

**SNEE FARM COMMUNITY FOUNDATION**  
Board of Directors Monthly Meeting  
January 21, 2020 – Snee Farm Country Club – 6:00 pm

**MEETING MINUTES**

**President Hurst called the meeting to order at 6:00 pm.**

**Board members present:** TJ DelDuca, Mario Rasgo, Jeremy Burnham, Adrian Cain, Steve Hurst, Jenny Hilton, Jonathan Wilbourne, Jodi Daniels, Kathi Pogorzelski

**Minutes approved:** December Monthly Meeting Minutes approved electronically.

**Invited guest:** Sue Shunk, Property Manager, Community Association Management Services

**Property Manager Report: Sue Shunk, CAMS**

- 1) Violations for the month of December:
    - 84 closed
    - 1 trash violation received a fine
    - 32 Courtesy Letters (1<sup>st</sup> notification)
      - 26 were for trash violations
    - 6 Warning Letters (2<sup>nd</sup> notification)
  
  - 2) Annual Assessment Billing:
    - a. The bills were sent out late due to mailing and system issues.
    - b. Payment issues:
      - i. Some payments have been returned to homeowners.
      - ii. Union Bank is having two problems in receiving the payments, but they are working to get this corrected.
        1. The USPS bar code was wrong on some of the mailings and these were returned to the homeowners
        2. The payment had been received, but the process that sends CAMS the information has failed.
  
  - 3) Billing Questions and Recommended Payment Methods:
    - a. Payments cannot be taken over the phone
    - b. An e-check is recommended for fastest recording of payment.
    - c. It is taking 10-15 days for checks to clear.
- If a homeowner's check has been returned in the mail, please re-send the payment and notify Sue Shunk at [sshunk@camsmgmt.com](mailto:sshunk@camsmgmt.com).

- If a homeowner's check has cleared, but the account still shows money owed, please give CAMS until the end of January to correct the issue.
- 4) All homeowners can log into the website to see their statements and the amount due.
    - a. Go to sneefarmcf.com - Directory heading, Association Management page
    - b. ***If you have trouble creating a new login, call CAMS at 1-888-898-4406.***
      - i. A voicemail left before 5 pm will be returned the same day.

### **President's Report: Steve Hurst**

Happy New Year! I hope everyone had a wonderful holiday season. I trust you are as excited about the enhancement project as I am. With the conclusion of the Stormwater Project and the anticipated completion of our enhancement work, 2020 should see a much improved and less disrupted community.

On January 4<sup>th</sup>, a motorist ran into one of the brick columns at the main entrance. I obtained the police report, got an estimate for repair work, and have corresponded with the insurance company. They have agreed to the estimated amount. We are expecting a check soon.

Gobi lawsuit – We expect this to go to trial in February.

Street Sign replacements are scheduled to begin in May, at the earliest, and will likely not include streets adjacent to Whipple Road. They may fall into a different zone for a later date.

In the previous months, the Board has discussed and elected to address the following in 2020:

- 1) Begin the process of amending the ADAR
- 2) Digitize records that need to be retained and destroy those that do not
- 3) Update our reserve study when the Landscape and Sign Project is complete
- 4) Explore a commercial rental option for holiday decorations

### **Security: Jonathan Wilbourne**

The Mount Pleasant Police reports do not show any incidents in Snee Farm since the last meeting; however, there appear to be police reports missing from the website archive from December.

There have been incidents reported on social media that include:

- 1) Destruction of property
- 2) Mail tampering
- 3) Someone going through unlocked cars – *Please remember to lock your cars.*
- 4) Kids mounting motors on bikes - Please notify the MPPD for guidance.

### **Finance: Adrian Cain**

- 1) The November and December Financial Statements were provided
  - a. Three major payments occurred in December that were associated with the Capital Landscape Project
  - b. We will work to close the 2019 financials by the February Board meeting.
- 2) The HOA has continued to experience issues related to our Management Company, CAMS. Adrian read into the minutes a letter sent to Sue Shunk addressing the two-week delay that occurred in sending the annual assessment letters.

Good afternoon Sue,

Thanks you for taking the time to connect last week and I wanted to follow up in writing to express my concern and frustration with how the annual billing was handled this year. In preparation for our annual billing, we had numerous conversations in person and through email, to confirm the timeline associated with our goals and expectations.

Despite clearly outlining these expectations, the billing went out two weeks late. As a result, we have had a number of homeowners rightly express concern with the turnaround time given to meet the stated January 31 due date. While we will provide sufficient flexibility to our homeowners, I am deeply concerned about this violation of our on-going relationship with your management company.

I appreciated your candor during our conversation. Upon learning that the decision was made by CAMS to internally process the mailing, instead of contracting with a vendor as had been done in the past, I am further deeply concerned about the judgement and ability of CAMS to meet its contractual obligation to provide impeccable customer service to our residents.

Thank you for working through this situation and I look forward to discussing further. I ask that you respond with extra care in the coming weeks to our homeowners and to any questions or concerns that may arise. I will bring this up for further discussion during our Board meeting this evening.

Please let me know if you have any questions.

Adrian

- 3) Adrian also addressed the confusion created by recent collection letters that were sent to homeowners with little identification. These letters created confusion among our homeowners and are unacceptable. The letter will be submitted into the minutes.

MEMO

TO: Sue Shunk

FROM: Adrian Cain, Treasurer Snee Farm Community Foundation

DATE: January 26, 2020

SUBJECT: Union Bank Issues and Collection Letter Concern

Dear Sue,

I am writing in follow-up to the Snee Farm Community Foundation's Board meeting on January 21 to address the on-going concern with Union Bank and the collection letters sent to our homeowners for outstanding fees.

- 1) I was surprised and disappointed to learn about the delay in posting annual assessments with Union Bank. Since learning about this delay, we have begun hearing from concerned homeowners regarding their payments. I am not sure how, in this modern banking era, that posting and clearing problems occur without swift corrections. I am also disturbed that the Board just learned about this issue at the Board meeting.

The Board considers this a serious issue and one that further exemplifies the on-going challenges with CAMS. In follow-up to our conversation, I have a few specific requests for increased communication in the coming weeks. Please take swift action on:

- a) Provide a full and detailed explanation of Union Bank's challenges and a detailed plan of action to correct the issue.
  - b) Send a list of homeowners that have sent payment as of Friday January 24.
  - c) Provide a weekly status report list of payments received.
- 2) We have received numerous concerns and complaints regarding the collection letters that we sent to collect on outstanding fines. After seeing these letters, I was surprised by the lack of clear identification and background. It is not surprising that these letters caused confusion. Moving forward, I expect all letters to include both the CAMS logo and clear identification that this is being sent on behalf of the Snee Farm Community Foundation.

Please let me know if you have any questions, and we appreciate your commitment to ensure this issue is promptly corrected.

Thank you,  
Adrian  
Treasurer, Snee Farm Community Foundation

CC: Snee Farm Community Foundation Board, Finance Committee,  
Lance Govang

- 4) Sue also reported a new issue related to Union Bank with the timeline that it is taking for homeowners' payments to clear the bank and be posted to CAMS records.  
(See **Property Manager Report**.)

Letter from Union Bank:

Dear Homeowners,

Union Bank is experiencing lockbox processing delays for mailed paper and bill pay checks as a result of a significant increase in work volume and unforeseen equipment outages. This has hindered our ability to process some homeowner assessment payments in a timely manner.

The Homeowner Association Services team has taken several steps to help resolve this issue and to prevent future delays. We are operating with extended hours and have added to staff to help process payments. Going forward, Union Bank will seek to process all items received with remittance documents (coupons) on the day of receipt. Items received without coupons will be processed within three days of receipt or returned if we are unable to process.

Additionally, during the first part of 2020 we will be launching a project to work with the bill pay service providers to convert more paper bill payment checks to electronic payments for straight-through, immediate processing. Union Bank will also be adding new, higher speed processing equipment during the second half of the year.

Union Bank prides itself on providing high quality services to the HOA community and we are working hard to return to normal levels operational excellence. We want to assure you this delay is in no way the responsibility of your management company and we hope it will not impact your confidence level in them. We want to sincerely apologize for any inconvenience this may have caused and thank you for your patience.

Regards,

Kimberly Siebler  
Managing Director and HOA Services Division Manager

- 5) If effected by the Union Bank issue, please see **Property Manager Report** for suggested steps to follow.

*Question: What interest rate are we earning on our bank accounts?*

Adrian Cain / Michael Hagedorn:

- A low interest rate due to our money being in money market accounts.
- We chose not to move one of the accounts since the Landscape and Signage Project would be paid from this account.
- A Board cannot use online banking. They must use a commercial bank, which results in a lower available interest rate.

**Motion to extend payment period:**

Due to the Annual Assessment letters being sent out late, Adrian made a motion to allow an additional 30 days to pay for homeowners who have contacted us. Seconded and passed unanimously.

**Maintenance: Jonathan Wilbourne**

Whipple Road fence:

The 4 gates on the Whipple Road perimeter fence need maintenance. I have met with two fence companies to get quotes for repair and replacement of the gates. I will be seeking a third estimate and discussing the options provided by the vendors with the rest of the Board.

Gazebo:

There has been some concern expressed that the gazebo needs pressure washing, painting and some minor repairs. This project will be addressed, once the expense of the Whipple Rd. gates has been determined.

**Landscape: Kathi Pogorzelski**

New Leaf Tree Service recently completed trimming and pruning of the trees in all the common areas.

Bidding will begin for the landscape maintenance contract in the next few months after the Landscape Project has been completed. This will allow vendors to accurately bid on the extent of work needed to maintain the new plant materials.

*Question: Is Plantation Circle (off the main entrance) included in the Landscape Project?*

Steve: Yes. The orange fencing will be removed as the landscaping is completed over the next 2-3 weeks.

*Question: Can the trees blocking the light from the lamp posts be trimmed?*

Steve: This work can be bid with the second half of 2020 tree work, budget permitting.

*Question: Can the varying brightness of the lamp post bulbs be addressed?*

Ed Hutson: Yes, you can call Dominion Energy, tell them the location of the lamp post and ask that they change the wattage. When Snee Farm was developed, there was a 1:6 ratio, one lamp post for every six houses.

*Question: Is lighting part of the Landscape and Signage Project?*

Steve: Yes, lighting is a major part of this project. The subcontractor doing the lighting is working with the Landscape Architect

**Restrictions: TJ DeDuca**

134 Violations in December, with 80% driven by trash bins out on the wrong day or too early.

An email blast was sent out on January 21 with updated criteria for community restrictions. Please see the email blast for clarification of the following:

- Trash/Debris/Recycling
- Children's Larger Toys and Sporting Equipment
- Residence LLC's
- Mailboxes
- Boats and Trailers
- Overnight Parking
- Parking
- Lawn Maintenance
- Overgrowth of Yard/Shrubbery
- Dead Plants and Larger Limbs
- Maintenance of Home
- Maintenance of Roof/Gutters

Included in this email blast was the explanation of a new initiative in 2020 for promoting home and yard upkeep. Every month one homeowner will win our "**Home of the Month**," rewarding their efforts for investing time and energy to maintain and beautify their home. Homeowners who are in good standing are eligible to win a \$50 gift card. The winner for the month of January will be announced in a few weeks via email blast.

All homeowner accounts were reset January 1<sup>st</sup> for violations, meaning that the first violation of the new year would start with a Warning Letter.

### **Architectural Control: Jeremy Burnham**

- 1) Requests for approval:
  - December – 6 requests
  - January (to date) – 6 requests
  - 4 extra requests not submitted through the website ACC forms
  
- 2) 1127 Daffodil Lane in Snee Farm Gardens
  - a. The lot was sold after the house was lost in a fire.
  - b. Plans for the new home have been approved by the ACC.
  - c. However, the TOMP Planning Department is enforcing a 20-foot setback off the rear of this home, which would put this house in front of all the other homes in Snee Farms Gardens.
    - i. All other homes in SFG currently sit 10 feet off the rear.
    - ii. Jeremy met with the Town Planners on January 15<sup>th</sup>.
      1. The new homeowner will need to apply for a variance.
    - iii. Reasons for enforcing:
      1. Anything over 50% improvement will need to comply with the new setback.

- d. Discussion among Board members and Homeowners present:
  - i. The Board or a letter from the SF attorney will not have any effect on the enforcement of the new setback
  - ii. If the homeowner submits the request for a variance by February 3, this will be on the agenda at the TOMP Council Meeting at the end of February.

*\*\*\* Snee Farm residents may have an impact on the decision by attending this meeting to voice their concerns and/or show support for adherence to the original 10-foot setback for the new house at 1127 Daffodil Lane.*

Jeremy will email the meeting date, time and contact information for TOMP Council Members.

### **Communications: Mario Rasgo**

Our second newsletter was sent out at the beginning of January and was well received. Thanks again to Debra Wilbourne for her help. It is a lot of work to develop the content, acquire and format the graphics/images and layout the final design. I don't think it would be possible without this volunteer help.

Email blasts sent out this last month include the following:

- Recycle Holiday Collection Reminder – This reminded everyone the recycling collection was pushed by one day due to the New Year's Day holiday. A link to the 2020 collection calendar was also included.
  - **Note:** Recycling collection is done by Charleston County and may/may not have the same holidays off as the Town.
- Annual Assessment Notification – The was a notification to residents that the annual assessment mailing package was delayed, but was in the mail and would be arriving soon.
- Garbage/Trash Holiday Collection Reminder – This reminded everyone the garbage/trash collection would be one day later due to the MLK holiday.
  - **Note:** Garbage/Trash collection is done by the Town of Mt. Pleasant and may/may not have the same holidays off as the County.
- "Home of the Month" Promotion – This let residents know we have implemented a new promotion to reward and say thanks for making their homes and properties look great. Homeowners who are in good standing and continue to practice adherence to the ADAR are eligible to receive a \$50 gift card.

You can self-subscribe to receive email blasts using the link on the homepage of the website ([www.sneefarmcf.com](http://www.sneefarmcf.com)). Currently we have 865 subscribers. Of those subscribers, 710 have unique home addresses. This represents approximately 80% of the neighborhood. Links to previous email blasts can be found on the homepage of the website, too.

The website has been updated with this meeting's agenda and last meeting's minutes. Please be aware that our community's website address and the Country Club's website address are very similar:

**Snee Farm community:** [www.SneeFarmCF.com](http://www.SneeFarmCF.com)

**Country Club:** [www.SneeFarmCC.com](http://www.SneeFarmCC.com)

## **UNFINISHED BUSINESS:**

Snee Farm Parkway and Plantation Circle should be substantially completed by the end of this month. This may not include all irrigation and lighting work. Demo of Whipple Road/Indigo Cut is scheduled to begin the week of January 27<sup>th</sup>. Liberty Circle (at Law-Governors-Royalist-Deleisseline) and the Long Point entrances will follow.

Sign work on Indigo Cut is scheduled to begin the week of January 27<sup>th</sup>, pending the completion of demo. Signs at the two entrances off Long Point Road and repair of the column at the main entrance will follow. We hope to see everything completed by the beginning of March.

The following is a reminder of those items which will not be addressed in this project:

- 1) Message boards and covenant signs
- 2) Three bridge areas
- 3) Triangle at Loyalist and Plantation Lanes
- 4) Small hanging sign at Hwy. 17 by main entrance
- 5) Common areas in cul-de-sacs
- 6) Brick pavers at main entrance

The Board is aware these areas need attention, but they are not budgeted in the Landscape and Signage Project. The six items are on the long list.

*Question: Will the TOMP replace the light at Whipple Road and Indigo Cut?*

**Steve:** Ed Hutson will contact Dominion Energy regarding this issue.

*Question: What is the reason for revising the ADAR?*

**Steve:** The ADAR is 20 years old. Several Board members and homeowners would like to study clarifications and updates.

**The meeting was adjourned at 6:58 pm.**

**EXECUTIVE SESSION**

The Board met immediately following the regular meeting to discuss the performance of CAMS, the property management company.

**7:00 to 7:24 pm.**