

# **Fountain Hills Community Association**

## **Board of Directors Meeting**

### **October 3, 2019**

The Board of Directors of Fountain Hills Community Association held a Board of Directors Meeting at the Upcounty Regional Services Center on Thursday, October 3, 2019 at 7:30 p.m.

#### **Board Members Present:**

Harry Matchett, President  
Sherry Lee, Vice President  
JoAnn Windsor, Treasurer  
Frank Walsh, Secretary  
Wenhai Liu, Director  
Kevin Miller, Director

#### **Also Present:**

Bryan Hahn, Community Manager  
Jason Fisher, COO of IKO Community Management

#### **Board Members Absent:**

Bob Fabiszak, Director

#### **A. CALL TO ORDER**

The Board of Directors Meeting was called to order by Harry Matchett at 7:30 p.m.

#### **B. INTRODUCTION OF NEWLY ASSIGNED IKO COMMUNITY MANAGER**

Bryan Hahn was introduced as the newly assigned community manager. Mr. Hahn provided his professional background and fielded questions from Board members.

JoAnn Windsor specifically mentioned the following concerns and issues with the new management transition:

When Ralph came on board, he told us that IKO did a reshuffling of managers in order to provide us with an experienced manager in view of the number of managers we have had with IKO. We have had 4 managers since 2016. He also told us he planned to stay long term. He was with us 9 months. We are now facing our 5th manager!

We have had to deal with learning curves with all of these managers and lots of dropped balls. This has prevented us from getting a lot of things done. We have been trying for 2 years to get asphalt work done, which is not going to happen this year again. It seems to be continuous setbacks. There seems to be a serious lack of communication within IKO. Examples are:

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1. There doesn't seem to be communication between managers when necessary. Julie was absent for two meetings, both of which were covered by other managers. Nothing was relayed back to Julie regarding what transpired including the Action Items.
2. When Jose became our manager after Julie was transferred, we voted at the June 7, 2018 meeting to reschedule the July 5, 2018 meeting to July 19th because it was the day after the holiday and also to accommodate our new manager. No one in IKO ever informed Jose about the change even though Julie was still with the company and Debbie Durham, the substitute IKO manager, attended the June meeting.
3. Before Ralph left, he said he would be available to help in the transition to our new manager, Bryan Hahn. This was not evident in the preparation with today's meeting, October 3, 2019. No emails were forwarded to Bryan before our meeting. The September 5th meeting minutes were sent to Ralph and Marcy September 27th. The ARC minutes and report were sent on September 19th. No draft agenda was sent and no printed packets were delivered to Board members.
4. The Accounting Department seems to have several issues. They make accounting mistakes, duplicate payments, do not catch mistakes, and have difficulty in making corrections in a timely manner when they are requested from our Board President.
5. Whenever we have a new manager, there doesn't seem to be anyone that is available to bring them up to date or to help with the transition even though we receive an email reassuring us that this will take place.

**C. HOMEOWNERS FORUM**

1. Stacey Teig of Cornerstone Montgomery made her twice per year appearance at the meeting to see if there have been any issues or concerns with the Cornerstone Montgomery properties and/or their residents.
2. Wenhai Liu said there are issues with illegal drugs in the Rushing Water Way area. Mr. Liu was informed to contact the police. Harry Matchett said he would follow up after the meeting with the name and contact number for the community outreach officer of the Montgomery County Police Department.
3. JoAnn Windsor commented the county finally removed the dead trees from along Liberty Mill. She mentioned the county did not grind the tree stumps.

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**D. MINUTES**

September 5, 2019 Board of Directors Meeting Minutes

**MOTION:** (Harry Matchett/Sherry Lee) Approve the September 5, 2019 Board of Directors meeting minutes as edited by Frank Walsh.

**VOTE:** Motion Passed – Unanimous

**E. ADJOURNMENT OF THE BOARD TO EXECUTIVE SESSION**

**MOTION:** (Harry Matchett/Sherry Lee) Adjourn the Board of Directors Meeting to Executive Session at 8:50 p.m.

**VOTE:** Motion Passed – Unanimous

**F. RESULTS OF THE EXECUTIVE SESSION**

The Board discussed a legal matter and potential actions on delinquent homeowner accounts.

**G. ADJOURNMENT OF EXECUTIVE SESSION**

**MOTION:** (Harry Matchett/Sherry Lee) Adjourn the Executive Session at 9:23 p.m.

**VOTE:** Motion Passed – Unanimous