

PECAN PARK HOA MEETING MINUTES TUESDAY, 13 AUGUST 2024

Meeting Started: 06:30 pm and Adjourned: 07:45 pm

1. HOA president Christina Bennett announced on the new PA system she had installed at the Amenity Center, that it is time to prepare a 2025 HOA budget, and she invited VESTA Property Services to give a presentation to our HOA board and homeowners followed by a Question-and-Answer period. Patti Brown, Director of Business (Vesta Property Services) and Heather, General Manager (Vesta Property Services) for five surrounding counties attended.
2. The HOA president, Christina Bennett commented that the standard to consider/vote for any Property Management proposal will be based on the Services offered and the Cost of the Services and not on the Lowest bid. There was an initial miscommunication as to what VESTA would charge us annually, and VESTA corrected this by stating they would charge \$40000 annually.
3. Patty Brown spent 25 minutes giving a presentation of their services to fifty homeowners who attended. She remarked she will take questions and reply quickly via your email. Contact Christina Bennett if you wish to contact Patty Brown with a question.
4. VESTA uses STRONGWAY software to pay vendor invoices. The HOA board can access the program, and the board can vote/confirm to pay the invoice for work completed.
5. Compliance Inspections: The VESTA Property Manager, (PM), visits the community twice monthly (every 14 days minimum by law) to conduct the community compliance program. They use a Tablet to view each home and take a picture of any violations then enter notes. The alleged violation can be emailed directly to the homeowner the same day, if VESTA has their email address.
6. Common Areas: The PM also inspects community Common Areas to ensure routine maintenance is completed.
7. VESTA uses an APP called HOA TOOL KIT, available to the PM and the HOA board to visually view compliance violations on their phone. The official mobile app for management companies to conduct HOA business on the VMS (Village Management Software) platform quicker and easier - do your work in half the time with no Internet required. The HOA board will know the status of individual compliance violations and when the PM visited the community.
8. VESTA uses ARC PORTAL online for homeowners to complete and submit an ARB Request Form online, the PM can send an E-Blast directly to the community to make an announcement for future HOA meetings, or HOA Meeting minutes or reply directly to a homeowner via email directly and more.

9. VESTA can send Weekly or Monthly updates to the community of the status of routine maintenance, communal area maintenance and the status of the community overall.
10. VESTA manages communities ranging from 20 to 5500 units/homes per community and currently manages 55 Associations.
11. VESTA has three options for homeowners to pay annual dues or assessments... (1) Mail a check to their address, (2) pay via your Bank ACH online payment or (3) pay online via a credit card.
12. How do homeowners pay for delinquent HOA dues...pay online.
13. Customer Service Calls to VESTA: The PM will reply to your call / email within 24 hours, The VESTA staff will assist you if the PM is out of the office working in the field.
14. VESTA After Hour calls: A response is determined if the call is an Emergency or Non-emergency.
15. End of Year (EOY) annual budget: VESTA will email you an EOY budget statement if requested.
16. VESTA can post an abbreviated monthly budget statement on the HOA website but not include any confidential information.
17. Who views HOA contracts and Vendor Maintenance. The PM does and maintains constant communication with our HOA board.
18. Pond maintenance: A homeowner expressed concern to keep the algae out of our five ponds. VESTA replied is to hire a Vendor who meets this requirement weekly.
19. The HOA president reminded homeowners we need to meet the quorum of 122 homeowner votes for the HOA election to be valid so any votes for a HOA member up for reelection will count. Homeowners must reach out to their neighbors to vote for our HOA Annual election this October/November.