FERNBROOKE HOMEOWNERS' ASSOCIATION

Quarterly Board of Trustees Meeting - Minutes

Thursday, OCTOBER 30, 2025

APPROVED

Start Time: 7:00 PM

- **Welcome by President**
- **Call to order**
- **Roll Call**

Ralph Hendrickson, President	Present
John Caruso, Vice President	Present
Bill Rafuse, Treasurer	Present
Nancy Bivins, Secretary	Present
Pam Korzun, Trustee	Absent
Jennifer Cassise, CPM Comm. Mgr	Present

Approval of Quarterly Board Meeting Minutes from July 24, 2025

- **Updates: None**
- **Approval:**
  - **Motion to Approve: John Caruso**
  - **Seconded by: Nancy Bivins**
  - **Result: Passed Unanimously**

Financial Reporting

- **Financial Assets Report**
    - Operating Account $ 9,333.43
    - Reserve Account: $ 161,869.30
    - Operating Reserve Account: $ 41,492.67

ARC Committee Reporting

- **Applications**
    - Request Received (YTD): 66
    - Completed/Closed: 50
    - Open: 14
    - Pending: 0
    - Denied/Not Approved: 1
    - Rescinded: 3

NEWS & ANNOUNCEMENTS

- **Community:**
    - FHOA Owners
        - Welcomed back to new owners at 14 Mayfaire - Kenneth & Ivy Biddle (Previous Homeowner - Donna Colaneri)
    - Fernbrooke HOA Community Gathering Updated
- **Township:**

OLD BUSINESS:

☐ **Capital Survey (Required every 5 Years) - UPDATED**

☐ **Landscaping Enhancements - UPDATED**

- Plantings removed in September
- Annuals that were planted in the past were replaced by colorful perennials
- Bushes removed in island provide visibility
- Additional plants scheduled for Spring, 2026
- New plants should reduce watering requirements for next year

APPROVED

☐ **Vantaca Access - REVIEWED**

- Homeowners' access to Vantaca at Fernbrooke.org
  - Home Page
  - CPM & Vantaca Page
  - In this document (when viewed online)
    - portal.cp-management.com

☐ **Vantaca Account Issues - REVIEWED**

- For Assistance or to report problem, contact CPM:
  - Option 1: Log into Vantaca, select **Request** and **General**
  - **Request** (Best Option)
  - Option 2: Call **856-802-1055** and select **Option 3 to speak to a Customer Service Representative**
  - All communications in Vantaca are date and time stamped so the requests can be tracked

☐ **Your VOLO Contact Information (to receive Community messages from the Board) - REVIEWED**

- VOLO Contact form is available to update your contact information:
  - Vantaca: Documents/Welcome Package
  - Fernbrooke.org
    - BOT & FHOA Documents Page/Misc. Documents
    - In this document (when viewed online)
      - Click/Tap here to view Volo Contact Form

☐ **Zoom Meeting Access - REVIEWED**

- Problems Accessing HOA meetings:
  - Immediate fix: Dial the telephone number listed in the meeting notice to join the meeting.
  - Possible issues need to be documented:
    - Email notice not received
    - Cannot locate previously sent email notice
    - Email not clear
    - Zoom meeting link does not work
    - Frequently disconnected from meeting
- Report problems or request assistance (after meeting)
  - Option 1: Log into Vantaca, select Request and General

APPROVED

- Submitting a request for assistance with Zoom calls is the best option
- Option 2: Call 856-802-1055 and select Option 3 to report Zoom call problems (during normal business hours)

☐ **In-Person Meetings Requests - REVIEWED**

- Not enough responses from ONLINE survey to proceed with investigating In-Person meeting
- No responses from volunteers to conduct in-person Survey for the community.
- Survey questions and instructions are posted at Fernbrooke.org
  - BOT & FHOA Documents Page/Misc. Documents
  - Projects page/In-Person HOA Meetings Section
  - This topic to be deleted from future Quarterly Meeting agendas

☐ **Zoom Meeting Expectations - REVIEWED**

- Passed by Board: Zoom "Raise Hand" feature to speak and Three-Strike Rule for abusive behavior
- Three-Strike Rule:
  - 1 - Warning
  - 2 - Audio muted (raise hand to speak again)
  - 3 - Removal from meeting
- Anyone removed from meeting is welcome to attend the next Quarterly Meeting
- Open Discussion and Zoom Procedures Available at Fernbrooke.org
  - Home Page/Quarterly Meetings Section
  - BOT & FHOA Documents Page/Misc. Documents Section
  - Everyone will enter the meeting with their audio automatically muted and when it is someone's turn to speak (raised hand) participants will be notified to unmute

APPROVED

☐ **Governing Documents - REVIEWED**

- Exhibit-C By-Laws & Fine Fee Schedule
  - Documents Available at Fernbrooke.org
    - Proposed - Home Page/Quarterly Meetings Section (for October meeting only)
    - Proposed - Project Page/Exhibit "C" By-Laws & Fine Fee Schedule Section
    - Approved - Board & FHOA Documents/Governance Documents (when approved and posted with County)
  - Vote for Approval to send proposed documents to Attorney for review and subsequent registration with County
    - Motion to proceed: John Caruso
    - Seconded: Ralph Hendrickson
    - Result: Passed Unanimously
  - By-Laws and Fine Fee Schedule will be updated if necessary based on feedback from attorney
  - Passing of the By-Laws and Fine Fee Schedule will require a two-thirds vote by the community.
  - Voting is tentatively scheduled in February, 2026
  - Homeowners will have 30 days to mail in votes

NEW BUSINESS

☐ **Website**

- Website will continue to be available in 2026
- Approved proposal available at Fernbrooke.org
  - Project Page/Website Section
  - Board & FHOA Documents/Misc. Documents
- Statistic will be monitored to see if usage warrants maintaining the site beyond 2026
- Use navigation links on Home Page to quickly view current Board related documents
- Go to Projects Page to get updates on existing projects

APPROVED

2026 Election Tentative Dates

- November 15th or 22nd - Election process begins: Call for nominations
- January - Ballots Delivered
- January - Ballots Due
- January 15th or 22nd - Election Results announced at Quarterly Meeting

Budget Report - 2026

- Available at Fernbrooke.org
  - Home Page (for October meeting only)
  - BOT & FHOA Documents Page (once approved)
  - Projects Page/Budget Section
- Budget Summary
  - Note Worthy Budget Items:
    - Reducing time on the pond aerator and lights on trees has decreased the electric bill somewhat
    - A&M Landscaping shows a small increase in their management fees for 2026
    - There will be an addendum to existing contract with A&M Landscaping to remove the cost of planting annuals, which should also result in reduced watering costs for annuals
    - Legal fee increased due to attorney expenses
  - No FHOA Fee increase for 2026
  - Public Comments
    - No comments or questions
- Board Vote:
  - Motion to Approve Budget: Nancy Bivins
  - Seconded: John Caruso
  - Approval: Unanimous

APPROVED

OPEN MEETING for PUBLIC COMMENTS

(Comments, Questions and Responses have been edited for clarity.)

- **5 Mayfair Circle:** Question #1: Wondering about the low water pressure experienced today and asked if anyone had the same problem. Question #2: Is there a place like Facebook where we could go to ask questions like where to get new gutters? Question #3: Where did the fake coyote come from and where has it gone?

  BOARD RESPONSE: *Question #1: American Water always says that they are working in the area whenever called about low water pressure and strange sounds. Complaints have been sent to the water department, but nothing is addressed. Question #2: There is a Vendor list available on the Fernbrooke.org website. Question #3: The Homeowner at 2 Fernbrooke placed the fake coyote to scare the geese away. It has to be moved around to be effective.*

- **25 Mayfaire Circle:** Comment #1: Not everyone in the meeting may know how to raise their hand. Comment#2: I did call the American Water Company. They did come out and change my water meter, and it's just as noisy as the one they changed. Question #1: Will we be able to vote online for the By-Laws? Question #2: I did not get a ballot last year because I was away. Is there a way to resolve this problem? Question #3: What happens if we don't get two-thirds vote for the By-Laws? Question #4: Can documents that are for the Welcome Packet be sent to Bryan O'Neal since he prints the documents for the Packet? Question #5: How to register a landscaping, lawn mower complaint?

APPROVED

BOARD RESPONSES: *<u>Comment #1</u>: The raised hand process was reviewed in the meeting and instructions will be provided at the beginning of the Public Comments portion for future meetings. <u>Comment #2</u>: No response required. <u>Question#1</u>: Online voting would require the use of a third-party company to manage the process and the cost is prohibitive. <u>Question #2</u>: Ballots are mailed out and must be returned inside of an envelope placed in another envelope to keep the vote anonymous. An option would be to call CPM before leaving the area and providing the secondary address if not available during the voting period. Only one vote will be registered for your address. <u>Question #3</u>: If the number of votes needed is not reached, we will have to keep pursuing the community for their vote. The Board is attempting to make the By Laws current and mandated by the State. The only thing that may result in objections is the fine increases in the Fine Fee Schedule. All other changes relate to what the state mandates. <u>Question #4:</u> Bryan O'Neal will be copied on emails with attachments for the Welcome Packet. <u>Question #5</u>: To register an landscaping company complaint, contact CPM by calling 856-802-1055 or submit a request via Vantaca, although calling would be best. CPM will then reach out to the landscaping company. It would be helpful to take pictures when they are using the large sit down mowers in your front yard and also get pictures of the damage.*

- **10 Fernbrooke** - <u>Comment</u>: The fountain lights have been flickering lately.
  BOARD RESPONSE*: The same problem with the flickering lights occurred last year. It may be due to a problem with the controller. When the contractor services the pump, we will request that they investigate the flickering lights. Thank you for reporting the issue.*

APPROVED

☐ **COMMENTS FROM THE BOARD**

- **Ralph Hendrickson -** mentioned people on the board who have done more than their fair share. Brian O'Neal was very helpful with migrating to the Vantaca online portal system. And thanks to John Caruso for taking care of the electricity, water and state regulation compliance and guiding the Board in the right direction in getting things done. Also Nancy Bivins for the amount of time and effort that she has put in to make this Board more effective with communicating with our community.

☐ **NEXT QUARTERLY MEETING**

Public Board Meeting – Thursday: January 22, 2026 @ 7:00 pm

ADJOURNMENT

- **Motion to Adjourn; Nancy Bivins; Second; John Caruso; Approval Unanimously**

MEETING END TIME: 8:00

APPROVED