

Marlowe Manor Property Owners' Association
Board Meeting Minutes
Saturday, October 7th, 2023 @ 2:30PM

Board Members in Attendance: Mary Waldrup, Scott Smith, Justin Jones

Board Members Not in Attendance: NA

Others Attending: Karon Mann, Kathleen Beattie, Hannah Baley, Pearce Ramsey, Scott Copeland, Christy Copeland, Monica Williams, Adam Wierciak, Lisa Skultety

Opening statements: Scott & Mary

- Overview for purpose, intention to start having more per year (quarterly, biannually TBD)

Marlowe Manor State of the Union

New Business

Alan Jones resigned from President
Mary President
Scott Smith – Vice President, Temporary Treasurer
Justin Jones – Secretary

Treasurer Report

- Balances
 - POA: \$3,222
 - Pool \$3,818
 - PRAF: \$0
- Breakdown of where \$90 in POA dues go
- Status of POA current households
 - 60.5% current

Pool Report

- Background on pre-Covid vs post-Covid management model
- Historical expenses and overview of 2023 finances
- 2024 scenario for opening

Park Report

- Collecting quotes for neighborhood sign repair
- Exploring what it would take for Entergy to change outdoor lighting out to LED lights

Feedback Results from Survey

- 100% felt the information presented was helpful and sufficiently detailed
- 72% very likely to attend future public Board meetings
- 63% in Favor of Quarterly Public Meetings
- Preferred to keep evenings on Thursdays or a weekend option

Priority Committees

- Amendment Committee – Steve Gimbert
- Back Dues Committee – Greg Jones, Zack Reed, John Shelton, Yongs

Secondary Committees –

- Pool/Park – Greg Jones, Curtis Young, Monica Williams, Paulette Andrews

- Neighborhood Events Committee – Lauralee Scroggins, Monica Williams

Key Dates

- Nov 7th 2023 – committee and board meet to discuss finalizing amendment document
- May 1st 2024 – Determine if Pool can open

Amendment Options Present:

- A: Pass Amendment in 2023, open pool in 2024
- B: Pass Amendment in 2023, with neighborhood understanding of gap year in 2024, and open pool in 2025. (Two \$300 fees before first swim)
- C: Wait to attempt Amendment until 2024, Gap year, open pool in 2025
- D: Failed Amendment in 2023, back to square 1

Ideas Discussed

(some of these bullet points were assembled using speech to text conversion; not responsible for grammatical errors)

- This situation is not unique to Marlowe Manor. Hillsborough is at \$300.
- Time to amend the bill of assurance. Last time it was adjusted was 2015.
 - GOAL: Combine Pool and Property under one umbrella.
- Question: When do Y'all start pool planning and when do y'all need those funds?
 Answered: We start pool planning now, but historically around spring break, April, May.
 Secondary Comment: "I will say much, I know I personally use my tax refund to pay pool and the POA, so April 1st."
- A suggestion was made to move the PRAF from \$250 to \$300. Maybe a one-time assessment.
- Note: Pool needs to be replastered at a cost of \$25k-30k. Have to get on the calendar by April to open by Labor Day. Pool needed to be replastered in 2020. We're now waiting until 2024.
- A suggestion was made to collect dues with property tax. When a board member looked into it, the county assessor will not collect POA dues as part of taxes.
- An idea of implementing late dues and penalties, but not sure of the legality.
- Question: Why do we only need 91 signatures?
 Answer: The 91 is based on 181 households that are currently in good standing.
- Question: Is there a way to put into the amendment that we're doing that if finances don't match up, then we skip a year? That way we aren't promising something to these people.
 Answer: Scott Reviewed the slide that referenced the Amendment Options (see above A,B,C,D).
- Question: Are there any other options to force people to pay?
 Answer: The committee to come up with other enforceable options.
- Question: Will a collection agency enable it to be reported to their credit score. That might be a horrible thing but if they have no other incentive.
 Answer: I would assume you have a collection agency that would be a legal entity. If they're taking over the debt, what would their fees be? Do we pay them \$5,000 assuming they are going to collect \$10,000.

- Question: The Amendment committee at the first meeting I attended, it was mentioned to add whatever percentage PayPal or credit card or debit card cost to add that like; Instead of 90, I would of \$92.50 or something like that? Does that need to be part of the amendment? Does that need to Be formally written down or not?

Answer: I think it needs to be part of the amendments.
- Question: Regarding the \$300.00 dues, are we going to offer people a payout like \$100 a month, but earlier like if this passed in December, for January, could People choose to pay in February, March and April before they were considered late. I think a payout would be helpful to some families.

Answer: Yes, but it becomes a bookkeeping nightmare.
- Question: 3rd question was and this might be like an umbrella under the secretaries position, but is there any kind of communication or PR type committee of the few people that could help with communications and newsletters, but also put together a plan to talk up the positives of what we're trying to do with the neighborhood instead of, I mean, this is very sobering to see this, but I don't think we're going to go as far if we are like begging people for money to stay afloat, as we will if we are telling them that we need to keep our neighborhood As great as it is, and because having that pool up, I hate the thought of a gap year. I understand we'll do what we have to do, But having that pool is a huge benefit to draw families into the neighborhood and make people want to live here. And I just think that your board is very small and I think you could add, maybe not today, but a communications committee to help with the Secretary. And my final thing is.

Answer: We had originally kind of put that PR responsibility within the Communications Committee that got kind of bumped to secondary priority. But I do think it's really important To sell the investment,

Rebuttal: I think it's going to need to be parallel with the ask and the communication I think They're going to have to run a parallel path where you're. Going to have a harder time.

Rebuttal Answer: There's kind of two aspects to the Amendment Committee, how do we get everything we want in there, how do we make sure it legal, I's dotted T's crossed and how do we sell it? And the execution of that and getting the signatures.
- General Comment: Running a daycare in my home during COVID I actually know the answer to the fees thing. It has to be in the contract to charge a late fee.

General Answer: That's what we're trying to do is pass this thing to remove barriers for how people want to pay, whether it's cash or check or PayPal, but I've been real cash app.

General Comment: I also think that most people would be willing to pay \$5 for a fee to be able to do it online.
- Question: One quick question. How many rental houses do we have in the neighborhood and what luck are we having getting fees from those?

Answer: It's Unknown, but has increased in the last couple of years.

Rebuttal Question: But we have addresses. Do we know? Do we do we send communications? Can we get those to the owners?

Answer: You can go on the State website to find out who the owner is and it's always an LLC. They can Google the owner, but the LLC owns a lot of houses. But when a title company sends the Treasurer at Marlowe Manor a request that this House is about to sell, are there any back due? They always ask if there are back dues and what's the fees and this and that when we respond in the past we always say this House owes \$360.00 next to sellers responsibility. It's not the buyers. Responsibility. It should be the sellers responsibility.
- Question: Do you have any idea how much the POA's dues in the area are?

Answer: Hillsborough, \$300, Saint Charles is \$500. Hillsboro has 100 more houses, and they also put fees, if you're late even by like a month and so they collect a lot more money for actually a smaller pool.

- Question: Wonder how they're collecting their mind?

Answer: They have a volunteer crew just like us. Hillsborough is in the exact same position we were.

- General Response: I've mentioned this to Scott before too, like the 300. I think if you're going to take 10% off the top to put into the reserve fund, which I agree with the name, then I think that you've need to start off with that and it needs to be like \$325 or \$330. If you're going to take a Percentage off for the Other one. So if you still have a strong base from the beginning. So I said that so that you know the \$300 is an easier number, at least to talk about to start off with in these conversations with and saying you know \$325 or \$330 or whatever.

- Question: So in going back to the communications and the future, who is in terms of updating the website right now?

Answer: That has been any of us.

Rebuttal Response: I think that we should have Consistent information in both of Those places right now it's lacking a lot of information on what it does and how they Serve the community. Like then you can start doing things like you can join a mailing list, something like that because like I don't use Facebook personally like mostly and so like having other ways that then you can like into the communication. Lot of especially younger families don't communicate in that.

- Is there a way to follow up with a mass text?

Answer: Project Broadcast offers up a cheap plan, 500 credits for 500 text a month is like \$20 but incoming text does not count. So you could send out a mss text and have all the incoming one's and switch to e-mail.

Homeowners Meeting Follow-ups

October 28th – Trunk or Treat event

- Next meetings To Be Determined for Thursday, January 11th at 6pm

State of the Union

Marlowe Manor Neighborhood

Oct 7, 2023

Meeting 3

Current Board Members

- President – Mary Waldrup
- Pool VP – Vacant
- Park VP – Scott Smith
- Treasurer – Scott Smith - Interim
- Secretary – Justin Jones

Current Financials as of Oct. 6th - \$7,040

- \$3,222 : POA FUND
 - \$90/year, with \$20 going to Pool Fund
- \$3,818 : POOL FUND
- \$0 : PRAF FUND (Pool Renovation Fund)
 - \$250 one time fee

Discussion on POA Fund

- **Where does my \$70 go?**
 - Grounds maintenance
 - Was \$635/month. Need 108 homes current just to pay this service.
 - Insurance on POA (Not including Pool)
 - \$6,305/year. Necessary due to playground. Need 91 current to pay this service.
 - Utilities (Entergy, AT&T, Trash Pickup)
 - Average of \$381/month. Need 65 homes current to pay these services
- **\$1,541 monthly (\$18,497 yearly). Need 264 homes current**

POA Dues

\$45,155.00	35				
Balance	Rental	Lien	Current		
			Count	%	
Total Properties:			299		
		Current:	181	60.5%	
		Behind:	118	39.5%	
		<i>check</i>	<i>299</i>	<i>100.0%</i>	
		Behind \$	Count	% of total	% of those behind
	1 Year	<=90	33	11.0%	28.0%
	2 Years	<=180	23	7.7%	19.5%
	3 Years	<=270	18	6.0%	15.3%
	4 Years	<=360	7	2.3%	5.9%
	5 Years	<=450	7	2.3%	5.9%
	6 Years	<=540	8	2.7%	6.8%
	7+ Years	>540	22	7.4%	18.6%
		<i>check</i>	<i>118</i>	<i>39.5%</i>	<i>100.0%</i>

Background on the Pool

- Pre-Covid, Neighborhood volunteers ran the pool
 - POA hired, trained, scheduled lifeguards
 - POA hired pool cleaners, other contractors for day to day operations
- In 2020, POA hired a Pool Management Company
 - They handle all lifeguard responsibilities and pool responsibilities
 - Open/Close pool each season

Constraints on going back to Volunteer Model

- Not enough volunteers
 - Somebody must be available daily (hourly?) to check pH, troubleshoot problems, and answer lifeguard issues
- Trying to hire/schedule Lifeguards, and hope they show up
- No knowledge of our specific pumps/filters, how to do the basics
- POA would still need to pay a contractor to clean the pool, we have no equipment (OR buy our own equipment)

Seasonal Costs of Pool operation (Operating Budget)

<u>Fixed Costs</u>		<u>Variable Costs</u>	
Water	\$3,700	Chemicals	\$7,000
Electric	\$2,314	Cleaning	\$5,000
AT&T	\$1,036	Repairs	\$3,000
Lifeguard	\$30,000	Pump Room	\$500
Insurance	\$3,191	Soft Goods	\$2,000
	\$40,241		\$17,500
Minimum Cost : \$57,741			

Other Costs

- **Deferred Maintenance**

- Replaster Pool
- Bathrooms
- Siding is rotting

- **What if?**

- Pump or Filter breaks
- Water Leak under slab
- Diving Board/Slide breaks

As a POA, we cannot take out a Line of Credit, or use Credit Cards

Historical Pool Expenses

Year	Income	Expense	Diff
2015	\$ 36,387	\$ 37,961	\$ (1,574)
2016	\$ 38,801	\$ 33,887	\$ 4,914
2017	\$ 41,605	\$ 40,106	\$ 1,499
2018	\$ 40,133	\$ 43,979	\$ (3,846)
2019	\$ 40,050	\$ 38,825	\$ 1,225
2020	\$ -	\$ -	\$ -
2021	\$ 35,500	\$ 86,835	\$ (51,335)
2022	\$ 37,000	\$ 69,250	\$ (32,250)
2023	\$ 34,100	\$ 53,448	\$ (19,348)

POA currently has a Liability of \$21,343 to our Pool Management Company, as of 9/29/23

2023 Pool Breakdown

2023 Pool Costs Finalized	
Water Bill 1	\$4,819
Water Bill 2	\$246
Electric Bill	\$2,198
Internet	\$1,044
Insurance	\$3,191
Pool Mgmt	\$18,067
Lifeguard	\$21,049
Sams	\$2,987
Swim Team	\$1,015
Total 2023 Pool Expenses	\$54,616

2023 Pool Income			
	Cost	2023 #	
Resident	\$275	44	\$12,100
Resident Individual	\$175	0	\$0
Resident Senior	\$225	5	\$1,125
Non-Resident	\$375	42	\$15,750
Non-Resident Individual	\$275	0	\$0
Non Resident Senior	\$325	5	\$1,625
Snack/Guest Fees	\$1	2500	\$2,500
Party Revenue	\$1	1000	\$1,000
Total 2023 Pool Income			\$34,100

Best Case Scenario for 2024 Pool Season

- Increase membership by 50%
 - Target of 60 Residential and 60 Non-Residential
- Increase Membership Cost
- Decrease pool to 4 days a week (less lifeguard pay)

2024 Cost, Best Case		2024 Income, Best Case			
			Cost	2024#	
water bill	\$3,172	Resident	\$300	60	\$18,000
water bill 2	\$246	Resident Individual	\$175	5	\$875
electric bill	\$1,793	Resident Senior	\$225	1	\$225
Internet	\$1,044	Non-Resident	\$400	60	\$24,000
Insurance	\$7,257	Non-Resident Individ	\$275	5	\$1,375
Repairs	\$3,000	Non Resident Senior	\$325	1	\$325
3rd Party Mgmt Total	\$0	Guest Fees	\$5	100	\$500
Lifeguard	\$18,600	Snack Bar Revenue		500	\$500
Sams	\$2,987	Party Revenue		500	\$500
Swim Team	\$0				
Chemicals	\$5,000				
Total 2023 Pool Expenses	\$43,099	Total 2023 Pool Income		1232	\$46,300
Zero for Pool Cleaning					

Where do we go from here?

- POA is owed \$45,155 in late dues
- Need more volunteers for fresh ideas and action
 - Pool Committee
 - Dues Committee
 - Any knowledge that can help us
- Only solution = More cash flow
 - Targeted FB ads for pool
 - Increase rates for POA and Pool
 - Advertising

Time for Amendment to BOA?

- 2006-2008 was \$50
- 2009-2011 was \$60
- 2012 was \$70
- 2015 was \$90
- Possible combining of Pool and POA assets under one umbrella?
- What would that look like?
 - \$300 / year, 50% current = \$45,000
 - Would include complimentary pool membership for each house current

Feedback Results – 30% Response Rate



100% of respondents felt the information presented was helpful and sufficiently detailed



72% of respondents responded as Very Likely to attend future public Board Meetings



63% of respondents are in favor of Quarterly Public Board Meetings



Most respondents preferred to keep Evenings on **Thursdays** or a **Weekend** option

Other topics of interest: Expanding the board (via committees), events/fundraisers/block parties, sharing business opportunities, safety reports, finance/facilities updates

Thoughts from the Board

- Must look at long-term (10+ year) solution for the neighborhood
 - Not only pay the bills but create a Capital Expense fund for deferred maintenance and future upgrades
- To streamline operations and ease bookkeeping, combine the POA and Pool into one operational account
- Consider “escalation clause” so we aren’t collecting signatures again in five or even ten years.
- Purpose of today’s meeting was to review, and now discuss Committee and the next 90 days for our neighborhood

Priority Committees

- Amendment Committee
- Back Dues Committee

Secondary Committees

- Pool/Park Committee
- Neighborhood Events Committee (Block Committee)

Volunteer Interest

Volunteer Interest

- Chad Donley – will chair committee that best fits strengths
- Karon Mann – will be a committee member that best fits strengths
- Steve Gimbert – willing to chair Bylaw Amendment committee
- Greg Jones – willing to help with POA Back Dues and Pool committees
- Curtis Yung – willing to help with Communication, Pool, and Block Captain as available
- Lauralee Scroggins – willing to help with Block Captain
- Monica Williams – willing to help with Block Captain and Pool
- Zach Reed – willing to help with manual labor, financial record keeping, and grassroots POA back due collection
- Paulette Andrews – willing to help with smaller projects around Pool & Park

Volunteer Interest

John Sheldon – print statements, mail statements,

Youngs – willing to volunteer, stuff envelopes, etc.

Committee Members

- Amendment
 - Steve Gimbert
- Pool/Park
 - Greg Jones
 - Curtis Yung
 - Monica Williams
 - Paulette Andrews
- Best Fits
 - Karol Mann
 - Chad Donley
- Back Dues
 - Greg Jones
 - Zack Reed
 - John Shelton
 - Youngs
- Block Captain (Neighborhood Events)
 - Lauralee Scroggins
 - Monica Williams

Key Metrics for Amendment Committee

- Combine Pool and POA under one umbrella
- \$300(?) / year; 10% goes to CapEx fund?
- ?Move due date to March 1st?
- ?Move PRAF fee to new fee (\$300?)
- ?One time assessment?
- ?Collectable with PP Taxes?
- ?Institute late fees and penalties?

Key Dates

- Oct 7th, meeting
- Nov 7th, committee and board meet to discuss finalizing document, start collecting signatures in November?
- Dec. 31st, Success collecting 91 signatures for a “yes” vote.
- March 1, \$300 dues start rolling in
- May 1st, Determine if we can open pool

Thoughts on Options for Amendment

- A: Pass Amendment in 2023, and open pool in 2024
- B: Pass Amendment in 2023, with neighborhood understanding of gap year in 2024, and open pool in 2025. (Two \$300 fees before first swim)
- C: Wait to attempt Amendment until 2024, Gap year, open pool in 2025
- D: Failed Amendment in 2023, back to square 1

Key Metrics for Back Due Committee

1 Year	<=90	33	11.0%	28.0%
2 Years	<=180	23	7.7%	19.5%
3 Years	<=270	18	6.0%	15.3%
4 Years	<=360	7	2.3%	5.9%
5 Years	<=450	7	2.3%	5.9%
6 Years	<=540	8	2.7%	6.8%
7+ Years	>540	22	7.4%	18.6%

- 1-2 yrs behind: Door knock, email, do they even know?
- 3 yrs plus: Statement sent snail mail. 2nd notice sent 30 days later, with a 15 day notice of Collection Agency
- Worth it to pursue Collection Agency?

Highlights Cont'd

- **Revitalize Liens.** Apply the costs to the home balance
- Incur late penalties; Do we need a formal document to begin this process?

Neighborhood Events

- Trunk or Treat event at the park on Saturday, Oct. 28th?
 - Any Volunteers?
 - Will need candy donations
 - Games for kids?