



2021

HOA Meeting

February 13, 2021

HOA Board Members

Board members have a two-year commitment and are volunteers. Board members, committee members, and volunteers receive no pay, fee or due reduction for the work they do. We are always looking for more to lend a hand or for great ideas for more community involvement. If you want to join the board, a committee, or just volunteer time, please reach out to our management company, AMAG at 678-407-1115 or email Admin@AssociationMgt.com

HOA Board

- Rene Hordines – President, Term ends 2022
- Ringo Davis – Vice President, Term ends February 13, 2021
- Joe Lishok – Treasurer, Term ends February 13, 2021 – added to ballot for re-election
- Nicole Bruck – Secretary, Term ends 2022

ARC Committee

- Gail Miles
- Guido Walther
- Terry Gorman

Adopt a Road

- Guido Walther
- Clean up Volunteers needed 4X per year.

Social Committee

- Looking for 2021 Volunteers

C.O.P.S. Committee

- Chris Weaver

Neighbor to Neighbor

- Amy Rehn

Newsletter

- Amy Rehn

Tennis Committee

- Alan Eisner
- Patty Larson

Landscape Committee

- Tony Mirabile

Pool Committee

- Ringo Davis
- Looking for 2021 Volunteers

Welcome Committee

- Leslie Shafer



Management Company

A new management company was selected for 2021. The previous vendor, Liberty Management, was not providing services as outlined in the contract.

The issues not being performed include, but are not limited to:

- Accounting Reports did not always accurately reflect underlying transactions
- Violation letters were unclear and left many questions by homeowners
- General lack of management and advisement to the board
- Turnover of staff led to numerous problems in communication and completion
- Online system was difficult to navigate and proved difficult to find information
- Lack of attention to past dues and legal cost

The HOA board met with two other community management companies: AMAG and CMA. AMAG was chosen based on their increased personal touch, proximity to the community (within 4 miles of our community), ease of online system, and years of experience. We were able to negotiate the rate down slightly to reduce the overall increase to the community, and closely aligning with the previous amount.





Landscaping Company

The previous vendor was Unlimited Landscaping and the decision to evaluate a new vendor was driven by Unlimited not providing services as stated in the agreed-upon contract. Dissatisfaction with the overall look in the common areas, including weeds, tree maintenance and trimming, removal of debris, an ongoing issue with drainage, and other unsatisfactory work issues led us to pursue other vendor proposals.

The landscape committee received quotes from different vendors:

- Unlimited - \$806 per month
- Burning Bush - \$903 per month
- The Rick's Group - \$968 per month
- Atlanta Landscape Group - \$965 per month

All the potential vendors commented on the unkempt look of the community. They stated that our contract was severely underpriced and could explain why our community may not have been a priority with Unlimited. Burning Bush was chosen because they had several recommendations (including Mitch Ambler – The Bridge Community Church), had an overall vision for improvements to the community, and their contract including additional items that were extra costs from the other companies. Additional costs include seasonal color, pine straw, added plantings.

Pool Company



The previous vendor was American Pool and the decision to evaluate a new vendor was driven by numerous challenges, including but not limited to:

- Unable to provide lifeguards for 2020
- Overfilling the pool twice, increasing water bill
- Delay in providing proper attire for employees, making it easier to spot the monitor
- Not delivering pool supplies for bathroom and cleaning that was noted in contract
- Misinformation surrounding pool testing requirements

The Pool Committee received two additional quotes and Positively Pools was selected.

- American Pool - \$24,186
- AMS - \$24,270
- Positively Pools - \$25,800

Positively Pools did come in as the most expensive, but their overall presentation and level of service to be provided was much better. In addition, they were able to provide lifeguards to other contracted pools last summer; something we want to have for our 2021 season.



Community HOA dues are \$575.00 per year and are due by February 28, 2021. Late fee will be applied on March 11th.

Your dues can be taken care of online at our community AMAG page or a check can be sent to:

Highland Oaks Homeowners Association, Inc.

PO Box 537054

Atlanta, GA 30353-7054

Please make sure you reference your address and/or account number.

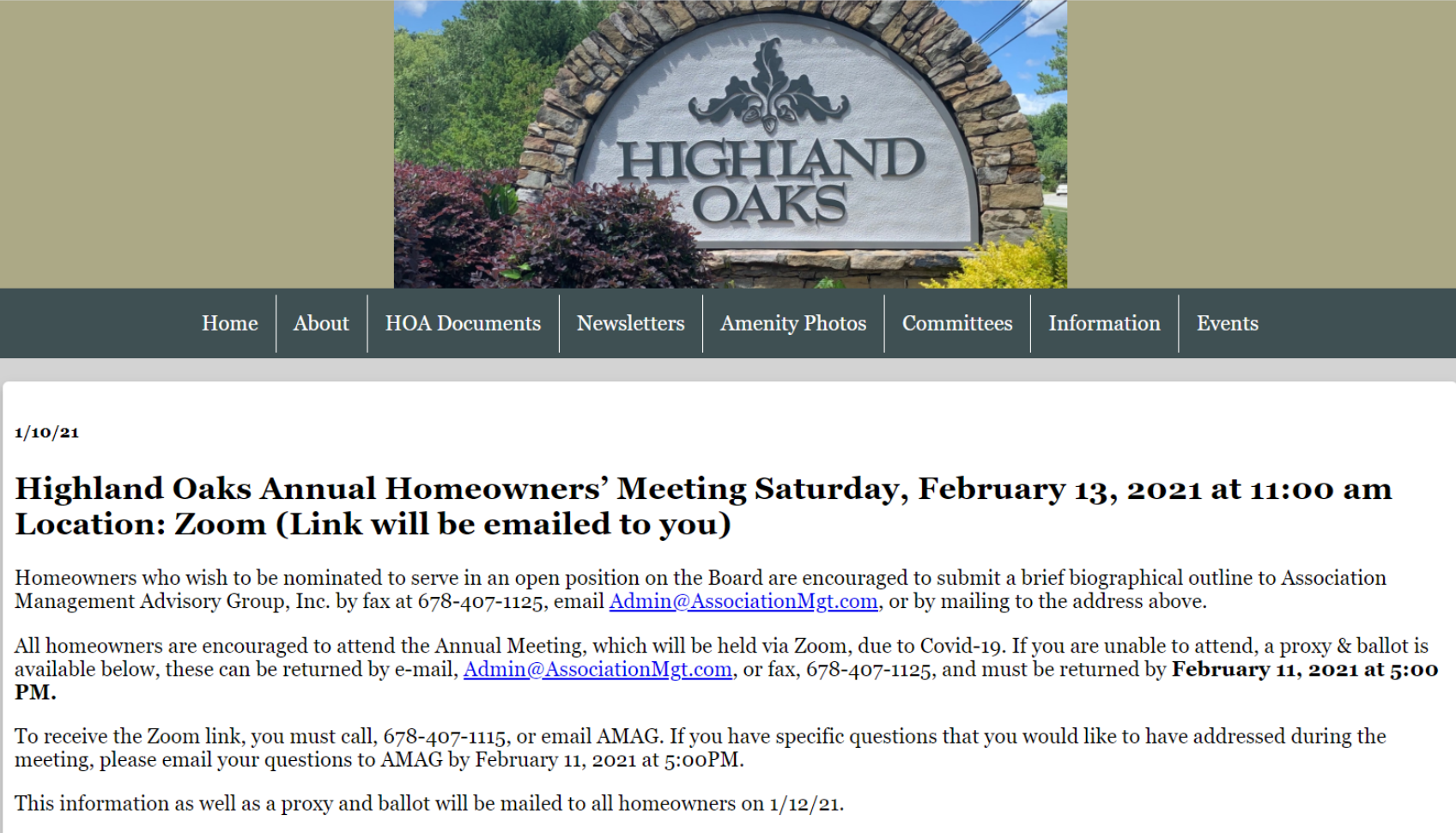


We thank all homeowners for complying with our community standards. If you would like to report a community covenant or architectural violation, please contact AMAG at admin@associationmgt.com or 678-407-1115. Once reported, AMAG will investigate and send a formal letter to the homeowner that states the violation and the necessary steps to amend the error. In order to avoid conflict, the HOA Board of Directors is not involved in receiving complaints or sending violation notices. Please note, that issues will not be addressed via social media.

New Website

Check out our NEW and IMPROVED website at www.myhighlandoaks.com

- Easier to navigate
- Find important information and forms
- How to contact the management company, AMAG
- ARC Form – where and how to send exterior home modifications, such as tree removal, painting, additions, etc.
- Upcoming events, such as when the pool is opening and closing, and other important announcements.
- And SO MUCH MORE!



1/10/21

Highland Oaks Annual Homeowners' Meeting Saturday, February 13, 2021 at 11:00 am
Location: Zoom (Link will be emailed to you)

Homeowners who wish to be nominated to serve in an open position on the Board are encouraged to submit a brief biographical outline to Association Management Advisory Group, Inc. by fax at 678-407-1125, email Admin@AssociationMgt.com, or by mailing to the address above.

All homeowners are encouraged to attend the Annual Meeting, which will be held via Zoom, due to Covid-19. If you are unable to attend, a proxy & ballot is available below, these can be returned by e-mail, Admin@AssociationMgt.com, or fax, 678-407-1125, and must be returned by **February 11, 2021 at 5:00 PM**.

To receive the Zoom link, you must call, 678-407-1115, or email AMAG. If you have specific questions that you would like to have addressed during the meeting, please email your questions to AMAG by February 11, 2021 at 5:00PM.

This information as well as a proxy and ballot will be mailed to all homeowners on 1/12/21.

HOA vs POA



Homeowners Association vs Property Owners Association

<https://www.luederlaw.com/the-reasons-why-a-community-should-adopt-the-georgia-property-owners-association-act/>

- Automatic Liens – cost reduction by not paying lawyer fees
- Joint Liability – seller and buyer are jointly liable to pay assessments, holding them liable at closing to cover cost
- Late Fees & Interest – reduction of interest of 18% to 10% on unpaid balances

Additional amendments:

- Initiation Fee – new owner pays fee equal to dues at closing
- Leasing Restriction – limit the number of rentals available to 5% of total homes. Homes currently leased would be grandfathered in until current occupant vacates.

The overall goal in instituting these changes is to maintain and increase our property values. Please take the time to do your research prior to consent forms being provided to all homeowners. Once you receive your consent form, PLEASE RESPOND. All homeowners who have not responded will be contacted directly. Making these changes requires 2/3 of our homeowners to vote in favor.

2020 Cash Flow

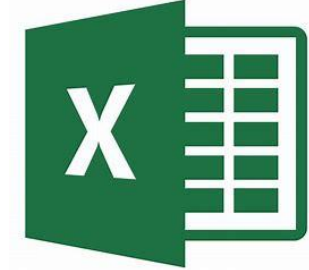
We ended the year with total cash reduced by -\$ 39,432. This was due to capital project spending of \$75,600, which was offset by positive cashflow from annual operations.



Cash Position

	2019 Year End	2020 Year End	2020 Change
Operating Funds	\$ 73,553	\$ 97,532	\$ 23,979
Reserve Funds	\$ 205,745	\$ 142,334	\$ (63,411)
<u>Total Cash</u>	<u>\$ 279,298</u>	<u>\$ 239,866</u>	<u>\$ (39,432)</u>

2020 Summary Variance to Budget



Description	2020 Actual Results	2020 Budget	Variance to Budget
INCOME			
HOA Fee Income \$	142,450.00	\$ 142,450.00	\$ -
Late Fee & Interest Income Sub-Total \$	1,936.80	\$ -	\$ 1,936.80
Reimbursed Income Sub-total \$	11,642.18	\$ 3,000.00	\$ 8,642.18
Fine Income \$	900.00	\$ -	\$ 900.00
Reserve Contribution \$	75,600.00	\$ -	\$ 75,600.00
Recreation Income Sub-total \$	-	\$ -	\$ -
Interest Income \$	241.40	\$ 250.00	\$ (8.60)
Other Income Sub-total \$	241.40	\$ 250.00	\$ (8.60)
Total Income	\$ 232,770.38	\$ 145,700.00	\$ 87,070.38
EXPENSE			
<u>A/R Writeoffs</u>			
Foreclosure/Written Off Funds \$	424.02	\$ 7,000.00	\$ 6,575.98
<u>Business Expense</u>			
Sub-Total Business Expense \$	1,931.58	\$ 3,349.00	\$ 1,417.42
Sub-Total Landscape & Irrigation \$	13,738.00	\$ 13,560.00	\$ (178.00)
Security Expense Sub-Total \$	719.40	\$ 1,220.00	\$ 500.60
Insurance Sub-Total \$	6,289.18	\$ 5,700.00	\$ (589.18)
Management Fees Sub-Total \$	20,642.80	\$ 20,813.00	\$ 170.20
Prefessional Fees Sub-Total \$	9,569.74	\$ 17,525.00	\$ 7,955.26
Property Taxes \$	1,005.67	\$ 1,040.00	\$ 34.33

Description	2020 Actual Results	2020 Budget	Variance to Budget
Maintenance Sub-Total \$	3,163.77	\$ 1,000.00	\$ (2,163.77)
Utilities Sub-Total \$	12,527.04	\$ 13,220.00	\$ 692.96
Pool Facility Sub-Total \$	28,242.62	\$ 38,200.00	\$ 9,957.38
Clubhouse Sub-Total \$	1,836.64	\$ 4,000.00	\$ 2,163.36
Tennis Facility Sub-Total \$	-	\$ 1,000.00	\$ 1,000.00
Social Sub-Total \$	745.38	\$ 2,000.00	\$ 1,254.62
Contributions to Reserve \$	12,000.00	\$ 12,000.00	\$ -
<u>Other Expenses</u>			
Other/Capital Expense \$	75,600.00	\$ -	\$ (75,000.00)
Sub-total Other Expense \$	75,600.00	\$ -	\$ (75,600.00)
Total Expenses	\$ 188,435.84	\$ 141,627.00	\$ (46,808.84)
Net Income	\$ 44,334.54	\$ 4,073.00	\$ 40,261.54

2020 – 2021 Budget



Category by category below, we did come in under budget in many areas.

Description	2020 Actual	2020 Budget	2021 Budget
INCOME			
HOA Fee Income	\$ 142,450.00	\$ 142,450.00	\$ 148,925.00
<u>Late Fee Income</u>			
Interest on Delinquent Accts	\$ 2,601.02	\$ -	\$ -
Late/Int Collected - Paid to LCM	\$ (664.22)	\$ -	\$ -
Late Fee & Interest Income Sub-total	\$ 1,936.80	\$ -	\$ -
<u>Reimbursed Income</u>			
Keys	\$ 100.00	\$ -	\$ -
Returned Check	\$ 100.00	\$ -	\$ -
Administrative Charge	\$ 1,157.00	\$ -	\$ -
Charged Legal Fees	\$ 10,655.18	\$ 3,000.00	\$ 6,000.00
Utility Reimbursements	\$ -	\$ -	\$ -
Admin Fee Collected -Due LCM	\$ (350.00)	\$ -	\$ -
Ret Check fee Collected -Due LCM	\$ (20.00)	\$ -	\$ -
Reimbursed Income Sub-total	\$ 11,642.18	\$ 3,000.00	\$ 6,000.00
Fine Income	\$ 900.00	\$ -	\$ 500.00
Contribution from Reserve	\$ 75,600.00	\$ -	\$ 10,000.00
<u>Recreation Income</u>			
Clubhouse Rental			
Sub-total	\$ -	\$ -	\$ -

Description	2020 Actual	2020 Budget	2021 Budget
<u>Other Income</u>			
Interest Income	\$ 241.40	\$ 250.00	\$ 165.00
Sub-total Other Income	\$ 241.40	\$ 250.00	\$ 165.00
Total Income	\$ 232,770.38	\$ 145,700.00	\$ 165,590.00
EXPENSE			
<u>A/R Writeoffs</u>			
Foreclosure/Written Off Funds	\$ 424.02	\$ 7,000.00	\$ 5,000.00
<u>Business Expense</u>			
Coupon/Statements	\$ -	\$ 389.00	\$ -
Bank Service Charges	\$ 58.00	\$ 10.00	\$ 40.00
Licenses and Permits	\$ 30.00	\$ 50.00	\$ 40.00
Postage	\$ 929.87	\$ 1,700.00	\$ 1,500.00
Printing	\$ 900.83	\$ 1,050.00	\$ 1,000.00
Facility Rental	\$ (37.96)	\$ 50.00	\$ 25.00
Meeting Signs	\$ 50.84	\$ 100.00	\$ 75.00
Website Hosting	\$ -	\$ -	\$ -
Business Expense Sub-Total	\$ 1,931.58	\$ 3,349.00	\$ 2,680.00

2020 – 2021 Budget

Category by category below, we did come in under budget in many areas.

Description	2020 Actual	2020 Budget	2021 Budget
<u>Landscape Expense</u>			
Service Contract	\$ 9,866.00	\$ 10,836.00	\$ 11,500.00
Seasonal	\$ 3,502.00	\$ 3,000.00	\$ 3,000.00
Exterminating	\$ 240.00	\$ 430.00	\$ 500.00
<u>Irrigation</u>			
Repairs & Supplies	\$ -	\$ 300.00	\$ 300.00
Backflow Testing	\$ 130.00	\$ 130.00	\$ 130.00
Other Improvements	\$ -	\$ 200.00	\$ -
Landscape & Irrigation Sub-Total	\$ 13,738.00	\$ 14,896.00	\$ 15,430.00
<u>Security Expense</u>			
Gate System Repairs	\$ -	\$ 500.00	\$ 200.00
Monitoring Services	\$ 719.40	\$ 720.00	\$ 1,000.00
Security Expense Sub-Total	\$ 719.40	\$ 1,220.00	\$ 1,200.00
<u>Insurance Expense</u>			
D & O	\$ 1,414.00	\$ 1,415.00	\$ 1,415.00
Fidelity Ins	\$ 285.00	\$ 285.00	\$ 285.00
Liability Ins	\$ 4,590.18	\$ 4,000.00	\$ 4,900.00
Insurance Sub-Total	\$ 6,289.18	\$ 5,700.00	\$ 6,600.00
<u>Management Fees</u>			
Additional Meetings	\$ 130.00	\$ 300.00	\$ 200.00
Contract Services	\$ 20,512.80	\$ 20,513.00	\$ 21,000.00
Management Fees Sub-Total	\$ 20,642.80	\$ 20,813.00	\$ 21,200.00

Description	2020 Actual	2020 Budget	2021 Budget
<u>Professional Fees</u>			
Annual Tax Filing	\$ 290.00	\$ 285.00	\$ 300.00
Legal Fees	\$ 8,927.74	\$ 12,000.00	\$ 14,000.00
Filing Fees	\$ 27.00	\$ 40.00	\$ 50.00
Consulting	\$ -	\$ 4,500.00	\$ 2,000.00
Administrative Services	\$ 150.00	\$ 100.00	\$ 200.00
Collection Agency Expense	\$ 175.00	\$ 600.00	\$ 600.00
Professional Fees Sub-Total	\$ 9,569.74	\$ 17,525.00	\$ 17,150.00
<u>Property Taxes</u>			
Property Taxes	\$ 1,005.67	\$ 1,040.00	\$ 1,200.00
<u>Maintenance</u>			
Repair & Maintenance	\$ 3,163.77	\$ 1,000.00	\$ 2,500.00
Maintenance Sub-Total	\$ 3,163.77	\$ 1,000.00	\$ 2,500.00
<u>Utilities</u>			
Telephone	\$ 1,386.60	\$ 1,300.00	\$ 1,400.00
Electric	\$ 6,459.90	\$ 7,600.00	\$ 7,600.00
Water	\$ 4,466.22	\$ 4,100.00	\$ 4,500.00
Sanitation	\$ 214.32	\$ 220.00	\$ 225.00
Utilities Sub-Total	\$ 12,527.04	\$ 13,220.00	\$ 13,725.00

2020 – 2021 Budget

Category by category below, we did come in under budget in many areas.

Description	2020 Actual	2020 Budget	2021 Budget
<u>Swimming Facility</u>			
Facility Cleaning	\$ 165.93	\$ -	\$ -
Service Contract	\$ 23,128.00	\$ 24,000.00	\$ 25,000.00 ▼
Furniture	\$ -	\$ 10,000.00	\$ 11,000.00 ▼
Pool Permits	\$ 200.00	\$ 200.00	\$ 200.00
Pool Repairs	\$ 4,605.40	\$ 4,000.00	\$ 6,000.00 ▼
Pool Supplies	\$ 143.29	\$ -	\$ 200.00
Pool Facility Sub-Total	\$ 28,242.62	\$ 38,200.00	\$ 42,400.00
<u>Clubhouse</u>			
Clubhouse Maintenance	\$ 1,836.64 ▼	\$ 3,000.00	\$ 2,000.00 ▼
Clubhouse Sub-Total	\$ 1,836.64	\$ 3,000.00	\$ 2,000.00
<u>Tennis Facility</u>			
Maintenance & Repair	\$ -	\$ 1,000.00	\$ 2,000.00 ▼
Tennis Sub-Total	\$ -	\$ 1,000.00	\$ 2,000.00
<u>Socials</u>			
Association Events	\$ 745.38	\$ 2,000.00	\$ 2,000.00
Sub-Total Social	\$ 745.38	\$ 2,000.00	\$ 2,000.00
Contributions to Reserve	\$ 12,000.00	\$ 12,000.00	\$ 16,000.00

Description	2020 Actual	2020 Budget	2021 Budget
<u>Other Expenses</u>			
Other/Capital Expense	\$ 75,600.00	\$ -	\$ 10,000.00 ▼
Sub-total Other Expense	\$ 75,600.00	\$ -	\$ 10,000.00
Total Expenses	\$ 188,435.84	\$ 141,963.00	\$ 161,085.00
Net Income	\$ 44,334.54	\$ 3,737.00	\$ 4,505.00

Projects Completed:



- Changed Management, Pool, Landscaping, and Towing companies
- Produced 4 Newsletters and a special edition newsletter
- Updated the website www.myhighlandoaks.com
- Resolved 3 lengthy legal disputes
- Repaved parking lot – final sealcoat to be added Fall 2021
- Took trash to the curb weekly to keep trucks off new pavement & prolong lifespan
- Updated Towing signage
- Repaired and replaced damaged wood boards on pavilion and pump room
- Repainted the pavilion and pump room
- Repainted the pool fence and gate
- Power washed the pool deck, pavilion, fence along Ridge Road, & Play Structure
- Installed Bird spikes inside pavilion to reduce bird droppings
- Replaced missing stonework on the fireplace in the pavilion
- Replaced non-working light in pavilion
- Replaced Hot water heater in pump room and other minor pump repairs
- Installed a new door for the pump room
- Acid washed the pool
- Implemented Covid-19 safety procedures and precautions at the pool
- Updated the pool rules, new Covid-19 rules, and Release form
- Updated signage at the pool and in the bathrooms
- Painted the bathrooms and installed hooks and artwork
- Landscaping improvement: Trim crepe myrtles in pool area, remedied drainage problems, removal/replacement dead bushes, add pine straw & seasonal color to entrances, limbed up trees, etc.
- Home décor contests with winners (Halloween and Christmas)
- Held 2 Food Truck events (Eddie's BBQ and Pay It Forward)
- Displayed 2 graduation banners
- Decorated the entrance monuments for the Christmas and 4th of July
- Added cording to the tennis windscreens
- Replaced old signage at tennis courts
- Replaced non-working lights on tennis courts
- Added Court numbers
- Painted and added a memo box to tennis fence
- Updated the tennis rules and added a new sign
- Replaced the timer for the tennis lights to a more user-friendly version
- Fixed an electrical problem at the tennis gate
- Repaired door magnet on tennis gate to ensure locking
- Implemented a Neighbor to Neighbor program
- Restarted the Welcome Committee
- Multiple Ridge Road cleanups – Adopt a Road (Gwinnett Clean & Beautiful)
- Facilitated Sewer Drain repairs
- Replaced damaged and discolored flags at entrance
- Had broken sprinkler heads fixed
- Revised the ARC Modification Form
- Approved numerous modification requests
- Replaced Bathroom locks
- Repainted the Highland Oaks Sign

Projects for 2021:

- Facilitate resident voting on POA and amendments
- Add final seal coat to parking lot
- Change signs in parking lot for residents requiring overnight parking
- Repaint median with white reflective paint
- Add additional cameras to pavilion/pump room to remove blind spots
- Upgrade bathrooms at the pool
- Repair pump room wood rot damage
- Replace retaining walls inside the pool area
- Add more plants inside pool area at retaining walls
- Add landscaping to common areas
- Improve drainage near play structure
- Remove trees on common areas as necessary
- Upgrade sign at the Glen entrance
- Improve landscaping at Glen entrance
- Replace and/or repair tennis fence
- Paint the light poles at the tennis courts
- Replace tennis net cranks
- Replace tennis court squeegees

