

Countryhouse Service Group V, Inc.
Annual Meeting – The Gathering Place
November 17, 2024

MEETING MINUTES

Attendees

Board members: Larry Hicks, Martha Martin, Tom O’Connell, Suzanne White, and Glenn Alexander; (Diana Sinisi and Carol Wade were absent).

Mill House Properties: Michelle Johnson, Annetta Hoggard,

HOA Members: 10 in person and 12 via zoom call.

Larry Hicks, President, called the meeting to order at 7:00 p.m.

Opening Remarks: Welcomed everyone; invited Board members, committee chairs, and residents to introduce themselves.

President’s Report – Larry Hicks

1. Board elections - Michelle Johnson is counting the votes as they come in. After the votes are tallied the Officers will be appointed at the first official meeting of the elected board on December 3rd, 2024
2. The proposed 2025 HOA Budget that was emailed in September and discussed at that month’s Community and BOD meeting (C&BOD mtg), was then revised slightly in October and discussed at that month’s C&BOD mtg. With a few tweaks the 2025 Budget has passed the Board. The final copy will be emailed to all members. Our monthly assessment fee will go up 5% to \$424 per home owner beginning Jan 1, 2025.
3. Larry addressed how much the board and the Countryhouse committees have done over the past two years. There have been many changes and amazing accomplishments from our volunteer committees. Each of the Committee Chairs summarized their year in a handout that was sent out with the agenda. Larry highlighted some of these accomplishments:
 - Roofing Committee – Thank you to the members and the Chairs: Dell Ford and Tony Daniels. They worked out the “gory” details and set up a process that worked like clockwork. The roofing committee along with the Communications team worked together on an inclusive and transparent approach. We learned quickly and as we moved forward, and we were able to adjust as needed to make the process better.
 - Communications & Landscaping Committee – With input from 100 community members, we were able to do for Landscaping what we

accomplished for Roofing. From the feedback we received we produced a detailed Request for Proposal that we solicited bids from multiple landscaping companies. This was the first Countryhouse competitive bidding for its landscaping in many years. Our new landscaping company, Ruppert, starts in the new year and is under a 5-year contract.

- Tree Committee – With the increasing focus on trees and tree safety we have separated this committee from landscaping and are making a serious investment in this area. The board has asked the Tree Committee, chaired by Jim Fink and Tony Daniels, to look at long-term solutions to manage tree growth within our community. The board plans to allocate funds in our reserves for this effort.
- The Drainage Committee has developed a scope of work and a rough estimate for this capital project. They created their own map of the community drains, saving the community several thousand dollars.

Communications – Suzanne White

1. The Communications Committee expanded and refreshed the Countryhouse website. (www.countryhousehoa.org) New items on the website: Event calendar, weekly landscaping updates, and community work such as: roofing, roof blowing, and walkway repairs. Highlight news items. Provide a hub for all documents: Meeting minutes, committee reports, financial reports, and the Homeowners Guide.
2. We worked with Millhouse to get information sent to the community and encourage our members to use app folio for requests.
3. We facilitated community engagement by bringing in speakers to educate and guide our community on topics for insurance, and deer feeding.
4. Initiated the use of Close Captains
5. We are working on using Zoom for our Community meetings.

Drainage Committee – Glenn Alexander

1. The committee has completed a community map identifying the location of all the area drains. The map was done by volunteers (Betty and Steve and Committee) it we would have contracted that out it would have cost >\$15K to complete.
2. The next step is to clear the drain. This work will go out to bid. The committee believes that will solve 90% of our drainage issues, and will solve those drainage problems for 5 – 10 years.
3. We are working on a major drainage issue in Crossvine Close. There is a drain line that crosses onto FHA land and other neighborhoods above Countryhouse. We will need their help to resolve.
4. Suzanne will post the drainage map to the website so the community can identify any additional drains around their homes that aren't shown.

Landscaping – Bonnie O’Connell

1. We worked with the board to create the Request for Proposal (RFP) for our new landscaping contract. Bringing in the community on Close meetings to find out the concerns of homeowners was integral in development of the RFP. With the board we selected a new landscaping vendor.
2. The community asked for more updates, and we responded. We now provide weekly updates as a regular practice.
3. Your Requests should be sent through App Folio. Work is assigned and tracked through the app by Mill House (our property manager). A landscaping committee member will talk with the landscape vendor to follow up. We are out in the community checking on things on a regular basis.
4. Leaves: Community members should not gather leaves in piles. Most may remain as ground cover and mulch the soil. The leaves gathered up against the foundation can be a fire hazard. However, it’s a good idea for all of us to keep our walkways clear. Leaves on walkways that build up and get wet are a safety hazard and can cause a fall. At times the landscape vendors can’t keep up with the leaves and your help to rake or blow walkways is prudent.

Maintenance – John King

The maintenance committee does a wonderful job tending to many repairs throughout the community. John mentioned that the aging infrastructure will create more work and expense for the community.

Nominating and Welcoming – Tom O’Connell

We need one more person ready to serve on the board. If anyone is interested in this position or serving on one of our committees, please give me a call.

Roofing – Dell Ford

Dell said that it’s been a wonderful experience working with the committee, and its good work worth doing. Phase I of the project will be completed in 2025. It includes 82 units. These are the oldest in our community. They were installed in the year 2000. We have completed 68 of the 82 units in a two-year period.

Having a quality contractor is important. Chief Roofing has done a great job. It also matters that we’ve had a great board and great community. Teamwork has made this large job possible. It’s a long project and the cooperation of the community is key.

We’ve used an independent contractor to inspect the work of Chief Roofing. This has been key to having a successful installation of the new roofs. In-process inspections provided assurance of quality work.

We’ve learned a lot. In the coming year we will create a more accurate list of skylights and their last installation dates. We need to know about exhaust fans, skylight blinds or if the skylight opens. We will try to eliminate any surprises and be proactive.

Garage roofs need to be inspected and replaced. These should be inspected on an annual basis. Keeping the trees trimmed, landscaping and drainage, we see the interaction of all these important areas intersecting. It takes a team, and we have a great team. Competence, capability and homeowner focused.

Election Results – Michelle Johnson, Mill House. There are 7 seats on the Board. There are two board members who are up for re-election and 3 seats were vacated. 36 ballots were counted with the following results.

- Tom O’Connell and Martha Martin will maintain their seats on the board.
- Bonnie O’Connell, Pat Arnold, and Betty Robie were elected to the board.

Pat Arnold has let the board know that she will not be able to serve due to personal circumstances. Therefore, the board will need to appoint a seventh member. If you are interested, please contact Tom O’Connell.

So Long but Not Farewell to Larry Hicks - Board President, Suzanne White - Vice President, and Carol Wade - Director who finished their terms on the Board. It is with heavy hearts that this writer and the board say goodbye to the departing leadership. They have served our community exceptionally well. Larry is selling his townhouse and will no longer qualify to serve. Suzanne is busy with increased demands on her career. Carol continues to provide landscaping advice and expertise. We wish them the very best.

Meeting adjourned at 8:00pm