



10 Maine Rd., Plattsburgh, NY 12903

## Meeting Minutes

July 8, 2024, at 6:00 pm

### North Country Alliance Church

**President Tammy Kelsey-Favro called the meeting to order 6:00 pm.**

Tammy made a statement regarding our mission as a new board.

**Roll Call:** Tammy Kelsey-Favro, Ron Deragon, Judy Barcomb, Jody Erickson, Dale Holzer, Margret Felty, Gerry Eagan

#### ACTION

**Acceptance of the revised minutes of meeting from May 13, 2024:**

- Motion made by Margret to accept. Seconded by Judy.
- All in favor: 6 Opposed: 1

Motion passed.

**Acceptance of the June 10, 2024, minutes:**

- Motion made by Jody to accept. Seconded by Gerry.
- All in favor.

Motion passed.

#### Reports:

**Treasurer's report:**

- Motion to accept June report by Dale. Seconded by Judy.
- All in favor.

Motion passed.

**Fence Loan:** Pay an extra \$10,000 on the fence loan this month,

- Motion made by Margret to pay. Seconded by Gerry.
- All in favor.

Motion passed.

**Property Managers Report** Mike presented his report. Our largest issue is with the tree trimming and removal. We will not be able to complete all this year but will prioritize them.

A few issues with city, including heaved sidewalks, and utility lines in a tree on

**ACTION:**

Kentucky. Mike will follow up with city when city manager returns from vacation

Mike

- Motion made by Dale to accept report. Seconded by Jody.
- All in favor.

Motion passed.

**Mike presented quotes for:**

12 Maryland – Roof header and fascia repair - \$1,500

Mike

- Gerry made a motion. Seconded by Dale.
- All in favor.

Motion passed.

70 Maine – Tree removal (hanging over owners roof and fence) –  
From the Ground Up - \$1,296.00

- Judy made a motion to accept quote. Seconded by Jody.
- All in favor.

Mike

Motion passed

11 Caitlin – Garage repair due to snowplow damage – New Image - \$1,000

- Gerry made a motion to accept quote. Seconded by Dale.
- All in favor.

Mike

Motion passed

Reimbursement for 1 Baltimore: Discussion regarding explanation of  
second invoice submitted by Leary's in the amount of \$1,749.00

- Margret made a motion to pay \$1,119.00  
(minus the \$630 extra labor charge)
- Seconded by Judy. All in favor.

Sheila

Motion passed.

**Homeowners' Concerns:**

37 Maine homeowner – Expressed concerns on the following items:

Lawns were being kept too long and trimming was not being done around her area. Mike will check around 37 Maine. Mike also explained that the HOA is playing “catch up” with trimming around the village, as it has not been done in the past few years. CPM has also started using a different method of mowing to improve the life of grass. CPM has been given a list of trimmings to be done and they will be starting shortly.

Mike

Landscaping at the corner of Massachusetts and Maine - will be addressed on the on-going trimming list

Mike

## **ACTION**

Kiosks – need to be cleaned. Mike has come up with a game plan and will start this week.

Mike

136 Maryland homeowner – asked if HOA trims between units and Tammy reiterated the current list that CPM has been given.

12 Maryland homeowner - Would like to contact owner of 10 Maryland (currently rented) regarding small tree in between their unit.

Tammy

### **Invoice Approvals:**

#96994 – 6 Iowa – Bob’s Instant for \$1,188 – Motion by Judy and seconded by Margret. All in favor.

This will be paid through the reserve fund.

Sheila  
Motion passed.

### **CC/IT Committee:**

Judy provided an update to the “multiple text message” issue.

The “Announcement” feature is being revamped by the Buildium reps and should go live at the beginning of August.

Tom Maglienti has submitted a request to Buildium for reimbursement for the 3 months that we have been unable to use this feature.

Tom to follow up.

The Buildium “Task Procedure” needed some minor revisions, including the process for submitting invoices for approval.

- Motion by Margret to accept. Seconded by Gerry.
- All in favor.

Motion passed.  
ITC will post.

### **Expense Authorization Procedure**

The revised Expense Authorization Policy that was approved at the June Board meeting needs some further updating and needs to be rescinded.

- Motion by Margret to rescind. Seconded by Dale.
- All in favor.

Motion passed.  
ITC to revise.

### **Landscape Committee:**

Margret reported that the Landscape Committee is working on the entryway beds at both ends of Kansas and have purchased hardscape, soil, plants and irrigation materials in the amount of \$1,231.56.

There will be a minimal expenditure for annual flowers for the 4 entry beds in the next few weeks. Community feedback has been very positive.

**ACTION**

**Increased HOA dues:**

Sheila brought up that 10-12 owners shortpayed their dues for the July payment.

- Tammy made a motion to waive late fees for this month only.
- Seconded by Margret.
- All in favor.

Motion passed.  
Sheila

**Other items:**

Gerry requested that the "Building Committee" Report be added to the Agenda for the next meeting.

Judy will add.

136 Maryland homeowner commented that there is still an on-going problem with loose dogs around upper Maryland and the corner of Maine.

Other homeowners mentioned excessive barking also.

Mike will look into.

**Referendum to authorize for the 2024-25 Fiscal Year:**

Continue to give Property Manager up to \$500 approval when necessary

Continue to give Property Manager up to \$1,000 approval for emergencies

To pay the following contractors and invoices per contract or other required action:

Property Manager  
Bookkeeper – Alexander Edwards  
HOA Lawyer – Tom Murnane  
Insurance Bills  
Mortgage Payment – Great Meadows  
Monthly transfer to savings


- Margret made motion. Dale seconded
- All in favor.

Motion passed.

Meeting Adjourned at 7:06pm and Board went into Executive session.

Next meeting is August 12, 2024, at 6:00 pm.

Respectfully submitted,



Judy Barcomb  
Secretary



# Balance Sheet

As of 6/30/2024, Cash Basis

United States  
United States  
United States  
United States

## Lake Country Village HOA

### Assets

#### Current Asset

1007.00 Glens Falls Checking	43,400.99
1007.00 Glens Falls Checking - Pending EFTs	1,960.00
1008.00 Glens Falls Savings Account	58,036.02
1009.00 Meadows Bank MM Checking	129,029.86
1010.00 Seacomm Federal Credit Union - Share Acct.	10,430.30
1010.05 Seacomm Federal Credit Union-Share Draft	100.00
1010.10 Seacomm Federal Credit Union-MM Fund	3,149.97
1200.00 Fidelity Government Money Market	56,164.60
1250.00 Fidelity CDs	249,854.50
1400.00 Other Accounts Receivable	8,801.74
1500.00 Homeowner Dues Receivable	64,615.82
1501.00 Allowance for Doubtful Accounts	(51,355.98)
1653.00 Prepaid Income Tax	2,993.00
<b>Total Current Asset</b>	<b>\$577,180.82</b>

#### Total Assets

**\$577,180.82**

### Liabilities

#### Long Term Liability

2300.00 Meadows Bank Fence Loan	800,958.45
2300.00 Meadows Bank Fence Loan - 2301.00 Fence Loan Regular Principal Payments	(31,145.36)
2300.00 Meadows Bank Fence Loan - 2302.00 Fence Loan Extra Payments on Principal	(66,146.00)
<b>Total Long Term Liability</b>	<b>\$703,667.09</b>

#### Total Liabilities

**\$703,667.09**

### Equity

3900.00 Fund Balance	809,112.06
3901.00 Restricted Main Fund Balance	(1,128,723.15)
3902.00 Additional Paid in Capital	32,000.00
Retained Earnings	116,266.98
Net Income	44,857.84
<b>Total Equity</b>	<b>(\$126,486.27)</b>

#### Total Liabilities & Equity

**\$577,180.82**

# Income Statement Consolidated

6/1/2024 - 6/30/2024, By Month, Accrual basis

## Lake Country Village HOA

Amount	06-2024	Total
<b>Income</b>		
400.00 Association Fee Income	76,360.00	76,360.00
410.00 Late Fee Income	48.94	48.94
420.00 Certification Fees Income	75.00	75.00
460.00 Convenience Fee	52.94	52.94
490.00 Interest Income - Bank	2.86	2.86
491.00 Interest Income - Savings Accounts	1.51	1.51
492.00 Investment Interest	228.01	228.01
<b>Total Income</b>	<b>\$76,769.26</b>	<b>\$76,769.26</b>
<b>Expense</b>		
500.00 Management Expense	6,250.00	6,250.00
501.00 Legal Expense	3,208.50	3,208.50
502.00 Accounting Expense		
502.00 Accounting Expense - Other	2,625.00	2,625.00
<b>Total for 502.00 Accounting Expense</b>	<b>\$2,625.00</b>	<b>\$2,625.00</b>
503.00 Insurance	173.00	173.00
505.00 Office Supplies and expenses		
505.00 Office Supplies and expenses - Other	55.00	55.00
505.10 Software Expense	538.43	538.43
<b>Total for 505.00 Office Supplies and expenses</b>	<b>\$593.43</b>	<b>\$593.43</b>
507.00 Bank Fees		
507.00 Bank Fees - Other	201.25	201.25
507.20 Convenience Fee Expense	52.20	52.20
<b>Total for 507.00 Bank Fees</b>	<b>\$253.45</b>	<b>\$253.45</b>
510.00 Water and Sewer Service		
510.00 Water and Sewer Service - Other	13,724.60	13,724.60
510.10 Electric Service	454.42	454.42
511.10 Unit Utilities - Gas	83.95	83.95
511.20 Unit Utilities - Electric	6.41	6.41
<b>Total for 510.00 Water and Sewer Service</b>	<b>\$14,269.38</b>	<b>\$14,269.38</b>
525.00 Landscaping		
525.00 Landscaping - Other	39,908.50	39,908.50

# Income Statement Consolidated

6/1/2024 - 6/30/2024, By Month, Accrual basis

United States  
United States  
United States  
United States

Amount	06-2024	Total
525.20 Tree Service	227.50	227.50
<b>Total for 525.00 Landscaping</b>	<b>\$40,136.00</b>	<b>\$40,136.00</b>
531.00 Building Maintenance		
531.00 Building Maintenance - Other	3,164.80	3,164.80
<b>Total for 531.00 Building Maintenance</b>	<b>\$3,164.80</b>	<b>\$3,164.80</b>
Mortgage Interest	3,384.01	3,384.01
<b>Total Expense</b>	<b>\$74,057.57</b>	<b>\$74,057.57</b>
<b>Net Operating Income</b>	<b>\$2,711.69</b>	<b>\$2,711.69</b>
<b>Non-operating Expense</b>		
616.00 Sewer Facilities (Mains)		
616.20 Sewer Service Laterals	1,188.00	1,188.00
<b>Total for 616.00 Sewer Facilities (Mains)</b>	<b>\$1,188.00</b>	<b>\$1,188.00</b>
<b>Total Non-operating Expense</b>	<b>\$1,188.00</b>	<b>\$1,188.00</b>
<b>Net Non-operating Income</b>	<b>(\$1,188.00)</b>	<b>(\$1,188.00)</b>
<b>Net Income</b>	<b>\$1,523.69</b>	<b>\$1,523.69</b>

## LCV

### Property Managers Report June 2024

**June 2024:** CPM and I continue to maintain contact each week. They currently are maintaining their average four and one half days in the village each week. Comments from the home owners remain positive for the work they have provided. In the month of June I had only one complaint told to me on CPM. They had on one of the work weeks several of their staff speed mowing as Harts did towards the end of the last contract year. I contacted the boss and told them their men must slow down while mowing. My assessment of their work has not changed, they complete the work and their results are above average. They appear to have a better rhythm in the application of the work. This coming month I am going to get them beginning the trimming of the village.

**Work Tasks/Work Orders:** June 2024, tasks have slowed down this month, yet the majority still are involving trees, tree trimming and or tree removal. Due to budgetary restraints I slowed down my process of trimming the problem areas. When the new board is in the plan is to once again continue with the tree issues here in the village. There was one sewer issue, it was resolved quickly and once again it involved roots from said trees. Rain this month slowed work as well, the majority of my work is outside the units and rain hampers this greatly. A total of 10 days were lost due to this happening this month. Additionally I was unable to work for three days due to a medical issue with a knee ( it had to be placed in a brace for three days and I was told not to walk on it no matter what), that has now been resolved.

**Village Inspection:** June 2024, I completed four full walk arounds and inspections of the village. Several new areas of paint issues has been exposed during this process. No major issues were present during this month. The home owners are maintaining their areas with exception of several which have allowed their private yards to be over grown. I have fist approached those owners to give them a chance to address these areas. The next step will be a posted violation on buildium if they are not cleaned up. Roofs and moss are being reported buyhome owners during my walk around this month. I have informed all the homeowners that the board is aware of this and is formulating a plan to address



it. I will be addressing the Kiosks next month, during the walk arounds they are getting filthy and are in need of cleaning. I will come up with a schedule to try to keep them in better condition.

#### Closing:

**Tasks/Work Orders/Emails:** Tasks and emails compared to last month have decreased but mostly could not be fully addressed due to budgetary issues, this will be resolved once the new budget is installed. Not all of the trimming will be able to be completed however this year, it will prove to be too costly. Trimming involving roofs should be our first priority. Before the fall there should be a second look around to prevent limbs due to snow and wet conditions from breaking on coming down.

**Lawn Care:** Several home owners complained this month about CPM no mowing enough, I have addressed those concerns with the following from CPM. The rain this month has effected how many days they could mow. Plus they have planned to allow the lawn to grow a little in areas where it is thin and when there is high heat and humidity to prevent lawn burn. They still have mowed with in contractual obligations There process has caused those said bare/thin areas to look better and they are starting to re-grow.

Respectfully Submitted,

Michael J McKinnon

Property Manager LCV

## Recommendations of the Communications Committee for Buildium Procedures

### Maintenance Tasks (rev 2, July 8, 2024)

#### Executive Summary

1. All requests for HOA Maintenance, general inquiries or board directed assignments will be entered into Buildium as a "Task." These will be either automatically created by Buildium or manually entered by the Buildium moderator or Property Manager (PM).
  2. Tasks for **Maintenance work** will be assigned to the PM with an initial **Due Date** of 3 business days by which the PM will review and make an initial response to the owner. If further action is needed due date will be determined by the PM but can be modified by action of the board if deemed unreasonable.
  3. If HOA WORK will be needed, a Buildium "**Work Order**" to track and invoice the expense will be started. All expenses for work done pursuant to a task will be tracked and paid via a work order. If work is expected to cost more than \$2000, a contract will be required. See Contract Guidelines previously approved.
  4. PM will process the work order up to the point of completion and receipt of invoice. Bookkeeper will enter and pay the invoice subject to the usual verification step.
  5. All Responses to Tasks will be **made** by "**Updating**" the Task in Buildium. All **Updates** to Tasks, including changes in Status must include a message of explanation or, if derived from homeowner requests, the actual response to the homeowner.
  6. Any Tasks (Inquiries) received that are for matters not related to a maintenance issue may be **answered** by the moderator or bookkeeper (if just repeating existing policy or regulations).
  7. Website form for Maintenance Requests will be **closed** on March 1, 2024.
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## Procedure Details

Updated 7/8/24

1. An ITC Member will act as moderator for Buildium under the direction of the ITC Board Liaison.
2. All requests for HOA Maintenance or general inquiries will be entered into Buildium as a "Task."  
These can come in a variety of ways.
  - a. Directly from an owner's Resident Portal which automatically creates a task
  - b. Website Work Request Form (disabled as of 4/1/24)
  - c. Website Contact US form
  - d. Emails to the CC or PM
  - e. Texts to the new Buildium number
  - f. Texts to the PM directly
  - g. Items listed in meeting minutes that require follow up
3. Those that are not created automatically will be **manually entered** by the ITC moderator or PM by copying the email, form language or text into the Task description.
  - a. Submitter will be urged to use Buildium in the future for these types of requests ~~and~~
  - b. Maintenance items observed or sent to the PM, or a Board member should be entered as a "**Resident Request**" if at an owners location. It should only be entered as a "To Do" if remote from any homeowners.
4. Tasks for Maintenance work will be **assigned** to the PM with an initial **Due Date** of 3 business days from the date created. This date represents the latest date by which the PM will review the request (in the field if needed) and make an initial response to the owner. (This date may need to be shorter depending on the type of maintenance.) Depending on circumstances PM will then:
  - a. If only a response from the PM is needed,
    - i. **Update** the task and **insert** the response in the **Memo** field.
    - ii. **Change** the status to **Closed**.
    - iii. **Check the box to Share** with the owner and the board. Otherwise,
  - b. If further action is needed, **enter** a due date. Due date will be determined by the PM but can be modified by action of the board if deemed unreasonable. This will ensure all tasks are completed in a timely manner.
  - c. **Assign** any collaborators needed. If task is landscape related, assign the landscape committee as collaborator.
  - d. **Change** the Status to **In Progress**.
  - e. If no HOA work is needed, PM will continue with any actions needed which may include obtaining recommendations or approvals from others, or other steps as determined by the PM. Once completed, PM will **follow** step 4 a. above.
  - f. **If HOA WORK will be needed**, immediately **begin** a Buildium "**Work Order**" from the Task to track and invoice the expense. *Note: If estimated cost per location will exceed PM's approval authority, or total cost will be more than \$2000 (requires contract) refer to the Board at the next regular meeting to obtain the required pre-authorization before starting a work order. In this case, Update the task and enter an appropriate note.*
    - i. **Select All Tasks** from the Task menu
    - ii. **Select** the required Task
    - iii. **Click** on the **Work Order** tab and choose **Add Work Order**

- iv. Select a *Vendor* from the drop down list. If not known at this time, select the PM and revise once actual Vendor is known.
  - v. In *Work to be Performed* enter the specifications for the contractor unless there is a separate contract in place. **Be as specific as possible and include the address or location.**
  - vi. If the price is known, select the appropriate *account* from the drop down list. Enter brief *description* of work and enter the *price*.
  - vii. If the Price is not yet known or is zero, leave account field **blank**
  - viii. Add any appropriate *attachments* such as photos, if available.
  - ix. Add any *Vendor notes* needed.
  - x. If ready to be issued, check the boxes to "*Email the order to vendor*" and *email to the board*, and click *Save Work Order*. The Work Order will be emailed to the Vendor & board.
  - xi. If not ready, Click *Save Work Order*. Edit work order when further information is known, check the boxes to "*Email the order to vendor*" and *email to the board*, and click *Save Work Order*. The Work Order will be emailed to the Vendor & board.
  - xii. When the work has been completed, invoice **must** be sent to BK. (if it is received by PM, invoice should be scanned and sent to BK.)
- g. **BK will**
- i. Edit the work order and add the invoice as an *attachment*.
  - ii. Click on *Enter Bill* and verify accounting information is correct.
  - iii. *re-attach* the invoice to the bill as it does not transfer from the work order. If prompted to enter approvals, click "*I'll do this later*."
  - iv. **Notify** PM that a bill needs verification.
- h. **PM will verify** information is accurate, **Update** the task to add a note such as "OK to Pay" and change status to "*Completed*" (This is the verification step in our approval process)
5. BK will **check** for the presence of "Completed" bills once daily by clicking *Accounting > Bills*.
- a. If bill is less than \$500,
    - i. no additional authorizations should be needed. (Bookkeeper should confirm in light of current approval policy.)
    - ii. BK will click *Add Approval > Add Approver* and select the *Treasurer* in order to obtain final approval to pay the bill (In accordance with our by-laws, Treasurer pays all bills .)
    - iii. Treasurer will receive an email that a bill requires approval and will log into Buildium to record approval to pay the bill.
    - iv. If approvals are satisfactory, bookkeeper will click *Make a payment* and pay the bill.
    - v. If approvals are not satisfactory, bookkeeper will follow steps in b. below.
  - b. If invoice is more than \$500 or authorizations are not satisfactory, authorizations will be needed.
    - i. If work has been preauthorized, **verify** by locating same in meeting minutes.
      - 1. BK will click *Add Approval > Record Approval > Add Approver*

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2. From the drop down, **select** a board member. This will need to be done to **select all board members who voted to approve**. [May be possible to select "Board" instead of individual members]
  3. In the **Note** field, add the date of approval (meeting date). Then click **Save**.
  4. If Treasurer has voted above to approve the bill then Click **Make a Payment** and **pay** the Bill. If not, follow process above at 5. a. ii.
- ii. If work has not been preauthorized,
1. BK will click **Add Approval > Request Approval > Add Approver** and do **either option a or b below**:
    - a. From the drop down, BK will **select the Treasurer and the Secretary**.
      - i. Emails will automatically be sent to both notifying them they have a bill to approve.
      - ii. **Secretary will, if it is at least 5 days before the next regular board meeting, add same to the agenda and/or present the bill at the meeting for majority approval.**
      - iii. If approved at the meeting **Secretary will log into Buildium and record the approval by entering a note of the meeting date and vote result in the space provided.**
      - iv. **Treasurer will review bill for completeness and accounting and, if approved, will log into Buildium and record the approval to pay in the space provided. OR**
    - b. From the drop down, BK will **select each board member**. This will need to be done 7 times to select all board members. **This should only be done in cases where, in the opinion of the BK, the payment cannot wait until the next board meeting.**
      - i. Emails will automatically be sent to all approvers notifying them they have a bill to approve.
      - ii. Approver will click the link in the email and log into their Buildium account to review and act on the approval request. Space is provided to add a note with their vote.
      - iii. Since this approval is being done without a meeting, **all board members must register approval for the payment to be permitted.** (this takes the place of a written resolution requiring unanimous signatures)
      - iv. If all board members approve, the BK will click **Make a Payment** and pay the bill.
      - v. If any board member **disapproves, or doesn't reply**, payment of the bill is **blocked**.
      - vi. BK will refer the bill to Treasurer at least 5 days prior to the next meeting to request approval from a majority by following 1 a. option immediately above.

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1. Once approvals are received, follow step 5. b, i, 1-4 above to pay the bill.
  2. BK will go to the work order and in the Approval box, all board members should be listed. Those who did not approve will need to be deleted from the list by clicking the 3 dots on the right and choosing "Cancel" and then "Yes, Cancel."
  2. Once bill has been paid (in accounts payable) BK will **Update** the Task, **change** the Status to **Closed** and **enter** a note with the payment information. (Date pd, check #, ACH, et.) This update should be **shared** with the board only.
  6. All Responses to Tasks will be **made** by "**Updating**" the Task in Buildium. All **Updates** to Tasks, including changes in Status must include a message of explanation or, if derived from homeowner requests, the actual response to the homeowner. These should be **Shared with the Resident** and the **Board** by **checking** the appropriate boxes. (Board will need to decide whether they want to receive copies of the updates).
  7. Any Tasks (Inquiries) received that are for matters not related to a maintenance issue may be **answered** by the moderator (if just repeating existing policy or regulations) or **assigned** to the CC Board liaison for presentation to the board.
  8. Those tasks that do not come through the Owners Portal will require an email (template has been created for this) to be **sent** along with any response made through the task **Update**, **giving** instructions on how the owner can reply so that their reply is also captured. Since this is unfortunately not automatic, the moderator will **send** this email and manually **enter** any replies received into the task. As more owners set up their portals, these instances should decrease.