

Manager's Report

Pine Ridge Property Owners Association, Inc.

To: The Board of Directors

From: Gail A. Denny, AMS, CMCA, LCAM

Date: May 16, 2019

1. Maintenance continues to care for the common facilities at the Community Center Complex, and US Lawns provides landscape services, and irrigation checks for the 491 and 486 entrances. Maintenance removed and disposed of the old horse crossing fencing and we anticipate vinyl installation at each location over the next several weeks. Several posts were replaced in the horse pastures, routine building repairs in the equestrian and community center facility. Upgrades to lighting for the equestrian meeting room is in progress. The trails are still in a clean-up phase and a date to bush hog will be set weather permitting within the next few weeks.

2. We are actively collecting on delinquent accounts through the coordinated efforts of this office and the associations' attorney; currently we are pending release of payment on one property that was in lien and sold. The total outstanding accounts receivable including dues, fines, finance charges, late fees, miscellaneous and non-legal costs as of 5.16.19 which includes past collections in the amount is \$37,177.76. I am happy to report that we are doing well this year on legal collections. As you know the lot that was approved for sale has closed.

3. Currently we have 50 accounts that remain as inhouse collections and we are processing them and will send to legal for lien. The office continues to work on daily processes i.e. deed changes, estoppels, guidance with ADC Applications, collection efforts, violations and more. I am working on a way to streamline the filing process and paper fumble process. The staff and I will scan all documents from the past and future that is relative to each individual account. Eventually, we would like to look at ways this office can greatly reduce the utilization of paper. Certain things like the Newsletter can't be cut out but many items that we do can be changed. Additionally, I will be holding a training seminar for the staff and any of the ADC or Board who would like to attend, and the goal is to educate with the ADC application process (date TBD). The Barn Manager Diane Plath continues to do an excellent job; we have two openings.

4. We are actively working on 13 properties with single or multiple violations. I have (2) on tracking and one in legal.

Projects Pending and updates:

1. Wash rack drainage- Cost approved in budget and the amount of this repair is on walkway placement for the shed project.
2. Storage Shed and walkway – Pending
3. Horse Crossing Replacement/Repair- 2019 phase per budget is in progress
4. Currently bidding upgraded microphone system with conferencing. (meeting with Rep.)