**HOA President Remarks**

**Michael R. Nardo**

**Greenville Overlook HOA**

**January 12, 2022, Board Meeting**

Good evening. On behalf of the Board, I wish everyone a Safe and Happy New Year. All questions and comments will need to wait until the end of the meeting, where everyone will have the opportunity for input. Your cooperation is appreciated. So, let's begin.

The new Board's mission is to provide quality services, transparency, fiscal accountability, enhanced communication, code enforcement, community harmony, and an effective HOA Management Structure. Our goal is to carry out this mission efficiently and effectively without raising HOA fees.

During the past three months, the new Board made significant progress in a short timeframe and the community is back on track. I like to thank the HOA Board members: Chuck, Bing, Karin, Hugh, Danielle, and Alvenia for help in getting things done. I also recognize the hard work of David Sibert and Cheri Hadley, who are our assigned Management Company representatives. On a personal note, I can not say enough great things about all of them, and I appreciate their help and professionalism.

We solicited 30 vendors for a new Management company, Snow removal, landscaping, and storm management maintenance contractors. Brandywine Properties is our new Management Company, and a contract has been awarded to Mitsdarfer Lawn and Landscaping for Snow removal. Additionally, we are hiring a contractor to audit our finances. Also, a new Arc Committee headed by Karin Thomas was established. Variance requests were reviewed and approved. Violation letters were going out and addressed.

The Board has developed a new budget for the year which will serve as a blueprint for spending. We attached the budget to the meeting notification for your review. The budget will need to be approved tonight.

Brandywine has sent fee invoices to all residents with no fee increases. The service cost is consistent with the past as we have been able to negotiate affordable contracts with good vendors. We currently have a considerable reserve. Bing Zhang, our Treasurer, has been instrumental in monitoring the finances and budget and keeps the President and the Board informed.

New Management structures and processes have been implemented to ensure that our money is spent correctly, and the services are provided efficiently and effectively. Chuck Xu, the Vice President of the Board, has developed a Code of Conduct to ensure the Board and the community conduct ourselves with the utmost professionalism and ethics.

The HOA Board must approve any deviations from the budget within the budget allocation of $106,000. Any request over the $106,000 annual appropriation must be approved by the Community. Other safeguards include the provision of legal services where the President must approve all requests for legal services, including phone calls for advice. Our attorney has been advised and will not take calls from residents that incur costs. All non recuring requests for expenditures will also need to be sent through the President. The president will seek the approval by the Board when appropriate. The Board members, with the assistance of our management company, will closely monitor our vendors. Hugh Wang, who was instrumental in vetting our landscaping vendors, will monitor their performance as Brandywine will inspect their work on an ongoing basis.

We have discovered that residents have interfered with vendors in the past year, causing them to quit and incur extra costs for the community. In the future, Resident's vendor concerns shall be reported to the Management Company and/or the HOA president, who will brief the Board and take appropriate action. No resident other than the Board will communicate with vendors about their work and performance.

Effective HOA communication is essential to the community, and the Board has provided a process to minimize rumors and disinformation. A new Community Website has been developed for the sole purpose of distributing community information to ensure transparency. Lon Chen is our webmaster and deserves much credit for creating the HOA Website with the Board's input. The website will include Board public meetings, minutes, budgets, financial reports, audits, ARC committee requests and outcomes, Bylaws, Declarations of Restrictions, forms, and much more. The URL for the website is www.GVOL.Net.

Alvenia will draft all written correspondence to the community with the Board's input and approval of the President. Routine correspondence to the community will be the management company's responsibility, with guidance from the HOA president when needed. Periodic status reports will be sent by email and posted on the website between Board Meetings.

Last year's Tree and Security Camera Projects resulted in some problems that have been the focus of some criticism of the prior Board. Such criticism resulted in the resignation of the HOA Board several months ago. The new Board's position is to fix the problems and move on from those issues. To that end, Danielle has developed an excellent plan to replace dead trees as guaranteed by the vendor. However, some residents whose houses border the property line with Ashland want some trees removed. I have joined Danielle to finalize a plan with the vendor to replace and move the trees and we are still in negotiations with Ace Properties. Brandywine is working with the security company to fix the camera and recording system.

Last year, New Castle County sent a letter dated August 2021 citing Storm Water Maintenance issues. These issues resulted from poor maintenance by the vendor responsible for ensuring we complied with the County regulations. The Management Company is in the process of correcting the problems.

There will be four HOA Board meetings with the community in 2022 on the dates as follows:

·       January 12, 2022

·       April 13, 2022

·       August 24, 2022

·       October 26,2022

We are determining the best location for these meetings, and we will provide a formal notice 30 days ahead. In the meantime, please mark your calendars!

We apologize that the notice did not go out 30 days ahead. We were concentrating on so many projects such as hiring vendors, transitioning to a new management company, getting bills out, etc. Also, the new COVID variant delayed our decision.

Lastly, the community has had four unfortunate burglaries this past year. I contacted New Castle County Police, and they responded quickly with onsite undercover surveillance and the installation of Camera Equipment monitored by the police department. I commend and appreciate their effective response. Today, Cpl. Sunny Allen of the New Castle County Community Services Unit is here to provide tips for our safety and provide a status report of our community. Thank you for coming, Corporal; please begin.

3) Financial Report- Dave and Bing have reviewed the finances and Dave will provide an overview of our operating cost. Bing any comments?

4) Old Business- The minutes for the September meeting will be posted on the website after the meeting as will todays. I think we covered all old business

5) New Business- Budget Approval

a. 2020 Budget Approval

b. Vendor Status- Regarding Lawn and Landscaping, and Storm Water Maintenance Contracts, we are in the process of narrowing the selection of the 17 solicited vendors to three. A decision will be made by February 18, 2022. We are also soliciting CPA to conduct an audit and a decision will be forthcoming.

6. Open Forum- Any Community Comments or questions.

7) Adjourn

Does anyone else have any questions or comments. Hearing none, we will adjourn, and we will see you at the April 13th meeting. Thank you for coming. Good evening and stay safe!