

PHILLIPS OAKS

HOMEOWNERS ASSOCIATION, INC.

Board Of Directors

Meeting Minutes

Orlando, FL

August 27, 2024

CALL TO ORDER/CERTIFY QUORUM

The meeting was called to order at 7:05 pm at the Dr. Phillips YMCA. Directors present: Karen Rugerio (P), Tom Lupo (VP), Sue Robson (Sec), Varsha Shah (Tres), and David Smith (At Large).

Members present: Felix Robinson, Robert Carpenter, Fuad Nasib, Sue Porro. Also attending are two representatives from our new Community Management Professionals (CMP) / Associa Management team, Derek (who assists with transitions) and Elizabeth Sierra, a director who will lead the team through our transition into this new system.

MINUTES

The minutes of the previous meeting were unanimously accepted.

ARCHITECTURAL REVIEW BOARD REPORT

Mr. Lupo stated that there were no ARB applications for this month. New inspections will take place in September as the Associa team will join the ARB to survey the neighborhood and establish expected parameters for violations.

CMP / TEAM INTRODUCTION (ASSOCIA)

Ms. Sierra made introductions and explained how the transition would work. Welcome letters will be out this week to all homeowners, explaining all new procedures and payment methods. Emails will also be sent to all owners who have provided emails.

Mr. Lupo said that homeowners who call with questions are concerned when they call the management company and get no return call. He added that he would create a web page for (CMP) Associa information on the HOA website. Ms. Sierra stated that emergencies receive a quick response, but Associa's Customer Service has 48 hours to return a phone call and 72 hours to respond to email.

Mr. Carpenter asked about the code assigned to each homeowner, and if it was impacted by one person owning two homes. Ms. Sierra said each house has a specific ID number assigned to it so that a homeowner would have a different code for each home.

Ms. Sierra said Associa would be changing the HOA from Truist Bank to the United Bank in Altamonte. They also use services from Citi Bank in Arizona. All board members will get monthly reports and will have access to all financial statements, invoices, etc. The Board requested that coupon books for payment be used. Homeowners will have the choice to use the coupon books, set up quarterly autopay/bill pay from their own banks, or make one payment for the entire year. The welcome letter that will go to all homeowners will be very thorough in explaining all the changes.

The Board asked that future reports be organized by street addresses for ease of use. Associa will also establish a portal, called Town Square, for our homeowners to communicate with Associa. Details will be included in the Welcome letter.

Ms. Sierra also said that Associa offers a Rental Program. If the Board decides to opt into it, a database of owners of rental properties will be established. They will be informed of the required fees and options. The HOA will need to add resolutions to the HOA documents regarding short-term rentals. Ms. Rugerio made a motion that the Board opt into the Rental Program. It was seconded by Mr. Lupo and received the unanimous approval of the Board.

FINANCIAL REPORT

Ms. Rugerio reported current bills have been paid from the checking account. \$5,400 was paid for the electrical repairs at both entrances. There was damage in both places as no upkeep or repair work had been done for several years. Palm trees have been trimmed. The landscaper still needs to remove the high shrubs nearest the wall at the Turkey Lake entrance. There will be a new cost of \$1,000 from Fluid Dynamics for one irrigation pump that needs repair at the Hidden Beach entrance.

An updated video of the graffiti on the fence facing Hidden Beach Blvd. has been sent to the fence owner. Ms. Sierra asked about the issue and will be given contact info for the Miami owner of the shopping center as she said Associa has contacts in Miami that may be able to help with removing the graffiti.

NEW BUSINESS

Ms. Robson reported the Potluck Party will be held on September 15 to celebrate the 25th Anniversary of the Phillips Oaks HOA. The time decided on is 12:00 – 3:00 pm. We already have the tables and two tents. People are asked to bring their chairs and a cultural dish to share. Ms. Sierra said Associa would love to be involved. They could provide a DJ, send out flyers, and add the info to the Welcome letter. Mr. Lupo will put the info on our website.

OLD BUSINESS

Mr. Smith expressed concern about the sidewalk along the shopping center wall. The concrete has been pushed up so high that it is truly dangerous, and something needs to be done. Research showed

that because that portion is an “internal” sidewalk, it is not the city’s responsibility, and the HOA must take care of it. Ms. Rugerio has looked into removing the tree but that would cost \$2,000. Ms. Sierra stressed the importance of taking care of that issue ASAP and asked the Board to send her the info on the issue. Perhaps Associa can help with the cost of the repair needed.

Further discussion addressed the overall problems with the other sidewalks and the horrible pothole situation in the streets. Ms. Sierra said that Associa would be calling Orange County but that the most effective method is for homeowners to bombard the County with phone calls to 311. If people, and especially anyone who has a disability, will repeatedly call, the response will be quicker – although it is always a slow process in every case.

OPEN FORUM

Mr. Carpenter said that he would like to donate and install a park bench for walkers in the neighborhood. Ms. Sierra said that it was wonderful to donate the bench but that for reasons of liability he could not personally install it. A professional needed to be hired for that. Mr. Lupo asked Mr. Carpenter to apply to the ARB. Ms. Rugerio said the Board would look into the cost of installation and thanked Mr. Carpenter for his generous offer.

ADJOURNMENT

A motion was made by Mr. Lupo and seconded by Ms. Porro to adjourn the meeting at 8:03 pm and was unanimously approved.

Respectfully submitted by the Secretary,



Sue Robson
Secretary

Date: August 27, 2024

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