

# Summary of HOA Board Meeting

Created on February 19, 2026 by [Summary AI](#)

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## Action Items

### Speaker B Draft instruction documents & work-order checklist

Compile instruction documents and a checklist (report categories, emergency steps, Zoom/Skype call-ins, authorized callers) and circulate to board members for review and tweaks.

### Speaker A Provide contracts, vendor info, and file service calls

Send the landscaping and towing contracts (including a blank editable contract), the tree-company evaluation, contractor quotes folder, and record of recent service calls to Speaker B and the board for review; file pre-lien/collection paperwork when authorized.

### Speaker C Meet with landscaper and prepare questions

Attend on-site meeting with the landscaping owner during week of March 16–20; prepare questions about scope, plant replacements, schedule and enforceable deliverables.

### Speaker B Pull Sync/app data for review

Gather and present the Sync/app content and homeowners' contact list at the end of the meeting (and follow up with a view of app limitations vs. website).

### Speaker A Obtain towing contract & confirm authorized callers

Request towing contract details and identify/update the list of authorized callers (password/authorized contact) so towing actions follow agreed procedure; share contract for board edits.

## Overview

- **Main priorities:** electrical meter boxes, landscaping/irrigation, and communications/website.
- **Financial position:** operating funds **\$10,000**, reserves **\$25,000**, total **\$35,000** available.
- **Action required:** inspect/replace rusted electrical boxes, update landscaping contract, improve resident communications and emergency procedures.
- **Delinquency procedure:** pre-lien/collections workflow discussed (45/60/90-day thresholds).

## Call to order & notices / Minutes approval

- Meeting was called to order.
- Proof of notice was posted on website and on property **48 hours** prior, per state requirement.
- **Pat** posted the notice.
- Approval of the **January 28, 2026** annual meeting minutes was requested.
- **Speaker\_02** moved to approve the minutes.
- Motion was seconded by **Larry**.
- President reports were announced as the next agenda item.

- **Bob** provided a photo showing the notice posting.
- An attendee stated the notice had already been posted (comment included about a pet).

## President report – priorities

- President opens reports and may address business items today.
- President confirms receipt of images.
- Meeting will address **three primary areas: electrical boxes, landscaping, communication.**
- New business will cover **landscaping and communication.**
- Duke engineer confirms **Duke is not responsible for meter box structures.**
- **HOA is responsible for the boxes housing the meters.**
- **Duke is responsible only for the conduit** that brings power into the boxes.
- Conduit enters the box and branches to individual meters.
- All boxes show corrosion; **boxes are rusting at the bottom.**
- Some meters are not enclosed and exist as **individual exposed meters** in parts of the community.
- Gary conducted a walkthrough of all meters to assess conditions.
- Meeting requested discussion on how to address box condition and remediation strategy.

## Electrical meter boxes: ownership, condition, remediation

- Bylaws previously presented state homeowners responsible for lines into the box; speaker requests help locating the specific bylaw/attorney wording.
- Bylaws mention conduit but do not mention the electrical box.
- Conduit exists; responsibility for electrical bill and conduit up to meter is asserted but unclear.
- Meters/boxes lack individual identification numbers, preventing easy owner allocation.
- Some boxes lack circuit breakers.
- **3** circuit breakers were replaced recently at homeowner cost.
- One homeowner paid **\$300** for a circuit breaker replacement.
- Multiple boxes are rusted/rotted and require replacement.
- Grounding is absent across boxes; none have ground straps; grounding upgrades are required.
- Speaker 3 stated **5–6** boxes need work at the same time.
- Board must prioritize which boxes to replace because of cost constraints.
- Board lacks quorum at this meeting to make a replacement decision.
- Required process: hire a certified electrician to provide quotes.
- Required process: obtain county permit for electrical work.
- Required process: schedule work, notify affected homeowners, and coordinate with Duke to de-energize the box.

- Notification must include estimated outage duration to allow residents to protect perishables.
- Previous understanding: association maintenance fees cover water/sewer lines and therefore association responsibility for those individual lines; applicability to electrical lines is unclear.
- Cause attribution: sprinkler system damage may be a common-area cause, implying association responsibility; regardless of cause, replacement is needed.

## Contractor quotes, permits, and scheduling

- Certified electrician required to provide quotes.
- Gary provided contractor quotes in the shared folder (real quotes).
- County permit required before electrical box work.
- Duke Energy must shut power to the box during work.
- Homeowners served by a box must be notified of outages and given an estimated outage duration.
- Board must prioritize boxes and schedule work; cannot repair all boxes simultaneously.
- Board must decide who pays: HOA reserves or assessments to homeowners.
- Each box requires separate evaluation and priority setting.
- Electrical boxes, surrounding walls, plants, and irrigation must be addressed together.
- Sprinklers must be reoriented away from electrical boxes.
- A checklist is required detailing tasks, emergency procedures, and communication steps.
- Landscaping contract is vague about responsibilities (tree trimming not clearly included).
- Inspections found numerous dead limbs requiring removal.
- A large fallen limb remained in the road for **3 days** before being addressed.
- A big branch removal cost **\$220** and was completed the next day after reporting.
- One homeowner (Georgene) lost electricity for days and incurred **thousands of dollars** in costs after an electrical line was cut during sewer work.
- Tree trimming was treated as on-call rather than included in routine maintenance.
- Plan to meet the landscaping owner and review contract during the week of **March**.
- Major pruning/removal should wait until warmer weather (late **March**) to assess vegetation recovery after frost.
- Tree service named David was cited as inexpensive and reliable.
- Website updates plus mailed notices were recommended for residents who cannot use online tools.
- Management/maintenance presence on-site is inconsistent; on-call response addressed at least one urgent limb removal.

## Landscaping, irrigation, tree work and incidents

- Larry is reviewing the landscaping contract for vague language and unclear responsibilities.
- Participant will attend a meeting with the landscaping owner during the **week of March 16–20**.

- Board meeting referenced around **March 18**; on-site meeting and walkthrough proposed before that date.
- Contract includes **36** mowings (frequency noted) and represents a major portion of the budget.
- Landscaping crews were absent for **2 of 4 Fridays** per month in winter, indicating inconsistent service.
- Checklist required to define tasks, responsibilities, and completion standards for landscaping and irrigation.
- Irrigation sprinklers need reorientation (sprinklers currently spraying incorrectly).
- Tree-trimming scope is vague; large limb removal is treated as on-call and not clearly included.
- A dead branch remained on site for three days before being addressed, demonstrating delayed response.
- Jimmy arranged branch removal the next day; removal cost was **\$220**.
- Recommendation to obtain a professional tree-company evaluation and to wait until late March for accurate assessments after frost.
- Alternative bids for landscaping services were almost **2x** the current contract price.
- On-site crews often lack awareness of contract scope; crews need explicit instructions tied to the contract.
- Communication gaps exist: many residents do not know whom to call or the emergency process; use website uploads and mailed notices for non-technical residents.
- Landscaping performance varied: some visits produced excellent leaf/bed cleanup, other times debris was blown back into yards.

## Communications & website/Sync app improvements

- Discussion focused on communications, landscaping, and electrical priorities for the board.
- Many homeowners do not know who to call or the emergency process.
- Website usage needs maximization after significant expenditure.
- Mailings required for homeowners who cannot use website or technology.
- Proposal to use all available technology (Wi-Fi, hotspot, TV display, text messaging) for community updates.
- Suggestion to set up a TV with option to call in and view community notices.
- Owner reported not knowing the emergency number despite **10 years** in community.
- One speaker compiled homeowners' phone numbers and can send blanket text messages for meeting reminders.
- Instruction documents for homeowners will be prepared and distributed.
- Landscaping contract requires review to identify contractor responsibilities and enforcement points.
- Proposal to meet with landscaper owner Jimmy during week of **March 16–20** and before the **March 18** meeting.
- Contract contains **36 mowings** per year clause that needs clarification.
- Landscaping is a major portion of the budget and requires assurance of value for money.
- Contractors show inconsistent attendance; example: landscaper present only **2 of 4 Fridays** in winter.
- Smaller landscaping companies may be preferable due to property heterogeneity.

- Complaint about poor workmanship: blown debris returned to yards after cleanup.
- Plant replacement responsibilities are unclear; need decision whether HOA or homeowners pay for replacements.
- Recommendation that landscaper replace plants in public areas and poor yards at least once per year.
- Past investigation found recommended landscaping bids nearly **twice** current price.
- Water/valve work caused unplanned outages; cheap replacement valves rusted and became inoperable.
- Need to spell out responsibilities in documents for common-area vs. unit-level water valves.
- Jimmy described as responsive but sensitive; approach contractor gently when addressing issues.
- Board member offered personal cell phone for contractor contact and follow-up.

## Contract review & vendor performance

- Speaker 02 acknowledged receipt of information and forwarded it to board members.
- Speaker 02 will create homeowner instruction documents, including a **work order** submission guide.
- Instruction documents will be circulated to board members for review and finalization.
- Work orders and related records will be posted on the **website** for tracking recurring issues.
- Recurring issue frequency will trigger board consideration of **blanket repairs** or broader action.
- Speaker 02 reported a data discrepancy between the public website and the **Ameritech app**.
- Bylaws were obtained via **Sync**, but **Sync** lacks complete homeowner addresses.
- Speaker 05 offered to implement a reporting form with fields: **name, address, email, phone, description**, and photo upload.
- Speaker 05 will summarize submitted reports and forward them to the appropriate title/recipient.
- Service calls can be filed by **month** or by **category** (landscaping, plumbing, sprinkler, lake, lighting) as requested.
- Categorized service-call records will improve review and assessment of vendor contracts and payments.
- Speaker 05 recommended uploading all vendor **contracts** digitally to the website for universal access.
- Participants noted differing access levels: some users cannot use **Sync** and rely on the regular website.

## Sidewalks, trees, liability concerns

- Clarify responsibility for the Carlson sidewalk to address potential injury/liability.
- Verify whether the sidewalk is city/town property or reserve/county property.
- Obtain records of prior lawsuit that involved bushes on private property to determine precedent.
- Confirm whether recent bush and grass trimming occurred on association property or private property.
- Confirm fence ownership and status of recent fence work.
- Report of dead pine tree struck by lightning and burned last summer behind Nadine's unit near Anita and Kevin.

- Assess tree hazard: ~**100-foot** pine located about **20 feet** from the road, threatening **five units**.
- Document reported bike wreck near the hazard.
- Request communication with the Preserve regarding the dead tree and other adjacent hazards.
- Assign follow-up: verify property boundaries and ownership for sidewalk, bushes, and fence.
- Assign follow-up: contact city/county/preserve and schedule removal/mitigation of the dead tree before hurricane season.

## Pressure washing and seasonal maintenance planning

- Pressure washing of sidewalks discussed and deferred to **unfinished business**.
- Sidewalks show **green algae/mold** and cracking.
- Irrigation water is contributing to algae/mold growth.
- Option A: continue scheduling in **October** (post-rain season) – proposed by multiple speakers.
- Option B: schedule **June–July** (before summer) – suggested by one speaker.
- Rain season is said to worsen sidewalk condition if not cleaned beforehand.
- One resident pressure-cleaned a driveway in **November**.
- Action item: inspect sidewalks to identify specific problem spots.
- No final approval or firm schedule decided during meeting.

## Financial review & collections process

- One homeowner is delinquent **>60 days**.
- No other accounts are under collections.
- Delinquent owner already received notices.
- Delinquency relates to a pressure-cleaning charge.
- A pre-lien letter will be sent.
- Owner has **45 days** after the pre-lien letter to pay before a lien is filed.
- Lien preparation/processing fee is about **\$225**.
- Potential additional collection/legal costs are about **\$1,000** if lien proceeds.
- Operating funds total **\$10,000**.
- Reserve funds total **\$25,000**.
- Total reported cash balance **\$35,823**.

## Contracts, towing policy, governance and adjourn

- Standard operating procedure sends accounts for collections after **60 days**; owners may be referred to an attorney.

- Accounting department will pause further collection actions until the board sends an **email** instructing otherwise.
- Owner identity remained confidential and was not announced in the meeting.
- Financial statements are available for board review; presenter will distribute them to each board member.
- Board requested to email if they do not wish accounts forwarded to collections after **60 days**.
- A vehicle was towed in **January** from a driveway/street; towing circumstances will be investigated.
- Towing company acts only on authorization from the actual property owner or an authorized contact per contract.
- Presenter will obtain from the towing company who contacted them and how the January tow was requested.
- Association will provide the towing contract and a blank template for board review and edits (e.g., restrict night tows).
- Recommendation to designate one person (or authorized contacts with email/password) to place tow requests.
- Management requires an email request before taking action on neighbor parking complaints; ad-hoc calls are not sufficient.
- Board expressed reluctance to delegate towing authorization outside board members; new board seeks to establish procedures first.
- Several members registered for the **four-hour online** HLA/new-board training course; first unit was free.