

Stoneybrook Master Association, Inc.
Board of Directors Meeting
November 18th, 2008

Call to Order:

The November 18th, 2008 Board of Director's meeting was called to order by President John Santaniello at . Darin Stewart, Mark Krush, Damon Patai, Tony Gregory, Alan Gelb, Karen Miller, John Bunke and Terry Theret were present. Angie Tucker and Michelle Paul were present representing Sentry Management.

Proof of Notice of Meeting:

The notice of the meeting was posted at the fitness center, resident entry gate and on the access TV channel and community website in accordance with covenant requirements.

Approval of Meeting Minutes:

A motion was made by _____ to approve the minutes for the October 2008 Board meeting. _____ seconded the motion. Motion passed unanimously.

President's Report:

Management Report:

- Report was submitted in writing to the Board prior to this meeting
- Management submitted the Sentry Management contract for the Boards approval
- The Board voted unanimously to approve the contract.

Gatehouse Committee:

- Report provided by Jim Schnaath
 - Received a second bid/proposal
 - 3rd bid meeting was cancelled by the company but is being re-scheduled
 - Stop-sticks for the gate exits to prohibit those driving through the exit to avoid the entrance process was discussed
 - Committee is suggestion trying the convex mirror idea first
 - This would provide gate attendants ability to see behind the gate building
 - If this doesn't work, then we can re-visit the stop stick idea
 - There were some issues during Halloween
 - Residents not answering phones which in turn, guests were prohibited entry
 - Many guests were angry
 - Shows that our gate process is effective
 - John Santaniello thanked Jim and the committee for their continued work
 - Due to current cash flow concerns, installation of the digital sign for the resident gate may be delayed.

Building Committee:

- Darin provided the following information
 - Development Review Committee is reviewing the entitlements
 - Square footage of the existing building
 - Square footage of the proposed addition

- The County does not provide a timeframe from which their findings can be determined
- Once findings are received
 - We will be required to answer any questions they have, or
 - We can submit construction drawings to the County for permitting

Old Business:

- HBL Update:
 - Association hired an engineer who has conducted the speed test on the cable system
 - Awaiting results
 - System is unbalanced
 - Download speeds are close but upload speeds are not yet up to specifications
 - A new larger dish is to be mounted by the end of this week
 - There have been few challenges with internet dropout
 - Customer Service issues from previous meeting
 - Some of the residents in attendance at the 08/26 meeting were contacted, some were not.
 - TIVO education took place
 - Billing issues have been somewhat of a challenge as initial promotions are now expiring.
 - Customer Service Representatives
 - Yelling at Rep will result in Rep hanging up
 - HBL to outsource CSR training
 - Rain Fade
 - New dish to be installed by 9/25
 - Pricing
 - John did some pricing and found HBL to be competitive. Some items were more expensive, some items less, but overall competitive.
 - John S. is putting together a survey of HBL, which he will present to the Board via email. Once approved will then send out to the Community.
 - HBL has fixed the hole in the street across from the Fitness Center.
 - HBL has not yet fixed the sidewalks in Buckingham
 - Call to be placed on 09/17 to repair this sidewalk. If not completed, the Association will repair it and bill HBL.

ARC:

- Met last week
- Are looking at Stoneybrook West's guidelines
 - Each person on the committee will take a section to incorporate and update as needed for our Association.
 - Once completed, these guidelines will be presented to the Board for recommendations.
 - John S. suggested that a middle of the road approach be used when meshing the two sets of guidelines.
- Discussion took place regarding the composition of the ARC.
- Tony motioned that the ARC procedure be modified to requiring that the 3 Board members of the ARC endorse all ARC requests following Management's review for meeting criteria. If all 3 Board members do not endorse the request, the request will then be brought to the attention of the full Board.
- Alan seconded the motion.
- The motion passed unanimously.

New Business:

- **Avalon Gate Challenges**

- John Santaniello outlined challenges with cars driving through the STOP at the turn just before the Stoneybrook side of the gate.
 - STOP has been painted on the road
 - Reflectors have been installed
 - People are not stopping, especially during the very busy school hours
 - Discussion took place regarding other potential solutions
 - Tony motioned to add a STOP sign and speed bump on both lanes
 - Darin seconded the motion.
 - Motion passed unanimously

- **ARC**

- Terry Theret provided the following:
 - Committee has reviewed the common articles between our association and Stoneybrook West
 - Committee is now reviewing Stoneybrook West policies
 - Committee expects to have a draft of the best from both sources for the Board to review by the next meeting

- **HBL Surveys**

- John Santaniello commented that we have been soliciting for as much HBL input as possible
 - Out of all the home is Stoneybrook, only 47 have responded to the survey
 - Results will be published in the next newsletter
 - #1 complaint has been Customer Service issues
 - Many experienced that a number of channels had disappeared from the line-up
 - This was found to be a problem on DISH's side, not HBL's
 - Internet challenges
 - A letter was sent to HBL regarding the upload and download speed were not up to contractual levels
 - ATT is reviewing the system and find challenges
 - John stated that the more the residents call, write, etc. with the challenges they are having, the more evidence we have to enforce the contracted requirements.

- **Collection Policies**

- Darin provided an overview of the changes that have been implemented
 - This Board is here to take care of and protect this community
 - This Board is pro-active when addressing collection issues
 - Board began to see signs that the timely payments were becoming a challenge
 - Darin provided an overview of the payment and notice processes
 - Late payments cause hardship to the community
 - The Association is a not for profit entity
 - Association fees are based upon the Community expenses
 - There is no additional funds to compensate when a homeowner does not pay their dues
 - Residents who don't pay place a larger burden on those that do pay.

- John Santaniello outlined our current cash flow problem
 - About 270 residents did not pay their dues on time this last quarter
 - This is approximately double the normal number
 - The Association manager and Fitness Center staffed have been overwhelmed with activation/de-activation of services
 - Based upon these numbers, the grace period was extended to 11/10/08
 - On 11/10, HBL began de-activating basic cable services
 - They were able to deactivate about 25 homes/day
 - Based upon this number, many residents had even more time to pay based solely upon when HBL would get to that account for suspension of services.
- Tony provided an overview of:
 - Payment coupons
 - Delinquency rates
 - How the new policies were sent to all homeowners and the timeframes associated with those various communications and methods
 - If the Association were to waive the re-activation charges for a single household, that could be construed as favoritism
 - The Board cannot use subjective criteria to make these decisions
 - The penalty fees were designed to get an immediate reaction and cover the Association's expenses incurred with regards to de-activation and re-activation of the various services.
- Darin provided the following comments:
 - Payment coupons are the notice as they always have been
 - The new collection policies were distributed as Tony mentioned
 - Some residents stating that their payments were only 'a few days late' in actuality are 30+ days late
 - Penalty fees are again based upon costs to the Association
- John Santaniello provided an overview of process once a household becomes delinquent
 - Cash flow slows dramatically once lack of payment reaches the attorney level
 - Suggested the following changes:
 - Deactivation of Fitness Center Amenities and Gate entrance decals as Step 1
 - This would do the following:
 - Get the homeowners attention immediately
 - Would not yet go to the attorney
 - Get dues paid more quickly
 - Residents would not incur as many penalty fees
 - Provides for those who may have had a lapse versus habitual offenders
 - Provide 1 week to settle the account
 - If not settled in that 1 week, the account is then sent to the attorney
 - Suggesting raising level of amount owed to one quarter's dues before process takes place. Ultimately, this suggestion was not implemented
- Darin made the following motion:
 - To maintain the \$100.00 limit level at which the collection policy would begin. De-activation of the vehicle bar codes and fitness center identification cards would take place at the end of the payment grace period. Once this deactivation takes place, the resident

would have 5 business days to settle the account. If not settled in the allotted timeframe, that account would be sent to the attorney for further action.

- Tony seconded the motion
- After some discussion, the motion passed unanimously.

- **Special Assessment: This course of action may be required if the Association's cash flow does not improve.**

- John Santaniello:
 - The Apartment complex is charged dues just as a resident is charged, about \$75,000/quarter
 - The Apartment complex did not pay last quarters dues
 - This combined with the 270 residents that have not paid their dues has created challenging cash flow problems for the Association
 - The Association's attorneys are working with the apartments in order to resolve all issues
 - Until the delinquency problem is resolved, a special assessment may be necessary
 - Board members should go through the Budget and look for any possible opportunities to reduce the Association's expenditures
- Darin:
 - We as a Board need to balance the level at which this Community is maintained with the cash flow
 - We need to identify items in the budget that can be either deferred or eliminated with minimal impact on the look and operation of our community.
- Discussion on this matter took place among the Board members
- John Santaniello
 - The consensus of the Board is that if necessary, an emergency meeting of the homeowners could be called regarding the need for a special assessment.

- **Budget**

- The 2009 Stoneybrook Homeowners Association Budget was developed by the Board and sent to the Residents.
- The Board took questions from the floor.
- Damon motioned to accept the 2009 Budget
- Tony seconded the motion
- The 2009 Budget was unanimously passed.

Questions from the Residents:

- Questions were taken on the following:
 - Payment challenges
 - Discontinuation of services
 - Gate attendant dissemination of information to guests regarding resident's status and the admittance of guests into the community

Next Meeting Date:

The next regular Board of Directors meeting will be held on December 16th, 2008 at 7:00 P.M. at the Stoneybrook Fitness Center.

Adjournment:

10:16 PM

Respectfully Submitted,
Damon Patai, Secretary

Stoneybrook Master Association, Inc.
14351 Stoneybrook Blvd.
Orlando, FL 32828
Phone: (407)249-7010
Fax: (407)249-7030



HBL Communications is the cable television and high-speed internet provider for the residents of Stoneybrook East located in Southeast Orange County, Florida. The cost of these services is paid for on a bulk-rate basis by the homeowners' association and included in the dues each resident pays.

The portion of each resident's 2009 dues that pays for internet services is \$27.95 per month.

If you have any questions, please contact me at 407-249-7010.

Sincerely,

STONEYBROOK HOMEOWNERS ASSOCIATION, INC.

Michelle Paul, LCAM

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