

The Glen at Tamiment POA
Board of Directors Meeting
January 18, 2020

In Attendance: Joe Bellantoni (via telephone), Sam Phillips (via telephone), Cindy Toscano, Ron Porcoro, Adam Johnson, Roman Shevorykin, and Tiffine Parrett.

A. Johnson called the meeting to order at 11:07 am.

A motion to approve the minutes of the December 18, 2019 meeting was made by C. Toscano and the motion was 2nd by R. Shevorykin. The motion passed unanimously.

President's Report - J. Bellantoni

I would like to wish everyone a Healthy and Happy New Year!

As the start of the new year has begun, I wish to announce some staffing changes starting with the Board of Directors. I am sorry to say that Ron Porcoro has resigned as Treasurer. During his tenure, he improved the financial reporting design to be more informative, he coordinated with NEPA by correcting and balancing the monthly activity especially during the conversion from the TOPS software to TOPS-1 software used by our accounting firm NEPA and our office staff; he finalized the 2020 budget showing a \$25 maintenance decrease from the previous year. He also rearranged bank accounts to obtain better interest rates and reduced minimum deposit requirements and much more. Ron will assist in the transitioning of responsibilities to the new Treasurer. On behalf of the Board and staff we wish to thank Ron for his efforts in helping the community with this most important responsibility.

We are very pleased to say that Roman Shevorykin has agreed to accept this Treasurer's position. Roman resides in Manhattan with his wife Alina and 10-year-old daughter Athena. He received his undergraduate degree in Finance & Investments and his M.B.A. in International Business from the Zicklin School of Business at the City University of New York. His entire career so far has been in financial services, first in the retail division, then in Finance, and currently in Risk management. Roman has also served multiple terms as a Director and Treasurer of the cooperative building in which his family resides, as well as co-treasurer of the Parent's Association at his daughter's elementary school. He has had a home in the Glen community for almost 5 years and can most often be found swimming in the second pond or hiking along the McDade Trail. On behalf of the Board, we welcome Roman and thank him for taking on this most important task for the community.

And finally, to officially welcome John K. Buck as Chief of Security to the Glen community. John brings with him over 15 years of security experience in community, contract accounting and personal protection experience. He is also a sworn civil servant and state constable. We wish John good luck in his new position and are confident he will be good for the safety of the community.

Regarding the latest water bill from Utilities, Inc., a letter was distributed to Glen property owners dated December 16, 2019 which basically said that due to compatibility issues with the meter reading equipment they were unable to obtain readings in September. These issues have been resolved therefore the bills should be received in January which will include the period from August 14 through December with prorated charges to reflect the extended service period. The bill after that will cover January through March 2020 and will be sent out in April, 2020.

Certified collection letters were mailed late December to Glen property owners who are in arrears of their 2019 maintenance and we are hoping to have good results avoiding Sheriff sales of property

owned by these delinquent owners. The Board and office staff will continue every effort to receive these payments.

Financial Report - R. Shevorykin

Once the fiscal year end reports are finalized by NEPA, R. Shevorykin will take a comprehensive look and decide the format that he wants to use for reporting to the community starting with next month's meeting.

As of the current information, revenue is slightly less than 2018 with current delinquencies coming in at \$18,000 higher and transfer fees \$18,000 lower. We collected \$19,000 more in unallocated back dues for previous years than in 2018 and increased violation fees which offsets the loss of revenue in the area mentioned above. Expenses are \$44,000 less than 2018 due to a decrease in lawn and snow maintenance and road repairs being delayed until this year. The savings in our expenses was offset by a slight increase in employee payroll. Looking forward, the board will focus on delinquent accounts and ensuring adequate funds to repair the roads in 2020.

R. Shevorykin proposed a secure cloud account specifically for board use to store and share documents; preferably integrated into a new community website. He will follow up on this with T. Parrett.

Property Managers Report - T. Parrett

T. Parrett updated the board on two collection accounts, one of which is now an estate and the other in the process of foreclosure with the mortgage company. Another homeowner has made payment arrangements to bring the account current and already paid a deposit to that end, even though the total amount due is being disputed. There are a few other delinquent accounts that T. Parrett is working on. The bottom line is the focus on collecting money owed as the burden to make up for delinquent accounts ultimately falls on the rest of the community. R. Shevorykin recommended the board focus on the list of delinquent accounts and their status at monthly meetings. T. Parrett stated that all delinquent account holders have been contacted and she is working with NEPA to update the system in a timely fashion. T. Parrett will send the NEPA contract and the accounting firm contract to the board along with recommendations for updates.

The old mailboxes are in disrepair and as such the letter carrier has removed the doors from at least 7 boxes while others are able to be opened with slight force. T. Parrett met with the postmaster on January 15, 2020 and was informed that the USPS is no longer responsible for the upkeep of the mailboxes and as such the community is responsible for obtaining replacements. After some negotiation with USPS, T. Parrett was able to get the post office to supply the community with 20 new combination units as long as we sign a method of delivery agreement that places the responsibility for future maintenance on us. Once the USPS receives the signed agreement, a work order will be issued for the delivery and installation of the new units. Homeowners will need to pick up their mail directly at the post office for an estimated two week period to allow for the reorganization and installation of the new boxes and locks. T. Parrett is looking into obtaining quotes to install a shelter type covering for the new mailbox units. The new mailbox units are anticipated to be installed within the next month.

T. Parrett raised concerns over the budget as for security. Current payroll for security is already projected to go over budget for 2020. Security payroll for 2019 ended at \$169,000 without the new chief's salary added in. The 2020 payroll budget is \$159,000. Overtime pay, paid time off, and vacation time has increased the actual expense for this cost center. T. Parrett will provide a copy of the current employee handbook dated 01/18 to the board along with a payroll report so that we can review

proposed changes to vacation, holiday, and paid time off policies in an effort to manage costs. J. Bellantoni noted that the approved 2020 budget has a line item for revenue from Eagle Point for security patrol in error. The treasurer will incorporate that in his review for next month. The new chief is addressing staffing and scheduling issues and T. Parrett will provide us with the current staff schedules and duties prior to the next meeting. **A motion was made by C. Toscano to authorize unused vacation time pay to Officer Garcia as staffing shortages required him to forego vacation; the motion was 2nd by A. Johnson. The motion passed 4-1 with S. Phillips voting no.**

T. Parrett reported that the community center repairs have been completed with the exception of the exterior door that leads to the pool. She is investigating an alternative to our current recycling center and will provide the board with details. Email communication from the office has been very well received and we encourage all members to sign up to receive them. The office assisted 8 homeowners during the Saturday hours on January 11, 2020.

Grievance Committee - A. Johnson

A. Johnson asked if any citations brought before the grievance committee resulted in revenue for the community. T. Parrett explained that security did not follow protocols regarding preservation of video evidence and providing accurate first hand testimony, therefore the citations were not upheld. Daily activity logs and incident reports were not completed when violations occurred. S. Phillips, a member of the committee, stated that a comprehensive report on the result of each violation brought to grievance had been prepared by the chairperson which stated these issues as the reasons for dismissal. T. Parrett asked for clarification on the distinction between littering and illegal dumping as well as the definition of "natural landscaping". A. Johnson stated that we should all be concerned that security is responsible for this and that if we are spending our money on having security we should be getting better results. T. Parrett stated that this is being addressed currently. C. Toscano stated that this has been a serious issue in the past two years and A. Johnson added that security must do a better job at documenting and presenting evidence of citations.

Annual Board Survey - C. Toscano

This suggestion was defeated by the majority of the board

Development of Key Performance Indicators- C. Toscano

The holidays and changes in the security department have delayed a meeting with the process stakeholders. This is being scheduled for this month and C. Toscano should have a draft complete and ready for review by the entire board by next meeting. T. Parrett will provide copies of the previous MBO program to all the board members.

J. Bellantoni requested a list of assets that need to be addressed in 2020 as noted in the reserve study be provided to the board prior to Debbie's departure this month.

The meeting adjourned at 12:05 pm for an executive session. **A motion to formally close the executive session was made by C. Toscano; the motion was 2nd by R. Shevorykin. Meeting adjourned at 12:39 pm.**

Respectfully submitted by,

Cindy Toscano
Secretary
Glen at Tamiment Board of Directors