

**Meeting Summary**  
**Bentley Woods Board of Director's Meeting**  
**December 6, 2018**

**Location:** Community Management Specialists, 71 S. Central Ave. Oviedo, FL 32765

**Board Members in Attendance:** Philip Bass, Autumn Huff Garick, Elisabeth Essary, Paul Knight

**Management representative in Attendance:** Kevin Davis, LCAM

Quorum of the Board was verified. Meeting was properly noticed to the homeowners. Three members of the Homeowners Association were in attendance.

**Pertinent History:**

As is documented in the minutes, there have been many instances where our representative from Towers Property Management, Raymond Shrum, has not followed through with action in response to BOD requests. This includes, but is not limited to, failing to obtain proposals for tree removal in a timely manner, providing accurate information regarding the pertinent Florida statutes, obtaining files from the HOA's lawyer who had been operating on their behalf, facilitating a meeting with the TPM accountant, and beyond. Therefore, the BOD began researching other management firms in the area. Ultimately, the field was narrowed down to 3 management companies who provided proposals: Top Notch Management, Management Science a and Community Management Specialists. After comparing services offered, it appeared as though our HOA would be most interested in Community Management Services, therefore, a meeting was scheduled for the entire BOD to hear a presentation from Kevin Davis, owner. Because there would likely be enough BOD members present for a quorum, this gathering was noticed as an HOA meeting pursuant to FS 720 requirements.

**Minutes:**

1. **Call to Order:** 6:38 pm
2. **Statement of Voting Interest:** ~ 1% homeowners present
3. **New Business**

The primary purpose of this meeting was to consider changing management companies and to hear a presentation from the owner of a prospective company. The presentation was given by Kevin Davis, LCAM, of Community Management Specialists.

Kevin has 20 years' experience in property management, including managing Bentley Woods for approximately 2 years, 11 years ago. At that time, one of his managers started their own

management company and the Bentley Woods account left with them. A significant amount of information was presented, including the following:

**A. Administrative functions**

- CMS makes use of software (TOPS[ONE]) that stores and organizes information on HOA issues. It allows the user to look up a property and view a comprehensive history of assessments paid, violations issued, ACC applications, etc. CMS also provides website management for an additional fee, utilizing an on-site webmaster.
- “Approved Vendor” list provided for the HOA’s convenience, which requires background checks, license & insurance verification, and references.
- All documents are stored in-house for three years, then a storage facility for at least another 4 years.
- Managers at CMS typically have 4-5 neighborhoods that they manage, but that can vary based on the size of communities
- Training classes are offered to board members- new Florida Statutes & amendments are published every July
- The nearby office is available for hosting HOA meetings at no additional fee. In the conference room is a large screen TV that can be used to access the software and property profiles.
- Office hours are maintained 8am-5pm with a receptionist available for any walk-in questions and/or concerns.
- Audio recordings are made of meetings and meeting minutes are transcribed within 10 days.
- HOA members can go to the CMS website to report issues and pay annual assessments

**B. Property management:**

- CMS provides an “unbiased opinion of compliance issues”.
- Their managers tour neighborhoods in clearly marked cars, and welcome being approached by residents.
- Compliance officers carry an Ipad so that the history of issues can be reviewed, new issues can be entered into the system immediately, recorded and any needed violation letters can be issued very quickly. All letters are customized to BOD specifications.

**C. Financial Information** (of note, we are currently paying TPM \$1090/month)

- CMS charges \$1000/month for management services
- Website management available for an additional \$85/month
- management fee will not be increased more than 3% per year

- 3 year price lock available upon signing; this would save ~\$1100 over the course of 3 years per Paul Knight, treasurer
- Upon signing, Kevin will audit financial records for the past 24 months to make sure there are no issues, without additional charge
- CMS typically charges a \$350 fee to initiate management, however, Kevin offered to waive that charge for Bentley Woods

#### **4. Open Forum**

The homeowners present were asked if they had any additional questions for Kevin Davis. One home owner asked about the ratio of staff to neighborhoods. Kevin answered that each manager had approximately 4-5 communities, but that this varied based on community size. Homeowners in attendance asked if other management companies had been interviewed to replace TPM. Autumn Huff Garick responded that she had researched a half a dozen other companies and had received an extensive telephone presentation and proposal packet from Top Notch Management. Autumn and Paul Knight also met with the owner of Management Science for a 2-hour interview/presentation and drove through the neighborhood with him. All directors were invited to attend, but the others declined or were not available.

The homeowners present were also asked their opinion re: potentially hiring CMS. No concerns were voiced.

Discussion established that since this meeting was properly noticed, and a quorum was present the BOD was free to conduct business.

Kevin Davis recused himself for the remainder of the meeting. Following the presentation, discussion with homeowners present and discussion among board members, Autumn Huff Garick made the motion to fire Towers Property Management. The motion was seconded by Paul Knight. The vote was unanimous, and the motion carried.

Philip Bass made a motion to hire CMS, Elisabeth Essary seconded the motion. After discussion the motion was amended to a) accept the offer of a 3-year price lock, and b) hiring would be effective no later than 60 days after TPM receives notice of termination and/or releases Bentley Woods from its contract, whichever comes first. (Both amendments proposed by Philip Bass and seconded by Elisabeth Essary.) The vote was unanimous, and the motion carried.

#### **Next Meeting**

Discussion established that of the 4 board members present, only one was available to attend the previously scheduled routing BOD meeting on December 12<sup>th</sup>. Therefore, a quorum would not be available. It was decided that the 12/12 meeting would be rescheduled, day & time to be announced.

At the time of writing these minutes, the next HOA meeting will be Friday, December 21<sup>st</sup> @ 2pm at the office of Community Management Specialists.

**Adjournment**

The meeting was adjourned at 9:03 pm.