

TURNBERRY



VILLAGE

2021 ANNUAL MEETING

# WELCOME



- Call to Order
  - Proposed motion: “I move that the meeting be called to order.”
- Determination of Quorum
  - A quorum of 35% of co-owners either in person or by proxy (32 co-owners out of 90 units)
- Review agenda and virtual meeting format

# AGENDA



- Welcome and Call to Order
- Determination of Quorum (35%)
- Introductions: Board, Management, New Owners
- Approval of Minutes
- Reports: Recap, Treasurer, Manager, Poll Results, Looking Ahead
- Election
- Announcements: Food Trucks, Vent Cleaning
- Open Discussion
- Adjournment

***Please hold your comments and questions for the open discussion at the end of the meeting.***

# INTRODUCTIONS



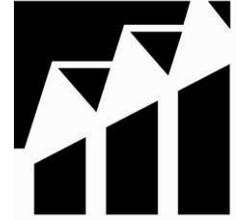
# INTRODUCTIONS: **BOARD OF DIRECTORS**



- **Katie Fogleboch, *President***  
Graphic Designer, co-owner since 2014
- **Janette Hyde, *Vice President***  
*Retired Principal Financial Analyst*, co-owner since 2014
- **Lori Rowe, *Secretary***  
Registered Nurse, co-owner since 2008
- **Sean Messenger, *Treasurer***  
Software Engineer, co-owner since 2015
- **Jessica Gardon-Rose, *Director*** (*resigned, February 2021*)  
MBA, co-owner since 2019

INTRODUCTIONS:

# HERRIMAN & ASSOCIATES



- **Dan Herriman, *Community Association Manager***
  - Herriman & Associates, Inc.
  
- **Janet Wolak**
  - Herriman & Associates, Inc.

# INTRODUCTIONS: **NEW OWNERS**



Are there any new owners since the last annual meeting?

- Please introduce yourself
- Welcome to the community!

# APPROVAL OF MINUTES



## Proposed Motion:

- “ I move to approve the minutes of the 2020 annual meeting as published.”

# REPORTS



# REPORTS: **2020 RECAP**



- **Tough start to the year** for lawncare and other services due to pandemic. Also resulted in change of designated manager at Herriman.
- **3-year paint cycle began**; buildings 1-5 completed; includes replacement of wood as needed; new vendor U&S selected because of price and recommendation
- **No roof work needed** (completed 2019); under warranty
- **No concrete work completed** due to pandemic and vendor issues. Quotes have been provided by current vendor (Armstrong) and competitors for 2021 work.

## REPORTS: 2020 RECAP (cont'd)



- **Roads** — repair w/crackfill completed in Fall, including Ailsa Craig service drives
- **HOA fee** — raised \$5/mo to keep up with costs. Expect this to keep up with inflation year-to-year (2.5% - 3%)
- **Gardens** — New Owner-Tended Gardens Policy draft proposal was written and distributed for feedback - still in draft
- **Newsletters** — distributed Spring, Summer, and Fall

## REPORTS: 2020 RECAP (cont'd)



- **New Reserve Study** — bids reviewed and vendor selected
- **Tree Report** — Expert reviewed property and issued report for maintenance and care (available on [myturnberry.com](http://myturnberry.com))
- **Bylaws** — Received quote for rewriting bylaws to bring them current; not budgeted yet.

# REPORTS: 2020 RECAP (cont'd)



- **Landscaping**

- Executive Property continued 2nd year as vendor; communication issues and lack of response to requests for improvement in service were issues (details later)
- Removed dead tree, turf restoration in two areas (to be redone)
- No mulch application (2020 off year - every two years)
- The irrigation system and sprinklers were in working order

- **Snow Removal**

- Executive Property continued 2nd year as vendor. Communication issues and lack of response to requests for improvement in service were issues.

# REPORTS: 2020 RECAP (cont'd)



## Landscaping Vendor Details

- 2019- Executive Property was previously selected as new vendor based on affordability and personal recommendation
- Same vendor for lawn and snow intended to create cost savings and accountability
- Service quality declined in 2020; vendor unresponsive
- Fall 2020 - New bids gathered; Board reviewed costs, interviewed top three vendors; gathered referrals
- April 2021 - Completed walkthrough and awarded contract to new vendor: Vitale's Landscape Services
- Snow removal contract TBD until ~August

REPORTS:

# TREASURER'S REPORT



- Largest near-term expenses are concrete work
- Prioritizing avoiding large dues increases
- Prioritizing avoiding special dues assessments
- Challenge: lots to do, not enough money
- Switched lawncare provider
- Monthly dues increase to cover inflation (+\$5/mo)

## REPORTS: TREASURER (cont'd)



- Long range reserves planning
- Avoid future assessments
- Spending plan based on 2017 reserve study through this year, will be shifting to align with the more current 2021 reserve study and co-owner feedback for now through 2022 and onward
  - More attention and money on lawncare
  - More attention and money on maintenance

# REPORTS: TREASURER (cont'd)



- **Internal Controls:**
  - Monthly review of all financial reports
  - Monthly review of supporting documentation
  - Multiple signers on reserves accounts
  - Annual review by independent CPA



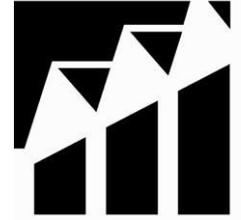
REPORTS:  
**MANAGER'S REPORT**



**Our Mission Statement:**

To provide excellent service to our communities and a rewarding environment for our employees.

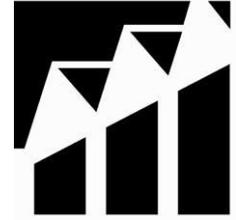
## REPORTS: MANAGER (cont'd)



Our services are designed to assist condominium co-owners in:

- Protecting their investment
- Maintaining a pleasant community
- Keeping administrative work to a minimum

## REPORTS: MANAGER (cont'd)



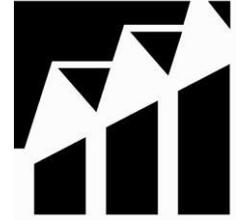
### **Communications**

You may access service forms through the Herriman website: [www.herriman.net](http://www.herriman.net)

- Maintenance Request
- Modification Request
- Emergency Information
- Temporary Change of Address
- Change to Designated Voter Information
- Status Letter (for resale)

***\*\*New website live in May.\*\****

## REPORTS: MANAGER (cont'd)



### **Communications channels:**

- Telephone — 734-459-5440
- Fax — 734-459-0690
- Email — [info@herriman.net](mailto:info@herriman.net)
- U.S. Mail — 41486 Wilcox Road, Suite 1  
Plymouth, MI 48170-3104
- Website: [www.herriman.net](http://www.herriman.net)

Correspondence received and generated is copied to each board member.

***Make sure Herriman has your email address on file to receive email notifications and newsletters.***

REPORTS:

# 2021 PRIORITIES POLL



## RESULTS — TOP 3 PRIORITIES:

1. **Landscaping** (Lawn care, trees, shrubs, etc.)
  2. **Maintenance** (response, quality, or completion)
  3. **Concrete** (sidewalks and driveways)
- 
4. (Tie) Snow Removal / Communications
  5. (Tie) Owner-Tended Garden Policy / Outdoor Lighting
  6. Masonry

# REPORTS: 2021 PRIORITIES POLL

## **SAMPLE FEEDBACK**



### **RE: Landscaping**

“Landscaping has been hit or miss for the past few years. We all expect to have the lawn mowed well at the very least. “

“The lawn in our area is over watered and most of the lawn is in really poor shape with much of it just soil without grass. The mowers are trying to do their job so fast that they are tearing up the grass with the lawnmower tires.”

“Many of the trees and shrubs look terrible. Particularly, these small pine bushes planted by the garage doors... Please remove them. The aesthetic of the community is important value for owners and should be a priority...”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Maintenance**

“Maintaining the property is always top priority whether it is masonry or concrete or landscaping. Everything else is actually secondary.”

“Anything having to do with the actual structure and safety of the complex is most important to us. Getting responses from the management company regarding lawn/snow removal will assist in assuring things are being handled.”

“My garage lightbulb (and others) has been out since...August. I certainly hate to contact maintenance for such a small thing. I would think that the Association would make a point to check such things on a regular basis? This is the same for other maintenance issues such as a leaking drainpipe which causes flooding near my front walkway.”

“I put in a maintenance request to get my exterior garage light replaced but it has not been replaced and seems really dark entering my condo.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Concrete**

“Nice upgraded concrete drives and sidewalks are critical to maintaining curb appeal of TVC and should be prioritized.”

“...the curbs are in terrible condition.”

“Masonry and cement work are safety critical repairs especially with many older tenants.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Snow Removal**

“The snow removal operations did not perform well as we expected this year. Especially, many co-owners need to go to work on the weekdays. This condition made the streets unsafe for co-owners to drive.”

“While we thought the snow removal was done very well, the amount of salt used is concerning. I would ask that the board consider that the salt used be eco-friendly if it is not already. “

“This has been a very snowy year and it is difficult and sometimes dangerous trying to get around.”

“Landscaping and snow removal are at the top of my list because it's difficult to maneuver around here in the winter without proper snow removal.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Management/Board Communication**

“During 2020, I had some communication issues with the property management ...”

“...the Board has historically been defensive, reclusive, and at times open hostile; their decisions are far from transparent. Communication from them is nonexistent, their identities are not made public, and they seems uninterested in communicating with the community. Perhaps this is not the case...”

“Most visible and pointed topic that has come up at the past 3 annual meetings.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## RE: Gardens

“My biggest concern is while I truly appreciate the landscaping (part of the reason we wanted a condo) there are some elements to my front garden I would like to not have disturbed or cut ... I am unsure the best course of action as I do not necessarily want an "owner tended garden" but if it were to save my plants.”

“...pulled out carrots thinking they were weeds and walked over bean plants. Walk through flower beds... Drop mulch over baby plants... I do not want to trim and shape trees but will take care of own yard. The last 3-4 times my shrubs, bushes and trees were trimmed it was with a buzz saw and no mercy given on the shape needed...”

“I don't like owner-tended gardens because some of the gardens look unkempt.”

“The new policy as written is overly restrictive and in some cases arbitrary...”

“I have an existing modified garden and would like approval to continue maintaining.”

“Who replenishes the non owner tended gardens and is there a set of plants to choose from?”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Lighting**

“I put in a maintenance request to get my exterior garage light replaced but it has not been replaced and seems really dark entering my condo.”

“While exterior lighting could use an upgrade, more importantly would be to replace/repair lighting that is out. Leaving it up to tenants just does not work and there is an inconsistency in the types of bulbs used across the entire village.”

“Lighting is another major concern with many of the outdoor lighting not working or light bulbs out its very dark when walking the dog or coming home late. Also, you can't really see the building addresses when your in a car.”

“I think some exterior lighting with motion sensors can be added on the ends of the buildings for safety and visibility.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Signs**

“Enjoy reading as walking along, gives some personality to brick and mortar all look alike... I like the signs but have heard from many others, its a bad idea. Most folks don't want to hear or see them bad vibes.”

“I like to see occasional garden decor but I do not appreciate signs with messages. I think it creates a visual clutter and less of a unified community. I think the bylaws are sufficient “

## **RE: Other**

“I would love to see more/improved decorative, low-maintenance plantings along the Ailsa Craig sidewalk area.”

“Fixes are done to the crack [in the road], but I was wondering if there can be fixes to the ditches that are developing.”

# REPORTS: 2021 PRIORITIES POLL SAMPLE FEEDBACK (cont'd)



## **RE: Paint Color**

“...can we bring up the colors of our units? I know we've been with tan/beige/whatever for a long time, but a refresh of color would do our community nicely and maybe make the condos look more updated than the 90s. Only a suggestion.”

“...has anyone considered adding some color to the buildings? During painting couldn't we do something other than beige? I'm not suggesting the multi-colors that Pittsfield Village has but some color would be nice.”

# REPORTS: **LOOKING AHEAD**



## **2021 Reserve Study**

Our previous reserve study was completed in 2017. Studies should be updated every 4-5 years.

A reserve study provides:

- full professional site review, with comments
- projection of required financial expenditures over 20 yrs
- recommended condo owner's fees needed to finance future capital expenses
- prioritized plan for improvements within the community

## REPORTS: LOOKING AHEAD cont'd



### **2021 Reserve Study - Draft Review Takeaways:**

- The current contribution to the reserve fund appears to be sufficient
- Therefore our fees are sufficient, if we keep up with inflation: no additional assessments or large increases required
- Reconsider approach to concrete repair: repair and patch, not replace full drives/walks
- Focus on brickwork in '21-'22
- Excellent service provided for painting and wood trim

## REPORTS: LOOKING AHEAD cont'd



### **2021 projects include:**

- **Painting** — Buildings #6-10 in Summer (#11-13 next)
- **Concrete** — repairs to trip hazards & high priorities
- **Masonry** — repairs as needed
- **Roads** — Repairs & maintenance as needed
- **Lawncare** — new vendor, focus on turf restoration
- **Trees** — removals, deadwood, treatment, replacements (based on professional report)
- **Lights** — Select new exterior light options, for vote and replacement in 2022, as budget allows

## REPORTS: LOOKING AHEAD cont'd



- **FHA re-certification** to be completed
- **Policies** — Continue to review and update policies; make available online as they are approved
- **Events?** — In addition to the Turnberry food trucks (May and June!) we're looking for volunteers to coordinate community events, e.g. flower bed planting, park cleanup, ice cream social, coffee and donuts or hot dogs and chips, etc.

# **ELECTION**

## **BOARD OF DIRECTORS**



# ELECTION: **BOARD OF DIRECTORS**



- Board of Directors:
  - Made up of 5 members (one vacant seat currently)
  - 3 terms are currently up + 1 vacant seat
  - Terms of office – 2 years, except the vacant seat is only the second of 2 years
  - Requires commitment of several hours per month; monthly meeting 90-120 minutes; email
  - Officer assignments are appointed by board members

# ELECTION: **BOARD OF DIRECTORS**



Four positions are up for election.

There are three candidates:

- Katie Fogleboch
- Sean Messenger
- Lori Rowe

# ELECTION: **VOTING**



- In order to achieve the meeting quorum requirement of 35%, we need 32 votes, either by written ballot or by acclamation during the meeting, if we achieve the quorum requirement during the meeting.
- \_\_ owners submitted ballots in advance of the meeting. Thank you.
- We have a total of \_\_ units represented by participation in the meeting.
- **Because there is no contest, let's proceed to elect the candidates by acclamation.**

# ELECTION: **VOTING**



The Chair will entertain a motion:

I move that Katie Fogleboch, Sean Messenger and Lori Rowe shall each be elected to a two-year term as Directors of Turnberry Village Association, by acclamation.

Moved by:

Seconded by:

All in favor, signify by saying “Aye”

Opposed, signify by saying “Nay”

# ANNOUNCEMENTS



# REMINDER: MYTURNBERRY.com



**Our website is maintained by the board and has been updated periodically to further our goal of ongoing communication.**

## **The site includes:**

- Announcements & Tips
- Herriman Contact info
- Downloadable forms or links to forms
- Bylaws & Policy documents
- Please use form on website to request any *additional* information to be added



# ANNOUNCEMENT: **FOOD TRUCKS AT THE PARK!**



Dyan Ali in the Turnberry Neighborhood has arranged for more food trucks!

- **Friday, May 7th**, 4:30-7pm  
Ruckus Taco Truck
- **Friday, June 11**, 4:30-7pm  
Detroit BBQ  
(+ possibly a Kona Ice Truck)

*More information on the A2 Turnberry Neighborhood Facebook group.*

# SPECIAL OFFER: **DRYER VENT CLEANING**



Clean & Green provided vent cleaning last year.

**If we can get at least 10 units signed up the cost will be \$50 per unit.**

If you would like to sign up this year please go to [myturnberry.com/vents](https://myturnberry.com/vents) and fill out the form.

**Sign up by June 30, 2021.**

Service may be scheduled for July or August.

# OPEN DISCUSSION



# OPEN DISCUSSION



- Please raise your hand to speak, send a chat, or use a hand “reaction” in Zoom
- Please identify yourself by name and unit/address, for the meeting minutes and followup
- Some questions may not be answered tonight if they require research, however they will be answered in later communications
- So that everyone has opportunity to speak, ***please limit your remarks to 3 minutes***

# OPEN DISCUSSION



If you did not get a turn to speak, or prefer to comment privately, you can contact Herriman through their website or by phone

If you need to contact the board directly, you can email **[board@myturnberry.com](mailto:board@myturnberry.com)**

# Adjournment



- Proposed motion: “I move that the meeting be adjourned.”
- Motion to be seconded.

Thank you for participating in the  
governance of our community!

