

# WHITE HORSE PARK COMMUNITY ASSOCIATION BOARD OF DIRECTOR'S MEETING MINUTES

*-DRAFT-*



**August 28, 2021 - 10:00AM**

**Meeting Procedure** – The Lot Owners' Open Forum & Zoom Session took place prior to any vote/action taken by the Board. Member questions were not limited to the Agenda.

**Call to Order – 10:10am**

**Attendance = 45 lots represented.**

**Pledge of Allegiance - Followed by a moment of silence observed for the American Soldiers recently killed in Afghanistan.**

**Introduction of Board Members**

President: Pat Heath

Vice President / Treasurer: Brian Fenstermacher

Secretary: Jon Gilmore

General Member: Tammy Franklin

General Member: Terri Koller

**Approval of Minutes:** Prior to the call of order, copies of the July 24, 2021 Meeting Minutes were not made available to the Community. There was also a concern shared via email (Friday – August 27, 2021) from an Owner challenging the accuracy of how their July 24, 2021 Zoom Session question was documented. In response, the Secretary read a prepared addendum to the Minutes.

Following a motion by the President, the July 24th Meeting Minutes were voted on and approved by attending Members and BOD.

**Property Manager's Report:**

**Highlights:**

- \*Pool Company reported an internal covid related issue, leaving the company short on Lifeguards.
- \*Tree Service - The Park's Tree removal projects open the possibility for Owners to get discounted services for their Lots. The office already has a few Owner lots on a list.
- \*Labor Day festivity tickets are available (as of the 28th).
- \*Lawn Service has been delayed due to high heat and humidity concerns.
- \*Manager observation report includes weeds in driveways – Some Owners may be getting a notice.
- \*Proper addressing instructions for Owner pickup of packages in the Office.
- \*Maintenance reports Dog pickup bags should be taken home. Not to be put in a bathhouse trash can.

[NOTE] Owner spoke out of order; Pat responded to the question about Pool hours.

### **Treasurer Report:**

\*Brian Fenstermacher mentioned copies of the financial summary being available at the meeting, and all July financial reports are available on the Park's website - <https://www.whpca.org/financial.html>

#### **\*Highlights from the July 2021 Treasurer's Report Commentary:**

1. Approved - \$26,753.64 was transferred from Marina Reserves to General Reserves.
2. \$850 spent for a new security camera at front entrance.
3. \$800.00 spent for June 2021 Annual meeting room rental.
4. Due to \$750.00 being spent for income tax returns and the annual report/personal property tax return, the accounting expense for July of \$3250.00 was higher.
5. Due to budgeted average number of weeks per month, the Security Service charge of \$10,040 appeared lower. - In August a savings of \$157/week is possible due to not needing security on Thursdays.
6. Due to budgeted average number of weeks per month, the July payroll amount of \$14,332 may appear higher.  
- Year to date through Jul 31, 2021 payroll expense is under budget by \$907.
7. "OTHER WHP INCOME – other": Year to date shows as \$2,890.00 - The remainder is 13 lots that paid a yearly rental administration fee of \$50.
8. Legal fees from April 1, 2019 through June 30, 2021 were \$60,643.97.

**Motion made by the Pat Heath to accept the Treasurer Report - seconded by Tammy Franklin.**  
Vote was taken, and the report was accepted unanimously by the Members and BOD.

\*Pat spoke about increasing the Dumpster Violation fee from \$100.00 to \$250.00. Details were shared about a letter from the trash services company, explaining the Park's responsibility to pay for any damage to the truck's compactor unit.

### **Committee Reports:**

**\*ECC Members: (Chair) Ric Smith, Susan Waskey, Craig Small, Bonnie Stevens, Joann Topolski**

No report given by Ric Smith. Craig Small mentioned that most lots look great and next year's inspections will begin in March / drawings included in ECC request forms are helpful.

**\*CLUBHOUSE Members: (Chair) Laura Bivona, Penny Condren, Fern Thomas:** No Member was available to speak.

**\*MARINA Members: (Chair) Phil Wood and Ted Pedzich]:** Phil Wood reported smooth operations and offered to answer Owner's questions or concerns.

**\*BEAUTIFICATION Volunteer Terri Koller:** Terri mentioned getting help from Sheila, who volunteered to work on the Park's front gardens / Water jugs are available in the office laundry room for voluntary watering of plants / Owner's plants and small decorative garden items are appreciated when added to the gardens.

## **New Business:**

### **1. Change to the Pet Policy; by Tammy Franklin:**

\*Dog bite incident was announced / Reminder that Lot Owners are responsible even in a Rental situation. Current policy could change in the future. Violent Dogs may be removed from the Park indefinitely.

### **2. Owner's online banking; by Brian Fenstermacher:**

\*Quickbooks offers an online banking customer portal which seems expensive at \$1,200.00 a year / feedback is welcome.

### **3. Monthly Statements for Owner Accounts; by Brian Fenstermacher:**

\*The most efficient option is to contact the Office to receive a financial statement.

### **4. WHPCA Website Update Plan; by Jon Gilmore: A prepared update was read at the meeting.**

#### **Highlights:**

\*WHP Neighbor Tom Molyneaux has volunteered to improve the Park's website.

\*The current web service web.com, will be replaced by register.com

\*Cost per year for the current website is \$727.95 plus \$318 for a local business listing feature. The total is \$1045.95. The local listing feature will be dropped from the current service contract.

\*The annual cost for the new website is between \$155.00 - \$219.00 (depending on needs).

\*The old and new websites will have to run concurrent until the new one is approved and activated, which will happen once all files have been transferred safely from old to new.

\*File transfer must be done manually, one file at a time.

\*Lost files and website backups were covered.

### **5. Clubhouse Sound System Upgrades; by Jon Gilmore:**

#### **Highlights:**

\*Information from Home Owner/ Volunteer Chris Koawl was read at the meeting.

\*Some devices have been added, including a speaker unit loaned (temporarily) by Chris.

\*A wireless Microphone was donated, a mixer board and new cables were purchased.

\*Chris spent many hours so far, working on setups etc.

\*More improvements will be completed for next year's sound system needs.

\*Cost to date is less than \$300.00

### **6. Zoom; by Pat Heath and Brian Fenstermacher:**

\*Experimentation, testing, and improvements continue to take place.

\*Current Zoom package cost = \$195.00 per month.

\*The new Zoom package is estimated to cost \$15.00 per month.

\*Services can always be upgraded as needed.

### **7. [item was adjusted from the agenda] - Change in Security Service Company by Pat Heath:**

\*Effective October 1, 2021, "Absolute Investigative Services, Inc" announced an increase in pricing to \$20.00 an hour / \$30.00 per hour on holidays.

\*The security service company "ABCO" will replace "Absolute", offering a price of \$17.50 per Man / per hour w/time and a half for holidays. This includes a patrol car and fuel.

\*Costs will be reviewed in 2022.

\*Date of change-over to be announced.

## **Old Business:**

### **1. Amendment to WHP Declarations 3.1; by Pat Heath, Brian Fenstermacher and Tammy Franklin:**

- \*Ballot needs more votes to pass. Forms available on the Park's website and in the Office.
- \*Change in vote will be accepted.
- \*Ballots can be sent to the Park's Lawyer (instructions on the website), or dropped off in the Office.

### **2. Oversize Circuit Breakers; by Billie Reynolds**

- \*Billie provided a report and demonstration showing a section of damaged underground cable.
- \*Electric pedestals, outdoor breakers and meters are Park property.

### **3. Record retention; by Jon Gilmore:** A prepared statement was read out loud.

#### **Highlights:**

- \*The prior Board created a draft for the Park's Record Retention and Destruction Policy. The Park's lawyer was involved in making suggestions for edits.
- \*The Secretary is responsible for retaining and destroying on schedule, the Parks important documents.
- \*As unfinished business, the Record Retention and Destruction Policy is being reviewed with plans to make adjustments based on the needs of the Park vs procedures which are already in place.
- \*A copy of the Record Retention and Destruction Policy can be made available by contacting the Office, and/or Secretary, Jon Gilmore.
- \*Cost of the 8 page Record Retention and Destruction Policy is unknown / services were billed by the Park's lawyer on a per hour basis.

## **Unresolved Business;** Items open for vote at the 2022 Annual Meeting; comments by Pat Heath:

1. Dog Park (community vote)
2. Golf Carts (community vote)
3. Fire Pits (community vote)

- \*The President explained quorum requirements at the Annual Meeting.

## **Open Forum:**

\***Phil Rensch lot #389** - Children riding bikes through the laundry mat at the Seahawk Bathhouse / report a dangerous tree.

**Reply:** Pat suggested getting more information about the children / Billie said the tree was on her list.

\***Sue Naplachowski lot #60** – Financial statements available in the office / Question about numbers on the July 2021 Financial Summary / Question about recipients of messages sent to the Board via the Park's website, and how a non office employee could have access to (viewing) messages / Questioned cost for keeping a utility trailer in the boat yard and improper parking / Recommended getting Owner permission prior to having a temporary electric connection made from one lot to another lot/ Report of boats parked at lots for extended periods of time.

**Reply:** Brian explained "math" on his summary / Recipients of member Q&A sent to the Board via the website included the office until recent change was made to exclude the office / Phil Wood stated utility trailer storage to be \$300.00 per year / The electric service bypass issue was addressed / The Board acknowledged some Owners don't follow the rules for parking

\***Steve & Nelda Lot #408** - Question about Owner's financial statements / Question about outdoor breakers.

**Reply:** Pat explained how the process is with the Accounting Co. and employee Jenna's responsibility to document payments etc. / Maintenance will monitor breakers [*during the reply an Owner spoke out of turn (again), so those comments will not be included in these Minutes*]

**\*Sandy Morgan Lot #117** - commented on an incident where an employee approached an owner on a private matter / Announced working on loaner Bikes - requested a need for parts.

**Reply:** Pat thanked Sandy for her help with the Bike Loaner Program.

**\* Mike Herbert Lot #417** - Package delivery pickup requiring a drivers license is upsetting / Commented on outdoor vs indoor electric breakers.

**Reply:** Pat wasn't aware of the requirements for personal identification / Pat described the process for amps delivered to Lots [Doug Stannley; Lot 278 was allowed to share details based on knowledge of dirty power produced from low voltage].

**\*Terry Lenhart Lot #433** - Reported an incident in the park with renters being reported to the Office / Questioned when an Owner can call the Police, (not wanting to complain about the Guards), and questioned Billie's availability to calls made from Security 24/7.

**Reply:** Billie mentioned civil matters and Police should be called at anytime. Pat supports calling the Police - Billie acknowledged being available for contact from Guards at anytime.

**Lisa Friel Lot #236** : Questioned having an Owner certified to serve as Pool Lifeguard.

**Reply:** Pat mentioned the current issue with Covid is still new to the Park / WHP is depending on the Pool Co. for providing lifeguard services as the best solution / Billie mentioned that Worcester County maintains the pool license.

**Karen Boon Lot #200:** Commented on the Board's accomplishments to date / Shared a way to access financial accounts / Questioned if insurance would cover costs associated with damage to the Trash Company's truck compactor.

**Reply:** Pat suggested that liability coverage would most likely be an option.

**Sylvia Devilbiss Lot #335:** Complimented the Board on their performance / Commented about the Pool Co. not following the contract to supply lifeguards / Mentioned coffee & donuts event and donations from the "Lenharts" / Comment made about Owners being informed of all Clubhouse events.

**Reply:** Tammy Franklin mentioned a list of events to be read at the end of the meeting.

**Robin [Lot unknown]:** Questioned how replacement or repair was made on underground electric cable / Circuit breaker question.

**Reply:** Sue Naplachowski, Pat, and Billie described how repairs are made / Breaker size and electric meters was also described by Sue.

Page lot #48 - Joanne mentioned a bush blocking a speed limit sign on Salt Spray.

**Reply:** Pat agreed mentioned maintenance staff will trim the bush.

**Tim Mummert Lot #391** – Complimented the Secretary's work on the July 24th Meeting Minutes / Reported issue with alcohol use in the pool / Mentioned a problem with the Accountant reporting a payment for event tickets made by cash or check.

**Reply:** Jon thanked Tim / Tammy explained where alcohol is allowed within the Pool area / Billie shared the process that checks need to clear prior to being entered on Owner statements.

**Ginger Fromm Lot #82** Warning if alcohol is spilled in the Pool's water / Observing people exit the office w/out wearing a mask – People loitering in the Office .

**Reply:** Pat acknowledged the situation and Billie mentioned Ric Smith as the ECC Chairperson.

**Kevin Lot #16** – Asked about a Dog Park / Commented on his lot being soiled by Owner's Dogs.

**Reply:** The Board acknowledged Mr. [name] concerns.

**Debbie Lot #438** Commented on a recent Dog attack - asked about the Park's Pet Rules Policy, suggesting there are details in the Park's Declarations.

**Reply:** Pat shared details specific to the incident not included in the Park's Pet Rule, and asked the secretary to check for pet rules in the Park's Declarations

**Virtual Zoom Q&A Session - Procedure: Secretary read questions followed by Board Member response.**

**Ed Scheiner Lot #254** - Ask about the BOD allowing a change to the affidavit / Questioned if a violator solicited signatures for a changed affidavit [Tammy Franklin replies "no"] / Mentioned Terri Koller being of value to the BOD.

**Reply:** Pat announced that Sue Naplachowski added language to the original affidavit for purposes of clarity and later reverted to the original document for signatures / Jon echoed Terri's service to the BOD.

**Stacy Cramer [no lot #]** Asked about the three items to be voted at the 2022 Annual Meeting?

**Reply:** Jon shared the list.

**Kathy [no lot #]** - Mentioned Owners should be informed by the Office before making connections to their electric service.

**Reply:** Jon agreed.

**Valerie Clark Lot #372** Asked if questions and answers could be repeated for those using Zoom?

**Reply:** Jon mentioned the Board's desire to use Zoom and continued efforts to improve the experience.

**Bev Quimby Lot #83** Asked about Zoom sessions being done with Billie in the office.

**Reply:** Billie explained why it's not possible / Pat mentioned the option of sending a question to the board via email or to the Park's website prior to a Meeting.

**Bill Hamilton Lot #196** - mentioned poor quality for Zoom session / ask for the current number of votes for the Park's Declaration amendment.

**Reply:** Jon shared current numbers.

**Barbara Price Lot #212** - Gave example of accrual vs actual P&L reporting / suggested a return to using the actual method for reports to be optimal.

**Reply:** Brian agreed / mentioned importance of staying with the accrual method for the remainder of the year.

**-End of Virtual Zoom Q&A Session-**

\*Tammy Franklin announced the list of future events planned by the Clubhouse Committee, and ask for volunteers.

**BOD Vote Items:**

1. **Motion made** by the Secretary to increase Dumpster Violations from \$100.00 to \$250.00

\*Motion was seconded by the President

**\*Item approved by unanimous vote by the BOD.**

2. **Motion made** by the Secretary to change the Park's Security Company

\*Motion was seconded by the Treasurer

**\*Item approved by unanimous vote by the BOD.**

3. **Motion made** by the Secretary to downgrade Zoom Services and lower pricing.

\*Motion was seconded by the Treasurer

**\*Item approved by unanimous vote by the BOD.**

**Closing commentary** by the President informed the Members of the resignation of *Debbi*; the Office Assistant.

The President adjourned the Open Meeting at 12:30pm.

Minutes prepared and submitted by WHP Secretary Jon Gilmore; September 5, 2021

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*Jon D Gilmore*