# Hickory Hollow AT, INC

Community Zoom Meeting

5/9/24 @ 7:00 PM

Gloria Sudler-Reid: Facilitator

The secretary recapped the special meeting last month, in which BCcommunities was notified that the contract had expired on June 1, 2024. Secretary explained that the board interviewed seven property management companies, and all seven offered the same services at different prices. IPS came highly recommended by other communities. The board decided that IPS was the best choice. Their monthly fee is $1,050.00, which totals $12,600; no payment increases until after the third year at 3%. In addition, the turnout for the meeting to discuss this was very low. We would like everyone to spread the word or come out. This is not my community. This is our community. Also, I’m still working on getting the sign taken down. The secretary's next step is to go to the state representative.

The Secretary read the minutes from the last meeting, and the Treasurer gave the previous financial report and findings. The President moved to accept the minutes, and they were accepted.

Financial Report**:**

The Treasurer informed homeowners that if they haven’t paid their annual assessment, they must do it through the BCcommunities portal, not through IPS. The treasurer stated that we have 21 delinquent homeowners, totaling $28,221.91. What we have tried to do is if anyone owes a certain amount and is not paid up, we must stop cutting their grass. We’ve sent them reminders asking them to go on a payment plan. We have to try getting the homeowner to catch up. If not, it's going to get higher. Then, we will have to raise the assessment to pay our bills, and we don’t want to do that. Our new bank with IPS will be M&T Bank. IPS will also take credit cards with additional fees and checks through their Buildium portal. BCcommunities will be shutting down the portal on May 31st. If you haven’t paid your May bill, you can do it with IPS to make your payments. The snow removal budget is $30,000. We are over budget by $278.00. The landscaping budget last year was $89,699.00. When the previous board signed the new contract, that budget was $91,900. We will be short of $2,201.00 for landscaping. With IPS, we will be saving in a year $1260.00 for this month; here, half of the year, we are saving $630.00

The treasurer said she’s not too concerned now because we didn’t have much snow, so we have extra money. I'm trying to stress to the community that contact the board if you cannot keep up with your AT fees and want to go on a payment plan. We will sit down and arrange a payment plan for you.

Balance Sheet: Reserve accounts were $100,139.02 at the end of April, not including the checks and bills that haven’t been paid. Prepaid for this month was 11.51. We had one homeowner for whom we refunded $1,033.00 for overpayment of their AT fees.

New Business:

The President reminded everyone that a balance sheet and agenda were sent to each homeowner.

Beginning on 6/1/24, the property management company is IPS (Investment Property Service). All monthly payments as of June 1st go to IPS. In the next couple of weeks, you will receive a blast from IPS inviting you to go onto the Buildium portal and register to start paying your fees there. Also, make sure IPS has your email address on file because everything will be sent by email—no coupons or anything like that. Also, discontinue your Alliance autopay immediately. Email address [payment@allianceassociationbank.com](mailto:payment@allianceassociationbank.com) Phone # 844-739-2331 open 7 am-5 pm PST. Check with your bank to discontinue payment going to BCcommunities. Once BC drops us, communication will be limited.

Again, you will receive another blast to register and to make sure your email is correct so your payments can get over there. It's going to be a bumping stage and not going to be easy because we are transitioning. When we all moved in, we were already set up with BCcommunities. This is the first time this community is transitioning into another company. Be patient. Don’t expect things to work so fast. We are working very hard to make sure the financial reports and people's accounts are up to date, and Regenia has been an ace to this board. I can’t stress that she has done so well with the financial report. This financial report was messed up, and she worked hard. The board was pretty much BCcommunities these last couple of months because we had a hard time contacting BC. They weren’t answering our calls or emails. Everything was all over the place. We created the hhat2024@aol.com email address and have several homeowners contacting us for help getting their accounts in order. We worked with the treasurer on the HOA side. It was money going on the HOA side and money that didn’t belong on the AT side. We want to make sure it gets correct before leaving BC communities and that the new management company has something to go on. It will not be smooth in the first few weeks of June, but hopefully, everything will be in order by July.

Secretary:

I want to reiterate the importance of attending these meetings. You can’t be informed if you don’t attend these meetings. And you can’t be informed if you go by hearsay. So, getting the best for your community is in your best interest.

Vice President:

Be respectful and considerate to your neighbors. Curb your dog. Keep your dog on a leash and pick up after your dog. We’ve seen many people take their dogs in

the common area by the pool and let them run and defecate in the area. It’s disgusting if you don’t pick up and someone is playing and fall in a path of poop. It’s horrible. It’s a Delaware law: Title 16- Chapter 30 of the Delaware Code. Neighbors are complaining about bird feeding. Anderson Landscaping is our new landscaper. If anyone has any concerns with their lawn service, contact Mark Robinson by email@ at [hhat2024@aol.com](mailto:hhat2024@aol.com).

Q & A:

The homeowner asked if BCC is going to transfer their funds to M&T Bank.

The president asked yes, they’re doing that now—the bylaws and deed restrictions. We’ve already opened an account, and they will transfer the money.

Homeowner: There’s a miscellaneous expense of $5,000.00. Do you know what that was for?

Treasurer answered that it was to open our account.

Homeowner: That $5,000.00 came from the fees to open the checking account. Is that what you’re saying

Treasurer: Yes, to open the account.

Homeowner: Bad debt delinquent; it has down $3,400.00; it’s $28,000.00.

Treasurer: The $28,000.00 is accumulated over years.

Homeowner: the $3,400.00 is from the beginning of the year.

Treasurer: Yes

Homeowner: Final question: if someone isn’t getting their lawn cut, do they still have to keep up payments?

Treasurer: Yes; otherwise, the Town of Smyrna will come in, mow it, and bill them.

Homeowner: OK, thanks. Thanks everyone for your hard work.

Homeowner: Good job, board. Regarding grass cutting, I don’t know if it’s just me, but I have loose grass, and when they cut the grass, they also had loose grass.

V.P. I’ve noticed that, and I’ll speak with Brian Anderson myself.

Homeowner: Okay, thank you. Do they cut the common area? The area behind our houses. There’s a fence, and the grass is up against it. The grass is high. The new company, can someone elaborate on the deed restrictions one more time?

Secretary: The new management company will drive through and look for any violations. They’ll monitor us instead of the board or someone else writing in.

Pres: I want to comment on the grass growing on the fence. It’s the HOA open space. I’ll ask the HOA President to send a letter because I don’t think the homeowner knows that’s their responsibility—not the landscaper’s.

Homeowner: Landscaping company isn’t cutting HOA or a different company.

Pres. Anderson is cutting AT side. We have an HOA and an open space area. We don’t have a common area.

Homeowner: Anderson speaks to you about the AT property and talks to the HOA about the common area.

V.P.: Right

Homeowner: Thanks

Homeowner: Thanks for your assistance. We’re moving @ 39 Ridge Rd. Who would I contact for statements for payments for the year for the $233.00? I told the buyers that I would pay for it and for the financials.

Treasurer: BCC should be able to give you that information.

Homeowner: They have not. We have called and emailed, and they have not responded.

Treasurer: I’ll have the treasurer of the HOA get in touch with them so they can send a statement to you.

Homeowner: Several homes are being sold between May and June, which is holding up our documents.

Treasurer: I’ll send an email to make sure that they send you your statement that you have already paid.

Homeowner: Monica told me to go to Homewise, and I did, and there was nothing there. Homewise and I have gone back and forth with Monica to get that information with no reply.

President: You and I have gone over that information with BCcommunities. I suggested that they send you the documents, and I replied to you. I asked you what document you are missing? Have you gotten the papers that you’re missing? I speak to them tomorrow. You must have those papers to present at closing.

Homeowner: It’s the Delaware law.

Pres: I will keep at them, and Regenia will also.

Homeowner: Thank you.

Homeowner: I have some people walking through our backyard. Is that ok or not? I have the same problem as Shalon, so I wondered what we should do about this.

V.P. stated he would speak with Brian about clipping not being vacuumed.

Homeowner: Regarding the grass last year, they bagged it this year; this year, they’re not; they’re just using a side discharger. So, unless they bag it, we’ll still end up with grass clippings.

Homeowner: What about people walking in your backyard?

Secretary: That’s a police matter. The board can’t get involved in trespassing.

Homeowner: Also, I’ve also put in with the management company to get a tree cut that is in front of my window. And it was approved. Now that we have a new company, do I have to re-write it? I have bad allergies.

President: Tracey are you on?

Tracey: That’s a HOA problem

Homeowner: I think the previous owner planted it for privacy, I have a lot of allergies and I’m not able to open my back window. So I put that in the request and it was approved. The people was giving us 6 months and lot of problem. I’m looking for someone else to cut it. So many people changed.

President: It should have been sent to the ARC committee?

Homeowner: Is it still effective?

President; It should be. Tracey is on the ARC committee.

Tracey: Can you send it to us? [Hoahickoryhollow@gmail.com](mailto:Hoahickoryhollow@gmail.com), the Hoa president, will send it to me.

President: You will have to send in your ARC request to HOA email address. Do not send it to BCcommunities

President: If no more questions, we’re going to adjourn. If you have any more, questions, go to hhat2024@aol.com and email the board, and we’ll be able to assist you with your needs. Good night, everyone. The meeting ended at 7:53 P.M.