

Approved on February 7, 2019

**Fountain Hills Community Association  
Board of Directors Meeting  
January 3, 2019**

The Board of Directors of Fountain Hills Community Association held a Board of Directors Meeting at the Upcounty Regional Services Center on Thursday, January 3, 2019 at 7:30 p.m.

**Board Members Present:**

Harry Matchett, President  
Sherry Lee, Vice President  
JoAnn Windsor, Treasurer  
Frank Walsh, Secretary (Arrived at 7:32 pm)  
Wenhai Liu, Director  
Kevin Miller, Director  
Bob Fabiszak, Director

**Also Present:**

Ralph Caudle, Community Manager  
Ruth Ann Allen, Recording Secretary

**Homeowners Present:**

Barbara Howard, 18715 Sparkling Water Drive, Unit 201  
Robert Love, 18723 Autumn Mist Drive

**Guests:**

Tim Bishop, Business Developer, BrightView Landscape Services  
Pat Pisano, Account Manager, BrightView Landscape Services

**A. CALL TO ORDER**

The January Board of Directors Meeting was called to order by Harry Matchett at 7:30 p.m.

**B. MEETING WITH BRIGHTVIEW LANDSCAPE SERVICES**

The Board met with Tim Bishop and Pat Pisano from BrightView Landscape Services to discuss landscape maintenance in Fountain Hills Community Association (FHCA) over the past year (2018). Mr. Bishop stated that BrightView enjoys working with FCHA and would like to have a long-term relationship with the community. Mr. Bishop noted that he has been a challenging year as BrightView adjusted to the property.

Mr. Bishop stated that the issue of the forgotten leaf pickup before the Thanksgiving weekend was due to extreme miscommunication on BrightView's part. Mr. Bishop stated that BrightView is offering a winter clean-up of the community in January, at no charge. This winter clean-up would include pickup of the remaining leaves; stick, trash and debris; and a thorough once over of the community to help make the community look neater. BrightView is hoping this will show their commitment and partnership for a long-term relationship with FHCA.

Sherry Lee thanked Mr. Bishop and Mr. Pisano for coming to talk with the Board. Ms. Lee stated that the biggest problem with the leaves not being picked up was that BrightView did not return Ms. Lee's phone call after residents noted their complaints to her. Mr. Pisano stated that he would provide Board members with his personal cell phone number to be contacted in such an emergency.

Mr. Pisano noted that there are two (2) different crews for leaf removal. One crew collects the leaves into piles, while the second crew follows the first crew and removes the piles of leaves. Ms. Lee noted that she was able to catch the second crew to direct them to remove the leaves on Lake Geneva Way, but the crew never went to Harmony Woods Lane. Ms. Lee further noted that leaf piles in the parking spaces would ordinarily not be a problem as long as they are removed before 4:00 p.m. when residents return from work. Mr. Pisano also stated that BrightView also underestimated the time it would take to remove the leaves and noted that the process should be started a day or two earlier.

Mr. Pisano agreed that it was a violation of the BrightView service practices as well as being harmful to the grass and this situation needs to be addressed. The Board inquired if there was an inspection of the property following any work by BrightView. Mr. Pisano noted that the Production Manager who is in charge of the crews does the quality control inspection.

Ms. Lee also noted her issues with the grass cutting of the front lawns using a weed whacker, especially in her yard. The grass is unevenly cut, and the crews don't seem to care on the evenness of the grass. Also, the crews skip trimming in some areas. It was noted that the crews should not use the larger mowers for yard mowing at the townhomes. Mr. Pisano noted that if this situation continues to recur then it needs to be brought to BrightView's attention so that matter can be addressed.

Harry Matchett commented he had contacted Mr. Pisano several times regarding Ms. Lee's yard and that Mr. Pisano sent a production supervisor out to follow up with Ms. Lee. Mr. Matchett stated he lives across the street from Ms. Lee and has not had any issues with the grass cutting. He stated that townhomes in Ms. Lee's row are closer to the sidewalk and there are WSSC water shutoff pipes in the front yard. The landscapers should be aware of these conditions and should take the necessary precautions when cutting the grass in this area.

Mr. Bishop stated that they are willing to attend a Board meeting on a regular basis to discuss landscape maintenance issues with the Board.

JoAnn Windsor stated that the crews in the single-family home section trim around trees and mail boxes and they will often trim too close and even cut down to the dirt. Also, this fall the workers were blowing the leaves and debris from the streets into the homeowners' yards.

Frank Walsh noted that BrightView's contract for 2019 includes a three percent (3%) increase. Mr. Walsh asked if BrightView was still going to increase the cost by three percent (3%) despite their poor performance for 2018. Mr. Bishop stated yes and that BrightView is offering a \$5,000.00 in credits for any enhancement on the property of \$3,000.00 and \$2,000.00 in credits for snow clearing. These amounts can also be used toward an invoice.

Mr. Walsh noted that the crews are parking their trucks in an area that belongs to the Condominium. Mr. Bishop stated that he will advise the crews not to park in that area.

### **C. HOMEOWNERS FORUM**

1. Robert Love, 18723 Autumn Mist Drive, noted that the new monument sign had been installed, but no landscaping has been performed around the sign. The Board noted that the landscaping around the sign will be addressed. The Board also noted that dry stacking of the stones on the monument remains to be done.

Mr. Love also noted that repairs and cleanup of the other entrance signs has yet to be done.

2. Barbara Howard, 18715 Sparkling Water Drive, Unit 201, inquired if there was any way to light up the entrance signs of the community as some of them are in poorly lit areas, and it is difficult to see the entrances in the dark. The Board noted that it would not be easy to install lighting for the entrance signs.
3. Bob Fabiszak, Board Member, noted that a streetlight is out behind his home. Management requested that Mr. Fabiszak email the address and pole number to Management.  
Mr. Fabiszak also noted that the sidewalks that have been shaved down are showing the aggregate underneath. Management noted that it is much cheaper to shave down the concrete to level it out and the amount taken off the top should not affect the stability of the sidewalk.

#### **D. MINUTES**

1. December 6, 2018 Board of Directors Meeting Minutes  
**MOTION:** (Harry Matchett/Sherry Lee) Approve the December 6, 2018 Board of Directors Meeting Minutes as edited by Harry Matchett with additional edits by Sherry Lee, Bob Fabiszak, and Frank Walsh.  
**Vote:** Motion Passed - 6 ayes/0 nays/1 abstention (Walsh)

#### **E. OFFICER REPORTS**

1. President's Report  
Harry Matchett stated there was an issue recently with a response to a resident's email sent to the Board of Directors email account. In the future, it would be great if everyone would review who is being included in their emails as the resident was included in a message intended for Management and the Board should not have been included.  
Harry Matchett requested that Management check with Rick Morris, webmaster, to make sure he has the current email addresses for the new Board Members as they are not receiving Association emails. Mr. Matchett reminded Management to send the Management Agreement and Schedule A to the new Board members.  
Mr. Matchett noted there needs to be a correction to the posted November 2018 Board Minutes as there was an approved correction to the date on page two (2). However, the date correction was not made prior to the posting to the website. Mr. Matchett requested that November 2018 Board of Directors Minutes be updated and posted to the website.  
Mr. Matchett commented that he did not have time to completely review the November financials, but he did notice the following:
  - a. It does not appear the \$280.00 for a bulk trash pickup at 13502 Hamlet Square Court was charged back to the homeowner. He requested that Management check on this matter. Also, Gardener's performed the bulk pickup. He thought the Association normally uses Potomac Disposal these situations.
  - b. Account 6430 – Swim Pool Supplies – Based on the current monthly charge of \$2,380.16 and year to date balance of \$4,617.79, it appears both the pool supplies, and pool repairs are being recorded to the same account. The Association has account 6425 for

swim pool repairs. He requested Management review the Invoices to ascertain the expenses are being categorized correctly.

- c. Account 6345 – Tree Maintenance - There is a current charge of \$2,100.00 and the year to date balance is \$4,940.00. The year to date represents fifty percent (50%) of the budgeted amount. The Association has historically approved a certain amount of the tree budget to be expended for: (1) fall tree services. (2) winter emergency tree services. and (3) the remainder for spring tree services. Mr. Matchett did not recall the Board approving any tree expenditures. He requested a summary of the \$4,940,00 year to date charges included approval information.
- d. Account 6070 - General Legal Fees – The year to date amount is \$2,083.35. Mr. Matchett did not recall the Association incurring any legal costs. Management agreed that no legal costs have been incurred for the Association and this will be corrected.
- e. Mr. Matchett noted in the past there have been issues with the timing of the budget process. He requested that Management have the draft budget for FY2020 ready for the March Board meeting for the Board to approved distribution to homeowners. Homeowners will have the opportunity to comment on the budget at the April Board Meeting and the Budget would be approved at the May Board Meeting.  
Mr. Fabiszak noted that He the prior year financials are not on the website and he would like to be able to review the financials for the last three (3) years. Management will look into posting the past financials on the portal for Board members.
- f. Mr. Matchett commented the asphalt repairs and seal coating need to be completed over the summer. The Board previously deferred completing these repairs because the scope of the proposal previously received from Management was greater than the work required to be completed. The proposal was for a complete tear up and replacement of all the asphalt. He requested that Management obtain three (3) proposals for asphalt repairs and seal coating. Management stated that he would set up a walkthrough of the community to look at asphalt and concrete with AB Viers. The items in need of repair would be marked and then RFPs sent for proposals. Mr. Fabiszak noted he would like to join in on the walkthrough.
- g. At the December 2018 Board Meeting, Mr. Matchett questioned the \$2,395.00 payment to Brighton Dam that was described as Fall 2017 weed treatment. It turns out Brighton Dam invoiced the Association twice for a single service and Brighton Dam received payment on both invoices. Management has contacted Brighton Dam and they are going to repay the \$2,395.00.

This is not the first time Brighton Dam has overcharged the Association. In the past, the Association has been charged multiple times for the same service. The Association has been charged for snow removal services performed on another property unrelated to Fountain Hills Community Association. Each time the Association was

overcharged it took Brighton Dam a significant length of time to repay the Association for the erroneous charge.

As Mr. Matchett recalled, there is still an outstanding issue on another Brighton Dam overpayment. He also believes there is at least one (1) additional outstanding issue with Brighton Dam. He requested Management thoroughly review the past activity related to Brighton Dam and substantiate the validity of the charges. Also, Mr. Matchett requested that Management follow up on any refunds due to the Association for erroneous charges and any services the Association has paid for that were not satisfactorily completed by Brighton Dam.

#### **F. NEW BUSINESS**

1. 2019 Landscape Maintenance Contract

Management provided the Board with the revised landscape maintenance contract with Brightview for 2019 with the stated changes requested by the Board at the December Board Meeting. The contract has a three percent (3%) increase over 2018 and \$5,000.00 of enhancement credit.

**MOTION:** (Harry Matchett/Bob Fabiszak) Approve the Landscape Maintenance contract with BrightView Landscape Services for 2019.

**Vote:** Motion Passed – 6 a yes/1 nay (Walsh)/1 abstention (Liu)

Bob Fabiszak inquired if the Board had bid out the landscape maintenance contract for 2019 and this should be done on a periodic basis. Sherry Lee noted that most of the community looks good and moving to another landscape company would mean that the mistakes from BrightView would not be corrected from the first year and then there would be another year of a learning curve with a new landscaper.

2. 2019 Pool Management Contract

Management provided the Board with the pool management contract from RSV Pools for 2019. Mr. Matchett noted that the proposal for 2019 is \$600.00 more than the addendum for 2019 that RSV Pools included in the 2018 contract. Management stated that he will contact RSV Pools about reducing the price to the 2018 addendum for 2019.

**MOTION:** (Harry Matchett/Sherry Lee) Approve the pool management contract with RSV Pools for 2019 agreeing to the contract price in the addendum for the 2018 contract.

**Vote:** Motion Passed – 5 ayes/1 nay (Walsh)/1 abstention (Liu)

3. Fountain Maintenance Contract

**MOTION:** (Harry Matchett/Sherry Lee) Approve the Fountain Maintenance contract with RSV Pools for 2019 with the same terms, conditions, and price as the 2018 contract.

**Vote:** Motion Passed - 6 ayes/1 nay (Walsh)/0 abstentions

4. Pool House Roof Repairs

A minor roof leak was noted at the pool house and Management provided the Board with a proposal from Windward Exteriors for roof replacement; Management also noted that proposals have been requested from S&K Roofing and Shiner Roofing. Mr. Matchett stated that the roof was repaired a few years ago and it should not have to be replaced. He requested that Management have the contractors provide proposal for repair of the roof with removal of the railings on the two (2) flat sections of the roof as that is the areas of water seepage. The railings have been the source of past leaks and repaired numerous times.

Mr. Matchett suggested that Management reach out to Robert Love, as a resource, who works in construction, and has inspected the pool house in the past when a leak was suspected, for his opinion on the roof. Management will provide the Board with the proposals upon receipt.

5. Pool Repairs

Management provided the Board with proposals from RSV Pools for repairs to the pools from items noted in the pool inspection report of 2017. Mr. Matchett noted that he had the inspector reinspect the pool last year during the time when the pool was completely drained to be cleaned and items that were noted for replacement did not appear to be in need of replacement and could be repaired. Mr. Matchett suggested that the Board inspect the pools without the water.

Mr. Matchett distributed copies of the pool inspector's 2018 end of pool season inspection report. He noted that the pool inspector's end of pool season report cited that the wooden material holding the junction boxes by the fence are "foot holds" that one could use to climb over the fence. Mr. Matchett suggested there should be a reasonable solution such as trimming the wood in a manner that no longer constitutes a foot hold. Mr. Matchett noted that the fifteen (15) junction boxes were installed during the development of Fountain Hills, and it would be incredibly expensive to dig up wiring and extend if further away from the fence. In addition, it would create a tripping hazard for the residents. He suggested another alternative may be to contact the County to request a waiver as the fence is to be replaced in a couple of years and there should be away to modify the new fencing in a manner to provide enough space between the junction boxes and the fence so that they do not constitute a foot hold. Mr. Matchett stated Management and the Board will need to brainstorm to find a feasible solution to this situation.

6. Update on the Current Fiscal Year June 30, 2019 Budget

Mr. Matchett commented there are expenses included in the year to date budget amounts that have not been incurred and, therefore, are not included in the year to date actual expense amounts. Mr. Matchett mentioned these expenses will be recognized in the actuals by the end of the June 30, 2019 fiscal year end. This timing difference in certain expenses makes it appear that there is a favorable variance in the budget to actual financial numbers in the recently received November 30, 2018 financials. Mr. Matchett provided the Board with a schedule that reflects these expenses and he noted there is not a favorable variance for November 30, 2018. However, the Board is currently on par with the approved budget considering the timing differences of the expenses.

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**G. ADJOURNMENT**

**MOTION:** (Harry Matchett/Sherry Lee) Adjourn the Board of Directors Meeting at 9:32 p.m.

**Vote:** Motion Passed – 4 ayes/1 nay (Fabiszak)/2 abstentions (Miller/Walsh)