

### FERNBROOKE HOMEOWNERS ASSOCIATION Quarterly Board Meeting Minutes for April 18, 2024

#### **CALL MEETING TO ORDER:**

The meeting was called to order at 7:04 pm.

#### ROLL CALL:

Ralph Hendrickson, President John Caruso, Vice President Bill Rafuse, Treasurer Bryan O'Neal, Secretary Janet Friedman, Trustee at Large Ellen Woeller, APM Community Assistant Present Present Absent Present Present

#### **APPROVAL OF MINUTES:**

Approval of the Quarterly Board Meeting minutes for January 18, 2024. There were no updates to the meeting minutes. On a motion to approve, first by John Caruso; seconded by Janet Friedman. The vote to approve the Meeting Minutes was unanimously approved.

#### **REPORT UPDATES**

- Financial Asset Report The Financial Asset Report for March 31, 2024 was presented.
- ARB Committee Report The ARB 2024 YTD Application Requests Report for April 18, 2024 was presented.

### **NEWS & EVENTS**

- Community News no community news to report.
- Community Event The Fernbrooke's Ladies Club will have their luncheon on Friday, April 26th at RSV Sports Bar.
- Township News The Land Development Board met on Wednesday, February 7, 2024 and gave approved to NFI Real Estate to build a 218,478 sq. ft. Warehouse on Rt. 541 & Irick Road.

#### **OLD BUSINESS**

No old business to report

#### **NEW BUSINESS**

- RFP# 24-01 Entryway Pavers Re-construction Project
   The Project's Scope of Work along with vendor bids was presented. Cost for this Project will come out of the Capitol Reserves account.
- Hancock Lane Berms Sod Bare Areas
   The Scope of Work along with the cost was presented.
- Master Landscaping Plan Designs (Phase II) Poll Results
   The Polling results for the Landscape Design Plans (Phase II) was presented. An RFP (Request for Proposal) for Phase II has gone out for bids.

# FHOA's Violation Enforcement Procedure (Revision) Revisions to the FHOA's Violation Enforcement Procedure document was presented. On a motion to approve the revisions, first by John Caruso; seconded by Bryan O'Neal.

Vote taken to approve the FHOA's Violation Enforcement Procedure:

- Ralph Hendrickson Yes
- John Caruso Yes
- Bill Rafuse Absent
- Bryan O'Neal Yes
- Janet Friedman Yes

The vote to approve the FHOA's Violation Enforcement Procedure was unanimously approved and this revised document will be posted on the website.

APM's New Web Portal – Vantaca's Q&A Session

APM migrated from Caliber to Vantaca's web portal. Vantaca's Portal Information was discussed and presented. There will be no late fees for April.

#### **OPEN MEETING for PUBLIC COMMENTS**

The meeting was opened to the attending homeowners for questions & comments.

**Q.** Betty Devlin (21 Mayfaire) – asked when will we be returning to in-person meetings? She suggested a survey for in-person meetings.

A. Ralph Hendrickson mentioned that at this time the Board has not made plans for in-person meetings.

**Q.** Betty Devlin (21 Mayfaire) – asked if the budget can be emailed to all residents.

**A.** Bryan O'Neal asked if she meant the monthly Financial Reports or the Budget Report. The Budget report was mailed out to all residents in October. She meant the monthly Financial Reports. Ellen Woeller said that APM is not technically allow to mail or email the Financial Reports, but you can call and request to come in to the APM's office to review them. Eventually, the Financial Reports will be posted on Vantaca's web portal for the homeowners to review.

**Q.** Betty Devlin (21 Mayfaire) – asked about the water expenses for last year and why are we watering the grass when it rains.

**A.** John Caruso mentioned that we had massive leaks with the common areas irrigation systems. He also said that the rain sensors do not work and that he is controlling the watering of the irrigation systems.

Q. Betty Devlin (21 Mayfaire) – asked about misc. expenses and services and what are they used for.
A. Bryan O'Neal replied that the misc. expenses and services are used to support the Website, Zoom, Volvo, etc. Payment is paid thru a personal credit card because the Board does not have a FHOA Credit Card to use instead. All receipts are sent to the Treasurer and President to be approve and sign and then sent to Ellen Woeller at APM for reimbursement. There are some vendors that take credit card payment only. Bryan O'Neal will print and give copies of all the 2023 Misc. Expenses receipts to Ralph Hendrickson and he will sit down with Betty to review.

**Q.** Betty Devlin (21 Mayfaire) – asked about the trees that were removed along the Hancock Lane berms and asked why only five trees were replaced in the Landscaping (Phase I) Project.

**A.** Ralph Hendrickson replied that the trees in the berms were way overgrown and dying and were removed and replaced with five (5) Leyland Cypress evergreens. The Landscaping (Phase II) Project calls for additional evergreens and scrubs to be planted in the berms. The Board decided to replant evergreens in the berms instead of replanting with deciduous trees due to leave debris effecting the health of the pond.

The meeting was closed to the attending homeowners for questions & comments.

#### **COMMENTS FROM THE BOARD**

There were no comments from the Board.

#### **NEXT MEETING**

Quarterly Board Meeting – Thursday, July 18th @ 7:00 pm

#### ADJOURNMENT

A motion to adjourn, first by John Caruso; seconded by Janet Friedman. The vote to adjourn was unanimously approved. The meeting adjourned at 7:45 pm.

BoT Approved on 07/18/2024



### FERNBROOKE HOMEOWNERS ASSOCIATION

### Board of Trustees Quarterly Meeting Thursday, April 18, 2024

## AGENDA

- Call Meeting to Order
- <u>Roll Call</u>
- Approval of Minutes
  - Quarterly Board Meeting Minutes January 18, 2024

### • <u>Report Updates</u>

- Financial Asset Report
- o ARB Committee Report
- <u>News & Events</u>
- Old Business

### <u>New Business</u>

- RFP# 24-01 Entryway Pavers Reconstruction Project
- Hancock Lane Berms Sod Bare Areas Project
- Master Landscaping Plan Designs (Phase II) Poll Results
- o FHOA's Violation Enforcement Procedure (Revision)
- APM's New Web Portal Vantaca's Q&A Session

### Open Meeting for Public Comment

Please remember to state your name and address for the record.

### • Comments from the Board

### • Next Meeting

Quarterly Board Meeting – Thursday, July 18th @ 7:00 pm

### • Adjournment

### <u>NOTE:</u>

Public Comment is an opportunity for the Fernbrooke residents to present their views—both positive and negative. The President as well as any Board Member may respond to any comments after such speaker is finished. The President may refer the speaker to respond in writing to the Community Management Company if they have question(s) that could not be answered at this time. Any written questions received will be addressed at the next Quarterly Board Meeting.

Reminder that the Board of Trustees are volunteers to the Association and are not paid for their services to the community. No speaker shall engage in any personally offensive, derogatory or abusive remarks. The President shall immediately call to order any speaker who violates this provision and that speaker may be muted to speak.



## Fernbrooke Homeowners Association Financial Asset Report

Reporting Period Through: 03/31/2024

<u>Cash Accounts</u>		
1004 - Cash-Checking - Operating		\$22,688.30
1005 - Cash-M/M – Operating Reserves		<u>\$48,428.36</u>
	Cash Accounts Totals:	\$71,121.66
Capital Reserve Account		
1007 - Cash-M/M – Capital F	Reserve	\$173,035.46

Total Cash & Capital Reserve Assets: \$244,157.12



### Fernbrooke Homeowners Association ARB Application Requests 2024 YTD Report

Reporting Period Through: 04/18/2024

**Application Requests Status** 

Requests Received (YTD)	
Requests Closed/Completed	4
Requests Open/Pending	5
Requests Denied/Not Approved	0
Requests Cancelled	0
Requests Expired (6 months)	0

# Fernbrooke's Ladies Club



The Fernbrooke Ladies' Club will have their luncheon on Friday, April 26 at 12:30 at RSV Sports Bar on Hancock lane next to the Hilton Garden Inn.

Please contact Janet Friedman at 609 468-6397 to be added to list of attendees.

### RFP# 24-01 – Entryway Pavers Re-Construction Project



ENTRANCE



EXIT

### III. SCOPE OF WORK

#### Phase I

- Close down entrance side and redirect traffic to exit side with cautionary signage
- Remove all brick pavers from entrance side and place aside or on pallets until ready to be install
- Removal of the existing concrete separator between the road and the paver entry along with the concrete separator on the back side of the entry
- Removal of the sand bed, raking and re-compaction of the existing stone base
- Prepare the concrete separators areas for installation of new concrete
- Installation of approximately an additional 2" of 2A modified stone base compacted with a vibratory compactor
- Installation of 1" of 3/8" crushed stone as the screen bed to re-install the pavers on
- Installation of 12" of concrete with fiber mesh 4000k psi concrete mix
- Re-installation of the existing pavers and blended in new pavers sporadically where needed
- Apply and tamper polymeric sand to the paver joints once install is completed
- Clean all job-related debris and remove from site
- Proceed with Phase II once entrance side concrete separators has fully cure for vehicle traffic

#### Phase II

- Close down exit side and redirect traffic to entrance side with cautionary signage
- Remove all brick pavers from exit side and place aside or on pallets until ready to be install
- Removal of the existing concrete separators between the road and the paver entry along with the concrete separators on the back side of the entry
- Removal of the sand bed, raking and re-compaction of the existing stone base
- Prepare the concrete separators areas for installation of new concrete
- Installation of approximately an additional 2" of 2A modified stone base compacted with a vibratory compactor
- Installation of 1" of 3/8" crushed stone as the screen bed to re-install the pavers on
- Installation of 12" of concrete curbing with fiber mesh 4000k psi concrete mix
- Re-installation of the existing pavers and blended in new pavers sporadically where needed
- Apply and tamper polymeric sand to the paver joints once install is completed
- Clean all job-related debris and remove from site
- Open exit side to traffic once the concrete curbs have fully cure for vehicle traffic

### RFP# 24-01 – Entryway Pavers Re-Construction Project **Vendor Bids**

Vendor	Estimate#	Bid Date	Bid Amount
A&M Landscape Management	#4362942	02/01/2024	\$21,852.79
Marion Landscaping	#3283	11/22/2023	\$26,443.00
O'Brien's Landscaping	#7274	02/08/2024	\$42,436.75

Note: Bid Amount includes NJ Sales Tax, Permit Fees are not included in bid mount.

### Hancock Lane Berms – Sod Bare Areas



### Hancock Lane Berms – Sod Bare Areas



## **A&M Landscaping**

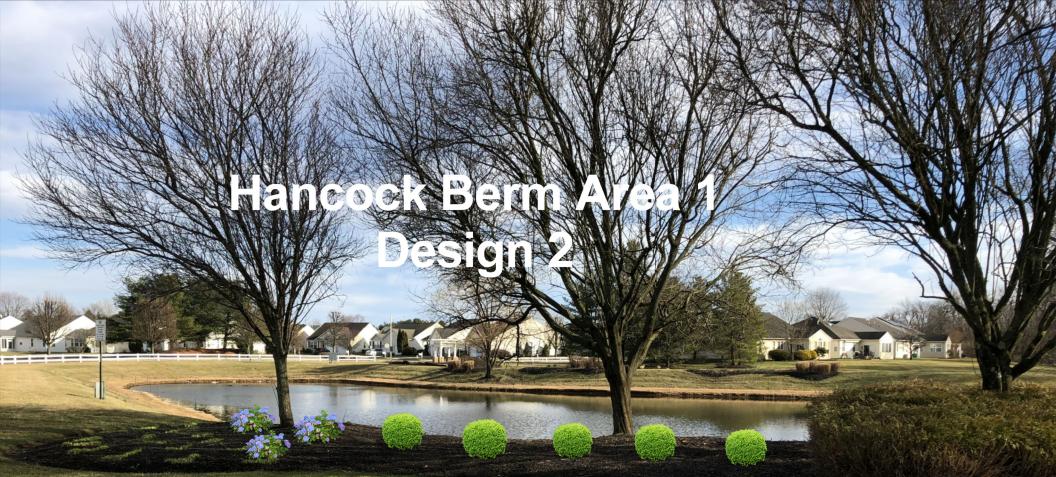
### Project Costs \$899.92

#### Scope of Work

- Installation of sod in the 5 areas along Hancock Dr as pictured.
- Leveling of each bed area, removal of the excess soil.
- Installation of 300 sq ft of sod to the area.

### FHOA's Master Landscape Design Plans (Phase II) Polling Results

Landscape Area	Design Number	Total Poll Votes		
Hanco	ck Berm Area 1			
	1	9		
	2	24		
	3	15		
	4	10		
Hanco	ck Berm Area 2			
	1	18		
	2	21		
	3	11		
	4	8		
Hanco	Hancock Berm Area 4			
	1	20		
	2	21		
	3	9		
	4	8		
Pergo	la (Right Side)			
	1	28		
	2	8		
	3	22		
Pergo	Pergola (Back Side)			
	1	10		
	2	8		
	3	4		
	4	13		
	5	23		
Pergola (Left Side)				
	1	6		
	2	16		
	3	20		
	4	11		
	5	4		



### Hydrangea "Endless Summer" (3) Green Velvet Boxwood (5)

# Hancock Berm Area 2 Design 2

Colorado Blue Spruce (1) Wine & Roses Weigela (2) Magic Carpet Spirea (5)

# Hancock Berm Area 3 (left) Design 1

### Golden Mop Cypress (3)

## Hancock Berm Area 6 100 Design

## Wine & Roses Weigela (2) Blue Star Junipers (5)

# Hancock Berm Area 4 Design 2

Colorado Blue Spruce (1) Gold Mop Cypress (3) Magic Carpet Spirea (4)

## Entrance Sign Design 1



## Blue Star Juniper (4)



# Entrance Aisle End Design 1

Golden Mop Cypress (3) Barberry "Royal Burgundy" (5)

# Pergola (Right) Design 1

NO Information Information Elia (Mill Elia (Mill)) (Mill)) (Mill Elia (Mill)) (

### Blue Star Juniper (6) Hydrangea "Little Lime Punch" (2)



Pergola (Back)

Design 5

### Green Velvet Boxwood (5) Rose "Rosa Knock Out" (2)

# Pergola (Left) Design 3

Dwarf Barberry "Mini Saffron" (3) Hydrangea "Little Lime Punch" (1



### FERNBROOKE HOMEOWNERS ASSOCIATION VIOLATION ENFORCEMENT PROCEDURE

### **1. REPORTING VIOLATIONS**

All complaints concerning violations of the Declaration, Bylaws or Rules and Regulations must be in writing or emailed and submitted to the Community Management Company (hereinafter referred to as "Managing Agent"). The complaint must indicate the address and be specific in details so that the Board of Trustees (hereinafter referred to as "Board") may determine that an investigation is warranted. Complaints may be initiated by Residents, the Board, Managing Agent, and the Architectural Review Board (hereinafter referred to as "ARB").

### 2. INVESTIGATION

The complaint will be investigated by an authorized member of the ARB to determine that the complaint is justified and that a violation exists and must be corrected.

### **3. WARNING NOTICE**

When the ARB determines that a violation requires correction, the ARB will inform the Board and instruct the Managing Agent to send a Warning Notice to the homeowner and a copy to the occupant, where applicable, requesting the violation be corrected within the specified date stated in the notice in order to avoid any further action or proceedings. The Warning Notice could also specify the consequences, including fines and/or legal action, which may ensue.

### 4. VIOLATION NOTICE

If the violation stated in the Warning Notice is not corrected by the specified due date, the ARB could request the Board to levy a violation fine and instruct the Managing Agent to send a Violation Notice to the homeowner and a copy to the occupant where applicable, with a complied by date and the violation fine.

### 5. HEARING

If the homeowner wishes to contest either the Warning or Violation Notice, they must send a written dated letter or email to the Managing Agent within 10 days prior to the specified due date on the Notices, requesting a special hearing. The Managing Agent will inform the ARB and the Board of the requested hearing. The Board shall conduct a special hearing to allow the alleged violator, an opportunity to present evidence relevant to the violation. The Board has the right to continue or reschedule the hearing for the convenience of the parties, or to gather additional information. The Board shall render a written decision, making a determination of whether a violation took place, and further, what remedies or actions the Board intends to pursue. Failure to request a hearing or appear at the hearing will result in the appropriate decision taken by the Board. If the homeowner disagrees with the Board's rendering decision and a fair and reasonable resolution cannot be worked out between the parties, the homeowner may request an Alternative Dispute Resolution (hereinafter referred to as "ADR") with the Managing Agent. The ADR procedures will be initiated according to the Association's By-Laws (Exhibit C) with resolutions.

### 6. FINES AND PENALTIES / FINAL NOTICE

If a determination of violation is made by the Board subsequent to a hearing, or in the event no hearing was requested, a fine will be assessed by the Board and the Managing Agent will mail a letter via regular and certified mail advising of the amount of the fine. Fines could range from \$25.00 to \$100.00 and can be assessed daily, weekly, or monthly if the circumstances warrant. Fines will be assessed for no more \$100.00 for each violation. The Board has full authority to establish fines in accordance with the Association's governing documents and the seriousness of the violation. The fine (amount assessed) is due and payable upon receipt of the notice and will be collected in the same manner as assessments.

### 7. LEGAL ACTION

In the event that a violation is not corrected and the fine is not paid, the Board shall take legal action to obtain payment of the fine in compliance with the Association's governing documents. The homeowner will be assessed the following costs: enforcement costs, attorney's fees, court fees etc. Fines are collected in the same manner as assessments, and can constitute a lien on the Unit.

### HOMEOWNER PORTAL INFORMATION

Open your internet browser and go to home.accesspm.com

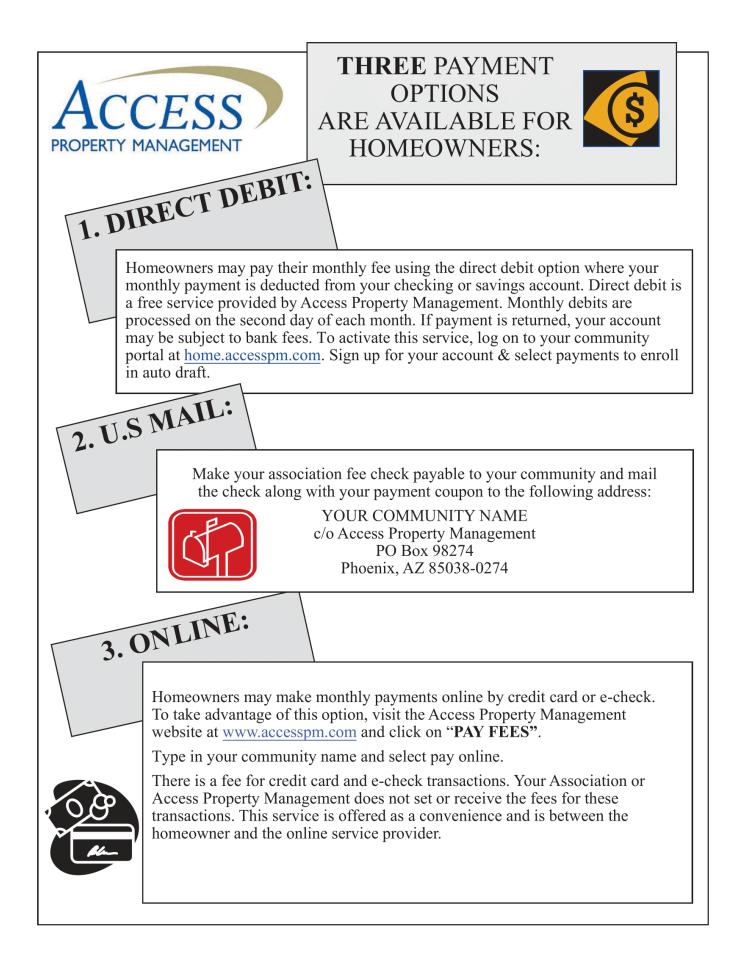
On the right side of your screen under Log In, enter the Email and Password sent with this correspondence.

٤	Welcome, Neighbor!	
	Welcome!	
A Home	On behalf of your Community, we are excited to bring you a new look and enhanced site for	
EAQs	your Owners' Association. Our hope is that this community website serves as an effective information resource for your community and as a useful tool for tracking your	
8 Help	communications with us.	
	Login FAQs         If This Website Is Not Recognizing Your Password: Please click the "I forgot My         Login/Password" link above the Email field (on the right) to generate a new password.         Please allow up to 15 minutes for the email with the new password to reach your inbox. If         the new password you receive does not work, it is almost always due to a typo in which         similar looking characters are mistaken for each other (e.g. lowercase I and capital I, or         letter O and number 0).         If You Do Not Have a Login: Please click the "Sign Up" link on the right. That will take you to         the Registration page. Then, fill out the fields that include Email, Name, Phone, Account,         Password, Confirm Password, and Registration Key.         If you do not have a Registration Key:         If you do not have a Registration Key.         If you do not have a Registration Key.         If you do not have a mediation Key: Click the "I Do Not Have a Valid Key" hyperlink to be         taken to the Sign Up page. There you will fill out the fields, submit your Sign Up request, and         a member of our team will review your request and reply back within 2 business days.	
	Log in to your account	
	Email	
	neil.armstrong@example.com	
	Password	
	Output de la construction de	
	Forgot your login?	
Powered by		

You will log into the "Dashboard" which gives you an overview of your upcoming Assessments.

	Dashboard	John Quincy Adams  🗨
🚯 Dashboard	Payments	
🍐 My Contact Info	i aymonto	
🖪 Billing	ACCOUNT BALANCE	UPCOMING ASSESSMENTS
My Items	\$0.00 Make A Payment	Monthly Assessment of \$0.00 is due on 07/31/2019
Calendar & Events		Monthly Assessment of \$0.00 is due on 07/31/2020
Directory		Special Assessment of \$50.00 is due on 03/01/2021
Documents		Assessment of \$100.00 is due on 03/01/2021

Billing:	This menu takes you to payment options and shows you your payment history
My Items:	This menu will show you the status of any inquiries or service requests you have made through the "Other Request" menu (see below).
My Contact Info:	This menu will allow you to change your password, verify your contact information as well as indicate how you would like our office to communicate with you (i.e. via E-Mail, text, or paper).
My Items:	This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request.



# HOMEOWNER HOW TO GUIDE



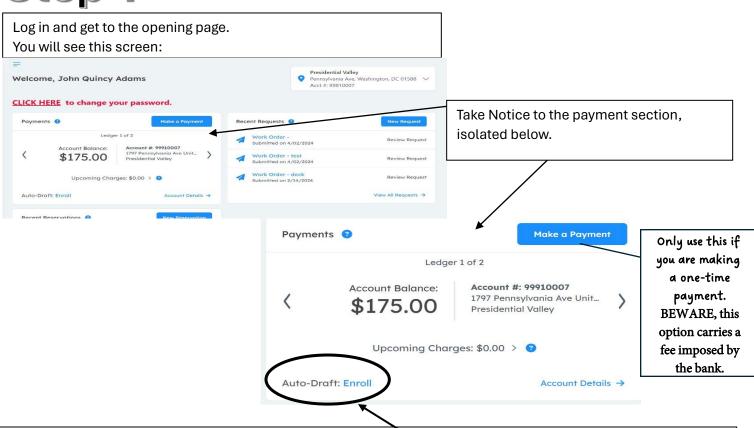
- Setting up Auto-Draft (aka ACH / direct debit)
- Changing and assigning "Primary Email" accounts
- Changing Passwords
- Available Payment Options (no charge)

# **APP: Home by Vantaca**

## How to Sign Up for Auto Draft

# Step 1

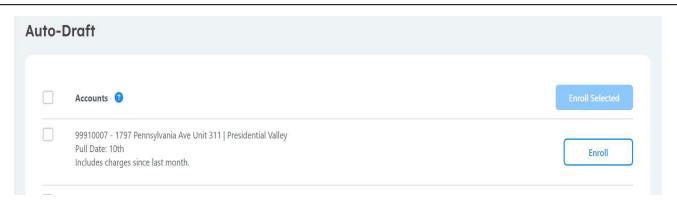
There are no charges or fees.



On the isolated section shown above, you will see "Auto-Draft: Enroll" at the bottom left corner. THIS is what you need to click on. Do not use the "Make a Payment" button in the top right. This is not for automatic monthly withdrawals from your bank account. You want to click on the Enroll word.

# Step 2

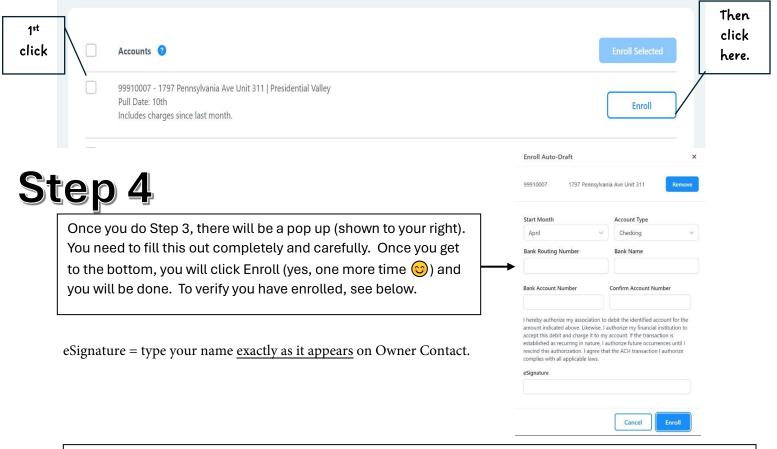
You want to use Auto-Draft, so you click on "Enroll". If you clicked on ENROLL from your main page, you will then be brought to this next window shown below:



## Step 3

You want to pick the address/account number that you are enrolling by clicking the box (most people only have one, some may have multiple) and then you click enroll.

#### Auto-Draft



If you filled everything out correctly and went through all the steps correctly, you should see, on your main page, the below:



### Changing and ASSIGNING who is the "Primary Email" address for my unit owner account

Email addresses stored in Caliber were transferred to the new Vantaca web portal system in alphabetical order. The first email address was assigned as "Primary Email" and this was the unit owner who got the email invite to join Vantaca and create login for payment information.

You have the control of assigning who in your household should be identified as the "Primary Email and the Primary Phone Contact."

If you wish to change this, please click "Edit" to the right of the (Primary) email and update as you wish. You can also delete incorrect or old information; edit information; and add additional phone numbers and email addresses to your homeowner profile by selecting "New Contact."

**INSTRUCTIONS:** 

- 1. Select "My Profile" on the navigation bar on the left of your screen.
- 2. Select "Profile Settings"
- 3. Under the first tab: "Contact Info," scroll to the bottom of the screen.
- 4. Select "Edit" to make any changes.
- 5. Select "New Contact" to add any new information.

ACCESS PROPERTY MANAGEMENT	
Dashboard	
Payments	Profile Settings
A Requests	
Calendar & Events	
Documents	
3 FAQs	
3 Help	Contact Info My Login
My Profile	contact mo my cogn
Profile Settings	
Logout	
	Edit
Label	Contact Delete
New Contact	

### Changing My Password

#### **INSTRUCTIONS:**

- To change your password, select "Profile Settings."
   Then click on tab at the top "My Login."

The system will prompt you to type in your current password, your new password, and confirm the new password. Once you select "Update," your password is updated.

ROPERTY MANAGEMENT	
Payments	
🚀 Requests	Drofile Settings
📋 Calendar & Events	Profile Settings
bocuments	
FAQs	1
8 Help	Contact Info My Login
💄 My Profile 🖍 🗸	
Profile Settings	
Logout	Change your login email or password for this website.

### Available Payment Options (free of charge)

### 1. FREE = Automatic Draft

Refer to first page of this guide for "Auto-Draft" instructions. This is for the automatic monthly payment of Association fees aka as ACH or direct debit. Association Monthly Fee automatically paid on the 2<sup>nd</sup> of every month. No worries.

### 2. FREE = your personal check

Monthly remittance of your personal check via U.S. Mail

- a) Make check payable to your Association's name
- b) In the "memo field" of check, write your Unit Owner Account #
- c) Mail check to: P.O. Box 98274

#### Phoenix, AZ 85038-0274

d) Suggest putting your check in the mail around the 25<sup>th</sup> day of the <u>prior month</u> to guarantee mail delivery and posting to your account.

### 3. FREE = your online banking setup with your own bank

Set up monthly remittance thru your own personal bank by using their "online banking" capabilities.

- a) Remittance payable to your Association's name
- b) Enter the account # given to you in the Vantaca system
- c) Payments go to Lock Box: P.O. Box 98274, Phoenix AZ 85038-0274
- d) Suggest you set up the monthly payment to be processed on the 25<sup>th</sup> day of the prior month to guarantee receipt and posting to your account.
- e) Please be aware that online payment from your bank to First Citizens Bank entails your bank processing your instructions, issuing a check and putting it in the mail to Arizona.
- f) Every time your Association Fee changes (at budget season), you need to update these banking instructions with your bank.
- g) Every time there is an additional assessment posted to your account, you need to remit a separate payment for that assessment.

#### ADVANTAGES in enrolling in Auto-Draft:

- This payment option does not have any processing fees.

- Automatic payment of your assessments will be drawn on the 2<sup>nd</sup> day of every month.

- <u>For the month of April 2024 (only)</u>, this auto draft payment will be drawn on the 10<sup>th</sup> as it is our first month introducing this payment method and allowing owners to sign in and enroll.

- Once enrolled in Auto Draft, future assessments posted to your unit owner account will be automatically drawn when due. For example <u>and only if applicable to your Association</u>: monthly charge for water/sewer, annual fee for leased rental units, a special assessment, etc.