

Britton Falls Advisory Committee Meeting February/2017

AC Attendees

Larry Amick
Dan Canan
Lynne Flynn
Jim Miles
Michael Moore
Larry Raasch
Judy Spears

CMS Attendees

Brad Bryant
Lee Clouse
John Doehrman
Cathy Paschen

- I. Call to Order – Jim Miles called the meeting to order.
- II. Adoption of the Agenda
Motion to approve - Lynne Flynn. Seconded – Larry Amick. Approved.
- III. Approval of the Minutes – January 17, 2017 regular meeting.
Motion to approve – Larry Amick. Seconded – Judy Spears. Approved.
- IV. Villa Status (Jim Miles)

Jim Miles reported that the Villa completion appears to be moving along, benefitting from the good weather. Wiring for sound, cameras, security system is ongoing. Pulte has not approved revisions to the Covenants related to the sale of new homes or resales by homeowners. These revisions will alter the contributions to Reserves. Lee Clouse commented that this should be completed soon. Lynne Flynn added that she and her Building subcommittee are working with Dave Compton.

- V. Comments from community on the Villa
None
- VI. Comments
 - A. AC Chair – none
 - B. Property Manager (John Doehrman)
Written report distributed to AC; attached.

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Status of doors and keycards:

- a) A system that will serve both facilities (Chateau and Villa) requires new technology. The system must provide security and accommodate the unique (flexible hours daily) scheduling at the Villa, as well as the more-traditional open-and-closing time presently used for the Chateau.
- b) Current keycard system and process are out of date and can't meet requirements identified. A new system will use *key fobs* (or *cards*), and the transition will require replacing ALL cards currently used for the Chateau.
- c) Working with vendors to find best price. Recently interviewed a company whose price is greater than hoped for; continuing search to find comparable service but lower price.

Annual Pulte Homeowners Meeting:

Reminder – Annual meeting will be *next* Tuesday, at Hamilton Southeastern High School, enter via Door #2. To be recognized on the agenda, homeowners must use a form (available on the web, by earlier email and at this meeting) to submit questions for Pulte prior to meeting.

Discussion from homeowners/audience:

How are Chateau keycards distributed in cases of renters or leases? Lee indicated that the keycard is distributed to the registered resident of the home.

C. Lifestyle Director (Cathy Paschen)

Introduced and welcomed a new staff member:

Cory Major – replacing Chris Dylan; attending today's AC Meeting

Homeowner Orientation and *Welcome Committee* Updates:

Lynn Brewton is the AC's appointee for the Newcomers/Welcome Committee. Cathy reviewed the process for assisting newcomers: New homeowner orientations are presented by two of the Chateau Desk staff members (Betty and Karen). The *Welcome Committee* formerly delivered bags directly to the homes/newcomers. Now this is done as people stop by Cathy's office in the Chateau. A *Welcome Reception* has been added, with good response: groups of newcomers meet, AC members and others participate. Cathy emphasized value of this type of activity and encouraged AC members to participate regularly. Next reception - March 9th.

D. CMS Vice President (Lee Clouse)

Distributed account reports (snapshots) to AC

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Summarized notations.

1 - Britton Falls by Del Webb HOA INC - *Balance Sheet*

2 - Statement of Accounts - *Checking, Deposits and Additions, Checks and Withdrawals, Daily Balance Information*

E. Comments from the community for CMS

Barbara Frank, homeowner, asked about a post that is located along the walkway adjacent to her home. Jim Miles added that Barbara had submitted an email to the AC (per AC Meeting procedure) asking for attention to this. She has sought resolution to this for considerable time and reminded that this is a safety issue. Discussion noted that resolving this should result in better service by landscaping, etc. Brad/Lee responded indicating attention to this issue.
[Barbara's email, including photo, attached.]

Pool Area – windows open:

Resident said lifeguards continue to leave windows open in pool area; perhaps a newly hired guard. Lee responded that staff reminders will continue.

Geese and other wildlife issues:

Resident question about the negative aspects of the geese population, especially near ponds, walking paths, residences. Discussion: potential solutions with suggestions about metal decoys (the coyote model seen at ponds in some area locations), or a “floating alligator head” or “something” that will help control/reduce the geese population. Larry Amick confirmed that his committee has received complaints about the muskrats and about the geese (excrement). Lee added information from his prior experience with these problems. Lee and Brad - commented that the solution is not perfect and expressed concern that residents wouldn't like solutions, e.g., no wildlife near ponds. More suggestions welcome!

Britton Falls Gardens:

Resident asked if the gardens will be ready this Spring. John, and Lee, discussed complexity of timing. Yes, gardens returning for homeowners, but schedule affected by other Villa construction. Construction schedule has multiple steps (including parking area construction); some must be completed in specific order (sequence); and weather is a factor. Clarification: the homeowners Garden Club (not Pulte) organizes the assignment of plots and other related action as before.

VII. Subcommittee and Ad Hoc Committee Reports

A. Building (Lynne Flynn)

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Indoor Pool: Looks phenomenal. Requested that the locker rooms be checked regularly for maintenance; examples provided by Lynne and Jim about minor, but important, repairs needed in both men's and women's rooms now.

Question for Brad: Focusing on the scrape marks on the ballroom floor (front of room). Brad explained re sanding scheduled in about a year. Request for additional attention to this area now.

B. Finance (Larry Raasch)

Report Attached

Reviewed his report. Anticipates a final (year-end) report from Pulte and will report same at next AC Meeting.

Questions/discussion about budget: About random budget items, example: coffee in Chateau. Every other week supply cost is about \$120. Coffee kitty brings in about \$100 per 6 weeks. Discussion continued.

Landscape budget item: overpay for tree removal, is carryover from 2015 into the 2016 budget. IF low cost for snow removal, the money is applied to other items (deficit shortfall budget). Pulte added \$130K to current budget (approx. \$160 per unit). If the annual budget shows a loss, the shortfall responsibility to Pulte for common-use items. Each year Pulte has added money to cover budget shortfall.

Reserve Fund, Pulte, Question:

Larry Amick asked: Is there comingling of the Pulte and homeowners' account in the Reserve? As we address how to finance the Villa, how do we estimate the end-result of the new plan? Has there been an independent audit? Lee answered "there is only one account; however, the bookkeeping records illustrate the two accounts". Lee answered that there has been no independent audit, but recommended an audit prior to transition time.

Lee's response: Operating and Reserve accounts are NOT comingled. Indiana law has no "restricted reserve" requirement. The only entity that can take money from that fund is Pulte (requires Board of Directors authorization). Reserve fund is reviewed quarterly. Report available for review.

C. Reserve Study (Jim Miles)

Committee report posted to website.

Because of the structural engineer's review, a list of items to be corrected has been

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submitted to Pulte. Within a couple of weeks, Lee will provide the status of items in the report. At conclusion of work, the engineer will return to review all items.

D. Communication (Michael Moore)

Report submitted.

Lynne Flynn asked “Who reads the Wine Press?”, and Jim Miles noted the good response from homeowners in attendance at today’s meeting.

E. Grounds (Larry Amick)

The landscape subcommittee met.

[Jim Miles asked that reports be shared with Brad, John, Cathy, Lee.]

Jim Flora, subcommittee member, reported on the Plant Recycling/Sharing Program that is being developed. Example: when homeowner purchases new landscaping, the ‘retired’ plants can be made available to be used for further landscaping in the community, such as for fill-in near the Chateau and other common areas. Plans moving along and being refined for: reviewing the plants, working with Brad and Hittle, etc. The Wine Press will include an article about this project in next issue.

Standardized *DO NOT TRIM* signs for homeowners’ plants: Proposed project. Brad commented that Hittle has purchased flags for the no-trim areas in the yards. Homeowners’ participation is identified on a list distributed to Hittle. Brad will provide more details to homeowners this week via email.

Discussed other initiatives by the committee, and asked for assistance acquiring additional property reports (Plats) from Fishers.

Pond study feedback: Brad explained not budgeted at this time. (Estimated cost is \$500. per pond). Looking to 2018 for an engineering study. Larry Amick noted that comprehensive city plats illustrate original pond (depths, size, etc.) and could be used as baseline. He requested that we seek the public record on all ponds, including the newly-developed ones.

F. Documents (Judy Spears)

Callout for additional members to the subcommittee was successful and brings additional experience with former HOAs as well as with Britton Falls.

Plans: focus on Design Guidelines. Cathy helped obtain a copy of the Sun City Texas Design Guidelines. Submit updated AC Guidebook, including proposed Elections

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revision. Invited Joe Lamirand to meet subcommittee next month to discuss the process for prior updates to Britton Falls docs.

F. Government Relations (Dan Canan)

Illustrated his comments by showing recently-printed zoning maps for Fishers and Noblesville which are being updated and commented on several upcoming construction projects. Discussion continued, focusing on roads, traffic and other ventures proposed for the area.

G. Legal (Jim Miles)

No report.

H. Election (Michael Moore)

Report by the Election Subcommittee; report attached.

Reviewed highlights of the report and has converted the subcommittee's request for Advisory Committee Guidebook changes [to Election Process] into a motion. See New Business.

VIII. Unfinished Business

none

IX. New Business

Proposed revisions to Elections section of the Advisory Committee Guidebook:
Attached (version 1).

MOVED in favor of Changes– Judy Spears, seconded, Dan Canan.
Discussion followed, *slight rewording of revisions*. Attached (version 2)

Change #1 - “shall” to “should”, item 1 of the recommendations

“a. Election Subcommittee

“(1) Should consist of three to five homeowners, of which at least 2 members carry over from the previous year and at least one, but preferably two, who have served on the AC within the past 3 years.”

Change #2 – “by the Sales Department” to “at the formal new homeowner Orientation Session”

“The Advisory Committee should design an AC Information Booklet that is given to

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each new resident at the formal new homeowner Orientation Session.”

MOVED in favor of changes, as amended – Michael Moore, seconded – Larry Amick
Approved

X. Homeowner Concerns – none.

XI. Adjourn – Moved by – Lynne Flynn; seconded – Michael Moore. Approved.

REPORTS SUBMITTED – Begin on Next Page

February 2017 Property Manager Report

1. Much of the updating to the indoor pool and pool area has been completed. This would include the following:
 - a. Removing the old curtains
 - b. Sanding, priming and painting all the ceiling, grid work, walls, HAVC duct work
 - c. Painting all the speaker holders and screens
 - d. Acid washing all the floor tile, swimming pool, hot tub, and lane dividers
 - e. Replacing one of the lane dividers, with new one
 - f. Cleaning and polishing all the stainless steel around pool
 - g. All windows and doors cleaned inside and out.
 - h. Light fixtures cleaned
 - i. Storage closet cleaned and new shelves installed

Thank you for your patience as we work to provide an improved experience for you as you to use the pool area or even just to show off to your family and friends.

2. Here are the items we are working on in the pool area that will be changing in the near future.
 - a. Some windows will be tinted to help control the heat as well as the sunshine, this will be done as the temperatures rise to ensure a good adhesion.
 - b. Shades on specified windows to block the sunshine during exercise and volleyball are being priced ASAP and considered for purchase.
3. Pandora service is being restored to the Chateau, a new receiver has been installed and will be in service soon.
4. Gardens are being installed as part of the Villa project, the intent is to have the area ready for use by April/May. This is subject to no unforeseen conflicts.
5. Sidewalk and handicap ramps are being repaired throughout the community. You will see repairs of "trip hazard" walks and handicap ramps as the weather allow.
6. As we proceed with the Villa we will be replacing the door access system in the Chateau to be compatible with the Villa. This means that all homeowners will be receiving new access cards in the near future. Watch for updates.
7. We will be starting our first phase of converting the Chateau lighting to LED in March. You will see the lights in the high ceiling being converted first.
8. Muskrats update. We currently have Critter Control still monitoring and trapping in the ponds. Brad has obtained additional traps to help expedite their removal. Pond banks damaged by the muskrats will be addressed in the spring.
9. New projects coming to the Chateau include the Tennis and Bocce Ball court water fountain, additional bike rack installed in the front of the Chateau.
10. Landscape season is going to be among us very quickly. You will see communication in the next two weeks on the landscaping schedule and new and exciting news.

Britton Falls HOA
Preliminary Financial Review Comments
December 31, 2016

Following are some brief comments regarding the Britton Falls HOA financial statements at December 31, 2016. The statements are not finalized at this time but the information provided below will likely not change materially.

The HOA had income of nearly \$2 million which included \$1.7 million from homeowner dues and \$130,000 from Pulte to cover operating income shortfalls. We still ended up with an operating shortfall of approximately \$140,000. Budgeted income was \$1.9 million with \$1.7 million coming from homeowner dues and \$130,000 from Pulte.

Grounds maintenance was approximately \$924,000 and \$45,000 over budget. Snow removal was considerably under budget. Landscaping was way over budget.

Utilities totaled \$439,000 and were \$84,000 over budget. Water was the main cause of the increase over budget due to higher water rates being charged and more water usage.

Clubhouse expenses totaled \$318,000 and were \$45,000 over budget. \$22,000 of this was due to the golf outing expense which was not budgeted and had income in the income section to offset the cost. Repairs and maintenance were \$24,000 over budget and cleaning was \$10,000 over budget.

Administrative costs were \$417,000 and very close to budget.

Overall, expenses totaled \$2.1 million and were \$178,000 over budget.

I will prepare a more detailed report after the financials have been finalized.

Larry Raasch

Communication Subcommittee Report

The committee met on February 13, 2017 and:

1. Approved a draft column for the February issue of The Wine Press highlighting the 2016 accomplishments of the AC and a column titled "Resident Guide to Landscaping" as space permits.
2. Discussed the following topics for future columns in The Wine Press:
 - a. Highlighting the nature and focus of the AC subcommittees and encouraging interested residents to participate, as interested
 - b. Focus on one or more plans/tasks of the Grounds Subcommittee (water features and/or landscaping groups)
 - c. Focus on plans/tasks of the Building Subcommittee regarding plans for furnishing the Villa.
 - d. A follow-up to the December 2016 column on the reserve study.
 - e. A column on the reorganization of the Welcome Committee and a call for volunteers

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From: Larry Robinette <larry.robinette@gmail.com>
Sent: Tuesday, January 31, 2017 9:56 PM
To: Michael R. Moore
Subject: Assessment of the Election Process

Assessment of the Election Process

First, "Thank You!" for asking me to Chair the Elections Sub Committee in 2017. We had a very capable group who worked hard to find and attract good candidates. And, I think we are all pleased and very proud of the outstanding candidates that ran for a seat on the AC.

I think that it is extremely important to have at least 2 members carry over from the current year (2016) into the following year (2017). It's also very important to have at least one, but preferably 2, committee members who have served on the AC within the past 3 years. This provides continuity and will enable the committee to have a better understanding of what the AC has accomplished as well as the role and accomplishments of the Sub Committees. This will definitely improve the efforts of the Election Committee and the quality of the things that we do to inform and attract residents.

As mentioned in the responses that I received from the committee members, we were pressured for time and the availability of any of the 3 Ball Rooms was very limited resulting in our having meetings at times that were not the best for attracting residents to attend our meetings.

The majority of those that we spoke to concerning their becoming a candidate for the AC had little or no idea of the role of the AC and its accomplishments as well as the role and accomplishments of the Sub Committees. It is difficult for uninformed residents to become interested in participating in either the AC or a Sub Committees if they do not have a basic understanding of the above.

In summary I am recommending the following:

- Have at least 2 members carry over from the current year (2016) into the following year (2017)
- Have at least one, but preferably 2, committee members who have served on the AC within the past 3 years
- Start the process, including information meetings for the residents, much earlier in the year (Maybe in April)
- Design an AC Information Booklet that is given to each New Resident by the Sales Department
- The Forms that we developed and used seemed to work very well, and I think all of the different meetings served a good purpose
- Robinette has the complete file of all of the work, reports, and forms including all voting documents

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If you have any additional questions, please email me or call me at [812-345-3011](tel:812-345-3011). We are leaving for Florida on Feb 2.

My travel schedule for 2017 will not permit me to serve on this committee in 2017. My medical issues and travel schedule, along with the same for other members surely contributed to committee members feeling rushed and somewhat disorganized. That is a good reason to start earlier and make sure those who volunteer to serve will in fact be available and have the time to dedicate.

Comments by the 2016 Election Committee Members

- Rushed start in April
- Meeting dates were bad
- Social was a good idea
- Better way to solicit good candidates
- Send several community wide emails sent which stress the importance of the AC in the next few years and also asking the entire community to seek out good candidates.
- Some only voted for one candidate versus voting for 2

For your info, the following is what each of the committee members wrote in reply to my request.

LARRY ROBINETTE (January 26, 2017)

Hello. Hope you all had a wonderful and relaxing Holiday and a great start to 2017

One of the responsibilities of the AC Election Committee is to provide a summary to the AC Committee of what we felt worked well and what we think needs to be improved.

Some of my thoughts are: how do we get more of our residents informed about the AC and its sub committees and encourage them to become involved;

how are new residents introduced to the AC and is there a better way to do it; how do we encourage AC subcommittee members to consider running for office; how do we get our residents to understand the major accomplishments in which the AC has played a significant role.

Please provide me with your thoughts on the above at your earliest convenience.

Thanks.

Rusty Mann:

The whole process seemed very rushed to me. We had almost no time to prepare for any of the meetings or recruit candidates. In my opinion we were really lucky to get the number and quality of candidates that came forward. The meeting dates that were set for us were bad. My recommendation is the committee should be formed in April to allow time to properly schedule and plan the community meetings. This would also allow time to educate and recruit candidates

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Sondra Cremer:

I would like to have this discussion at a meeting; however, since 3 of us are out of town at this moment, this is not likely to occur.

Although I originally had my doubts, I think the social was one of the best ideas.

The main thing that needs improved is finding a better way of soliciting good candidates.

Obviously the five of us cannot know everyone in the community. With development soon nearing completion, it is imperative that we have an excellent AC. I think one way of achieving that goal is to have several community wide emails sent which stress the importance of the AC in the next few years and also asking the entire community to seek out good candidates.

Mike Moore published an excellent list of the accomplishments of the AC.

On a more personal level I would like to see the 2 candidates who lost, run again. I thought they were both excellent. However, I think it will be difficult to persuade them to do so.

Judith Coons:

I agree that we were rushed to get candidates and set up the meetings. The good news is we did get great candidates.

Maybe the AC should set up a committee to brain storm ideas on how to generate ideas on the questions that you have raised.

I agree with Rusty, the committee needs much more time and maybe more direction from the AC on how this committee operates.

Jerry Lathrop:

In general, I think that the process worked well. As stated by others above, it seemed rushed. Part of the reason for that was that we didn't get started early. Another part was the uncertainty of the entire process and constantly deciding what we needed to do for the next part of the process and having to have "in between" meetings to determine next steps.

I think since if we laid out all of the steps that we "now know about", and Not just the formal meetings, it would be much easier for the next committee to do their work.

As to the number of people we actually got to run, that may be related to the huge responsibility that we are asking people to volunteer for. I think getting 4 good candidates was pretty good. After all, we are in a retirement community, where most people would rather do retirement stuff.

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Proposed Revisions to the AC Elections Process

Based upon the recommendation of the 2016 Election Subcommittee, the following motions are proposed for revising Section “I. Policies and Procedures,” subsection “3. Elections,” subsection “a. Election Subcommittee” (p. 8) of the AC Guidebook:

- “(1)” to read: “Shall consist of three to five homeowners, of which at least 2 members carry over from the previous year and at least one, but preferably two, who have served on the AC within the past 3 years.”
- “(3)” to read: “Shall be recommended by the Vice Chair with the approval of the Advisory Committee at their April (May?) meeting.”
- “(6)” to read: “Shall oversee the election process beginning with the April meeting.” [Month should be consistent with “a. (3).”]
- “(7)” to read: “Shall **formally** solicit homeowners to be candidates for the Advisory Committee between the August Advisory Committee meeting and September 30th.”

Based upon the recommendation of the 2016 Election Subcommittee, the following motion is proposed:

“The Advisory Committee should design an AC Information Booklet that is given to each new resident by the Sales Department.”

[An alternate motion could be: “The Advisory Committee should require that a copy of the most recent *Britton Falls Advisory Committee Guidebook* be distributed to each new resident during the resident’s formal Orientation Session.”]

Submitted by

Michael Moore – Vice Chair

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Proposed Revisions to the AC Elections Process ***Contains revisions approved, AC Meeting – February 21, 2017***

Based upon the recommendation of the 2016 Election Subcommittee, the following motions are proposed for revising Section “I. Policies and Procedures,” subsection “3. Elections,” subsection “a. Election Subcommittee” (p. 8) of the AC Guidebook:

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Based upon the recommendation of the 2016 Election Subcommittee, the following motion is proposed:

“The Advisory Committee should design an AC Information Booklet that is given to each new resident during the formal new homeowner orientation process.”

[An alternate motion could be: “The Advisory Committee should require that a copy of the most recent *Britton Falls Advisory Committee Guidebook* be distributed to each new resident during the resident’s formal Orientation Session.”]

Submitted by

Michael Moore – Vice Chair