

HOMEOWNER QUESTIONS/BOD RESPONSES

HOMEOWNER QUESTION	BOD RESPONSE
1. Line item 5010/6400 : What is the difference, and why are there separate lines for these two: "Administration Fees and Salaries and Benefits?"	Administration is the cost of running the office, copier expense, paper, office supplies, etc. Salaries and Benefits is related to employees.
2. Line items 7000-7009 : Please provide 2019 and 2020 utility bills for these items (electricity, water, domestic, sewer, "trash and bags," storm water, gas, telephone, pool gas, and cable TV)	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21.
3. Line item 7003 : If it is a utility, why are trash and bags together?	All green garbage cans contain a plastic trash bag. This is a large trash-related expense, so is included as part of the line item description.
4. Line item 4800 : Please explain in detail, "Other Income."	This account is for any income that does not fall under another line item; for this year, one item posted to 4800 that was a reimbursement from a homeowner for a gas leak repair made by the Association.
5. Line item 5012 : Please clarify this expense and detail the amount of cell phones the Association has and is paying for.	Only John Prokopovich has a cell phone for Mission Hills business. It is required for his position as Maintenance Supervisor.
6. Line item 5800 : Who do we pay management fees to?	Ameri-Tech Community Management, Inc. is our property manager.
7. Line item 6100 : Please itemize in detail with receipts: Supplies/Repairs/Maintenance. This was \$22,500 in 2020, and why will it jump to \$35,00 in the proposed budget for 2021?	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21. <i>Please note that it is no longer a proposed budget. It is the 2021 budget that is currently in place.</i>
8. Line item 6110 : Please itemize in detail with receipts: Supplies/Repairs-Plumbing/Maintenance.	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21.
9. Line item 6120 : Please itemize in detail with receipts: Supplies/Repairs-Ground Maintenance	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21.
10. Line item 5410 : Grounds-Tree Trimming. This expense seems to be overlapping. Please provide a written explanation for us to understand the differences.	Tree trimming is an explicit line item because it is a major expense in itself. Grounds maintenance is daily garbage pickup, lawns, power washing, etc.
11. Line item 5420 : Irrigation Repairs. Please explain, for our understanding, why this expense was decreased by \$5,000 in the 2021 proposed budget.	Irrigation was reduced because it was based on 2020 actuals and we didn't need as much.
12. Line items 6120/6130/6180/7003/7009/7920/8000 : Please also explain, for our understanding, why these expenses are reduced on the 2021 proposed budget.	7009 is for cable/Internet. This was adjusted based on our new contract. The first year is a ramp up, which means it starts lower and goes up through the year and then stabilizes at 4%/year. The money saved from here was placed in these other accounts, including 6100/6110, to keep the dollars in the overall budget. All others were reduced based on 2020 actuals. The 8000 account is an account used to balance the budget.

Homeowner Questions/BOD Responses

Page 2 of 3

HOMEOWNER QUESTION	BOD RESPONSE
13. Line Item 6200 : Pool Maintenance (\$12,000) Line Item 7008 : Utilities-Pool Gas (\$8,000). Please provide itemized detail receipts of the 2020 pool expenses.	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21.
14. Line item 6150 : Clubhouse Maintenance/Repair. Please provide detailed analysis of repairs done and why we have allocated the same amount in the 2021 proposed budget.	Requires that one person submit a request in writing via certified mail to view documents. See Section 718.111(12) of the Florida Statutes, and the BOD Resolution dated 03/02/21.
15. Line item 9090 : Reserves for Water Heaters. Can you please elaborate on how many heaters and how long these reserves are for?	There are 19 water heaters, as stated on the line item. The reserves are required per Florida Statute 718. The reserves are maintained annually.
16. Please clarify why the Special Assessment fees are listed as the "General Fund" instead of on a separate line.	Item 4117 is for the Special Assessment funds when they are received. At the end of each month, funds are moved from Operating (General Fund) to the Reserves, where checks are written for any repairs outlined in the Special Assessment.

The following are questions and suggestions that have been brought up by some of the homeowners, and we would like to put them on the table for review.

1. Since some of the homeowners don't drive and have special needs, we would like to request that ALL Board meetings be delivered at the Mission Hills Clubhouse. Zoom should also be available for those that can't attend in person.	Zoom has been made available since April 2020. The instructions are always included in all notices that are posted on the bulletin board by the pool and on the website. BOD meetings are for the Board to conduct business. These are not "town hall" meetings. The Board finds that going to the Ameri-Tech office provides the proper environment to conduct required business. Homeowners are welcome to <i>observe</i> any of these meetings in person or via Zoom.
2. We would like to know when the budget workshop is held so we may attend.	It is the sole responsibility of your Board of Directors, with assistance from Ameri-Tech, to provide the budget each year. Please read your Condominium Documents to see all responsibilities charged to your BOD.
3. Some owners have reported that employees are being tipped and some people are getting jobs completed before others. This does not create a fair environment and repairs are being leap-frogged. We would like to have a mandate that no tipping is allowed. If homeowners wish to gift stellar performance to some employees, it should be no more than \$25 in a gift certificate or cash form at the end of the year.	If a resident gives a gift or a tip in gratitude for a job well done, no matter the amount, that is their choice.

Homeowner Questions/BOD Responses

Page 3 of 3

HOMEOWNER QUESTION	BOD RESPONSE
4. Could you please provide step-by-step procedures on how repairs are being prioritized? A suggestion for a public logbook was brought up so owners can follow up and see the status of their requests.	See document attached.
5. Where are the bill receipts and where are they stored?	The most current billing receipts are stored at the MHCA office. Historical records are stored with Ameri-Tech in their off-site storage.
6. Who has purchase order approval authority?	The Board of Directors.
7. Regarding the loan: Is that in an active status? Is any of it in use? If so, in which line item is it allocated? Why is the interest so high?	The loan is, indeed, active and is being used on the roofs, which was its intended purpose.
8. Some owners have reported that staff helps them with side jobs on their personal time. We would like to request that these side jobs be performed with their own tools. The tool shop should be inaccessible after 4:30. Any debris or trash removed from these side jobs is to be hauled by the personal that performs the job to somewhere off Mission Hills premises.	The crew keeps some of their own tools in the MH tool shed and in their own automobiles for afterhours use. Therefore, they do have access to the tool shed after hours, and it will remain that way. We have a dumpster that can be used for homeowner debris, which is what the crew throws away there. They will not be required to dump it elsewhere.
9. Have we kept the pool heated during COVID?	No, the pool was closed.
10. How many months of the year is the pool heated?	The pool is heated October through May.

WORK ORDER PROCEDURES

1. Work orders come into Sue at the office, and she sorts them by priority.
2. Work orders are then given to John.
3. Work orders are posted on a board in the back and are grouped according to the categories below.
4. The work orders within a given category are completed in date order...first come, first served.
5. Roof leaks are logged and added to an Excel spreadsheet to track.

EMERGENT

1. **Sewer Cleanouts** – Sue writes up a work order and calls John. John schedules someone to do the cleanout.
2. **Roof Leaks** – Sue writes up a work order, and checks on who the roofer was and the install date. John checks the unit and then calls the appropriate vendor.
3. **Water Main Breaks** – Sue writes up a work order and calls John to assess the break. John shuts down the water and calls plumber.
4. **Water Shutoffs** – Sue writes up a work order and calls John. John then schedules someone to fix.
5. **No Hot Water** – Sue writes up a work order and calls John to assess the situation. If needed, John calls plumber.

DISCRETIONARY

1. **Painting** – Sue writes up a work order gives it to John. It is added to the list of painting to be done.
2. **Woodwork** – Sue writes up a work order gives it to John. It is added to the list of woodwork to be done.
3. **Tree Trimming** – This is done seasonally. Many trees require an arborist to determine the condition of the tree.
4. **Inside Work** – (Replacing sheet rock from water damage) – Scheduled as needed.
5. **Light Bulb Outages** – Replace bulbs, check breakers and/or call Duke Energy.
6. **Sprinklers** – Work orders are done as they come in and time permits.
7. **Pest and Bug Control** – We call Boot-A-Pest.
8. **Concrete** – Sue writes up a work order and gives it to John to assess. John makes the determination as to whether it is an immediate safety issue or can be done as time permits.