

LAKE OF THE WOODS HOA

Manager's Report

September 15, 2020

General Items:

Recreation Department: New Hire McKinley Stinson. We are currently fully staffed with 3 part-time employees from 9 am to 9 pm.

Maintenance Staff/Irrigation Staff: New Hire: Joshua Williford will start on Monday 9/14/2020. We are currently fully staffed: Jose, Antonio, and Joshua will be focused on replacing the Siding on the remaining units, and Alfonso will now be working 5 days a week to systematically clean Gutters, Pressure Washing, Tree Limbs/Plant Debris pick up.

Management Office: Fully Staffed. Please be sure to wear a Mask when entering area.

Owner – Community Portal : Managers report and Meeting minutes are Now available on the Portal. Owners If you don't have a sign in code, please e-mail Yolanda at the Front Desk so she can sign you up.

Clubhouse:

- Events/Meetings, only Committee Meetings allowed at this time. However, Wayne granted special approval for Bible Study and Sewing Committee.
- Upgrade of Alarm System, and installation of Security Cameras, is being done this month.

Grounds:

- Budget Tree Services: Still working, to grind out stumps and final drive through is TBD
- Sidewalk Repairs (81) scheduled for September 11, 2020 had to be postponed. Waiting to get back on their work schedule.
- Pool Accidentally drained after the power outage and storm, but was restored in time for Labor Day weekend. Water bill will be higher than usual, due to refill. We will call to request waiving of sewer charges. We will Label the Electrical Panel to better identify breakers, to prevent this sort of thing in the future.
- No Trespassing Signs have been Ordered for N. Carolwood

Capital Improvement Projects/Reserve Funds:

- Meadowood and Drywood - Building Siding, Gutters, and Landscape replacement. (41 units)

Manager Activities:

Weekly Activities include Coding of Invoices, Budget Time, working on 2021 Reserve Items, and anticipated expenses for the 2021 Fiscal year.

Researched and Created Report designed to track Building Maintenance Schedule for each building and when Cedar siding replaced, painted, landscape replaced, and roof Replaced. Identifying when the next scheduled Major Maintenance is required for Budget and Reserve Funding projections.

Attempting to organize office SOP's in order for a smoother transition for replacement CAM.

Vendor Meetings/Activities: Precision Concrete, Reserve Advisors, ACS , Laurie's Landscape, Landscape Chairperson, ACS Alarm Installation.

Collection research on carry over balances prior to transition to Bono. We discovered that 11 homeowner payments were not posted in December of 2019. Additional clean up and audit by LCAM and Bono is on-going.

Bids/Estimates:

Working on - AETNA Insurance – Quotes for Employee Benefits

Community Issues

- Several H/O Insurance Cancelled due to condition of roof. Still investigating.
- Checkers: Spoke to District Manager, there is nothing they can do to deter traffic and debris.

Collections: Attorney collection reports distributed to Board.

HOA Standard efforts resumed by Accounting partner/Bono Associates. If you get a letter, please contact the sender of the letter.

Violations: Restart Letter weekly mailings in groups of 100; group # 1 mailed on 9/3/20
Group # 2 mailed 9/11/2020

This report is just a partial account of some of the actions and activities being undertaken by Manager to improve effectiveness and efficiencies in the Management Office and throughout the community in order to maintain and improve curb appeal and increase property values.

Submitted By: Gail Stanley, Licensed Community Association Manager