

Locust Curve Home Owners Association Special Board Meeting - Omni/PSAM Billing Discussion

Attendees: John Cremer, Paul Mack, Eric Moody, Jerry Maynard

Date: Thursday, 24 March 2011, 6:30 PM

Location: The Jug

Omni/PSAM Discussion Items

- Is the billing timeline fair?
- Legal letter/fee?
- How to handle current round of upset home owners?
- Is Omni providing an acceptable service?

Discussion

- Process: Bill (30 days from mailing = pay), Late Fee (\$25) + Notice Mailed, Legal Warning Letter + \$75 Fee, Court-Action recommended to the LCHA Board (court fees added to the \$100 of Omni fees)
- Question: Has LCHA actually signed anything that approves the Omni/PSAM process and fee schedule? General thought is no.
 - Evidence: no fee schedule mentioned on the annual dues bill (Paul brought his dues bill)
 - Process Approval: no LCHA Board approval for the Omni/PSAM process or fee schedule.
 - Countermeasure: While we do not disagree that some process should be in-place to collect the LCHA dues, we believe this schedule and list of fees should require the approval of the board and be stated on the annual bills (to residents) and in a formal agreement that can be posted on the LCHA web site (for resident, board, and Omni/PSAM's reference). This is very similar to the process the board and Omni/PSAM follows for dealing with the landscaping contractor (Brickman) and it should be used for Omni/PSAM. By doing this, the board believes residents will be better informed and feel more satisfied with the management function that Omni/PSAM provides.

Next Steps

John will e-mail a proposal for the 2012 annual dues collection process to Omni/PSAM. The board will start working with Omni/PSAM on the language of the 2012 annual dues collection agreement. The 2012 agreement documents will also be reviewed with residents during the annual meeting on April 27th.

Next Meetings:

Board pre-meeting - Wednesday, 20 April 2011 (7:00 PM)

Annual Meeting - Wednesday, 27 April 2011 (7:30 PM - 9:00 PM)