

Welcome 2023-2024 Homeowner Annual Meeting

Volunteer Board of Directors

President – Cassi Cea

Vice President – Brian Sheres

Treasurer – Jack Schmidt

Secretary – Barbara Warner

Director – Amadu Wiltshire

Director – Della Costley

Director – Shica Bowen

Director – Hussein Elsangak



Ashborough Annual Meeting Overview

- Community Improvements Over the Last Year
- Community Improvements & Ongoing Maintenance for the Next 5 Years
- Rottenwood Creek Bank Remediation Project Update
- Parking Decal Program Overview & Implementation
- Presentation of **expected** Fiscal Year 2023 – 2024 Budget
- Community Member Questions and Comment Period
 - **PLEASE NOTE: All comments by members will be limited to 3 minutes. Discussion on any topic will be limited to 10 minutes.**
 - **Please make notes of your questions and hold them until the end of the presentation.**

Buildium – Resident Center

- Through the Resident Center, homeowners can:
 - Access their account
 - View your charges, payment history, and account balances.
 - *Making payments through the Resident Center is **not available** at this time.*
 - Submit office and maintenance requests.
 - Communicate with other residents and the Board of Directors
 - View Community Documents.

If you are a homeowner and would like access to the Buildium Resident Center, please provide the office with a valid email address and request access to Buildium. Buildium will send you an email with the link to log in.

Community Improvements Over the Last Year

• Trash Problems

- Illegal & Improper Dumping is still an ongoing problem.
 - **20 yard was being illegally used in RV Lot**
 - Relocated to Maintenance Lot.
 - Any resident use will require appt with maintenance staff for access and payment of dumping fee at office.
 - Only bagged household trash is to be placed in community dumpsters.
 - Any identifiable trash left outside of dumpsters will result in a non-negotiable fine being assessed against your account.
 - Please report any illegal use of the dumpsters through Buildium with as much detail as to the violators, date/time, unit numbers, etc.
- **Illegal & Improper Dumping costs all community members due to increased staff demands and trash removal costs.**

Community Improvements Over the Last Year

- Hired a new HOA Specialty Law Firm
 - New firm is larger with more resources to better serve our collection and general law needs.
 - Cobb, Olson, & Andre LLC.
- Hired a new Accounting Firm
 - Delarme LLC.
 - Delarme previously represented AVC before the move to Heritage.
 - Large team, well suited to meeting AVC needs and goals.

Community Improvements Over the Last Year

- Changed and Expanded support staff in 2023
 - Now have 2 Office Personnel
 - Now have 2 Maintenance Personnel.
 - Trained one maintenance person as Certified Pool Operator to provide a safe and properly operated community pool.

Community Improvements Over the Last Year

- Landscaping
 - Cleaned up and rejuvenated community shrubbery.
 - Trimmed back all trees from building roofs and building siding.
 - Removed dead or dying trees around 1812, 1814, 1821, 1831 and other areas.

Community Improvements Over the Last Year

- **Roof Repairs**

- 1196, 1192, 1810, 1812, 1204 all required minor or major repairs.
- Roof replacements expected to begin again in 2015 per the replacement schedule.

- **Siding Repairs**

- Replacement or repair of siding on 1805, 1817, 1202, 1200.
 - Siding is in many cases over 20-30 years old. Please report to office or maintenance through Buildium any noted siding issue. Repairs are easier and less costly when performed earlier rather than later with greater damage occurring.

Community Improvements Over the Last Year

- **Drainage Repairs**

- Drainpipe behind 1811 Circle completed.
- Drainage improvements to address pooling water and poor drainage beside 1806 and between 1806 and 1817 is ongoing and will be completed in the next two weeks.

- **Foundation Repairs**

- Settling foundations in 1189 lifted.

Community Improvements Over the Last Year

• Delinquent Account Collections

- AVC continues to foreclose on resident properties who owe unreasonable past due amounts and have failed to make payment arrangements with AVC or our collection representatives.
 - All delinquent accounts more than 60 days past due are now sent to collection service ADAC and reported on the homeowner's credit reports.
 - Liens are now being granted and placed against homeowners who refuse to make and abide by payment arrangements with the community's collection representatives.
- Members who do not timely pay their fair share of the community expenses, cost every other member more money in the form of increased dues and possible special assessments that must be levied.

5 Year Improvements & Maintenance Planned

- The BOD is developing and implementing a 5-year capital improvement and ongoing maintenance plan.
- 5 Year Plan Items Currently Identified
 - Street Repaving and Restriping
 - Rebuilding & Repairing of Retaining Walls
 - Rebuilding, Repairing, and Painting of fencing behind and between units.
 - Improving the playground, tennis, basketball court, and dog park areas of the community.
 - Resurfacing of the pool deck.

5 Year Improvements & Maintenance Planned

- 5 Year Plan Items Continued
 - Repairing and Repainting of building exteriors.
 - Roof replacements according to roofing plan schedule.
 - Planting new trees and community landscaping.
 - Improving Community Drainage
 - Completion of Rottenwood Creek bank restoration.
- **Capital improvements and large-scale maintenance projects are expenses above and beyond normal operational expenses and require consistent payment of dues by members and often require ongoing increases in the monthly dues paid by the community.**

Rottenwood Creek Bank Remediation Project

- Rottenwood Creek Project Update.
 - Plans have been submitted to all govt. agencies for review.
 - GA EPA have granted approval on plan and work.
 - Marietta Water & Sewer have requested additional hydrological survey prior to granting full approval.
 - E303 (Plan Mgmt Team) suggested waiting on this survey until full easement access has been granted.
 - Easements.
 - Legal team is currently seeking them from affected parties.

Rottenwood Creek Bank Remediation Project

- Next Steps
 - Continue to seek easements.
 - May require us to pursue legal action to do so.
 - Complete requested survey by Marietta Water/Sewer
 - Get Marietta Water/Sewer approval.
 - Seek Bids and Select final contractor.
 - Current estimates for project construction costs once started are currently. 750K – 1 Million.
 - Begin Construction.
 - Estimated construction timeline once started is 90-120 days.

New Parking Decal & Enforcement Program

- Parking Problems at AVC.
 - Multiple vehicles per unit, over the allocated spaces per unit. (2)
 - Use of Visitor spaces for vehicles of units with more than (2) vehicles.
 - Improper Parking of Vehicles on curbs in roadways, on grassed non-parking areas, and double parking at ends of marked spaces.
 - This all damages AVC property and created unsafe driving conditions for residents and vehicles and cannot be tolerated.
 - Repair or maintenance of vehicles in visitor spaces.
 - Excessively large vehicles in resident spaces blocking safe lines of view for residents and drivers in the community.
 - **Inability to identify who the owners/units are that vehicles belong to and that violations and fines should be assigned to.**

New Parking Decal & Enforcement Program

- New **MANDATORY** Parking Decal Program.
 - All vehicles on AVC property will be required to display a parking decal registered to the resident/unit associated with the vehicle.
 - 3 Types of approved Decals.
 - Permanently affixed resident vehicle decal (Two issued free per unit) .
 - 1 issued for each of the AVC spaces assigned to each AVC unit. (Parking spaces are the property of AVC and assigned for use to specific units by AVC).
 - Decal to be affixed in upper or lower corner on the passenger side vehicle front window
 - Permanent vehicle decals are not transferrable between vehicles.
 - Lost or damaged permanent decals are to be reported to the office for replacement.
 - Change of vehicles are to be reported to the office and a registration update will be required for issuance of a new decal.

New Parking Decal & Enforcement Program

- New **MANDATORY** Parking Decal Program.
 - All vehicles on AVC property will be required to display a parking decal registered to the resident/unit associated with the vehicle.
- 3 Types of approved Decals.
 - Temporary Hanging Visitor Tag
 - 1 free hanging decal issued to each unit with registration of resident.
 - Not tied to a specific vehicle, but tied to a specific unit.
 - Must be hung from rear view mirror at all times vehicle using it is parked in any visitor parking space.
 - Vehicles displaying this tag are to use only visitor spaces and must be moved a minimum of every 24 hours.
 - Replacement cost for lost or damaged temporary hanging decals is \$30.00.

New Parking Decal & Enforcement Program

- New **MANDATORY** Parking Decal Program Continued.
 - 3 Types of approved Decal Continued.
 - Office issued dash placed temporary Visitor Tag
 - For units expecting temporary visitor vehicles in excess of their one allocated visitor hang tag.
 - Issued for a specific time frame, invalid outside of specified time frame and vehicles subject to towing.
 - Must be requested in writing of office in advance of covered period. It is the responsibility of residents to make their requests in advance of need and during office business hours.
 - Only the owner or resident of record (listed on lease agreement for unit in office) may request temporary visitor tags of this type.
 - Vehicle Description and Valid permanent state license plate information must be provided at time of office request.
 - Tag to be displayed on vehicle dash center under rear view mirror at all times.

New Parking Decal & Enforcement Program

- How to register for your decals.
 - Use your phone to scan the QR Code to access the online registration tool.
 - Each registration is for each decal
 - Complete all the required fields of the form, you will need.
 - Name and contact phone number and email of unit resident making registration request.
 - Unit number registration is tied to.
 - Is unit resident a renter or homeowner.
 - Renter registering vehicles must have a copy of their current lease on file with the office before registration will be completed.
 - Leases can be uploaded with the online tool.

New Parking Decal & Enforcement Program

- How to register for your decals. Continued
 - Register Free Permanent Decal for Vehicle 1
 - Provide Make/Model/Color/Tag #
 - If no 1st vehicle to register please write in TEMP HANG TAG ONLY
 - Register Free Permanent Decal for Vehicle 2
 - Provide Make/Model/Color/Tag #
 - If no 2nd vehicle to register, please write in TEMP HANG TAG ONLY
- Units registering for two Free permanent decals will also be issued a free temporary visitor hang tag at time of registration.
 - Replacement cost for replacement temporary visitor tags is \$30.00 and only one visitor hang tag decal may be registered to a unit at a time.

New Parking Decal & Enforcement Program

- AVC Parking Rules.
 - Vehicles to be parked on AVC Property are required to display an approved parking decal/pass at all times.
 - No parking is authorized under any circumstance along curbs, in roadway, crosswise across ends of marked spaces, or in any area of grass.
 - Parking is authorized only in assigned resident spaces or in visitor spaces as marked.
 - No vehicle shall extend out into roadway past the marked ends of the space.
 - No vehicle should extend into or obstruct sidewalks and pedestrian access to those sidewalks.
 - No trucks or work vans over two tons or with a bed load over two tons are allowed use of marked spaces.

New Parking Decal & Enforcement Program

- AVC Parking Rules.
 - Marked parking spaces are for motor vehicles only. Trailers are not allowed to be parked in any AVC parking space without written approval from the BOD or office and when such approval is granted will be for a specific purpose and time frame.
 - For residents requiring trailer parking, the RV lot spaces can be rented for your use.
 - Light maintenance of resident's vehicles is only authorized in the residents assigned space and is limited to any repair that can be made in 72 hours or less.
 - Any vehicle with or without a AVC parking decal that does not have a current license plate, or is obviously inoperable, or does not move for 14 continuous days will be considered inoperable and subject to enforcement action.

Ashborough Village Finances

Ashborough Village Condos Is 50 Years Old!

Your monthly dues, as well as your neighbors pay for the shared expenses of the community.

All of us owners and owner residents share the burden and responsibility of keeping our costs as manageable as possible.

Ashborough Village Finances Cont.

- Reality = AVC is an old community with old buildings and infrastructure.
- Dues that covered ongoing costs in the past no longer are enough to cover them now.
- Each year we have face ever increasing costs to operate and maintain AVC.
- What do your monthly dues pay for.
 - Fixed Monthly Operating Costs
 - Variable Monthly Operating Costs
 - Large-term large-scale ongoing Maintenance Costs

Ashborough Village Finances Cont.

- Examples of Ashborough's Fixed and Variable Monthly Operating Costs
 - Community Utilities GAS, WATER, ELECTRICITY **(35-45%)**
 - Association Members Gas, Water, and Sewer are included in your monthly dues.) Every house pays the same share of these expenses regardless of their usage.
 - Controlling your usage of these services helps keep our costs for these services as low as possible.
 - Trash Collection Service (3-4%)
 - Landscaping Service Contracts (6-7%)
 - Pest Control Services (2%)

Ashborough Village Finances Cont.

- Employee Payroll and Payroll Expenses (9-10%)
 - (BOD MEMBERS ARE VOLUNTEERS AND NOT PAID IN ANY WAY)
- Accounting Costs (Monthly and Annual Tax Filing and Audits)
- Insurance (10-15%)
 - Community Maintenance Auto Policy
 - Property Master Casualty and Liability Policies
 - FEMA Flood Insurance
 - Claims made against the policy cause premium increases

Ashborough Village Finances

- Examples of Ashborough's Variable Capital Expenditures and Ongoing Maintenance Costs.
 - Unexpected Plumbing related costs.
 - Painting, Replacing, Residing Buildings
 - Replacing and Repairing Roofs
 - Replacing and Repairing Fencing
 - Trimming and Removing Trees
 - Other Landscaping
 - Repaving Roads and Sidewalks
 - Repairing or Upgrading Amenities such as the Pool and Playground
 - Legal Fees
- These expenditures are often tens of thousands of dollars at a time and are often ongoing and not able to be accurately planned for.

Ashborough Village Finances Cont.

- Monthly Dues Income – Monthly Fixed and Variable Operating Expenses (70-85% of Income) = Reserve to spend on Capital Improvement and Maintenance Projects. (15-30% Max)
- Financial Management Over the Last 10 Years.
 - Dues have remained essentially just enough to cover ongoing expected costs. (Balanced Budget Approach)
 - Variable and Fixed Costs have risen.
 - To keep the dues fixed the community has drawn down its capital reserves and had to limit long term reserve contributions.

Our Budgets Have Been Balanced, But We Have Been Spending 100% What We Have Been Collecting!

Ashborough Village Finances Cont.

- Current Actions Being Taken.

- Reserve Capital is slowly being built up monthly with any monthly operating excess and with past dues collections.
 - Reasons for reserve build up.
 - Funding of Creek Bank Project
 - Current Estimated cost projection is 750K -1 Million dollars before completion.
 - Preparatory funding of roof replacement schedule in 2025. (30-50K per year plus ongoing repairs (25-35K)
 - Preparatory funding of fencing repairs and replacements. (10K + per year)
 - Preparatory funding of Roadway Repaving and Striping. (50 - 100K ???)
- Reality is we are living in a 50 year old property with many expensive maintenance projects coming up, ongoing, or occurring unexpectedly.
 - We can have ongoing and unplanned assessments occur regularly or we can pay more monthly that we can budget around and pay less unexpectedly.

Community Questions & Discussion

Each question will be limited to 3 minutes and discussions will be limited to 10 minutes.

For further comment or discussion please request it be added to the August monthly meeting agenda.

Thank You For Your
Attendance