



HUNTLEY MEADOWS HOMEOWNERS ASSOCIATION

% Horizon Community Services, P.O. Box 2070, Purcellville, Virginia 20134-2070
www.huntleymeadowshoa.com

Board Meeting Minutes

Meeting Info.:	Friday, May 29, 2015	7:01 pm	3657 Ransom Place	
Type of meeting:	Working Session of the Board of Directors.			
Attendees:	Name	Role	Term Ends	Present?
Board Members:	Anthony "Skip" Skipper	President	12/31/16	Yes
	Marycel Tuazon	Vice President	12/31/16	Yes
	Rob Rogers	Treasurer	12/31/16	Yes
	Marilyn Keel	Secretary	12/31/15	Yes
	Keith Johnson	Member-at-Large	12/31/15	Yes
Committees:	Beth Swartz	Chair	3/31/15	No
Property Manager:	Mary Frank Joe Borrows	Horizon Community Services, Inc.	As of 4/2015	No
	Dave Ciccrelli, Pres.			No
Others:	3657 (Angela),			

Board Discussions

Stated Meeting Purpose /Topic Discussed:

Working session was scheduled to allow the Board to discuss the existing complaint process to identify opportunities for improvement and clarification of expectations in terms of its implementation. In addition, the Board discussed transcribing the covenants to make them easier to search electronically, improving communications with residents through signs, increased emails and bulletin boards, guidance provided to management company for the Walk-thru, noise nuisance issues, and the appointment of the ACC Chair.

Complaint Process:

The Board generally concluded that the previous processing issues could be attributed primarily to a lack of knowledge about the process and practical understanding about its implementation by all concerned. To improve understanding of the existing due process policy and provide needed clarification regarding expectations in terms of its implementation, quick reference short write-ups (1-2 pages) will be prepared to provide basic information to each participant:

- The property manager (oversees and manages the process, ensuring timeliness and documentation, consistent with written policy and applicable law);
- The Board members (reviews the complaint and provides timely decision, ensuring follow-through on decision/action taken and documentation);
- The owner/alleged violator (receives full information about complaint and an opportunity to address it before formal violation notice and procedures are initiated; Once initiated, owner can ask for a hearing and is entitled to written resolution); and
- The complainer (must use the applicable complaint form AND involve on actionable issue (i.e., violation of covenants); will receive acknowledgement that complaint was received, with the "quick reference" write-up; and can ask to be told when the Board takes action.

As implemented, each complaint will be processed promptly as follows:

- 1) Within 72 hours of receipt by the Manager, regardless of its format or issue raised, the Manager will
 - a. Acknowledge receipt to the complainer, providing the quick reference about process;
 - b. Open a complaint file with the house;
 - c. Forward the complaint to the Board (with copy of quick reference with timeframe for resolution; AND
 - d. Use template approved by the Board to send the identified alleged violator an initial notification about the complaint and request response within 10 work days, also providing the quick reference about the process.
- 2) Upon receiving the response from the owner or when the response period expires, the Manager will
 - a. Send the response to the Board; and
 - b. If applicable, confirm that owner took the action they say they did.
- 3) Within 15 work days of receipt, the Board & manager will determine whether the complaint alleges an actionable violation of the governing documents.
 - a. If resolved by action taken by owner, the Board will direct Manager to use a template letter to
 - i. Acknowledge receipt of response; and

- ii. Thank the owner for resolving the complaint.
- b. If owner does not respond, OR take action to resolve the issue, the Board will direct Manager to use a template letter to:
 - i. If actionable, initiate the formal complaint process, demanding action and scheduling hearing.
 - ii. If not actionable, close the complaint by informing owner that the HoA file is being closed, but, as applicable, information will be turned over to authorities.
- c. Within 10 work days of the Board’s final action on a complaint, the Manager will close the complaint file by ensuring that all documentation is complaint – filed with the house.

Transcribing the Covenants:

The Board agreed that this would greatly improve access to these old documents. Angela will get an estimate for a legally reliable transcription.

Improving Communications:

Marycel will prepare a proposal that describes intended goal/objective, available options and prices for temporary signs that could be displayed for a week before each HoA meeting – Board, ACC, & general HOA meetings and events. Information will be provided to the Manager for inclusion in the Board package for the next Board meeting.

Board directed Angela to begin sending out reminder emails before each the meeting: 1 week before; and 48 hours before. Board will provide Agenda information that Angela can include in the email; and will direct the ACC to do the same.

Angela will forward copies of the signs information that was used by the Board several years ago, as well as the information provided about the bulletin board that was provided by a previous Board member.

Guidance provided to management company for the Walk-thru, noise nuisance issues, and the appointment of the ACC Chair

Quick discussion about the guidance provided to the Manager. Skip will remind the ACC that they don’t need to help the Manager with their site visit. The Board will assess how the Manager carries through with instructions and guidance provided.

Noise Nuisance Issues:

Fairfax County Government is expected to pass a regulation in June that governs noise issues in residential areas. Once that is done, Rob will notify the Board and will compare the final regulation with our governing documents, drafting recommended changes that adopt the County’s rules. Until then, our governing documents still apply to address issues.

Issues w/Appointment of the ACC Chair:

ACC appears to be dysfunctional and needs the Board’s immediate attention. Skip will follow-up with Management Company.

Adjournment

Meeting adjourned at 9 pm.

Action Items

[After appearing complete, the item will be removed.]

Ref.#	Topic: Activity	Assigned to	Due	Next Step
05-B1	Meeting Minutes – Use the Board’s Meeting Minutes template to summarize meeting & action items to send to the Board.	Angela	5/31/15	✓ Complete
05-B2	Complaint Process – Once Board confirms summary, draft quick reference papers and revised templates for the Board’s review.	Angela	5/15/15	
05-B3	Transcribe Covenants - Get an estimate for a legally reliable transcription.	Angela	6/15/15	
05-B4	Meeting Signs - Prepare proposal that describes intended goal/objective, available options and prices for temporary signs & send to the Manager for inclusion in the Board package for the next Board meeting.	Marycel	6/17/15	
05-B5	Meeting Signs - Send Board copies of the signs information that was used by the	Angela	6/5/15	

	Board several years ago, as well as the information provided about the bulletin board that was provided by a previous Board member.			
05-B6	2015 Walk-thru – Send email to ACC reminding them not to interfere with the Manager’s site visit.	Skip	5/31/15	
05-B7	Noise Nuisance - Draft recommended changes to adopt the County’s rules.	Rob	7/22/15	
05-B8	ACC Issues - Follow-up with Management Company.	Skip	6/5/15	

Authentication

As indicated in the Board Meeting Minutes for **Jun. 23, 2015**, these meeting minutes have been approved by the Board of Directors for use in documenting the above identified monthly meeting of the Board.