



Brandon Acres Homeowners Association

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Board of Directors Members:

President: Jennifer Hagen

Vice President: Joe Walker

Treasurer: Mandi Brodsky

Secretary: Mary

Committees:

Director of Committees: Richard Hodges

Amenity Committee: Vacant

Nominating Committee: Vacant

Architectural Control Committee: Vacant

Social Committee: Vacant

Board of Directors - Monthly Meeting

Meeting Date: Friday August 13th, 6pm - 7pm, via Google Meet

Meeting Minutes:

Jennifer opened with a big thank you to Katie for setting up the HOA sign at the mailbox and for helping mail out the past due letters.

Katie and Jennifer generated and mailed 20 past due letters and have already started receiving calls from residents to obtain more information on how to catch up on payments. The mailing of these letters resulted in approximately \$20,000 in unpaid dues.

Jennifer has identified that approximately \$22,000 in billed dues may be uncollectible. Upon review of the data provided by the former bookkeeper, Jennifer reported that some non-member homeowners have been receiving invoices for years. These bills are uncollectable and have skewed the expected revenue data we use to operate the HOA. This loss in collectable revenue represents a significant financial loss for the HOA. There are 12 residents who pay their dues but have not completed the submission paperwork for the HOA. Jennifer will assist these residents in closing the loop on their paperwork.

Jennifer continued with updates on the establishment of our new QuickBooks account and we are nearing its activation. She shared her screen to demonstrate an example of a sample invoice that will be sent to residents. The invoice will provide residents with the option to pay online via credit card (3%) or ACH (1%), or to mail a check (no extra charge).

Jennifer also mentioned we have encountered a resident who has sent us a bounced check. We will provide them with 30 days to replace the HOA payment before we suspend their access to the pool.

Jennifer stated that since migrating from the CPA firm, we have processed 27 payments. She is still receiving payments from Sally and processing them as they are batched and remailed to us.

Jennifer reported that she plans to distribute the 4th quarter invoices from Quickbooks over Labor Day weekend. Jennifer stated we have 59 members who have not signed up for online billing. Jennifer and Katie will distribute invoices to these members via mail.

Jennifer presented the board with an idea to offer residents, particularly corporate owners, the option to pay the entire year's dues in a single payment rather than quarterly. The bylaws state that annual dues are expected January 1st but raised to the Board the option of extending Annual payment due date to sometime in early Spring. She suggested that the annual payment date could be set for March to allow time for homeowners to recover from the Holiday spending or could be May to give people time to get their tax refunds back. The Board did not take a decision on this but it was discussed that we should have a single month to be consistent to all members on Annual billing and so we have the funds to repair and support the pool through the summer. Jennifer suggested we table the decision until the Annual Meeting.

Jennifer transitioned to pool updates. She reported an issue that was identified at the pool caused by the pool guy leaving the main water fill valve open and overflowing the pool after he left from doing his maintenance work. Unfortunately, shortly after, we had a surprise inspection from the County and after explaining what had happened, the pool inspector agreed to come back and recheck. This was fortunate, as we successfully passed the inspection.

The pool filter has begun leaking again, prompting Joe to suggest its replacement in the near future. Chattahoochee reported that the entire filter body needs to be replaced as the crack cannot really be repaired. They quoted us over \$5K to change it out. The Board discussed whether or not to renew our contract with Chattahoochee next year. Joe has offered to be our pool professional for the upcoming year, pending the expiration of the contract with Chattahoochee. Jennifer informed the group that we could manage the pool ourselves but will need to have a certified pool operator license to obtain our pool permit through the county. Jennifer volunteered to complete a state certified two-day class to be verified and serve as the HOAs CPO. The classes are offered in March & April so she will look into that.

Jennifer & Joe raised an idea to consider upgrading our pool to convert it from chlorine to saltwater since we will need to replace the filter and some chemical equipment anyway. Joe has knowledge of saltwater pool installations and shared information on its cost-effectiveness and ease of maintenance. This option would likely result in an increase in dues to the upfront cost, which we intend to discuss at the December HOA annual meeting. Joe will gather some information regarding saltwater upgrade costs vs staying with the chlorine system and fixing the system and propose at the annual meeting.

Jennifer also stated the pool inspector noted a deficiency in our signage and recommended making it more prominent upon entry. Jennifer suggested using a cork board and one of the donated whiteboards to achieve this objective.

Jennifer asked if Richard had installed the lighting at the entrance yet. Richard responded saying once he has the availability and weather permits, he will undertake the installation of signage and lighting in the entrance area. He will inform us of the date and time so we can have volunteers available to assist.

Richard has proposed enhancing our website's SEO to improve its visibility and accessibility. Jennifer will set up our Google account to establish a connection between our email and website.

Jennifer requested that the board consider sharing content to include in the upcoming newsletter soon to ensure its successful distribution in October. Jennifer plans to include information about the annual meeting

Katie suggested organizing a community yard sale again in the fall, but with improved advertising. The Board decided to host another community yard sale event, and it is scheduled for September 20th and 21st. Mary has posted it on the HOA website. The Board agreed that community yard sales should be held twice a year next year.

Regarding the HOA mailbox, Jennifer has proposed creating letters to better display the HOA address. Mandi has a vinyl letter cutting machine and will assist Jennifer with this task.

The Board reviewed the camera proposal that Richard shared and voted to proceed. This week, Jennifer will initiate the procurement of replacement cameras. Upon receipt of an approximate delivery date, Richard will coordinate with Joe to schedule a suitable time for their installation.

Katie proposed implementing biweekly Board meetings to improve communication. We will allocate either Wednesdays or Fridays for regular monthly meetings. The Board voted to keep 1 meeting per month and add additional meetings to address projects as needed.

Meeting adjourned.