

SHADOWCREST HOA MEETING
January 30, 2022

The meeting was called to order at 6:40 p.m. on the Zoom meetings platform by President Gabe Neal.

Members present: Gabe Neal, Kathryn Neal, Ann Savell, Nicole Mack, Kelli Martin, Kyanne Hoak

1. Approval of Minutes

- A motion was made to approve the minutes of our last two meetings held on October 7, 2021 and November 18, 2021. The motion was seconded and approved by all attending members.

2. Pool Renovation Project Update

- Gabe Neal met with PACT Design and Gerard Construction to look at the pool site again. PACT is incorporating the input provided from members, finalizing the plans, and will deliver a cost estimate for each part of the project. We can review and determine which parts of the plan we want to move forward with. We are looking at a November, 2022 start date.
- Kyanne Hoake will contact our pool maintenance company to make sure all the recently reported issues have been fixed.
- Pool Patrol is the current pool service company.

3. Governing Documents Approval Status Update and Next Steps

- As of two weeks ago, very few docusign signatures have been received. Several directors reported that they still have not received the email. Gabe will ask Association Services to resend the docusign email to the directors to test the distribution. If that does not work, Gabe will ask Melanie Henry to consider sending them out from her email address.
- Once we have obtained all the signatures possible with the docusign method, we will mail out hard-copies. If we do not receive all signatures via mail by the end of February, the directors will utilize the phone numbers we have on record to call or text members and arrange to get signatures in-person.

4. Concern with Association Services Deliverables

- Violations not being handled: The process for violations includes Association Services providing drive-throughs of our neighborhood to help spot violations. Photos should be taken and the violation notice sent to Kelli Martin and Jordan Bertling, who review the notices and determine if a letter should be sent to the homeowner. If an initial letter is sent and the violation is not corrected, a fine letter is then sent. Kelli Martin stated that they have not heard anything regarding violations from Association Services in a while. Certain neighbors continue to leave their trashcan and other trash out and visible to the neighborhood for months at a time. Association Services was notified by the HOA, but a letter was not sent. In a separate case, an initial letter was sent to the homeowner without the violation first being vetted by Kelli or Jordan. Kelli will follow up with

Association Services to ask if the drive-throughs are still occurring and express our concerns.

- Checks not being sent to HOA for signature: The process for paying our neighborhood's service providers is for invoices to be sent to Association Services, who cut the checks and send them to the appropriate HOA director for signature. We are receiving late notices from some providers, such as lawn service and pool maintenance, but we have not received the checks that need to be signed. It was discussed with Association Services, and they suggested the checks got lost in the mail. We will have them recut the checks and mail them to the HOA directors again.

5. Concerns with Businesses/Rentals Being Run in the Neighborhood

- It was previously brought to the HOA's attention that a homeowner was running a seafood business in their garage and that neighbors were complaining about the smell, traffic, and effect on home values and neighborhood appeal. After prior discussions, our lawyer sent letters to the homeowner, who was receptive and has since removed the business name's affiliation with the premises.
- An inquiry was submitted to the HOA's website about an AirBNB being run within the neighborhood. Concerns include the noise level, renters utilizing our pool without being accompanied by the homeowner, and the effect of an AirBNB rental property on surrounding home values. Questions were discussed about what language in our covenants and restrictions might apply to this situation. It was determined that it would be best for the neighborhood to limit short term rentals. Gabe Neal will discuss the matter with our lawyer.

6. Questions About Requests to Architectural Control Committee

- A large shed seems to have been erected by a homeowner without submitting a request for approval to the Architectural Control Committee. Gabe sent an email to the ACC to see if the homeowner has reached out to them since and if it has been approved.
- The question was raised about how the board finds out if requests have been submitted to the Architectural Control Committee. According to the State Law, if the ACC disapproves something, the homeowner can appeal to the HOA. The following questions were discussed:
 - Do we need to be notified about requests approved by the committee?
 - There have been occasions the committee has not responded to homeowners' requests in the allotted time. How do we find out if people are not getting a response?
 - What if the committee is approving requests most neighbors would not agree with or the approvals are inconsistent?
 - How do neighbors join the Architectural Control Committee?

The HOA directors discussed having a better connection with that committee so we can communicate on these matters. Gabe Neal emailed them to provide a summary of decisions since September.

7. Outstanding Dues from 2020

- There are still HOA dues from 2020 that were not paid in the last year, which can result in a lien being filed against the homeowner's property. The board members discussed and expressed the desire to move forward with placing a lien on the property. Gabe will discuss the next steps with Association Services.

8. Newsletter

- Nicole is planning to send out the HOA newsletter in March. Standard contents and ideas for new additions were discussed.

NEW BUSINESS

1. Neighborhood Beautification

- Gabe Neal suggested empowering our neighbors to purchase and install plants instead of hiring landscapers to do it. Individuals could determine the types of plants they would like to see around such locations as the Woodcreek entrance sign or the pool. A volunteer would lead the efforts and hold a planning meeting, and neighbors would participate in a planting day. They would purchase the plants and be reimbursed by Association Services.
- Kathryn Neal volunteered to lead this effort. She will contact the landscape maintenance company to repair/reroute the necessary irrigation.

The meeting was adjourned at 8:10 pm.

The minutes for this meeting were prepared by Ann Savell.