

# **Minutes Of the Monthly Meeting of The Memorial Chase Community Improvement Association Board of Directors**

July 8, 2021

9755-A Landry - Fire Station

## **Call To Order**

Mikel Fontana, President called the meeting to order at 7:04pm. Board members in attendance were Annie Allen, Norma Avila, Linda Benge, and Celene Keserich. Drew from Sterling ASO was also in attendance.

## **Adopt Agenda**

A motion was made, seconded, and passed unanimously to adopt the agenda as presented.

## **Homeowner/Guest Input**

none

## **Approval of Minutes**

The June 2021 monthly board meeting minutes were approved as presented.

## **Management Reports**

### **Financial**

The board reviewed the financial reports for June 30, 2021.

### **Collections**

Board authorized all past due accounts with a balance greater than \$100 be sent to the attorney. In addition, Drew will be reviewing an account with application errors being questioned by the Board.

### **Deed Restrictions**

An inspection of the area was completed, and letters have been mailed.

### **ACC Applications**

Five application was submitted for review:

- 9118 Landry Blvd – roof and fence - Approved
- 9222 Landry Blvd. - roof – Approved
- 17002 Highworth – roof and gutters – Approved
- 9302 Southleigh – trim/repairs/paint/generator - Approved
- 9103 Southleigh – fence – Approved

All ACC forms are required to be submitted with all the required information including actual color samples (if required) before any work is scheduled. ACC forms are available online at [www.memorialchasecia.com](http://www.memorialchasecia.com) .

### **Monthly Invoices**

The board reviewed and approved the monthly invoices and associations checks with the exception of one for the phone bill which was an amount higher than usual. Drew will be contacting them to find out why the increase.

## Old Business

### Fee Schedule

Drew will provide a list of the fees that could be accessed to residents and or added to their accounts. The list will be posted on the association website. 3.11.2021 still pending receipt from Drew. 4/8/2021 Still pending from Drew. 5.13.2021 Fee listing received but President Fontana advised that if fee is charged and not shown on the listing Sterling will have to offset. Only those listed will be due. *6/10/2021 Board confirmed that fee schedule as presented will be the only ones that are approved for payment as of 6/1/2021. 7/8/2021 this still remains in conversation and review with property management.*

**Common Area Repairs-** Due to continued vandalism to the fence in the playground area we will be getting quotes for a new fence. 5.13.2021 – new fence is being installed and one tree is being cut down as it interferes with the fence line. In addition, the tree in the park area is being trimmed and the fence in the entrance to the park is being replaced. *6/10/2021 this is completed.*  
In addition, we will also be getting a quote for repowdering the pool chairs -5.13.2021 quote was received and chairs will be recoated and returned prior to pool opening. *6/10/2021 Chairs will be returned within the next week. 7/8/2021 chairs have been returned and placed at pool area.*

### Pending Sterling Checks – Outstanding Questions on Charges

Drew to review and clarify. *6/10/2021 not at meeting-- will handle at next meeting. 7/8/2021 still under review.*

### Monthly Sterling Individual Charges Details Required

Board requested info on ALL charges presented. *6/10/2021 Drew not at meeting –will handle at next meeting. 7/8/2021 still question on NSF charges but no evidence on bank statement. Being researched by Drew.*

### Residents Inquiries from Sterling

President Fontana requested what the process was for handling as it seems several complaints from residents have been received about no call backs or misinformation. Drew advised that he has a new assistant , James, and we should see improvement. *6/10/2021 still not satisfactory-- misinformation, no call backs, and Board is not receiving copies of inquiries. In addition, handling of deed restrictions is not noted in resident file. No log or info to verify. Also, delay in approval from Sterling regarding ACC forms to resident and done via email! Board agreed to consider requesting meeting with upper management at Sterling to validate problems we are having if resolution is not seen by next meeting. 7/8/2021 still in resolution state. Need to confirm process Sterling PM is using for calls and questions from our residents.*

## New Business

**ACC Form Approval Letters** – the process for review and handling of these letters is being Researched by Drew. Examples of delay from Sterling PM to residents were discussed.

**Deed Restriction Letter Tracking** – reviewing the process Sterling PM has in place for tracking restriction letters so that inquiries by mortgage companies, title companies can be provided information properly. Is there a cost to do this? Drew to research and advise.

### **Pool /Pumps Water Leak**

The pool is open and all eligible requested pool tags have been distributed. There is currently a leak in the pump room which is believed to be a flapper that needs replacement. Additional inspection to be done to confirm and quote for repair.

**Pool Electrical Repairs-** GFCI covers, and plugs were broken. They have been replaced by a licensed electrician.

**NEW HOA laws** – new laws are going into effect September 2021 – Board will review and act where necessary. Additional discussion to take place at next month's meeting.

### **Next Meeting Scheduled**

August 12, 2021 @ 7:00pm – Fire Station.

### **Adjourn**

With no further business to come before the board, a motion was made, seconded, and passed unanimously to adjourn at 8:06pm.

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Celene Keserich, Secretary