**Hickory Hollow AT**

**Minutes of the Meeting of the Board Open to Community**

**September 6, 6:00 PM**

Zoom meeting of the Hickory Hollow AT Board was held on September 6, 2023.

The meeting was opened by Annette McAllister, President at 6:00pm followed by a prayer. All board members were present along with the members of the community.

Annette informed community we had six managers in the last year that left BCcommunities. At this present time, we have two new managers Kevin Burkett, kburkett@bccommunities.org, 302-234-7710 ext.1108. Mark Apostolicio mapostolico@bccommunities.org , 302-234-7710 ext. 1106.

Kevin was invited to community meeting to answer questions for the homeowners because the AT board doesn’t have the answers.

Treasurer didn’t have August financial report to read.

Kevin responded that he has the August financial report. President asked Kevin to hold on for a second before reading report.

Annette explained to communities that no minutes will be read from July meeting. Secretary wasn’t present at that meeting to record. Mark Robinson recorded the minutes he didn’t realize the recording had no sound. President stated she will be another backup for the secretary in case it happened again.

At this time the meeting was turned over to Kevin Burkett from BCcommunities. He read total assets is $122,885.12. Kevin read we have 38 properties in delinquents which totals $25,356.40. Current Assets: Alliance checking balance is $85,832.20, Alliance Reserve is $11, 696.52. Kevin asked if the board had any question for him at this time. Annette asked Kevin to email all AT board member August financial report. He replied that he will.

Kevin explained to homeowners they had issues with Sylaunda, she is no longer with bccommunities. Kevin comment that he has been with BCcommunities for 2 years he doesn’t have plans of going anywhere. Kevin and Mark want to turn this issue around for the community. Annette asked him why so many turn over in your company. Managers such as Beverly Harding, Tyler, John Luca, Randy Fitzgerald, Rebecca Perry and Sylaunda McKnight. Kevin stated he cannot answer why. Kevin said BCcommunities are working on satisfying their clients.

President stated she gave Kevin information pertaining to homeowners with Shortcutz damaging homeowner’s properties. The issue is with 43 Ridge Rd concerning Shortcutz putting a hole in homeowners shed. Kevin stated he talked with Shortcutz they’re going to asset the damage then let him know how to move forward. It’s been over 2 months. Annette said homeowner stated no one has come out to address the problem. Also, what’s is Shortcutz going to do about the swale behind the property located at 43 & 45 Spilt Rd for damaging their grass. What are they going to do about that? Kevin said nothing has been rectify at this moment. They’re aware it’s just a matter getting them out to the homeowner house. BCcommunities are going to keep following up until they get out to the homes. Right now, it’s all they can do at this point.

Secretary asked a question concerning the financial report. Secretary contact BCcommunities with concerns with the discrepancy she finds on financial report. Explaining to Kevin the only funds that comes out of AT community is lot maintenance which is landscaping and snow remover nothing else. No funds should come out of account unless an invoice is sent to the board for approval. Annette responded to the secretary asking her if she was talking about her getting reimbursed her money back. Annette also replied that no funds other than landscaping and snow removal should come from the AT funds. Annette said that was on them not on her an email was sent to John Lucas at the time. Secretary replied stating BC reimbursed Annette $415.50 for the Xmas event on HOA side. In July 2023 another reimbursement of $32.50 for pool supplies. Annette said they should’ve not done that. Annette said this is happening because they have had so many different managers and they don’t know what to do. Managers think when she puts in an invoice for the HOA, they reimbursed her from the AT side.

Secretary asked Annette question explaining that she knew it was HOA business why would she cashed the check? Secretary asked why you wouldn’t send it back. Annette said how would she know if the check was coming from the AT account because on the check it doesn’t say where the funds are coming from. Annette took her money to buy supplies for the pool house and she got her money back. BCcommunties need to file it back to the HOA because she doesn’t do the books. Annette stated she didn’t have the card at the time to buy the supplies and no one else on the HOA side brought anything for the pool house to clean.

Annette told Kevin that the $415.50 along with the $32.50 needs to go back to the HOA. Secretary spoked with Kevin asking him who will be responsible for paying the funds back. Annette told Kevin that the $415.50 and $32.50 should go back to the HOA. Annette is not responsible for returning the money. Annette comment that she isn’t going to pay anything back. Annette let the community know that it was a xmas drive for the community in Dec 2022. We are now in Sept 2023 she received a call today that this was coming to her today and she was already aware of it and asked them to reimburse it back to the HOA. Annette said we have a line for communities’ activity. Annette stated it was not her a private event, the event was for the community and that the community benefited from this event. Secretary asked Annette does this mean HOA owe the AT this money. Annette replied correct, and that she talked to every manager about that, and nothing was done. Annette asked Mark do he have a question. Mark had a question he asked, did you cash the check for the $415? Annette stated she didn’t get the check until February. Mark said you should have given the check back. Homeowner answered that it came from the wrong place. Annette asked homeowner to wait a minute she speaking to the board. Kevin stated it could have been John Luca at the time. Annette said why would she send it back it was her money. Annette said that any checks have to be approved by the main HOA before they are distributed for any reimbursement. Mark asked, who approves the checks? Annette said she don’t’know who approved it. Kevin said that the normal way “we” do it, if an invoice came to him, he would send it the entire board for approval. That’s usually how he does it, the board must approves it.

Homeowner had two questions. Kevin is the current balance $122,885.12 for the AT and the HOA, or is it for the AT? Kevin answered he believed they are combined, and he would have to check on that. Homeowner said they should be two separate balances. Kevin said he pulled up the AT financials and that it was the AT side, and he would send over the August financial report in the morning. Homeowner asked if the $122,000 current balance, and we have in reserved $11,696 and the remaining is $111,000 is it all count it for as far as to be paid out? Homeowner said she thinks it’s high for the AT and that they can be wrong. Annette responded and said she will send that part to the homeowner. Homeowner asked Annette a question about shortcuts cutting the hedges. Annette said Shortcuts supposed to it’s the fall cleanup. We will not be using their service anymore after this the new company will be doing the stone and landscaping after this moving forward.

Annette asked Kevin to contact Shortcuts to find out when they are coming out to cut the hedges. It’s part of the fall cleanup. Kevin said he will call Shortcutz tomorrow. Yolunda asked everyone to mute their mikes. Yolunda told Lynn to speak.

Lynn Solomon asked a question about the money for the toy drive around Xmas time. That she understands the money was paid for that. Asked if that was correct? Kevin asked for what the reimbursement, Ms. Lynn said yes to Annette. Ms. Lynn said that’s coming out of her association dues. Annette said it wasn’t done on purpose. Annette said it was supposed to come out of the main HOA dues. Ms. Lynn said in her bylaws and any documentation she has read so far, we are not to be charged for miscellaneous events like that, activities, political things, fund raisers all that stuff. Annette said she has an email from the lawyer stating that we can use the funds for the enjoyment for the community and that she will send the email from the lawyer. Lynn asked to see the letter from the lawyer. Annette said she will make sure she get it.

Ms. Lynn asked if there were minutes form the last meeting. The Secretary said she absent from the meeting and was unable to record the meeting. Ms. Lynn asked if anyone did the meeting minutes in the Secretary place. Secretary said Mark recorded but it wasn’t any sound, so they weren’t recorded.

Annette explained to Kevin that after Shortcuts contract is over the AT is doing business with Anderson Landscaping Company.

Homeowner asked if the price would go up with Anderson and Mark answered as far as he knows the cost would be the same as Shortcuts, because Shortcuts had a contract that states that he would go up by 3% every year and Anderson was coming in at that 3%.

Homeowner asked can we all get a copy of the financials of the AT section and the Main HOA? Mark replied we can’t get to the main HOA, but the AT part we can talk to Thelma who is our treasure. Annette comment and the secretary. Annette told homeowner she has to speak to Beverly Pincky and Regina Clayton those are the Vice and the President of the main HOA, and she can bring that up on the 26th to her.

Homeowner stressed concerns about Shortcuts messing up her property also. Kevin said to put all lawn concerns in chat box, and he will handle all concerns. He also put his email address in chat box for homeowners to contact him.

Homeowner asked she noticed it was $25,356.40 in delinquencies what do you in case of that, how do you get the money and how do you take care of that? Kevin answered we start with the first notice, that would the first warning letter that goes out after 30 days they would get a fee or fine on their account or a late charge, it then goes to a second notice after 60 days they would get a late charge and after 90 days we would send them usually a demand after that the lawyer will handle it.

Homeowner asked will there be any voting coming for the AT and the main HOA. Annette answered yes, we will talk about that when Kevin is finished.

Annette stated any question send it Kevin.

Homeowner asked a question if Shortcuts was in breach of their contract. Kevin answered he’s assuming they have breached it considering all the issues we had. He would look into it.

Homeowner answered a previous question, why do we have such a large asset for #1, we didn’t have a lot of snow, and it builds up (asset) she suggested to consider lowering the monthly AT bill. Kevin said we can investigate that .

Homeowner lives at 47 Ridge Rd stresses issues with Shortcuts about his damage shed that he has been dealing with for the past 15 months. Homeowner said he has sent pictures of damages. Damages to his shed they came out and put a bandage on it. Homeowner asked is his shed going to get fixed. Someone must be responsible for his damages before Shortcutz leaves the neighborhood. Kevin answered that he will call someone higher up then he has been spoken to in the past, and that he will cancel the contract if things don’t get fixed. Homeowner wants to know if the contract gets cancelled how will his property get fixed? Kevin said we would have to go after them legally and he’s going to give them by the end of September to fix the damages if its not done by then he will escalade the legal action.

Homeowner stresses issues with her shed and how they are going to be satisfied. Kevin replied he has not personally dealt with Shortcuts before. Shortcuts seems the least responsive and he’s going to reach out to their supervisors or hire up and BC will eat the cost just to get out the contract, community is having to many issues with Shortcuts and they need to correct their damage’s first.

Homeowner has question as to who is on the ARC committee? Secretary replied she is on the ARC committee. Homeowner has question about her Gazabo. Homeowner spoked to Rebecca in June bout installing a Gazebo send in all paperwork she didn’t get any reply. Secretary replied she didn’t receive any paperwork for it and apologized. Kevin replied he didn’t see any paperwork for the Gazebo and can the homeowner send it again to his email. Thelma replied on March 8, 2023, it was approved and sent back to Rebecca on the 8th of March 2023.

Mark asked Kevin a question concerning Shortcuts causing to the damages and the process he is going to take. Kevin responded he would like to start to escalate a legal threat to Shortcuts. Maybe have our lawyer draft something up and if it’s coming from our lawyer, it might illicit more of a response.

Homeowner asked a question about the books being audited? Kevin replied yes, every month it gets audited. Homeowner also had concerns with his deck and Shortcuts. Kevin addressed the question and said he will update us with the outcome.

Homeowner has a question about a garage sale. Annette replied she will let them know.

Homeowner has question in concerns with Shortcuts payment. Annette replied it’s a 12-month payment plan. Homeowner suggested if it is a 12-month payment plan funds can be withheld. Kevin answered he will investigate it. Annette replied that the board would have to have a meeting on that.

Homeowner stresses issues with water in his basement and plumbing. Kevin asked the homeowner to email him with the issues and he would investigate it.

Homeowner has concerns with his sidewalk. Kevin told the homeowner to send him an email and he would send it the proper authority that handles that concern.

Homeowner had a question about the pool management. Kevin replied he believed it was supposed to be AMS next year or this year. Mark answered that is a HOA

 business, but a new company is being looked at.

Homeowner had a question for Kevin concerning the water pressure in their home. Kevin replied send an email to him with the concern.

Homeowner had a question about water being cut off on or around Xmas 2022. Annette replied it was due to something in the town. Kevin asked for everyone to email him with their issues and concerns.

Homeowner has as a question for Kevin, is there a shared email that he and Mark share in case one person is out the email gets answered. Kevin answered the email will still get answered. The homeowner also would like a copy of the financials report. And it has been three weeks that Shortcuts has not been out to cut. Also concerns about the swale in their backyard. Kevin asked can an email be sent to him with their issues.

Homeowner has a question about Shortcuts, and any future company holding them liable for damages that they may cause to homeowner’s home. Homeowners mention lower fee’s instead of letting money build up for no reason. Kevin replied he can work with the board to put something together. Homeowner mention funds that were sent to Annette, and suggested that the funds from the HOA and transfer it back to the AT and asked Kevin is that something he should be able to do?

Homeowner had concerns with Shortcuts and the legal fees. Also wants minutes after the meetings and financials.

Homeowner has issues swale in the back. Kevin replied send him an email as well.

Homeowner had question about fundraisers. Kevin replied it’s up to the board to make that decision. Homeowner asked if it’s in the budget? Annette replied yes, it is. Homeowner asked about the toy drive. Annette replied she do things out of her own pocket for the community. Homeowner replied that it has to be some way that expenses can come directly from BCCommunities’ instead out of board members pockets.

Kevin suggested any questions be forwarded to his email and signed off.

Secretary stated she had to leave due to personal reason.