

# **Prophecy Townhomes Homeowners Association (PHOA) Virtual Community Meeting February 6, 2022**

**In attendance (management):** President; Vice-President; Treasurer; Secretary; Member-At Large; Portfolio Manager, Quality 1 Property Management; and Community Manager, Quality 1 Property Management.

**Welcome/Call to order:** 7:08 pm - President

## **Introduction of Board Members/Opening Remarks**

In her opening remarks the President reminded attendees that these virtual meetings are being taped and emphasized the rules of engagement established for these meetings – that attendees identify themselves before speaking or making comments in the chat; exercise civil behavior; and that attendees would be given a chance to ask questions and make comments, as noted on the meeting agenda. She also reminded attendees to contact the Quality 1 Portfolio Manager to report and resolve issues.

**Meeting Minutes:** By majority vote, Board approved minutes of the January 6, 2022, PHOA board meeting. Minutes will be posted on Prophecy's Quality website and be sent by email to those without access to the website – a much more cost-effective delivery mechanism.

## **Community Updates**

- The President expressed appreciation for residents' responses to the recent management survey that was sent out to homeowners to get feedback on their assessment of the management's effectiveness in dealing with community issues. She noted that survey results will be reviewed and distributed and pledged that the Board and Quality 1 will work on solving the issues and concerns identified by residents.

Some of the survey responses pointed to the need for reopening the pool and refurbishing the playground. It was pointed out that...

- These projects will take an enormous amount of money, which currently is not available
- repairing the pool, which was emptied in 2020, will cost a minimum of \$60,000.

- refurbishing the playground will require the removal of all the trees at the playground.
- A number of households are putting out their trash cans on Tuesdays in anticipation of the Thursday schedule. Letters will be sent to residents incurring these infractions.
- Trees in the common areas have been removed. Light globes have been replaced.
- Quality 1 is in the process of garnering proposals to repair potholes.
- Cars parked illegally have been tagged and towed.
- Hearings held with homeowners who have violations against association rules.

Quality 1 Portfolio Manager suggested that the Board undertake a *reserve study* (described as “a long-term capital budget planning tool that is valuable for assessing and analyzing the health of an association’s physical property”) to determine how much our community would depreciate over 30 years (repairing streets, sidewalks, etc.).

## Homeowner Comments/Questions

**Q:** How are infractions by homeowners installing siding with colors that do not comply with Prophecy’s Bylaws or are not approved by the Board handled?

**A:** Homeowners will be fined for non-compliance if they fail to respond to requests to conform with the colors specified in the ByLaws.

**Q:** In addition to colors, is there a focus on homeowners who have not updated their homes?

**A:** We are currently taking measures - Quality-I and the Board are in the hearing stage with a number of homeowners, and will be taking a more aggressive approach at the beginning of Spring and beyond. We hear you – and we are trying!

**Q/Comment:** Potholes in the assigned parking spaces...

**A:** We are working on ways to repair parking space potholes – in a community that has been built in the 1970s and needs lots of repairs. This is where the *reserve study* comes in: it sets up a 30-year reserve plan that allows us to start identifying our needs and setting up a budget to meet them. Right now, there are just not enough funds. We have to figure out ways to improve our community. It will take years....

**Q:** Are homeowner assessment delinquencies a factor in the association’s budget deficiencies?

**A:** Yes, in addition to bad (financial) management on the part of the previous association board and its management company.

Our attorney is currently going after deficient homeowners, but the legal (court) process has been slowed dramatically as a result of the pandemic.

Meeting Adjourned: 7:59 pm