

Community Name

**The Reserve at Bishops Park HOA**

Community City

**Raleigh**

Community Type

**Condominium**

Number of Units/Lots

**96**

Management Company

**York Properties, Inc.**

Question 1     The Reserve at Bishops Park is a condominium association with 96 condos in 12 buildings separated into four pods with three buildings each. The buildings were built to operate as apartments in the mid 1980's and then, converted into condominiums in 1996-1997. In 2017, the original Masonite Siding was in poor condition and the roofs not damaged by Hurricane Floyd were in failure. This is the story of how The Reserve was a Community of Excellence between 2016 – 2018. For several years at the association's annual meeting, the homeowners in the Reserve at Bishops Park HOA ask about repairs and siding maintenance. But boards delayed the repair work because funds were limited and the previous board did not want to consider another special assessment. During the 2016 Annual Meeting, several new homeowners became board members. Like many of the other homeowners, they were concerned about their property values and the condition of the property. The siding was failing and the roofs & chimney caps leaked on a regular basis. Shortly after the meeting, the board created an ad hoc Siding Replacement Project Committee and invited members of the committee to participate. By the time the 2017 Annual Meeting came along, the board had a list of needed replacements:

1. All Siding & trim;
2. Handrails;
3. All roofs;
4. Chimney Caps, which had rusted out and were leaking;
5. Gutters & downspouts; and
6. Windows.

The Board and Committee worked with Baker Roofing to create a complete needs list and decided that more input from homeowners was needed. The board embarked on a series of meetings with the homeowners to listen and learn from homeowners and provide homeowners insight into the process. There were four such meetings, including a final property walk.

By April 2017, the board had voted to move forward with a construction contract, loan and special assessment in the amount of \$2,089,375.00.

At a called meeting in May 2017, 75% of the membership approved the special assessment and the necessary loan with North State Bank. The Board and Committee structured communication so that everyone would be notified when each portion of the work began. Pod meetings were held before the start of construction and residents were encouraged to reach out to the board and the manager through a newly set up Gmail email.

Construction schedules were published online and emailed to homeowners. They were posted at each bulletin board.

The construction project lasted for 13 months ending with substantial completion on October 26, 2018 and the rest of the punch list work completed just this month.

During this time, there have only been a few issues with collections and all of them solved easily. Generally, most assessment payments come in on time. In fact, so many homeowners paid the assessment in full that the association only borrowed a little over half the construction costs instead of the approved construction loan of more than \$2,000,000.

There were some challenges with the project, such as the window replacements. Window replacement and repair is a homeowner responsibility. Most of the windows were in disrepair and the condo owners were excited about getting new windows that functioned properly. However, some owners didn't want the expense and others had completed some replacement and repairs already. After discussions with the attorney, the association moved forward with the window replacement for all windows. The covenants allow for repair or replacement of all windows by the association if after proper notice, the homeowner fails to do so. 75% of the owners wanted the discount given due to bulk buying and were happy that they didn't have to do the work themselves.

For those that had been replaced, the attorney recommended waiving the charge for new windows or giving credit for any replace completed within three years of the project start date. This program allowed the association to select the window style and have a uniform look and to get the best value for the money.

The siding replacement project found many areas of rotten wood and wood damaged by termites. The rotten wood was often on the ground level, which impressed upon the board the need to fix the ongoing stormwater drainage issue.

The Association is now taking on a drainage repair project for the entire property to ensure that the rain water is properly directed and doesn't cause flooding to any condo.

During the construction period, the association made other necessary improvements. The pool was plastered, the pool furniture was replaced, the building signage was replaced, chaises were created for the HVAC condensate lines, the bulletin boards were replaced, new monument

signs were added, the chimneys were waterproofed, failing wrought iron rails throughout the property were repaired or replaced, the exterior light fixtures were replaced, and failed stairwell support brackets & treads were replaced. This work was done to address other delayed maintenance issues.

Despite all the work, the association has not depleted their Reserve Funds. The board continually works to find the best value for their money.

Optional  
Image

[Kickoff Meeting Handout FINAL 08 29 17.pdf](#)  
[Reserve Bishops Park HOA Project Presentation 2 01.23.17.pdf](#)  
[Reserve at BP Exterior Improvement Project Packet 03.22.17 \(2\).pdf](#)  
[ReserveBishops Park HOA Project Presentation 12.12.16.pdf](#)

Optional  
Image

[Notice of Special Meeting REV 04-11.17.pdf](#)

Question 2

The Reserve at Bishops Park HOA Board made a point to involve the membership throughout each step of the exterior renovation project. Without homeowner involvement from the beginning, they knew the project would fail.

The board was clear in their communication of how the project would progress and what each party involved was responsible for during the project.

The board encouraged input from all owners and residents, even when it was negative and responded with respect to those with concerns and complaints.

When it came time to close out the project, all owners and tenants were sent a punch list so that their concerns could be addressed before final payment is released. The board insisted that the contractor provide photo documentation of the completed work.

Despite the long hours of work and the many meetings, the board has been dedicated to the improvements to their community and to learning. To that end, the board voted unanimously at the January 2019 to join CAI so that they can add to their knowledge.

In the end, the project has been a learning experience for everyone and has set the standard for all future projects and communication.

Optional  
Image:

[Second Resolution to Create an Ad HOC Committee - July 25, 2016.pdf](#)

Question 3     The Reserve at Bishops Park Board communicates by mailing, emailing and posting notices to the bulletin boards at each mail station in each building's breezeway.

A Gmail email account was setup so that homeowners could email the board directly about the siding project which was substantially complete on October 26, 2018. The email is now being used for a general contact.

To ensure the board had the best contact information, they provided sign up sheets at all of the meetings and requested that the management get permission to share their contact from those homeowners who did not attend meetings. When that did not provide all of the contact information needed the board and committee members knocked on doors.

The association took over a Facebook page originally set up by a homeowner for a community forum and to provide updates.

For large projects, such as siding replacement and the upcoming drainage repair project, the board works on outgoing messages together and only sends homeowners and residents when they agree on the language. However, they set deadlines for the work. See the 2018 Budget Letter.

It is the board's goal to always make sure that the homeowners and residents are informed and involved.

For example, there were four meetings set to review the project before it started so that homeowners could provide input. After each meeting, a Q&A summary was sent to all owners via mail and email. One of those meetings was a property walk before the final vote for the loan and assessment.

During the project, particularly the window installation, schedules were posted at each building and emails were sent to individual owners to notify them of the scheduled installation. Homeowners who had conflicts had a limited ability to reschedule so cooperation was extremely important, so when email was acknowledged, phone calls were made.

Upcoming projects are discussed well in advance of the projects. For example in the 2018 Budget Letter, which was mailed and emailed, the board discusses the necessary drainage work and the potential funds shortfall.

At each the beginning of each project or work item, the board and

management collaborate on communication so that the residents are always informed.

All letters, rules and updates are also posted to the community's website through the management company.

Communications Example

[2018 Pool Letter and Pool Rules FINAL PDF.pdf](#)

[Reserve at Bishops Park 2018 Budget Letter to Owners.pdf](#)

[36 Second Resolution to Create an Ad HOC Committee - July 25, 2016.pdf](#)



