COUNTRY HOLLOW CONDOMINIUM HOMEOWNERS' ASSOCIATION

Board of Directors Meeting
May 20, 2024

Board Members Present: Lillian Galdeano, Secretary
Barbara Billingsley, Treasurer
Lance Swanson, President

Staff Members Present: Sylvia Meyer, Office Manager

Call to Order:
A quorum was established, and the meeting was called to order by the President at 6:00 p.m.

Owners Present/Open Forum:
Homeowners Present represented by Condo #'s: 503, 301, 601, 207, 510, 303, 407, 507, 204, 106, 508, 803

The President welcomed homeowners/tenants spoke about hiring of a new maintenance person and both maintenance guys are being assigned daily work orders to maintain our landscaping and property clean up, then he opened the floor for the homeowner forum.

Homeowners addressed several concerns. Debbie & Carmen expressed concerns over emails not being responded to in a timely manner. It was determined that the office staff would respond within 24 hours on all emails received by owners.

Debbie Rangel expressed concern over not having a termite contract on the property. Lance and Sylvia responded that it was too expensive, and we could not afford it. She also asked why we have 2 people in the Office as we have never needed 2 people in the office before and wanted to know what each person was responsible for. Lance did not know what each person is responsible for. Sylvia mentioned Liz is still in training and does not know the operations of our HOA and can't answer any questions pertaining to the operations of the HOA.

Lillian Galdeano expressed concern over our renewal for Insurance on our property it is coming due in July and the current Agent, called me to tell me that we could not shop our insurance, which is inaccurate, because we can shop for insurance anytime. For some reason the office is stating the insurance is not due til October. Also, the Board is not concerned in getting bids in a timely manner, they feel 30 days is sufficient to obtain bids and it's not. The expiration date of Insurance needs to be clarified as the copy of the Insurance Declaration page states it expires July 9, 2024. Lillian also expressed concern over Kimberly, who is a Board member and never shows up to any of our meetings and recommended she be removed from the Board.

Anita Molina – addressed several concerns with Sylvia's attitude and unprofessionalism, especially during an emergency water leak in her unit back in February 2024 at 2:55 pm, she called Sylvia to let her know what was going on and needed water turned off, Sylvia told Anita to wait until tomorrow even though Anita had already told her extensive damage could occur if water was not shut off. Anita had to call another neighbor to shut off water to fix the leak. If she had waited like Sylvia recommended, she would have had severe water damage. She also expressed her concern about the paint job on her building by contractors that were hired to replace rotten wood.

Lance asked owner Ed Long if he had any comments and he stated that fence has been replaced and doors painted, as well as other items done on property, Ed commented to owners, if they did not like it here, they could move.

Approval of Minutes: None available

Officer Reports:

President Report – Agenda was provided to owners present
Topics: upcoming projects for 2024 – No discussion
Insurance rates – No resolution

Treasurer Report – Barbara Billingsley - None provided

Community Manager's Report – Sylvia Meyer

Addressed pool cards available for $10, one card per unit. Reminded owners to turn in proxies for Special election in June 4, 2024, to replace Board member Thorne, who resigned after he was elected.
The spa will be turned on Wednesday morning thru Sunday evening. The spa will be off Monday and Tuesday and it will be checked on Wednesday to see if heating element is working properly. We are having problems with owners leaving trash/bulky items outside by dumpster, if anyone sees someone doing this, please report it to the office and take pictures if you can. The Waste Mgmt company will not pick up anything outside the dumpsters. Sylvia mentioned that she has the emergency phone on weekends and provided the # 210-632-9821. The guys Matthew and Javy carry the phone during the week.

No Unfinished Business

No New Business

The Next Meeting: None scheduled

Adjournment: Door prizes were drawn and given to 5 homeowners. There being no further business before the Board, the meeting adjourned at 7:38 p.m.

Submitted by,

Lillian Galdeano, Secretary

Lance Swanson, President