank seconded the motion. It was tabled until the next Board meeting.

There is one owner on Settlers Lane who has a problem with shingles at the back of the house. Kevin should contact this owner to discuss rectifying the matter.

5 Landscaping

-Irrigation

Lollo reported that the irrigation system was being winterized with all of the lines being blown out. Covers were being placed on some valves. Minor items were reported after the lines were blown out. Some repairs will happen later. Lollo stated that we are not 100% finished with irrigation concerns, but we are about 90% there. Wayne commended Lollo on doing a great job in getting the system repaired.

-sinkholes

There remain three sinkholes which are a concern: one by the water tower, one by the live oak on Sloop Pointe Lane, one near the townhouse at 632 Settlers Lane. The sinkhole by the live oak was most likely caused by buried construction debris according to the town representatives. If the roots of the tree grow closer to the drainage pipe, the tree may have to be cut down

Ken Richardson, Lollo and Russ met with representatives from the town. The town did another camera inspection of the pipes and determined that they are intact, but they agreed to do the inspection one more time and send us a report. Russ said that they have done the second inspection, but we have not received their report. The representatives had committed to send the Board a report. They have not done so. Nancy will ask Kevin to follow up with the Town.

Rainstorm Solutions has provided the Board with an estimate for dealing with the sinkhole by the water tower in the amount of \$1,698.86. Additionally, they have provided an estimate for dealing with the sinkhole on Settlers Lane in the amount of \$2,035.74. The estimate which they provided to remedy the sinkhole beside the live oak does not appear to be valid because it assumed the line was leaking and had a break caused by the tree roots.

-storm water mitigation

It is likely that the sediments in the pond have come from wind driven sand in the streets. The town believes this is a natural occurrence and not their responsibility. Rainstorm Solutions has informed Lollo that the estimated cost to remove the sediment buildup would be \$7,471.13 The cost would be shared with KBV HOA (40%) and with Kure Dunes. It was suggested that Kevin be asked to contact the Kure Dunes HOA about fulfilling their responsibility to help with the cost of the pond maintenance. Wayne suggested that the Board inform the Village HOA Board regarding our plans for the pond because they share in the maintenance cost and may have ideas, suggestions etc.

-TruGreen contract and performance

Because of concerns that the Board had about the work that was actually being performed, Kevin spoken to Ike at True Green to get a schedule of the specific treatments to be performed on each service date. The schedule that Kevin received was identical to the one we already had. It is unacceptable due to its lack of specificity.

Specifically, the information Ike provided is general in nature and tells the Board nothing that enables the Board to verify that the application is completed properly. Every application invoice reads identically, "granular and/or liquid fertilizer, broadleaf weed control, turf damaging insect control". The description of November's work does not tell the Board whether the employee performed the work completely when he merely sprayed our lawn from the truck tank. It is vague as to how the chemicals are applied. It is also vague as to what chemical is applied. Even the expensive grub control and fire ant treatments do not show how they are applied - tank spray? granular?

TruGreen's chemical applications are scientifically developed and tailored to our climate, type of grass, nature of weeds, etc. Each of the 7 treatments are unique. The treatment in the dead of winter is certainly not the same as at the height of the growing season. At specific times of the year they apply pre-emergent weed killers At certain times of the year they apply fertilizer. At certain times they treat the entire lawn for weeds; at times they spot spray weeds. The Board wants to know the details regarding all these services including when and how each is applied. For each of the seven treatments, the Board wants to know what the technician is required to apply and how he is required to apply it. We shouldn't have to monitor these applications but we don't trust the company's employee to do it properly based on his history. The Board wants to be able to ascertain that he is properly applying all the chemicals that we are paying for.

Wayne was asked if he would send a letter that he had drafted outlying these concerns to Kevin so that Kevin could forward these concerns to Ike. He agreed to do that in Lollo's name so that it would come from a Board member.

-Sam's Landscaping contract

The current contract expires December 31, 2022. Russ mentioned that Kevin said he believed the Keys should consider "Stratus Landscapes" as a possible contractor. Nancy will contact Kevin and ask him to speak with Sam's about a reduction in its scope of work and a contract proposal and also about "Stratus" as a possible alternative.

6. Other

-Termite Inspection

There is still one house that Canady has been unable to inspect due to hanging insulation. This is the same house that we have determined by speaking to neighbors has a rat infestation.

- Rodent control issues

The issue of rodent control was discussed. Kathy mentioned that the problem was exacerbated when MOTSU disturbed animal habitat. Eve mentioned that feral cats had been pretty much eliminated by the coyotes thus the problem. Kathy reported to the Board that a renter had seen rats in her townhouse. Since she is a renter, she needed to address the problem with the homeowner who lives in Kure Beach Village. Sarah was very concerned about this issue since she lives in the house attached to the other house with the rodent problem which is the same house that Canady cannot inspect for termites because of the hanging insulation.

Kevin spoke to the owner of that townhouse about the rat problem and also that he needed to have his crawl space inspected. The owner informed him that he had contracted with Allied Pest Control to deal with the rat problem. Kevin contacted Allied and was told that they were treating the house for rat infestation in the crawl space. Allied also made a proposal for dealing with the rat problem area wide at the cost of approximately \$7000.00 which the Board did not entertain.

The importance of keeping access to your crawl space closed was discussed because rodents can gain access to crawl spaces, and thus your home is not secured.

Nancy stated that it is not within the Board's purview to deal with rodent infestations. This was the owner's responsibility. Sara was upset by this information and questioned the Board's areas of responsibility. She brought up some other concerns unrelated to the rodent problems which dealt with her concerns about landscaping that Lollo addressed.

Kevin will be asked to continue to reach out to the homeowner to solve the problem since the house cannot be inspected for termites with the hanging insulation.

Russ moved to adjourn the meeting. The motion was seconded and the meeting was adjourned.

The Next Board Meeting will be held on January 10, 2023 @ 5:00 PM