**The Homestead at Carrollton Homeowners Association, Inc.**

**July 16, 2018**

**3917 Windmill Trail, Carrollton, TX 75007**

**7:00pm**

**Board Meeting Minutes**

HOA Administrator Patty Cash called the meeting to order at 7:04pm and confirmed quorum was established.

**Board Members Present:** Jose Mora, Ginny Sahyouni, Jill Sparks

**Board Members by phone**: Sarah Nejdl

**Homeowners**: none

**Others in Attendance**: Patty Cash. HOA Admin

**The following motions were made seconded and unanimously approved:**

Per email vote, that the May minutes be approved.

That the June meeting minutes be approved.

That the landscape at the entry on the north side of Countryside be tabled until fall.

That the 2nd proposed security camera installation be postponed.

That a special session with the Board and First Service Residential be scheduled.

**Homeowner Forum:** nothing reported

Jill made a motion that the June minutes be approved even though there was no meeting due to error by First Service Residential as stated in the minutes. Jose seconded. All were in favor.

Sarah Nejdl arrived at 7:10pm

**Committee Reports:**

**ACC** – Jose: ACC keeping up with requests. It has been beneficial for Patty Cash to approve items. Discussion regarding making the process friendlier online to speed up response time to homeowners.

**Landscaping**: Ginny mentioned the cracks in the greenbelts on Morning Glory. She will provide pictures which will be sent to Ryan Wilson to check irrigation in the area.

Sarah made a motion that the decision regarding landscape at the northside of the entry at Countryside be tabled until fall. Jill seconded. All were in favor.

**Volunteers / Committees** – Jill: Jill has been speaking to homeowners about volunteering.

Sarah reported that July 4 celebration was a success. Only issue was the inflatable showed up late and was not a water slide as ordered. The company should be issuing a refund.

**Communications** – Sarah: Christie has not provided mailing dates from accounting department or template for newsletter.

**Annual Home inspections & violations process** – Ginny- She has requested help from Christie but has not received it. She has not been able to access Connect.

Ginny is planning a Women’s luncheon for Saturday October 6 at the clubhouse.

**HOA Admin**—Patty

Roof requests have been coming in daily. Other than a few homeowners being impatient, most are fine with the requirements. ACC will need to redesign request form to include roof replacement as an option instead of listing under Other.

Patty was just informed the meeting with the insurance adjuster and roofers will be Tuesday morning at 10am. The board wants to see bids from companies before a decision is made.

AC replacement: AC still not working properly. Patty has met 4 technicians from Aire Dynamics. The temperature still reads 80 when thermostat set to 75 or lower. Patty has requested FSR handle this issue.

Issues with First Service Residential: Patty reported the following issues.

1. Reimbursements have been taking over a month in some cases. Patty has had to send multiple requests for the same reimbursement.
2. Violations are not being reported or followed up by FSR. There are homes which have been reported multiple times and should be on the $10/day fine yet they have only received a first notice.
3. The home inspections are still not available to HOA Admin or Board to review. This was requested by the board in November 2017 that the forms be uploaded to Connect.
4. Delay in residents receiving pool cards. After being instructed by Patty to fill out form and contact FSR, FSR was sending them back to Patty for card.
5. Residents not receiving ACC approval letters in a timely manner. This is better since the approval requests send by Patty are emailed to Dallas Support to handle.
6. Rental error on June 16. FSR scheduled 2 rentals on this day. Patty was not informed. The rentals were overlapped and not given the correct time. After much discussion, FSR resolved the issue. They realize they need to send rental requests to HOA Admin and not rent the clubhouse.
7. Tree Trimming violation from City of Carrollton. This took longer than needed due to lack of response from Christie.
8. FSR has fallen short on legal proceedings. There has been no communication when an update occurred.
9. Lack of response from Christie Martin. Ginny and Jose reported not receiving responses from Christie with questions.
10. When Christie was out on medical leave, there was no replacement handling the emails. Patty copied Shanice Howard and was able to get responses.
11. AC at clubhouse: The AC system was replaced in May. As of today, the AC still isn’t working properly. Patty has met 4 times with technicians and requested property management handle this issue. Christie mentioned sending another company for a 2nd opinion but that has not occurred.

Sarah made a motion that a special session be scheduled with the BOD and FSR to discussion the scope of work to be performed by FSR. Jose seconded. All were in favor. Patty will coordinate scheduling.

**Management Report** Christie Martin

No report since Christie was absent.

The meeting was adjourned at 9:02 pm