

Charleston National Community Association (CNCA) Minutes
Purpose of Meeting: Stated Meeting of the (CNCA) Board of Directors (BoD)
Date: January 23, 2019; Time: 5:30 P.M.
Convened: Heritage Trust Federal Credit Union (HTFCU),
1129 Park West Blvd., Mount Pleasant, SC 29466

Members Present: Jim Barr, Bruce Bingham, Scarlett Bostick, Willie Charles, Chuck Cross, John Desautels, Michael Hagedorn, Bill Harkness, and Karol Queen.

Members Absent: None

Guests attending during the Open Session of the board meeting were: Kurt Nendorf, Jacqueline Gainey, Elaine Domin, Ellen Goll, Michael Santonelli, and Sandra Bungerz

Guest Speaker: Paul Fischer from SCE&G

Management Present from SCS: Ken Tamsin, CEO of Southern Community Services (SCS), Chris Barclay of SCS, and Jackie Maddalone of SCS

- I. **Called to Order:** President Willie Charles at 5:31 p.m.
- II. **Approval of Agenda:** Motion to adopt: John Desautels
Second: Michael Hagedorn
Agenda adopted unanimously
- III. **Reading and Approval of Minutes:** Motion to approve the Minutes: John Desautels
Second: Karol Queen
Minutes unanimously approved
- IV. **SCE&G Solar Power Presentation:** Mr. Paul Fischer, SCANA Public Affairs)
Mr. Fischer gave a valuable presentation explaining Solar Power and Panels. The presentation was thorough covering Solar Power rankings, how solar panels work, how to get started purchasing them and the cautions of contracts and billing. He helped the Board and Guests to have a more clear understanding of placement of the panels on a Residents home and how to answer the question, “Are Solar Panels right for you?” Mr. Fischer also encouraged and welcomed the Board and Residents to contact him if he could be of further assistance.
- V. **Homeowner Comments:**
Homeowner comments were welcomed and the Board will respectfully consider each issue on its own merit.
- VI. **Formally Submitted Homeowner Issues:**
Homeowner issues addressed the CNCA covenants, aesthetics of the community, and property values. Discussion ensued; each concern was duly noted, and the Board was thankful for the Guest Residents participation.

VII. Financial Report – January 2019:

Mr. Desautels did a thorough review of the Financial Statements. The Chair of the Financial Committee addressed several discrepancies with Mr. Barclay. Some of the discrepancies were items being charged to the wrong line item, monies being paid out of CN's accounts that are not approved payments, wrong amounts being paid out, and the creation of new line items. SCS's audit procedure for payment of invoices was addressed. These issues were very concerning and discussed at length. The discussion re-enforces the need for all Financial Reports to be given to Mr. Desautels no later than one week prior to the Board of Directors meeting for thorough scrutiny. The newly assigned Accountant to the CN accounts will work with Mr. Desautels to resolve these issues. The motion was made by Karol Queen to accept the Financial Report as stated with corrections being resolved. A second was put forward by Bruce Bingham. The Board unanimously voted to accept the report.

VIII. Board Resolution: Homeowner Participation during Board Meetings.

Please see the attached resolution. A resolution was proposed by Scarlett Bostick, the Secretary of the CNCA, to establish a protocol for Homeowners who are guest and wish to participate in the Board meetings. Michael Hagedorn, the Communications Committee Chair, and Mrs. Bostick drafted a resolution. Please see the resolution attached. A motion was made by Chuck Cross to accept the resolution with changes. In section A, first paragraph, line one will be amended changing the word **welcome** to **encouraged**. Line two "...required to identify themselves **with** their addresses **to the Secretary...**". And section B, third paragraph, line one changing the word **Homeowner** to **Homeowners**. Mr. Hagedorn will make the changes and put the resolution on the web-site. Mr. Hagedorn will create a form required for the Homeowners to request time in the Board Meeting. Karol Queen offered a second and the resolution was approved as changed.

IX. Ratify approval for a financial review to be conducted by Jarrard, Nowell, and Russell for the calendar year 2017. Estimated Cost \$5,500.00

Motion to approve: Jim Barr

Second: Chuck Cross

Unanimously Approved.

X. Ratify approval of additional spending to install a tent during the holiday party. Cost \$544.99, GL6535 Social Events. 2018 Budget \$1,500.00 YTD Spent \$255.00

Motion to approve: Chuck Cross

Second: Jim Barr

Unanimously Approved.

XI. **Ratify approval** to pay property taxes. Cost \$1,110.48. GL7460 Property Taxes. Budget \$1,100.00. YTD Spent \$0.00.
Motion to approve: Jim Barr
Second: Chuck Cross
Unanimously Approved.

XII. **Committee Reports**

a. **ARC Committee:** Karol Queen;

There were a total of 15 requests from residents that were approved by Ms. Queen. Two new construction requests are in motion. Construction has begun on Somerset Hills CT. and the home on Charter Oaks is still waiting for the consultant to approve the building plan. There are no pending requests. Please see the CN HOA ARC Report submitted for further details.

b. **Lagoons Committee:** Bruce Bingham;

Please refer to the Committee report submitted for details. Some actions were taken in late December as well as January. Mr. Bingham continues to research cooperatively with CNGC Management, Tim Kane and Bob Horner in regard to an emergency back surge trench from CN10. Mr. Bingham continues to discuss the installation and maintenance of a large decorative fountain in CN10. Other issues involved tree branches and larger debris.

c. **Budget Committee:** Jim Barr;

Please refer to the Financial Reports and Budget Reports provided by SCS. Mr. Barr stated that the Budget for 2019 is in place and all is good for this first month of the new Budget year.

d. **Landscape/Irrigation Committee:** Chuck Cross;

Please refer to the Landscape Committee Report submitted for details. The Water Bill reflecting CN's usage continues to be a work in progress. The challenge being how to keep the communities investment in plants and flowers watered but not over water taking in the account of rain. Mr. Cross works in conjunction with Forever Green resolve this issue. The Retreat's property manager inquired about pine straw along National Drive. After discussion, the Board approved the placement of Pine Straw in the area in question.

e. **Maintenance Infrastructure:** Bill Harkness;

No Committee Report was submitted to the Board.

f. **Safety & Traffic Awareness Committee:** Bill Harkness;

No Committee Report was submitted to the Board.

- g. **Social Committee:** Chuck Cross;
Please see the Social Committee Report submitted. The Board reflected on the Christmas decorations and the Rusty Rudder Christmas Party. No new Social Events were mentioned.
- h. **Documents/Communication Committee:** Michael Hagedorn;
Please see the Committee Report submitted for details. Mr. Hagedorn provided a statistical analysis of the CNCA website updating the Board in regard to the community's activity.
- i. **Nominating Committee:** A Nominating Committee was formed to review applications and candidates for the replacement of three Board Members who will be rotating off the Board this year. Mr. Chuck Cross is the Committee chair. Please see the report submitted.

XIII. **New Business:**

- a. Annual Meeting to be held in March of 2019. It was decided that the Annual Meeting will be held on March 20, 2019 at the Pinkney Middle School if available in the Cafeteria. The community will be notified No Later Than March 15, 2019.
- b. CAMS/SCS buyout (Ken Tamsin, CEO of SCS): Mr. Tamsin spoke of the expansion of our community's management services. The effective date of the expansion was January 1, 2019 when SCS joined forces with Carolina-based Community Association Management Services (CAMS). Please see the attached e-mail excerpt.
- c. Not on the Agenda but broached by Ms. Karol Queen was a request for \$75.00 to maintain the Reader Boards of the Community. A vote was taken and the request was approved by common consent. Mr. Harkness, the Chair of Maintenance Infrastructure is to tend to the maintenance.

XIV. **Unfinished Business:**

- a. Relocation of the Flag: A motion was made by Karol Queen to take out the old flag pole at a cost of \$940.00 and place it in a new area. A second was offered by Bruce Bingham. The motion was approved.
- b. Dog Station Replacement – Forever Green: Mr. Harkness continues to research the Dog Stations. He will come with an estimate at the February meeting.

XV. **Next Meeting Date:** February 20, 2019 at 5:30 pm at Heritage Trust Federal Credit Union, 1129 Park West Blvd., Mt. Pleasant, SC 29466.

XVI. **Adjourn:** Motion made to Adjourn by: Karol Queen
Seconded by: Bruce Bingham
Unanimously approved

Submitted by: Scarlett Bostick

Please see attached Committee Reports

Article IV – Board of Directors

Section D: Meetings, Quorum and Action Taken Without a Meeting

A

Homeowners are encouraged to attend any regularly scheduled meeting of the Board. Homeowners are required to identify themselves with their addresses, to the Secretary, and they will be asked if they intend to comment.

B

Homeowner participation during a Board meeting:

General comments: Homeowners are invited to address the Board, either at the beginning of the meeting or at the end of meeting, at the discretion of the Board President. General comments are limited to two minutes.

Comments during an active discussion of the Board: Homeowners are invited to ask clarifying questions or offer comments on active discussions after being recognized by the Chairperson. Comments are limited to two minutes.

Presentation of a proposal or concern: A Presentation is more detailed and/or lengthy than a comment and may include documentation or information for Board consideration. Homeowners must complete a Request for Presentation form available on CNHOA.org or by contacting the property manager for a physical form. The form will include information about the proposed action or concern so the Board can be prepared to discuss the issue during the Board meeting, but the Board may defer its decision until the next regularly scheduled Board meeting. Presentations will be limited to five minutes.

Southern Community Services Joins Forces with CAMS:

Dated: Monday, January 7, 2019

Hello,

We are excited to announce an expansion of our community management services. On January 1, 2019, Southern Community Services (SCS) joined forces with Carolina-based Community Association Management Services (CAMS). Along with managing more than 400 communities in North and South Carolina, CAMS is an industry leader in technological innovation, having developed Vantaca over the last few years. *Vantaca is the exciting, new, cutting-edge software system that SCS is currently implementing to provide a higher level of reporting and accountability to our clients.*

In business for nearly 30 years, CAMS is one of the most successful community association management companies in the region.

“Over the years, SCS has maintained a close relationship with CAMS, sharing best practices, technology solutions and business strategy,” said SCS co-founding partner Larry Ridlehoover. “SCS and CAMS will work together to create an expanded, capable, customer-focused community association management company that continues to exceed expectations.”

Ridlehoover and his business partner, Chuck Munn, will be heavily focused on client growth as a part of this affiliation, and they look forward to maintaining existing relationships and forming new ones as the SCS portfolio continues to grow.

Please note that your day-to-day communication with managers and SCS staff will not change, and your SCS team members remain in their current roles.

Leading up to the launch of the new Vantaca software, the SCS team will be working to build customized workflows and business policies that align with our customer needs, integrating them into our new software.

We are grateful for your continued support throughout this transition process and will remain transparent as progress is made. Thank you so much.

Respectfully,

Kenneth Tamsin, CMCA, AMS, PCAM

CEO, Southern Community Services (AAMC)

Communication Report

Submitted: January 21, 2019

At the request of Chuck Cross, Chairperson of the Nominating Committee, three emails were sent to the homeowner email distribution list (currently 840 subscribers) that solicited candidates to fill the three vacating Director positions. The emails included a link to an information page on cnhoa.org which included a downloadable Board candidate application with instructions to contact Chuck directly. The email sent on January 2, 2019 to 843 recipients had an open rate of 46.4% (390) and a click through rate of 2.3% (19). The follow-up email sent on January 15th to 841 recipients had an open rate of 41.8% (351) and a click through rate of 0.8% (7). A third email was sent by SCS on January 16, 2019. The Board candidate information page on cnhoa.org was also promoted on the sign boards at the entrances to Charleston National and on community Facebook pages: Charleston National Neighbors (608 members) and CNCA Homeowners Forum (268 members).

Chris Barclay added to the report

To follow up on Michael's email: The SCS eblast had an open rate of 42% and a click through rate of 3%.

CN HOA ARC REPORT – NOV. 30, 2018 THRU JAN. 20, 2019

REQUESTS APPROVED:

3293 Heathland Way – remove dead tree from front yard

3141 Linksland Rd. – replace windows and back door

3187 Linksland Rd. – change color of exterior

1334 Belhaven Dr. – replace roof, same color

1266 Hogans Alley – remove 2 palms trees from front yard and 1 maple from backyard

3187 Linksland Rd. – remove 1 loquat tree from side yard and 1 elm tree from backyard

3187 Linksland Rd. – replace roof with pewter gray color shingles

3187 Linksland Rd. – replace fence with same kind of fence

1309 National Dr. – install pergola over garage door

3230 Heathland Way – replace fire damaged siding with siding of same color

3515 Stockton Dr. – extend stair landing on back deck by 5 feet for placement of grill

1192 Royal Links Dr. – remove small water oak in backyard

3498 Stockton Dr. – remove small oak tree from side of house

1167 Old Course Ln. – replace screen and door and add removable weather windows to back porch

3591 Somerset Hills Ct. – install channels for removable hurricane shutters

15 TOTAL REQUESTS

NEW CONSTRUCTION:

3583 Somerset Hills CT. – plans approved by architectural consultant and approval sent to builder on 10/09/18. Construction has begun.

2528 Charter Oaks – builders' plans submitted to architectural consultant on 11/09/18. Revised plans were submitted on 1/11/19. Still waiting for consultant to approve.

NOTE: 1155 Old Course Ln – approval was given removal of water oak from front yard, pending approval from Town of Mount Pleasant. Mount Pleasant refused request, so tree will be trimmed to allow more sun to get to front yard.

PENDING REQUESTS: None; Submitted by Karol Queen, CN HOA ARC Chair

January 2019 Lagoon Committee Report

Sorry I am out of the country for this meeting. Kurt Nendorf will be present to submit this report.

Activity/Actions taken in December:

☐ A while back CN management dug an emergency Back Surge trench from CN10 across the cart path into the marshland. I asked Tim Kane to check on the possibility that salt water could ever penetrate back through CN10 to CN 6 which irrigates the golf course. Bob Horner has replied to that query as follows:

☐ Concerning the potential for flooding to back up through the overflow that could cause property damage, The ground elevation of the area between the marsh and pond CN-10 is approximately 6.7 feet so that is as high as the water level could get if it were only coming in through the outfall. The 100 year flood elevation in the area near CN-10 is 14 ft. It is likely that any flooding which could cause property damage would be caused by a tidal surge that would be well above the adjacent ground around the ponds (6.7 ft). So the entire area would be under water so water would be coming from other places than backwards through the outfall....

I spoke to Bob on 4 Jan for the following (attempted) clarification: National Drive is at an 8 foot elevation. If there is tidal surge over that, the local area of CN 10 and CN 6 would be in trouble for salt water intrusion. His 14 foot comment was exaggerated and would be catastrophic to the entire community. He did say it would be possible to increase the berm at CN10 from the 6.7 feet to 8 feet to provide additional protection against tidal surges up to 8 feet and include outflow pipes to facilitate drainage after the tide recedes. CNGC Management is evaluating this option and will respond in the future.

☐ CN management has approached me about their paying for and installing and maintaining a large decorative fountain in CN10, but it wasn't sited close enough to National Drive to provide an attractive venue and photo opp. I have asked CNGC to research the cost and impact on voltage of extending the electric wiring so it can be seen from National Drive and be more appreciated. I also suggested that a \$50 per month contribution by the HOA to the electric cost would be more acceptable. The ball is in their court on relocation and our contribution.

☐ Carl Rokes sent me the following update on issues I raised last month:

☐ Regarding the branches and larger debris, I have made note of some areas that we would like to focus on over the next couple of months, as long as treatments aren't necessary during our visits. We usually work on this during our scheduled visits. These include wax myrtle trimming

along the road at W3 and W4 as well as W6. Large branches on the wooded side of CN7. And cleaning woody vegetation out of vegetated buffers along National Blvd. Let me know if you would like to see some other items on this list. We could also look at these during a ride through.

☒ The CN11 aerator does belong to the Community Association, but the power is pulled from the golf course. I spoke with Wayne this morning about it. They are working on an electrical issue here, and will keep me updated on their progress. The issue is on their end though.

☒ Bob Horner sent a work order and a photo of the screen covers for the gates at CN11 which I attach as part of this report.

☒ I recommend the Board approve the project at \$2,400 and sign/return the work order to Bob so he can start.

Respectfully Submitted,
Bruce Bingham

Charleston National Community Association
Landscape Report
January, 2019

1. The month of December had significant rain and caused the landscaping and clean-up to be moved to Wednesday. This help to avoid damage to the property.

2. The Retreat's property manager inquired about pine straw along National Drive in The Retreat. I reviewed the area and a portion of the 10' corridor by the pond and gazebo was not covered. I had instructed Forever Green not to cover the area along the pond with pine straw. They did not get the area between the road and the sidewalk. Forever Green has been asked to address the issue.

3. Forever Green was provided the water invoices for all areas for the last two years. They are reviewing the amounts of water used and will provide some insight for the differences in usage. Hopefully we can establish what amounts should be used each month per area (assuming no rain).

Respectfully submitted,
W. Chuck Cross

Charleston National Community Association
Social Committee Report
January, 2019

1. New Christmas lights were installed. Overall, the response was positive. They should be taken down the middle of January and stored.

2. The CNCA Holiday (Christmas) Party was held at Rusty Rudder. The response was overwhelming and we had 129. We had to send out a notice to cutoff the signup at 120 attendees due to concerns over the Fire Marshall's Occupants Limit of 106 people. We still had people dropping of checks and cash after the cutoff date. Several people showed up at the party with their money. We were able to accommodate everyone that attended. A tent was rented as approved by the Board's email vote. The local Lowe's donated a fire pit and Rusty Rudder donated three (3) \$20 gift certificates for our FREE raffle.

Respectfully submitted,
W. Chuck Cross

**Charleston National Community Association
Nominating Committee Report
January, 2019**

Attendees:

W. Chuck Cross, Chair

John Desautels

Jayne Nendorf

1. An announcement was posted to the CNCA website of the need for candidates by our Communication Chair, Michael Hagedorn.
2. The announcement was also posted to the Community Bulletin Boards by Karol Queen
3. Committee reviewed interview questions that will be used with the candidates.

Respectfully submitted,

W. Chuck Cross