



CREEKSIDE

at Richmond Hill Plantation

2020 HOA Annual Performance Review

Intro



Welcome to **Creekside at Richmond Hill Plantation** - a beautifully preserved tree scaped neighborhood located in the heart of Richmond Hill, Georgia.

Creekside offers incredible outdoor-focused amenities.

Take a hike on a cool spring morning, or launch your kayak on Sterling Creek for a scenic paddle to the Ogeechee River.

Enjoy the Creekside Central Park located in the middle of the community or take the kids to the playground for an afternoon of fun!



Agenda

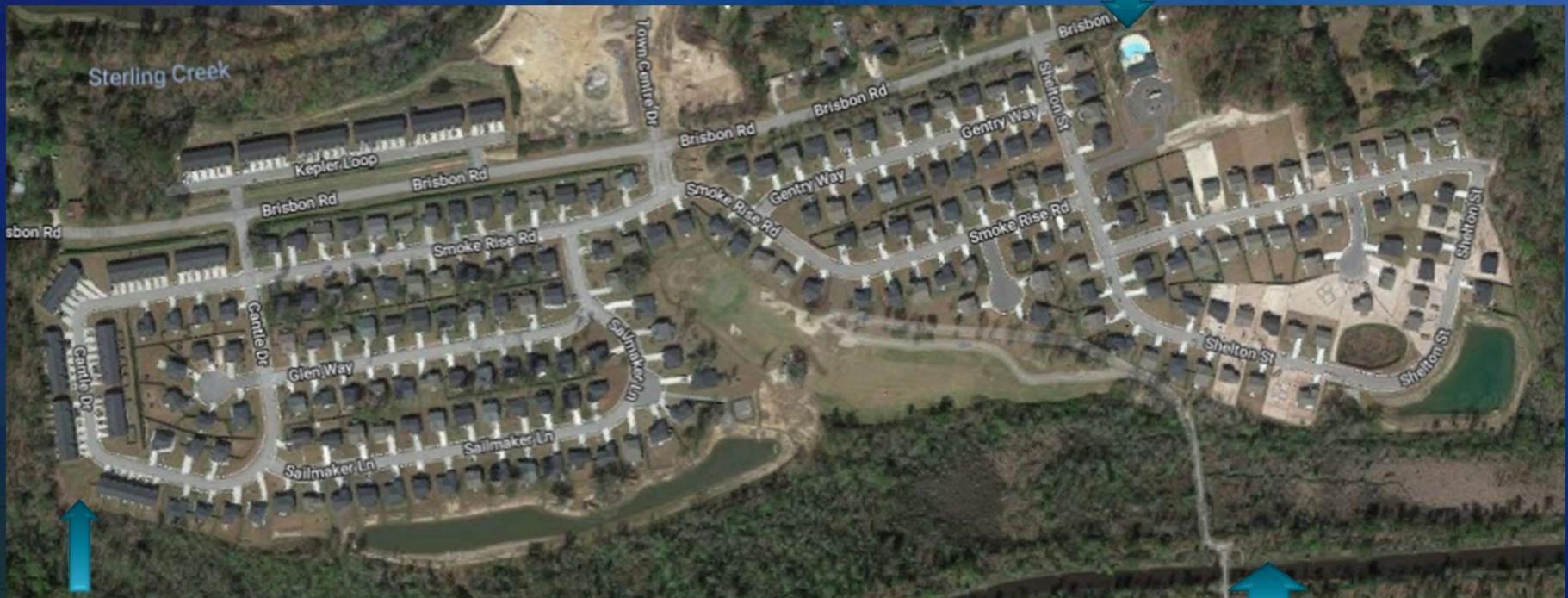
- Overview of Grounds
- Mission/Vision Statement
- HOA Structure
- Roles (Board of Directors, Committee Liaison)
- Processes (Dues, ARB, Pool Keys, Community Room)
- 2020 actions and amenities status

Overview of Grounds

- Approximately 290 homes
 - 202 Single family homes
 - 88 Townhomes
- Over 30 acres of common/natural areas



Pool, Gym, Playground,
Community Room



Playground

Kayak Launch and Storage

Creekside Mission and Vision Statement

Mission

- It is the mission of the Creekside Homeowners Association to represent the interests of homeowners and to enhance the quality of life in our community through support of initiatives that strengthen bonds among residents to better our community.

Vision

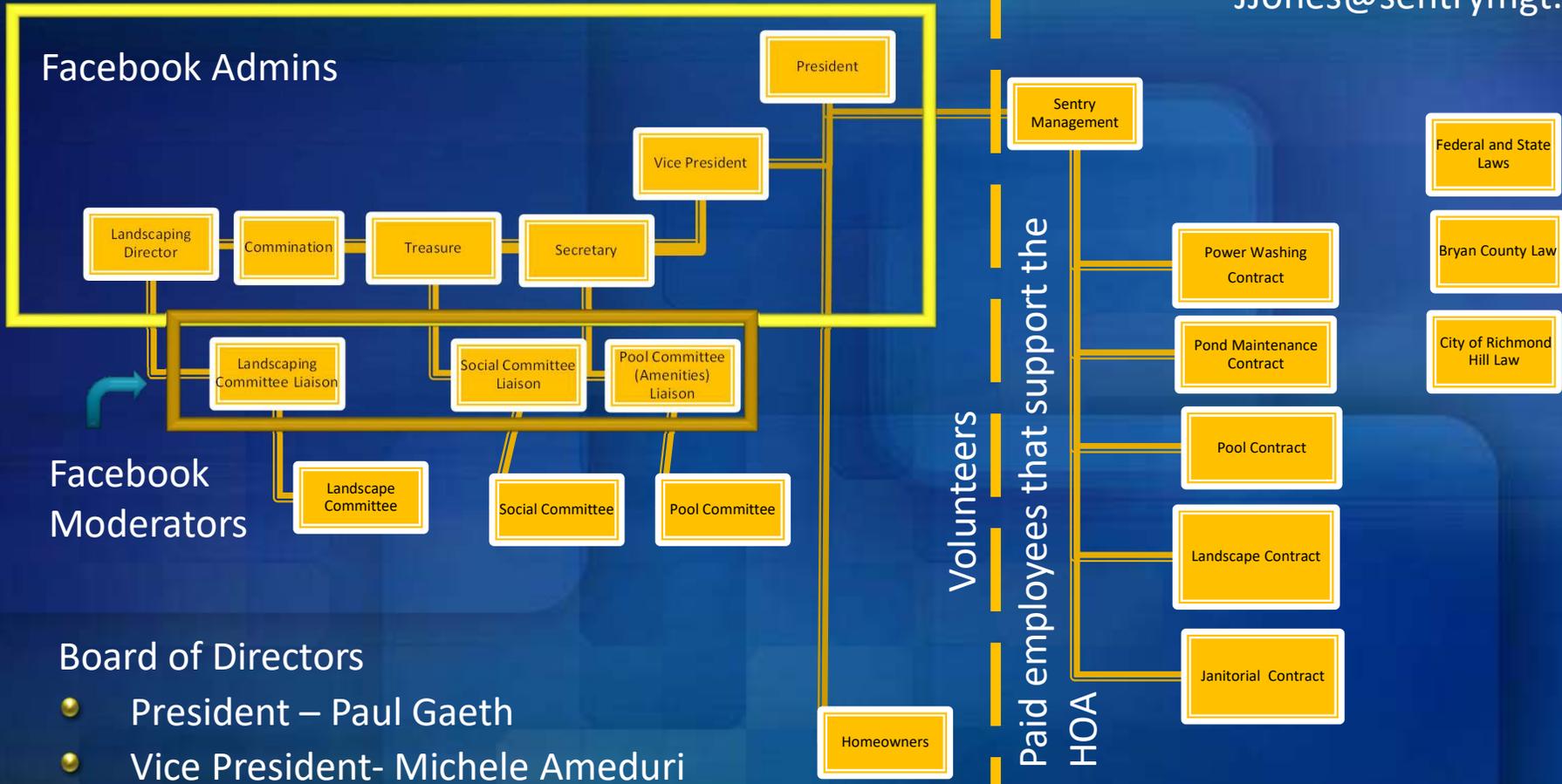
- We envision a community working together in voluntary association, to achieve a higher quality of life; which is considered by all to be a desirable community in which to live and reap the benefits.

Values

- In fulfilling our mission and achieving our vision we value honesty, fairness, firmness, equity, common sense, participation, respect, cooperation, and being neighborly in all our actions.

2020 HOA Structure

Sentry Management POC
 ● Joye Jones
 JJones@sentrymgt.com



Board of Directors

- President – Paul Gaeth
- Vice President- Michele Ameduri
- Secretary – Brian Reeves
- Treasurer –KiranKumar Avula
- Communications Director - James Welch
- Landscaping Director – Maryanne Lovallo

Board Members Roles

President

- Oversees operations of the HOA
- Performs duties as the community leader
- Works closely with the property management company

Vice President

- Assists President in duties and responsibilities
- Works closely with other directors to ensure smooth operations of the community
- Oversees event planning

Secretary

- Works closely with the Social committee
- Assist President and Vice President with the Property management and vendor interactions

Treasurer

- Oversees community budget
- Oversees committee improvement projects and identifies potential funding and cost savings.

Communications Director

- Social media interactions
- Newsletter
- Website content

Landscaping Director

- Oversees the community landscaping contract and committee beatification



Committee Liaison Roles

Landscaping committee Liaison

- Oversees Yard of the Month
- Assist Architecture Director with ARB processing and compliance
- Assist President with landscaping contract management and quality assurance
- Oversees Landscaping Committee

Pool Committee Liaison

- Assists Treasurer with committee improvement projects and identifies potential funding
- Assists President with pool contract management and quality assurance
- Oversees Pool Committee
- Oversees inventory process of gym equipment for accountability (bi monthly)
- Oversees Issuances of pool keys and community room
- Assists President with Janitorial contract management and quality assurance

Social Committee Liaison

- Oversees event planning
 - Social events
 - Donation events
- Oversees welcoming new members into the community.
- Assist President with janitorial contract management and quality assurance.

Committee Liaisons are appointed in writing by HOA President

- Appointment grants authority to act on behalf of the Board of Directors after approval by the Board and to act under Board's direction.

Sentry Management Roles

Assigned Sentry Representative

- Collection & Enforcement
- Vendor Relationship
- Accounting Systems
- Financial Reports
- Homeowner Portal (<https://www.accesssentrymgt.com>)
 - OFFICIAL site for HOA transparency
 - Budget, agendas, meeting minutes, board transactions posted for Homeowners review.
 - Payment of dues and fines
- Board Support
 - Board education
 - Real time reports
 - Customer care



SWOT HOA Internal Review

Strength-

- Motivated and dedicated board members
- Established reserve study for long term financial planning
- Boards open communication, extensive use to Facebook to support operations.
- Boards transparency and openness with community resulting in building trust relationships with community
- New board members bring new ideas and lines of effort
- Fast paced business operations due to increased directors involvement

Weakness-

- Lack of volunteers from community. Limits community involvement and activities
- Developer failed to maintain or properly develop several systems/amenities for the community resulting in large cost obligation imposed on HOA
- Lack of community involvement in meetings leads to lack of knowledge of HOA actions, and fails to produce volunteers, lines of effort, and ideas
- Committee liaisons lack of volunteer management

Opportunities

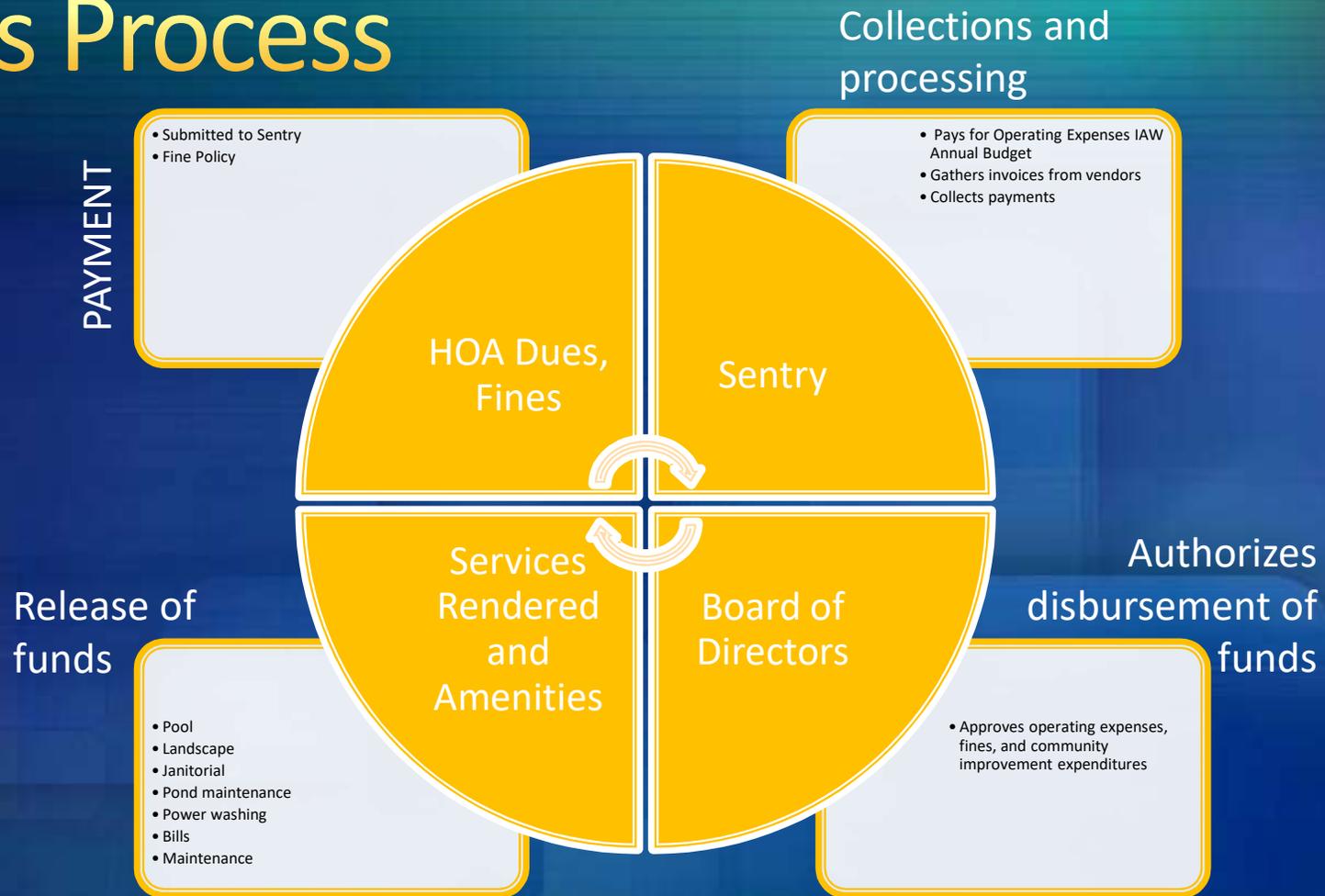
- Investment of reserve fund to generate additional funds
- Develop new amenities for community
- Community Involvement though committees and communities activities
- Repair existing HOA infrastructure

Threat

- Loss of amenities impacts property value.
- Developers failures within community
- Lack of communication alienates homeowners resulting in high turn over
- Lose of homeowners to other HOA's
- Increase dues leads to high turn over of homeowners



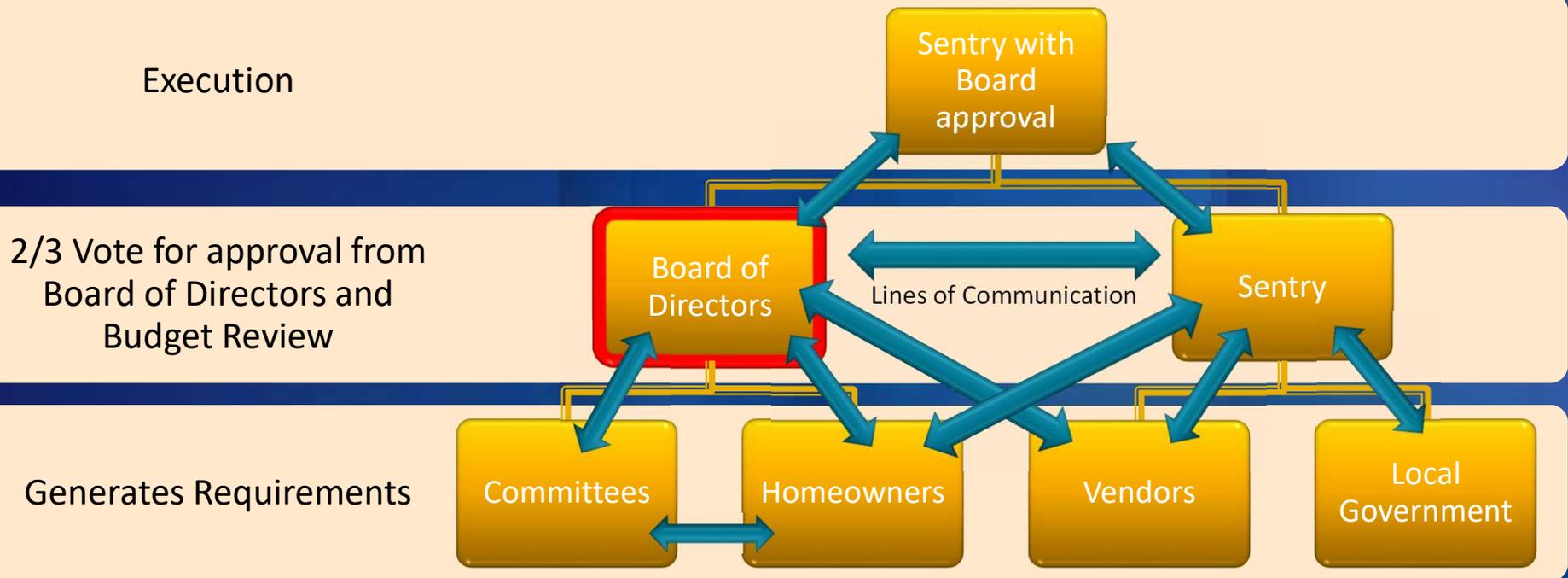
Dues Process



Dues Pay for:

- Electric, Water (Pool, Gym, Street Lights)
- Bulk of Expenditures are contracted support (Pool, Landscape, Janitorial, Property Management)
- Townhomes dues pay for everything on the exterior of townhomes (siding, roof, grass, power washing, pine straw, Townhouse reserve fund) and 29% of community area.
- Failure to pay dues could result in possible lien after 60 days missed payment IAW with HOA convenience or the amount exceeds \$300 for townhomes and \$500 for single family homes.
 - 30 days after 30 day grace period =60 Days

Voting process for requirements



Requirement packages :

- Requirements are developed through engagement with the community, vendors, and local and state governments.
- Board develops requirement packages and conducts market research, cost analysis, and utilization reports to determine benefit of requirement.
- Board of Directors vote on requirement packages based on given information and impute from the community.
- Requirement packages need 2/3 vote of the Board of Directors for approval.
- Recommendation can be emailed to Board of Directors or submitted at meetings

ARB Process

Must be complaint with Building codes and HOA covenants, architectural and maintenance standards



Submitted with ARB Request:

- \$25 ARB Processing FEE. Sentry has ability to charge homeowners account with homeowners permission.
- ARB Request (Signed)
 - Up to three Item ARB items on one form.
- Drawing, specs, dimensions, detailed description of work to be completed includes established timeline.
- Approved City Permits must be included
- Reference Architectural and Maintenance Standards

Community room rental

Notify HOA of need to rent community room:

- Authorized to issue Community Room (President, Vice President, Secretary, Treasurer, Pool Committee head, Pool Committee members)
- Schedule with HOA date and time of use (4 hours max)
- Bring Rental agreement to initial inspection appointment
- Bring check made out to Creekside HOA for deposit (\$150). Renter gets check back after use. As long as community room sustained no damages.
 - If damages have incurred homeowners loss deposit and can be subjected pay for repairs.
- Rental of community rooms does not grant access for visitors to use pool
- Occupants that lose keys are liable to replace locks on all doors



Community Parking Lot

Notify HOA of need to park in this lot:

- Non-commercial vehicles are allowed on a first come first served basis for up to 7 consecutive days with prior written approval from the Board of Directors. Vehicles to be parked in the parking lot must have unexpired/active tags. To receive approval please email Creeksidepoolparking@gmail.com.
- All vehicles must be removed no later than the 8th day, unless written approval has been obtained from the Board of Directors. Consecutive usage beyond a single 7 day period must be approved by the Board of Directors. Those found without approval will be towed at owners Expense. Commercial vehicles are not allowed at ANY time, without prior written approval of the Board of Directors.
- This includes RVs, trailers, campers, watercrafts, utility trailers, semi-trucks, oversized commercial or utility trucks, storage containers, and other vehicles deemed to be inappropriate for residential parking by the Board of Directors. If you are uncertain, CONTACT THE BOARD FOR APPROVAL.
- The costs associated with towing are \$175 minimum tow fee with \$25 per day holding fee. All unauthorized vehicles will be towed at the owner's expense by Express Towing located at 55 Chandler St. Richmond Hill, GA, 31324 and can be reached at 912-572-8000.

Contract Overview for 2020

Current contracts

- Ghost Coast Landscaping
 - Provides extensive landscaping services for townhomes and community areas.
- Sentry Management
 - Current Property management (Portfolio Manager) Company
- Sweet Water Pool
 - Works Closely with Health department to provide pool services to the community.
 - Bulk of services provided during summer months. Receive cost saving in off season.
- Janitorial
 - Cleans Bathrooms, Gym (Open Pool Season 2x a week, Closed Season 1x week)
- Pond Maintenance
 - Maintains the 4 ponds (vegetation, pest control, erosion control)
- Power washing contract
 - 2 times a year power washing siding, soft wash of roofs, and gutters of town homes and community buildings

2020

Actions and Amenities status

2020 Completed Actions

- Pier project
- Dock Project
- Creekside Central Park entrance
 - (landscaping and Signage to be determined)
- Dog stations
- Benches
- Upgrade Key card system
- Website Initial Release
- Pet policy
- Retention wall project (510/520 Cattle) (result of Litigation with developer)
- Halloween Parade (Social Committee)
- Food truck events (Social Committee)
- Kepler Irrigation repair
- Renamed Hole 5 to Creekside Central Park
- Upgrade Security Cameras at Pool
- Towing policy and company partner ship.
- COVID Compliance
- Planted trees to close gap from playground and brisbon.

2020 into 2021 Open Actions

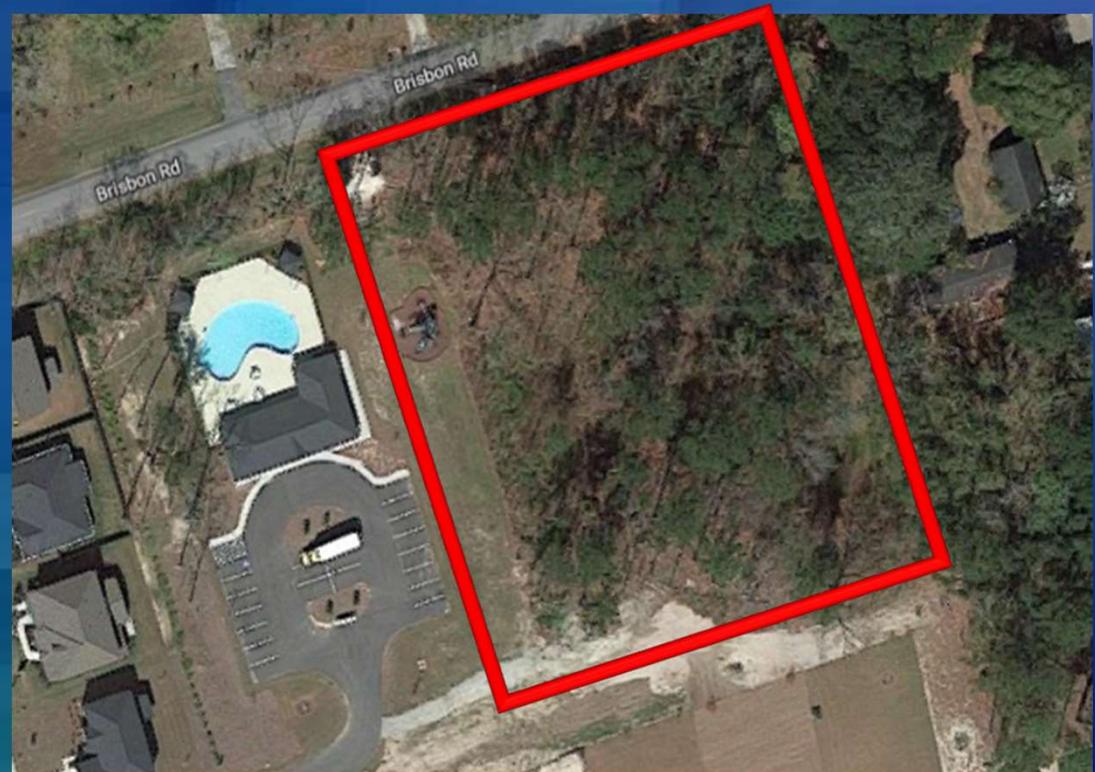
- Looking for new cleaning contract vendor
- Looking for HOA handyman and electrician
- Looking for website designer to complete (ARB function, Parking pass, and community room rental function of website)
- Vendor to clean out dog Stations
- Swing set for playground by pool
- Playground on Cante
- Irrigation for Cante repair
- Repair of the community room door and floor
- Community room parking policy
- Electronic lock for community room
- Speed bumps (City Application)
- Looking for grants and sponsorship for community
- Military unit partnership

HOA LAND (asset)

HOA owns 2 acres of undeveloped Land located next to the Community Pool.

Possible uses for this land.

- Possible source of Income.
 - Selling portion or property
 - Forest farming. In which the HOA would receive portion of profits from trees cut down and sold.
 - Land zoned for commercial/residential use.



Amenities status

Kayak Launch, Pier and storage

- Kayak launch and Pier were reconstructed in 2020 after being destroyed in a hurricane 5 years ago.
- Security Concerns with location. Homeowners should be aware that the location is secluded. Beware of animals from the surrounding wetlands. Homeowners should not allow children or teens in this area unsupervised.

No swimming is Permitted off of the dock.



Creekside Central Park



- The HOA purchased neighboring Parcel 0510828 of 6.71 Acres in 2019.
- The original offer presented to Creekside was \$36,000 for this parcel. However, the board was able to negotiate to only include \$20,000 less earnest money, plus we secured interest-free financing @ \$500 per month until paid off. Loan payments are through previous owner who holds Lean on the DEED until paid off. Creekside should have clean DEED OCT of 2024.
- Due to how the Parcel was purchased the board is not expected to develop or alter the property till after 2024 and the HOA has a clean deed to the parcel.

Amenities status

Creekside Pool

Open Pool Season 01 April to 01 Oct
2020

IAW with Health department
Permit and inspection
IAW with Pool Vender contract

Pool hours are 8AM to 8PM.

Due to COVID 19. Pool saw a smaller open season
in 2020. HOA did not receive a cost saving due to force
closure. Due to still having to meet Health code
requirements

Pool opened early July for use until Closing 01 Oct.



Amenities status

Creekside Community room



Room primary serves as Board of Directors meeting location for all HOA meetings. As room as low usage rate.

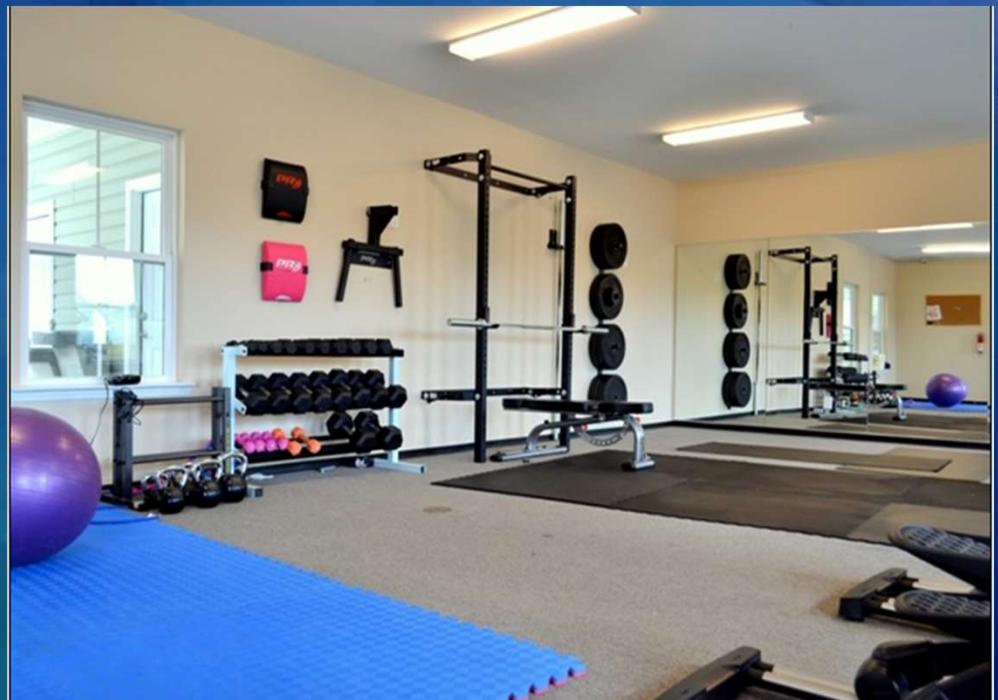
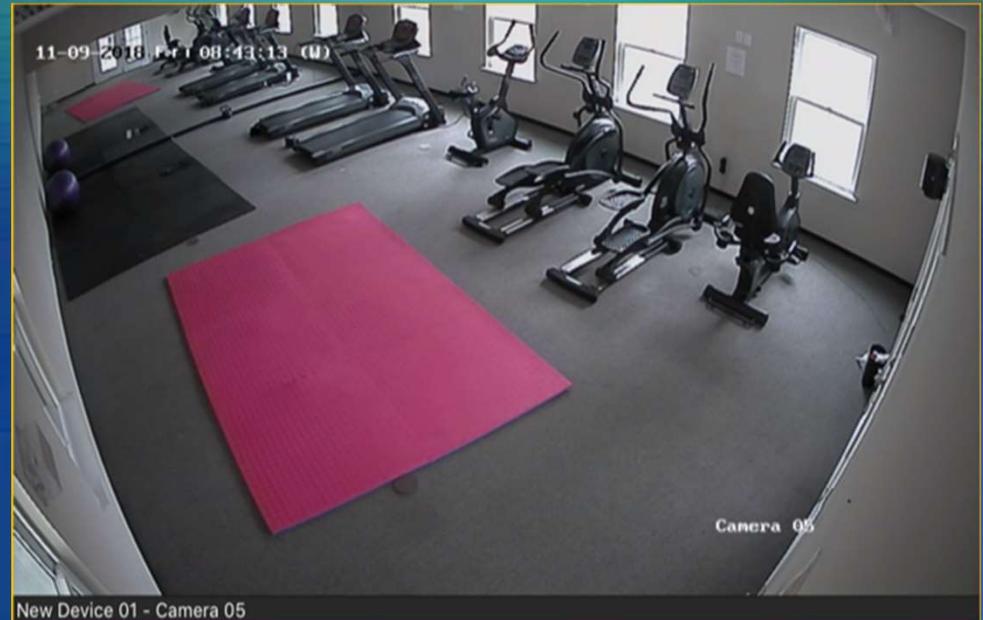
Storage closet transformed in to Board of Directors Operations room. Room houses Pool Key system and HOA supplies.

Amenities status Creekside Gym

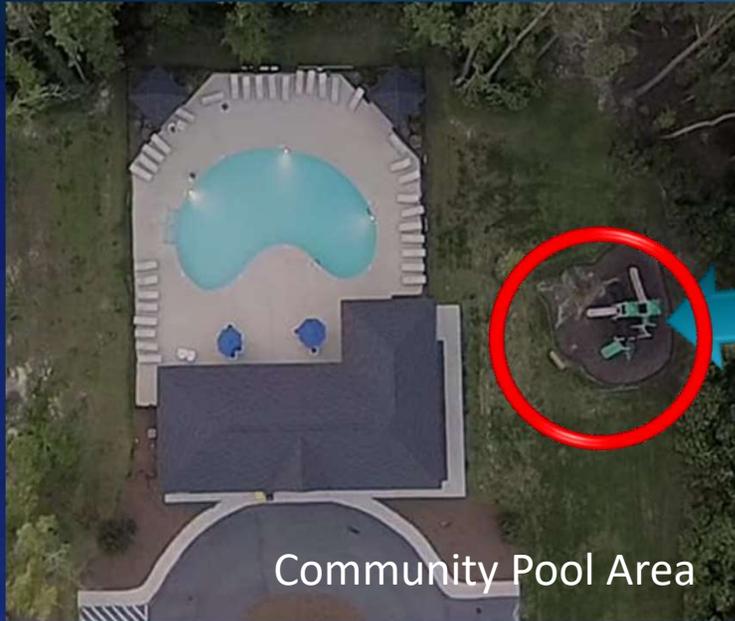
Gym open 6:30 a.m. to 10 p.m.

Equipment:

- 2 Treadmills
- 2 Elliptical
- 1 Sit down bike
- 1 Stand up bike
- Dumbbell set 5-50 lbs
- Dumbbell rack
- Folding squat rack
- Ab mats
- Olympic bars (1 x 45 lbs, 1x 35lbs)
- Incline-decline- flat Bench combo
- Free weight Set
- Kettle bell set
- Fitness clock
- Fan



Playgrounds Assets



Community Pool Area

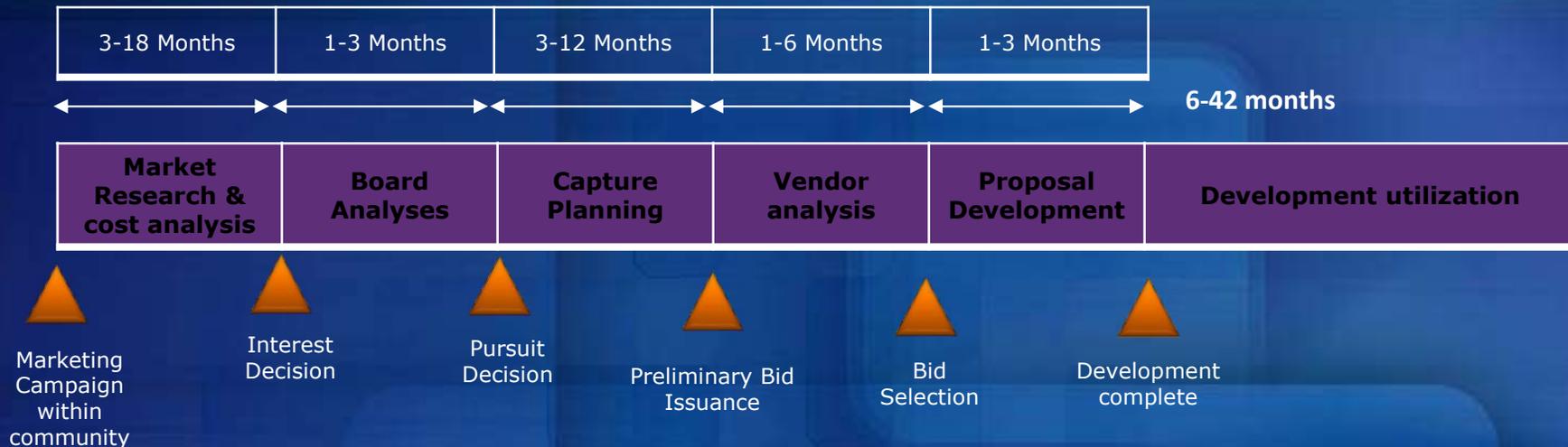


Cattle Playground



Future Development
Short, Mid term, Long term Project
opportunities.

Development process



Only Developments that are beneficial to community as whole and HOA can provide funding for with in budget or through fundraising/donations:

- Development is initial cost. Each development occurs upkeep and constant flow of funding for it.
- The more expensive the development the longer the acquisition process.
- Projects need to endorsed by the community
- Development solely dependent on community fundraisers/donations. Require extensive community involvement.
- HOA seeks three quotes for all acquisitions to promote competition and ensure we are getting best value.

2021 Challenges

- Accounts Receivable/Foreclosures
- Addressing Builder/Developer failures
- Pool
- Landscaping
- Volunteers
- Policy and architectural compliance
- Reserve adherence
- Improving/creating amenities
- Establishing new vendor relationships due to HOA acquisition practices



2021 Goals

Improvements

- Pool
 - Security
- Signage
- Common areas
 - Infrastructure development
 - Easement development
 - Amenity development
 - Beautification
- Security
 - Expansion
 - vendor relationships



Important Dates

- March 15th, 2021 – Board of Directors Quarterly Meeting, Creekside Community Room
- June 21th, 2021– Board of Directors Quarterly Meeting, Creekside Community Room
- September 13th, 2021 – Homeowners Annual Meeting, Location TBD
- September 27th, 2021 – Board of Directors Annual Meeting, Location TBD
- December 13, 2021 – Board of Directors Quarterly Meeting, Creekside Community Room

Point of Contacts

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Creekside HOA:

CreeksideHOA10@gmail.com

Facebook:

<http://www.facebook.com/groups/CreeksideCommunityPage/>

Website:

www.CREEKSIDERH.COM