



**FFHOA EXECUTIVE COMMITTEE
MEETING MINUTES**

February 21, 2023

7:00 PM to 8:00 PM- Place: Virtual Meeting

HOA Members Attending	Absent
Jesse Ingram Sam Nease Sharon McGlover Darlene Jessie Janelle Alves	Loretta Calhoun Johnnie King Delva King

Call to Order: Chairman Ingram convened conference call at 7:05PM

Chair:

- **Jesse opened the floor for discussion on collection agency and bringing it up to community meeting on March 28th**
- **Jesse is working with Johnny King and architectural committee on water issues**

Treasurer:

- **Overview of the HOA Realtime Solutions collection agency with Niva Patel(Director of Marketing/Client Relations) and Felipe O(Managing Director of HOA ops)**
- **They offer competitive fee structures and homeowner plays for legal fees**
- **They take a holistic look at accounts: Mortgage and loan management, Data pulled in through mortgage portfolios**
- **They can look at what Homeowner owes on the property AND the HOA**
- **To work with them, we need to have more than 1 lien to cover fees for using their service**
- **They do understand that we are all neighbors and to strategize prior to any severe circumstances or any foreclosure occurs**
- **We will also have a client relation manager**
- **Filing a lien allows you to recover up to 10 years but is renewable for extension with the county which is \$500 plus for court filing costs all billable to the delinquent homeowner**
- **We discussed with them that we have 10 or so homes that equal close to 16K outstanding**
- **They introduce themselves and send letter and reach out 3 to 5 days after the letter is sent out. After 90 days a prelitigation letter is sent out to the homeowner to then proceed to legal action after communication with the HOA board**
- **We first send out the 209 letter to the delinquent home owner and if not paid, we transfer the account or homeowner to the collection agency after 45 days**
- **They will most likely attend the meeting March 28th to discuss in community meeting**



- Sharon then discussed breakdown of costs for the month of January and explained we are investigating some unallocated payments
- Sharon has a meeting with Quickbooks once a month to assist in balancing the statement

Vice Chair:

- Add a directory of business owners in our neighborhood but first need homeowners to provide us with local business cards or similar at next meeting

Civic Interest:

- Dogs that have been on the loose on Frost Hollow will be dealt with via animal control
- Jesse volunteered to take care of this issue

Technology:

- Website was updated with new bylaws
- New board members were added to website
- SSL encryption was added to website address
- Talked about the website news section and bringing it up on that news section of the website
- Explained the capabilities of the IONOS hosting platform and the possibility of hiring a website designer to assist in managing/rebuilding the website however would need to discuss budget for this
- Discussed how we would send out SMS and email to all residents in community to go to News page on website for any news on community – Sam and Sharon will discuss this further

Meeting Adjourned on 8:24

HOA Key Meeting Dates:

- Neighborhood meeting March 28th @7PM - Location TBD
- Neighborhood meeting June 6th @ 7PM – Location TBD
- Neighborhood Block party – September 9th Time and Location TBD
- Holiday Party – First week in December – Time and Location TBD