



**Southern Village Homeowners Association
Manager's Report
October 31, 2018**

Financials

Monthly financials were reviewed & approved by Jerry. Per Board instructions they are no longer posted on the community website. However, they are available by if requested by an HOA member via e-mail to manager@southernvillage.org. Additionally, earlier in October the Board reviewed the 1st pass on the 2019 budget. The Board will vote formally on the 2019 at the November meeting. Finally, Tony created long range financial plans (ex, 5 years or more) for all accounts & shared with Jerry for review.

Work Orders

Since the last report 10 work order were opened & 7 work order were closed. As always, if any HOA member wants to see the work orders they are available in the Berkeley office. Also, Berkeley is including some basic information on work order as part of this report.

Landscaping & Ponds

Parks, Common Areas: Ruppert continues to service the property weekly for mowing, edging and blowing. The crew completed fall pruning/sheering. Additionally, fall aeration & over seeding is now complete. Additionally, the irrigation system at Central Park is turned off & winterized. Also, the crews responded immediately following Hurricane Michael to clean up some limited storm damage. Finally, Ruppert is working a formal plan, with timeline, for the approved common area pathway improvements scheduled for late 2018. As a reminder, the existing Ruppert contact for landscape for common areas runs through 12/31/19.

Recycling Centers, Dog Waste Stations, Pathways: Ruppert continues weekly, sometimes 2x per week, service of the 3 recycling centers and the 3 dog waste stations. Also, they have ordered, with Board approval a second set (3 total) of trash cans to be installed at the existing dog waste station. The new cans arrived at the end of October & were immediately installed. Finally, Ruppert crews maintain the Central Park pathway weekly, with a special focus on the area that washes out during storms.

Courtyard Homes & Townhomes: Ruppert continues to visit weekly and mow, edge and blow when needed. The crew completed fall pruning/sheering. Also, fall aeration & over seeding is now complete. Additionally, the irrigation system at Highgrove Townhomes is turned off & winterized. As a reminder, the existing Ruppert contract for courtyard homes & townhomes landscaping runs through 12/31/18.

Trees: Bartlett Tree continues working throughout the community to raise the canopies of trees where needed. They continue to treat some trees for disease. Also, Bartlett has been working closely with the



Town of Chapel Hill regarding recent trees coming down as sidewalk repairs are being completed throughout Southern Village. Also, the crews responded immediately following Hurricane Michael to clean up some storm damage. Special note, Bartlett had finished all emergency work, following the storm by 12noon the next day. Obviously, non-emergency work continued for some time. Berkeley continues to work with Bartlett to ensure that HOA dollars are always be used wisely as it relates to downed trees (ex, if a healthy tree falls from HOA common land to private land, it is the owner of the private land to pay for all cleanup.) As a reminder the Bartlett contract for serving street trees throughout Southern Village ends on 12/31/18.

Ponds: DragonFly visits monthly to perform maintenance and check all ponds. As always, the monthly services reports from DragonFly are on the website. Also, the beautification project at Pond 2 (the pond just off Brookgreen) is now complete. Finally, DragonFly treated Pond 1 for Duckweed/Watermeal again in late October, as there was a very very small outbreak starting around October 20th. Note, the cold weather will basically guarantee that Duckweed/Watermeal outbreaks end for the rest of 2018.

ARB

All approvals and denials of ARB submissions are posted on the community website. Additionally, formal communication goes out from the ARB chair, as well as Berkeley, about all applications. Finally, for anyone looking for a complete history of ARB approvals please know the community website has information, by month, going back to early 2010.

Michelle continues to serve as the primary contact for Gregg (ARB chair) on a daily (or weekly) basis.

Alleyways

Nothing new to report this month. Note, Tony shared with Jerry a 25-year financial plan for alleys.

Special Projects

Ruppert has started planning for on the approved pathways. Note, there are two projects, (1) to widen the existing pathway and (2) to add a new pathway connecting Brookgreen to Parkview Crescent. The formal timeline, with deadlines, will be shared with the Board at the November meeting.

Website

Berkeley continues to update the website as needed. We charge \$180 per month for this service. Also, per Board direction we will no longer post monthly financials to the website. Additionally, we are working with the HOA webmaster to remove from view all monthly financial reports. It is important to note the documents will be saved on the administrative side of the website, so no data (going back over 10 years) will be lost.



Condos

Nothing new to report this month.

Courtyard Homes

Pricing & service levels for 2019 landscape services has been approved by the Board. Of note, the pricing is for basic blow, mow & go services for 10 homes (the 100 block). Mulch, pruning, leaf removal & fall aeration & over seeding is not included as part of the 2019 contract. All this information was shared with the representative from the Courtyard Homes to the Board on October 3rd. Also, formal letters were mailed to all the 10 homeowners.

Townhome 1

Per instructions from the Board, Berkeley will issue an RFP for new roofs this winter and the project itself will be done (finished) by May or June 2019. To date, Berkeley has received no negative comments about Townhome 1 landscaping with Ruppert, which is a huge difference from the prior landscaper.

Townhome 2

To date, Berkeley has received no negative comments about Townhome 2 landscaping with Ruppert, which is a huge difference from the prior landscaper.

Westend Townhomes

To date, Berkeley has received no negative comments about Westend Townhomes landscaping with Ruppert, which is a huge difference from the prior landscaper. In fact, we have received several compliments from residents during our on-site visits.

On a positive note, Tony was able to successfully lower the fire system monitoring fees for 2019. All details were shared with Jerry, as part of the budget process. Services changes will happen on 1/1/19.

Highgrove Townhomes

One resident requested to change the grass in front (to a type of Bermuda grass) of their unit. That request was approved by the ARB at a recent meeting. The resident is paying for the work on their own.

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Of note, Highgrove Townhomes continues to be by far the busiest account for Berkeley to service within SVHOA. The biggest issue is there does not appear to be a consistent approach to using the official Board representative to consolidate issues. Berkeley does our best to work with all the requests as they come into the office, which constant coaching/teaching to make sure a more formal process is followed.

Complaints

As always, Berkeley share with the Board President once a month a listing of all SVHOA complaints, both opened and closed ones. Additionally, Tony shares this same list with the full Board prior to any Board meetings. At any time, any Board member can request a copy of the list from the Berkeley office.



Work Orders Opened Since Last Report

<u>Address</u>	<u>Item</u>
1010 Highgrove	missing shingles and leaking gutter
415 Copperline	rotten wood
520 Copperline	clean gutters
120 Glade	roof leak
123 Westside	rotten wood
203 Greenview	roof leak
106 Glade	wood rot and roof repairs
114 Glade	leak
104 Nolen	leak
102 Glade	wood rot and roof leak