

Minutes for Plantation Lakes Board Meeting

PL HOA Q4

Tuesday, December 13, 2022

6:00 p.m.

Attendees: Plantation Lakes Board of Directors

Brian Hayden, President

David Steele, Vice President

Mark Turley, Secretary

ICON Management

Michael Fleming, Vice President of Community Management

David Perritt, Vice President of Operations

Duane Brown, Corporate Food & Beverage Director

Plantation Lakes Management

Brian Fedish, General Manager

Joseph C. Fulco, Community Association Manager

HOMEOWNER'S ASSOCIATION MANAGEMENT REPORT

Joseph C. Fulco, CCM, CCE, Community Association Manager

HOMES CLOSED AS OF November 30, 2022

- Total Homes = 1,418
- Total Golf Benefitted Homes = 347
- 71 New Benefitted Members (April –November)
- Currently 11 Additional Golf Benefitted closings scheduled for remainder of Fiscal Year (through March)

Note: November 2022 saw 60 total home closings!

LEGAL/DELINQUENCIES AS OF October 31, 2022

- Plantation Lakes has a number of delinquent accounts totaling \$109,209.11
- 38 of these accounts are over 90 days delinquent with an outstanding balance of \$80,754.71 (all of which are in collections)

- The remaining accounts fall between the 30-60 days late with less than a \$500 balance.

ARCHITECTURAL THROUGH October 31, 2022 (7 Months)

- There have been 194 architectural requests. 163 were approved, 25 more were approved with stipulations and 6 were denied.

VIOLATIONS THROUGH October 31, 2022 (7 Months)

- 188 violations issued, 170 violations resolved, a 90% compliance rate (most common were high grass, mold on homes & overfilled trash totes).

HOMEOWNER'S MANAGEMENT REPORT

- The HOA Office replaced several exterior lights.
- Organized the re-stripping of seven overflow parking lots on Brunswick Lane.
- Power washed the Community Center and Sidewalks.
- Completed an insurance claim for damages incurred on July 1st the settlement was \$9,680.
- Initiated fifteen (15) new violations and satisfactory resolved eight (8) open violations.
- Organized and coordinated annual Halloween Trick or Treat Event.
- Met with Coastal Plant Care to replace 25 dead trees in the Community.
- Worked with our Facilities Maintenance Manager to repair several park benches.
- Replaced two exercise balls in the gym.
- The HOA Office has been collecting shoes for the Girl Scouts.
- Attended the monthly ARC Committee Meeting.
- Provided weekly community inspections.

Q&A

Q: When is phase II now expected to be completed? When is phase III expected to be completed? Is phase four still an option?

A: I need clarification on what these phases are. I don't have a phase 2 or 3 or 4...

Q: A neighbor has indicated that he heard there will be a municipal car wash at the water treatment facility?

A: We are not aware of a car wash that is not to say they won't wash their trucks there, but we don't think there is a full blown car wash.

Q: When is the eta to re-pave Olney way and fix curbs etc. as done on other North Shore streets?

A: Next fall or after the water treatment plant is complete.

Q&A

Q: When will street signs be installed on the North shore?

A: Street signs are installed as phases are completed and turned over to the town.

Q: What is the plan and schedule for the project near the 12th green?

A: That is a well parcel tied to the water treatment plant construction. It will be completed next summer/fall when the treatment plant is complete. The final product will have a six foot white vinyl fence around the parcel.

Q: What is going on behind the retaining wall behind 31178 Olney Way to include the schedule?

A: Conduit for the water treatment plant has been installed behind the retaining wall.

Q: What is the current date for the new North Shore Community Center to officially open?

A: We are planning to open in January of 2023.

Q: When will Wi-Fi be available on the North Shore?

A: Most areas have (Wi-Fi) Mediacom installed and active. New sections are connected as the construction is completed. Wi-Fi is setup through each individual home account. While the Community Center North Shore will have Wi-Fi available for guests visiting the building, in-home Wi-Fi would need to go through your internet provider accordingly.

Q: What is the timeframe for meetings to be held in person and not virtual?

A: At this time, we have no plans to return to in person meetings and they will remain in virtual format.

Q: HOA Fees have been steadily increasing, year after year. Is the issue inflation costs or just about everything increasing?

A: The cost of running the HOA is determined in the budget process. All major contracts are sent out for a competitive bid and based on our actual costs the HOA Fees are determined. Many factors play a role in the increasing fees, which include items like inflation, labor shortages, increasing costs of virtually everything around us, addition of amenities, common ground, etc. Keep in mind that Plantation Lakes has also been operating under deficit funding from our developer so our goal is to be able to operate without any deficit funding which we anticipate occurring in the near future. To put in perspective, without this fiscal year's subsidy from the developer, our "breakeven" HOA fees were projected at \$157.59.

Q&A

Q: How about quality entertainment and food during the summer at the pools?

A: The pool offers several late night swim nights with entertainment and food trucks. This past year we added a dog swim party with food trucks. Offering food service at the pool from the Landing restaurant is not an option that we can offer and make a profit. Residents can however order food from the Landing and bring it to the pool.

Q: There is a problem with cars roaming through our neighborhoods. How about security gates and/or video surveillance and a gate?

A: We cannot offer security gates because the roads are public roads. We have video cameras at the Landing and Communities Centers. We also have a security team that works very closely with the Millsboro Police. Residents can help our security efforts by reporting suspicious activities to the HOA Office and the Millsboro Police Department.

Q: How about just a little more clearing the brush by PL and Betts Pond?

A: This area will be addressed this winter as we have done in the past. Our golf maintenance staff concentrates on areas like this in the off season as part of their ongoing winter project list.

Q: Speeding within Plantation Lakes: We live off Plantation Lakes Boulevard and as soon as people pull into PL, they step on the accelerator, and 25 MPH doesn't require much of your accelerator. There is one speed sign near the entrance, which most People miss. If we could use the mobile speed limit sign, (just past Lumberton Drive) we've used in the past, that would alert most people who are speeding?

A: Plantation Lakes Blvd is now a Town road so the Town would need to agree to do this for it to happen. We can request that they place a speed monitor there, as they have in the past, to deter speeders.

Q: We would like to know when clearly-marked parking spaces and yellow curb markings will be done on streets with single-family homes.

A: Our understanding from the Town is that a traffic study is required and scheduled to be done before the roads can be addressed in the single-family home sections. At this time, we do not have any firm timeline of when the Town plans to complete.

Q: What are the acceptable uses for the HOA Flex Room? I see a lot of activities advertised locally where events are scheduled by individuals that are open to the public. There is even a bingo game being held monthly. Like it or not, bingo is regulated by the state and all games must be filed with the state gaming commission before the games are held. My concern is if the HOA is permitting this event; have you been assured by the state that the HOA is not subject to fines or other sanctions?

A: All events that take place in the Flex Room are required to be hosted by a resident. Some of the sporting activities: Zumba, matter of balance and Yoga have allowed non-residents to participate on a very limited basis provide the class was not completely

Q&A

full. In regards to the bingo night we did check with the Town and our understating is that this is allowed provided that none of the proceeds go to the HOA Office.

Q: Are dog waste receptacles going to be placed in North Shore area soon?

A: The North Shore currently has seven dog waste receptacles. We plan to install more as the construction finishes up.

Q: Can a blurb be placed in the next newsletter explaining where dogs can go to the bathroom?

A: Yes we can do this. Dogs are allowed to use the small common grass strip in front of resident's homes to go to the bathroom provided the owners clean up after them. Dogs are not allowed on private property, which would be a resident's lawn.

Q: What support and assistance may be provided to part-time residents? We certainly agree with paying HOA fees 100%, like all residents. But, we also hope to get assistance, too. This would cover services related to trash disposal, garden maintenance, snow removal, and other emergency services needed.

A: Every resident pays the same HOA fees and receives the same HOA services. If residents reside in the Community on a part-time basis, that is a homeowner's decision and we cannot offer special offerings to that group.

Q: When does the contract for the security company expire and will the residents have a voice/chance to vote for whether or not we want to keep them?

A: The security contract is an annual agreement which was recently renewed. The decision to continue this agreement is a board of director's decision. The HOA Office welcomes feedback on the security team as we will continue to strive to improve this area.

Q: We need block captains...the office staff can only do so much as to keeping up with homes that are not abiding by the covenants?

A: The matter should be discussed in an upcoming Community Cares meeting.

Q: What are the current committees? Who are the points of contact for each committee for joining the committee?

A: The Community has the following standing committees and I have listed the Committee Chairs. Their contact information is also listed on our website:

The ARC CommitteeRichard Wagner

The Seasonal Decorations Committee.....Barbara Dewey

The Garden Club.....Debbie Darr

The Events Committee.....Joyce Neumann

The Community Cares Committee.....Jim Kells

Q&A

Q: How long does the HOA have to respond to questions/requests submitted to them?

A: The HOA Office attempts to respond to resident and guest inquiries in a timely manner. Our goal is to respond to emails and calls on the day that we receive them. Please keep in mind if you call or email after hours or on weekends this would delay our response time.

Q: What are the requirements for Plantation Lakes HOA board membership?

A: Election for the homeowner board representative takes place at the Annual Homeowners Meeting held in March. Currently, your homeowner board representative is Mark Turley who has run uncontested since assuming the position. Those that have interest in serving on the board should contact Community Association Manager, Joe Fulco.

Q: How close are we to the HOA being handed over to the residents?

A: The developer turnover will occur when the community is completely built out. We expect this transition to occur years down the road. The exact date will be based on how long it takes to complete the new home construction and the time to sell all these homes. For more information please refer to Delaware Statute 81-303(c).

Q: How about sponsoring a Halloween Buffet Event that includes PL's own kids Parade at the Club House?

A: Thank you for the suggestion. We will discuss for future consideration.

Q: Is the restaurant profitable yet?

A: At this time, The Landing is not yet profitable.

The average country club restaurant simply does not turn a profit. The restaurant is an amenity for the community, similar to the pool and fitness centers. We do our best to control costs, however in light of continued inflation, poor labor market, increase in costs of goods, etc. these are variables that are out of our control.

The average public restaurant typically does not turn a profit for 3-5 years after opening. The Landing is currently in Year 3 with the first couple coming during a global pandemic. With continued increases in costs of goods mixed with the inflation and staffing challenges, this combination has unfortunately forced many restaurants to close their doors permanently or significantly reduce operating hours and offerings. We tried to maintain our normal operating hours to the best of our ability for your enjoyment during 2022 but unfortunately had to operate under reduced hours/days for several months. While we understand the concerns, we do appreciate the support and remain confident in the direction and future of the landing bar & grille.

Q: Are you using any snow removal money, water, waste, electric, landscape, mowing, cleaning, maintenance services and any other services for the model homes and other

Q&A

newly built homes from the main HOA budget, when it should be from Lennar's budget?

A: No, any property that has not yet been turned over, such as the model homes, do not come from the association's budget and has always been taken care of by the developer.

Q: Would the Board approve having Halloween for the residents only "trick or treating" the last Saturday in October?

A: We will consult with the town to see if such event would be permitted, as each year the town designates specific times children may go trick-or-treating. Currently, we encourage our residents to begin their trick-or-treating at the very start of the town's specified time, which has traditionally started at 6PM. If there are no issues with the town, we will discuss the feasibility of hosting a second trick-or-treating event for residents.

Q: Can the Landing please bring back the Nacho's on the menu?

A: Nachos have been on the happy hour menu all year this year, in addition to adding to our weekly specials that started in October. However, due to low interest in the nachos, we will be replacing the Saturday nacho special with pasta night. Other specials that have moved include, Burger night moving to Wednesdays to coincide with Trivia & Music Bingo while Prime Rib Night is being moved to Thursdays.

Q: Over the past several weeks, we have had "strangers" presumably juvenile, ring doorbells, kick on front doors, egg vehicles etc. During and after sundown hours, within Roanoke and Pembroke. What can be done to have a stronger police presence in the community?

A: Any residents who have concerns or witness this activity should contact the town police.

THIS MEETING ADJOURNED AT 7:00 PM.