

CHARLESTON NATIONAL HOA BOARD MEETING  
APRIL 21, 2022

**PRESENT:** Bill Harkness, Bruce Bingham, Scot Maslin, Linda Koutoufas, Debbie Gianella, Susan Kelley, Andrew Burt, Cathy Tucker, Ashley Kearnes (Cedar Management)

**GUESTS:** Lorraine and Ray Lalli (1303 Hopeman), Joe Pomilla (5039 Barrier Island), Jeff Van Dyke (1196 Royal Links), Matthew Zoeller (1570 Strathene), James Glasgow (3429 Oxfordshire) and Joyner Beasley. Mr. Glasgow and Ms. Beasley were attending in their capacity as representatives from Leasing Management Company

Meeting called to order at 5:41 pm. Quorum present.

Debbie previously distributed the March 17 meeting minutes. Bill asked if there were any changes required. No. Cathy made a motion to approve the minutes. Susan seconded. Minutes were approved unanimously.

Bill asked the guests if they had any issues to bring forward. Messrs. Pomilla and Zoeller as well as the Lalli's were here to observe. Mr. Van Dyke was attending in case there were questions regarding his ARC request related to his sunroom.

Guests Glasgow and Beasley wanted to introduce themselves and their company. Mr. Glasgow is President of this local company. He stated they currently manage 800 rentals and 40 HOAs. It offers online access for owners and board members, electronic ARC requests (no charge associated with requests). The primary office is on Folly Road with additional locations on Hwy 17 by Chick Fila and downtown. He asked if we had questions. (Q) How are notices mailed? (A) First Class Mail. (Q) Susan asked how they supported residents who were not tech savvy and submitted ARC requests in person. (A) Residents could drop off requests at the local office if they did not know how to upload a form electronically. Bill suggested Board members tally all further questions and we will send to James and Joyner to respond or come back to another meeting.

Bill introduced Ashley Kearnes from Cedar Management. Ashley is Director of Community Management in South Carolina. She is based out of Columbia and is attending because we currently do not have a community manager.

**ARC:**

Susan reported 2 issues related to solar panels. One involves a home previously approved for solar panels to be installed on the back of home, but recently it was discovered panels were installed on the garage roof located in the front of the home. The homeowner believes he is complying. Susan believes he is not based on where the panels are installed. Susan also noticed there is a wooden walkway that was not approved. CEDAR will send a violation letter. Bruce suggested that our counsel write the letter. Secondly, the request for 3539 Stockton is pending. We denied the claim; they asked us to reconsider. Bill and Andrew went over to inspect the property and proposal installation and agreed it still does not adhere to the CCR's. Bill motioned to deny the request. Andrew seconded. Request is denied on the front. If homeowner agrees to install on back, then approved.

Regarding Mr. Van Dyke's request to do a sunroom conversion to add on, Susan explained the issue was the requirement for a 30-foot buffer zone and it must aesthetically be in line with the site. Mr. Van Dyke agreed to have a survey done to prove he was following the buffer zone. He also mentioned he needed a tree taken down. When asked what kind of tree, he was not sure. Susan will send him the rules. Depending on the type of tree, it will have to be approved by the Town of Mt. Pleasant.

**LANDSCAPING:**

Kurt wanted to clarify how he and Linda will oversee all Landscaping. Linda will manage grounds (Forever Green, Flowers and Plantscapes). Kurt will oversee irrigation and work with Wayne Sellers. Both Kurt and Linda will co-

chair tree service activities. Kurt's goal is to reduce our water bill by 20%. He has already located all the meters and Wayne has found leaks for repair. Kurt asked Ashley if the Forever Green and Wayne Sellers' invoices had been paid. She will check and get back to him. Kurt also mentioned new flowers will be planted soon.

#### **SOCIAL:**

Debbie reported that the Easter Egg Hunt on April 9 chaired by Andrew Burt was considered a success with approximately 89 families attending. Karol Queen volunteered to Chair the Yard Sale on April 30. As of this date, Karol had 23 homeowners registered to sell at their addresses and 3 to sell at the pool parking lot. Thank you, Karol and Andrew!

#### **FINANCIAL:**

Cathy has been combing through all accounts and found 504 with balances (plus or minus) of \$1. She reminded Ashley that the Board had given Cedar the authority to write off any questionable amounts under \$25. Cathy also discovered 121 accounts that were delinquent by \$433. Bill asked that CEDAR send the letters. While Cathy said some accounts had been sent to collections, there may be more but she still needed to scrub other accounts that looked wrong possibly because dues paid during closings were not posted correctly to the address. Ashley said she would send Cathy CEDAR's list of "units sold" to identify those properties. Cathy asked Ashley to make sure the credit card bill was paid. Ashley said it was paid.

#### **MAINTENANCE:**

Bill reported the new reader board has been installed at the Porcher's Bluff entrance. Debbie will update the message on that board.

Bruce has contacted the Town of Mt. Pleasant about street light maintenance.

#### **VIOLATIONS:**

Andrew reported the issues with the pool on Royal Links is wrapping up. The homeowner had a 40-day window to mitigate all violations. Andrew mentioned to Ashley that 60-70% of violations involve mailbox repair and mildew. Andrew said he would notify homeowners and has been using social media to update homeowners. He asked Ashley to remove these 2 areas off the CEDAR inspection checklist. He also removed 19 lost cat signs. He also spoke to lawncare provider on Lakesland who sometimes misses the Tuesday pickup depending on when the bags get put to the curb. If they are AFTER refuse pickup they have been sitting until the next week. The landscaper said he would talk to the homeowner about changing the service date to avoid these issues. The Caprice Classic may be gone on Heathland. He spoke with the owner of a vehicle where the car is being rebuilt and covered with clear plastic. There is also some lawn art of a golfer at a home on Hogan's Alley that needs to be addressed. Susan mentioned that moving the new homeowners' parent's U-Haul was delayed due to the parent's move-in to a different address. The U-Haul has been moved.

#### **NEW BUSINESS:**

Bruce asked Ashley for an update on support by Cedar Management. Chandra took a different job and Thomasina left the business. Bruce expressed his concern with the support CEDAR is providing and lack of management. We have had so many issues. Cathy does not feel she has the proper support from Finance. Scot has expressed concern that people at Cedar do not take ownership and we repeatedly must follow up on our requests. Susan has concerns about the new ARC process, specifically (1) we do not have an option offering zero costs (2) can Cedar legally start charging in the middle of a contract and (3) the new CEDAR process is totally out of sync with our process. Additionally, there are still delays with requests getting to Susan when the requests may have already been handled. While the process is supposed to be automated, we are getting less support.

MYCMG has a generic form, not the CNHOA specific form. Once we are clear on what the new process is, we will need to educate our homeowners via our website and newsletter.

Motion to end meeting made by Cathy and seconded by Susan. Meeting ended at 7:12 pm. Board went into Executive Session.