

**Chapel Grove Homeowners Association Meeting Minutes**  
**24 May 2006**

6:30pm – [Board agrees to wait a little longer before calling meeting to order for recording secretary to arrive.]

6:34pm – [Recording secretary has not arrived<sup>1</sup>; Board agrees to begin and asks for volunteer to record minutes; Danielle Mahoney, *Communications Committee Newsletter Editor*, volunteers to record minutes; everyone agrees that this is acceptable; Nancy Gossard, *Chapel Grove (CG) Homeowners Association (HOA) Vice President (VP)*, clarifies that the meeting was called to order.]

6:34pm – Ms. Gossard asks that she be allowed to make a statement. Doug Zander, *CG HOA President*, indicates that it is highly unusual and he was not aware of her intent, but asks her to please proceed. Ms. Gossard reads the following statement (later received by Ms. Mahoney in hard copy format from Ms. Gossard and ):

**//Begin written statement//**

**STATEMENT BY NANCY L. GOSSARD, VICE PRESIDENT**

(H) 410-721-7595 (C) 410-562-8141, [NancyGossard@comcast.net](mailto:NancyGossard@comcast.net)

Four years ago when we bought our home in Chapel Grove I set service to the community as one of my personal objectives. When I was elected to serve on the Board of Directors I felt I had achieved a platform from which my four decades of management and professional experience could be applied to enhance the community.

During the past two months a dichotomy among the Directors has dampened my enthusiasm and eagerness to serve. A dark undercurrent has developed which seems to be leading the Board in a direction that I find reprehensible. I believe the activities of the Board should be simple and straightforward.

- (1) *I believe* the Board is elected to implement the desires and objectives of the Homeowners.
- (2) *I believe* the views and thinking of the Homeowners should be solicited and incorporated into all Board decisions.
- (3) *I believe* all meeting of the Board should be open to Homeowners and all business to be conducted should be announced prior to the meeting.
- (4) *I believe* all matters of consequence to the Homeowners should be discussed in open forum and votes by the Board on such issues be made only in open meetings.

---

<sup>1</sup> Due to unexpected family emergency, recording secretary did not arrive for meeting. Notes were recorded by hand without recording device.

(5) *I believe* the various committees, comprised of volunteers from the community, should, within budgetary and operational guidelines, be given the respect and autonomy to carry out their functions.

(6) *I believe* that all financial decisions should be subjected to the broadest spectrum of scrutiny to ensure against conflicts of interest.

And, finally, and most importantly,

(7) *I believe* the Board should govern using the most liberal definition of the intent of the By-Laws (i.e., absolute “openness”) while strenuously avoiding tortured self-serving interpretations.

Beginning one month ago, as a protest of what I considered irregular procedures, I abstained from meeting participations. I am going to continue that protest this evening.

I have lived my life adhering to a set of personal moral and ethical standards. As they say, “you can’t teach an old dog new tricks.” If I can continue on the Board while following my belief system, I would relish the opportunity, and, with all due modesty, I think I can make a significant contribution. I hope to have that opportunity.

**//End written statement//**

Mr. Zander remarks that everyone agrees with Nancy’s statement and that the Board can prove these points to the homeowners. In response to an unknown homeowners question about the change of management company, Doug responds that the fact of the meetings was sent out by Chambers’ and that he has an email from the Board Secretary indicating that she is too busy to assist in the role. He further says that all seven (7) Board of Directors (BoD) members had the opportunity to vote of the action.

Unidentified Homeowner: We didn’t know there was a problem with the management company; [the Board] should have told the homeowners that something was wrong...

Doug: All the committees’ information back to the BoD was that there was a lack of responsiveness by the management company

[Overlapping comments by homeowners – unable to record]

Kerrie Wilson, ProCom Manager, interjects that they (the BoD) have a right to do so...

Doug: The decision was not made in a closed meeting

[Overlapping comments by homeowners; irate; unable to record]

Doug: It is in the minutes [unclear]

[Unidentified homeowner quotes various laws.] “We want to know decisions have been documented

Doug: The meeting minutes are on the website, as are the homeowners' discussions about problems with the [former] management company. The Board Secretary was asked to coordinate.... There are seven (7) volunteers to guide and direct on your behalf. Luella (Bressler, CG HOA Secretary) was asked to help with the agenda getting to the homeowners...

[Unidentified homeowner interrupts]: Nancy, has there been closed meetings?

Nancy: On April 26<sup>th</sup>, there was no mailing or agenda for the date meeting.

Unidentified homeowner: If there was no notification, then it was a closed meeting and the intent of the BoD was to make decisions.

Unidentified homeowner: How much more [money] is the new [management] company?

Reply: Chambers Management included four (4) meetings basic, then every other meeting was charged extra; the RFP process will divulge these figures

Unidentified homeowner questions the power and duty of the Board

Doug responds that the BoD has the power and the duty to change the...

Unidentified homeowner interrupts: Is there a 3% raise every year on the contract [with the new management company]? Is this true?

Response: Yes. There is an escalations fee. It is true.

Unidentified homeowner asks: Does anyone on the Board have a personal or business relationship with the company [ProCom]?

Bryon Malogrides, CG HOA Treasurer responds "No".

Unidentified homeowner asks Bryon directly if he has worked with ProCom in the past.

Bryon responds that ProCom worked for his prior community.

Doug: Each month the meetings are the fourth Wednesday of the month – he guessed that the management company [Chambers Management] was sending notices as they had in the past – they didn't. They would send [notices] without being reminded. ...[Background chatter-missed part]... what is in the best interest of the HOA. He asked the committees what their opinions were... for the pool, four RFP's were sent out...

Unidentified homeowner interrupts. Asks what other companies [management] were looked at.

Response: Command Company, Wallace and ProCom. They compared and asked everyone [their opinions] and asked all the questions... just because someone knows of a company...

Unidentified homeowner [later identified as Terri Whitehead] quotes procurement law. Mentions that she was the first landscaping person; references major structural things in townhomes.

Doug attempts to make point. [unclear; overlapping chatter]

Bryon: Larry Brigun was supposed to be here but we [the BoD] put him off. He will be here the fourth Wednesday in June. There were no homeowners on the board in October. Larry delivered on his promises.

Unidentified asks Lisa [Ringler of Chambers Management] and Doug's focus points.

Lisa responds that the parking committee asked to delay the grading

Legally Winchester doesn't have to do anything...

Terri Whitehead: "I told you so, Doug. You should have been with Lisa."

Doug: I have been pushing Winchester to take care of the homeowners punch list –

Terri interrupts: I advised you not to release the bonds...

Doug: You are wrong about me not working on your behalf because I wasn't on the walk through." Doug recounts pool and other issues. It takes someone on the other end of the punch list and that's what he's [Doug] doing...

Unidentified homeowner: Violations being sent out was not giving...

Doug: Board as a whole did not have notice – Nancy did.

Nancy: I suggested notices be sent to the homeowners giving them a head up and the Board said no.

[No one on Board recalls this. They all shake their heads no.]

Doug: The committees provide their input...

Nancy: I was told "If you want a mailing so bad, you take care of it" by Doug.

Doug denies this; mention of an apology letter [unknown]; mention of a letter to announce this meeting.

Unidentified homeowner: change of location address [unknown] sent on May 11<sup>th</sup>; didn't get a notice for the April 11<sup>th</sup> meeting...

Unidentified homeowner: mentions communications issues are obvious; can we move from a bitch session to something constructive

Unidentified homeowner asks: Was there a closed meeting prior to this meeting?

Doug: There was a working meeting to get the agenda straight. Two people abstained from this meeting.

Unidentified homeowner: Why was this meeting in private? It appears they were private.

Unidentified homeowner: This is great to get heads together and its what professional people do.

Doug: We prepared ahead for things. We put Winchester off to address homeowners' issues. The BoD is held accountable; not the committees. Bring things to the Board rather than to committees... pool committee did a great job; looked at contracts for the pool...

Unidentified homeowner: references stairs; petition went around to get the community to vote for \$13K stairs; why wasn't community involved in hundreds of thousands of dollars for a management company

Task and Charter meeting minutes has agenda; pull together recommendations

Unidentified homeowner: Did you consider that the homeowners like Chambers Management. They provide great customer service. They [the homeowners] could have suggested other management companies like they [the board members] did... all Winchester communities use Chambers

Doug: We took input from the committees and the BoD and they weren't getting what they needed.

Unidentified homeowner: At this point, is the decision irrevocable? Have contracts been signed?

Lawyer question enters discussion here; unidentified homeowner asks if the lawyer is also a Walden lawyer.

Mention of a one-year contract with ProCom from May 1st<sup>2</sup>

Terri Whitehead mentions that Josh is doing a good job but she is insulted she was not consulted regarding the landscaping contract.

---

<sup>2</sup> Clarified after meeting that contract with ProCom actually ends at the end of the year vs. one year from start date.

Patti King, CG HOA Board Member at Large (MaL): She is familiar with ProCom as well and there is no conflict of interest with ProCom like there is with Chambers.

Terri: Shouldn't we wait 1 year until we get comfortable before rushing too fast into decisions

Unidentified homeowner: [We] gave permission to act on our behalf but then the BoD took off...

Doug: References documents that he has referenced [unknown]

Unidentified homeowner: You don't go without your customer...

Doug: ...challenges and concerns are; don't have to be asked...; web page up to speed; communications committee; put effort up front to make decisions and get moving rather than bicker; want this to be active and working BoD; regulations rewritten so that it represents what we [community] want; every meeting has few people; apologizes for no notice in April; don't just bitch and not do anything about it; emphasizes that we [BoD] wants and needs involvement; every decision intended to be in the open

Unidentified homeowner: Two key things: 1. communicate and understand; you ask what to fix- communications 2. Your perception, articles schedule you follow appears schedule drivers artificial

Doug: Looked at insurance – independent consultant; looked at monies in cap reserve; thought about the impact; we assessed these

All discussions should be traced in meeting minutes

Teri Whitehead: All meetings should be recorded and notes should be made available

Unidentified homeowner: Lawyer taking people to court?

Doug: written in guidelines – violations letter – disconnect between Chambers and covenant committee

Unidentified homeowner: Why lawyers!?

Doug: The lawyer is not on retainer. A lawyer is identified – not retained

Unidentified homeowner: Two reasons: 1. Management contract 2. Letters

[Homeowners ask to move to covenants...]

**7:30pm**

Doug: Treasurer report –

Byron Malogrides: \$54K into capital reserve after finance get together w/Procom; result of a study in October – engineer that did study determined this ample. Presently isn't making us a lot of money; should be 4-5% of money; have until the end of the year to do this; this not voteable. Smith Barney chosen

Byron: If have recommendations we can take a vote [unclear what was being referenced here]

Lisa Ringler: FDIC backed funds; Smith Barney does a lot of associations

Byron: There is no risk to the association; Smith Barney, M&T, looked at and others. If someone has an agency that can beat that...

**ACTION:** Unidentified homeowner: Put a pointer in the new minutes for this

Byron: Paid 1 June from our account; contract signed for one year; annual meeting place to discuss management; October of this year to make this decision

Unidentified homeowner: See budget for this year; not on website now; Randy to look and see if this is possible

Unidentified homeowner: Want summary/trending

Byron: Cost/door is how we are billed

Doug: I think it's \$10.50/townhome and \$9.50/SFH

**7:36pm**

Procom Report: Kerrie Wilson introduces herself and explains how Procom works. She has five communities in Anne Arundel County; she is always on site; she is diligent about returning calls NLT 24 hours; things are really bust right now; collect data for the Board; packet monthly about emails and voice recording of phone calls; facility- can look at documents anytime; time and fee could be charged depending on time spent

Unidentified homeowner: Trend lines

Committee chairs for reports

Landscape Chair (Josh Mahoney) – New Landscape company (Seasonal Changes); tree stakes up in common area; RFP for irrigation around pool; contracts for replacing fence out front; About 40 trees that need to be replaced

Unidentified homeowner: Who cares about irrigating the pool?!

[Many homeowners say that they do...]

Unidentified homeowner: Can it be brought up for a vote, after the quotes come in?

Unidentified homeowner: Is the irrigation system working now?

Josh: Yes. It's timed; has 27 zones; kick on about 12am until about 4am

Unidentified homeowner: What about all the damaged heads

Josh: There was only one head that was damaged during construction

Unidentified homeowner: Tried to fix grass in certain areas?

Josh: Prolawn – erosion control; Winchester done; not from Seasonal Changes

County walking with Winchester under warranty re: trees for next 12 mo.

Cracks in sidewalks? (County work?) on Collette Court

Send address to Kerrie

Unidentified homeowner: Street lights rented from BGE or do we pay for them? We pay for them in the townhomes

Covenants Committee (Paul Stearns): Apologizes for walk through and how it went; retract all letters until can come to resolution; was not intent to stir things up; what happens if you've received letter? If you filled out an application and it went to Lisa it will go to the new management company; trying to speed up the process; to clarify: recommending no negative action to the BoD; not grandfathered, you still need to "apply" for changes; 96% of applications approved and will get a response notifying them

Unidentified homeowner: Why are drawings denied?

Unidentified homeowner: Decision making process; covenants recommended board sends letters;

Ask committee to deal with home inspections; Chambers handles that and they set date to walk community; did not cost us to walk through or compile, just postage

Need to figure out what is aesthetically pleasing to the community

Unidentified homeowner: Speed limit analogy; Republic of Chapel Grove; don't want to live in a community like that

Unidentified homeowner: asked to be judicious

Paul: Understands some things are nit picky; didn't want to pick and choose between people

Unidentified homeowner: Resulted in people laughing at violations

Unidentified homeowner: newness; need to take time and put foot on breaks

Doug: Changed process now; no one exercised common sense during this... one week later we came together to address this; want every BoD and Committee member to act responsibly

Paul to present his findings at meetings; 67 applications reviewed, 96% approved. Homeowner asks how soon we will know what's approved? Relying on committees and BoD

Unidentified homeowner: Looked at guidelines – garden flags; how to change

Paul: Sign up list for covenants committee for homeowners to review and give input. Trying to tell homeowners that we want input

Lisa Ringler: Tried to be even handed with rules; realize the bending option now...

Unidentified homeowner: What is the basis for reviewing everything?

Irrigation systems? Property lines is ensured..

Guidelines have issues; how do we confirm? What is the happy medium

Unidentified homeowner: To clarify- the violation letters, \$25 or less do we have to take action?

Can't make a decision about this until we vote on Paul's recommendation

Hoses kept neatly coiled in yard

All letter retracted but please send application now. Trying to go opposite way; no longer counts as a strike; sign up sheet for those who want to be involved in guideline review

**8:07pm**

Doug: Vote on retraction of paperwork

Unidentified homeowner interrupts that she doesn't agree with what is being said. Items such as hanging plants, gnomes do need architectural changes

Terri Whitehead: Grandfathering policy?

Two issues here: Letters and Rules

Provision to grandfather the rules?

Terri Whitehead wants to look into...

Unidentified homeowner: Moves to split recommendation number to two votes. Let's get letter things taken care of.

Recommends letters retracted

BoD votes yes at **8:11pm**

Second motion? Suggest we have future discussion on guidelines

Set timelines for new guidelines; current rules still apply but more letters won't be sent out

Doug: Propose announce walk throughs, seasonal maintenance; will get letters for yards not maintained, etc, not nitpicky until final guidelines decided. No motion needed. Those wishing to be involved sign up on sheet to review guidelines for helpers; committee and board working on it but will get buy in from community

Satellite dish guy wants time to talk about guidelines and wants to be heard

Communications Committee

Parking Committee

**8:15pm**

Sent surveys, 63 were returned

1. Basis for decisions; want to select contract to repaint lines and spaces and house numbers and reserved on back of all spaces; Winchester in involved and will pay; now we can take over the work; they are cutting us a check; Winchester wanted to rush and do it next Tuesday, but Doug delayed; get bids and select contract; visitors only will show designated; some homeowners abusing spots; would like a parking area Arkblack to be designated; will get Winchester errors fixed; approval to select a towing company (when cars aren't moved for painting work); homeowners will get no less than three (3) notices – at 30 days out, 2 weeks out

and 1-2 days before the work (past issue) and contract to retain towing companies to enforce parking issues; no current provision for this; there is not enough parking;

Scheduled for agenda for more parking for isolated parking construction; currently there is 1 visitor space per 3 townhouses; 2 for all non garage; it is unknown why Winchester did it this way; is a discussion point for Winchester homes; fire lanes – certain areas where people are parking; need to look into remarking of fire lanes; waiting for a response from fire department;

Doug: This is first priority – width of them an issue also.

Vote **8:22pm** wait, never mind

Get three (3) different painting companies and towing companies; bids for specific painting guidelines; come back with towing process; can't decide without that; bring to Kerrie week before meeting will get to BoD members;

No Board concerns

Approved

**8:25pm** Communications Committee

Website email hosting domain; proposing web hosting services; came up with three (3) RFPs; summary report of cost; recommending approve Dreamhosting 2 years is \$190.80 (\$8/mo) provide 20 GB for documents, email accounts and forwarding for BoD members

Byron seconds at **8:26pm** we can afford this

Technology allows us to grow

What were the other alternative? In motion, lunar pages and many others

Website given will retain the same address; now on Randy Buckley's personal Comcast account;

Unidentified homeowner: suggests we should reimburse Randy for this

1<sup>st</sup> motion for Dreamhost **8:29pm** approved

2<sup>nd</sup> motion to reimburse Randy

\$34 for three years; authorized to reimburse him, it's in the guidelines; Approved at **8:29pm**

Paul applications; Executive actions after meeting

Byron: Fidelity Bond for people who handle money; Treasurer and President needed; Byron suggests all members bonded; motion to bond – explanation on what bonds means; HOA pays for it – 2 required, Byron recommends everyone; couple of hundred/year for everyone; same cost for two (2) people or everyone; cover any member under association, not name specific; Kerrie to handle; three (3) quotes

Terri Whitehead: How do we get Nancy back on the board? How will we get them back on their seat?

Paul Stearns agrees. Would like to see board spend time learning about each other and how to work together

Terri Whitehead: Heal scars and wounds and you have to build that back and prove yourself to us

Doug: Sent numerous emails to Nancy and to Luella with no response; he wants every member up here; takes responsibility for it, but he isn't the only BoD member; Nancy and Luella aren't communicating with the BoD; other BoD have other points

Open positions? Don't know...

Randy Buckley: BoD takes food information to meetings; agendas need to be made so can come here and make decisions

Byron: Try to send out notice and ask about level of involvement and then respond and make sure those are involved

Nancy: Whenever she gave suggestions about critical meetings, Doug told her he "can't worry about other people. Tough. Get over it".

Doug responds. [Personal issues argued over here. Can't keep up with recording]

Ask community for preparation meeting, we are just trying to prepare for meeting, it is in the open, in someone's home

Admin budget increased

Webpage – unanimous decision by BoD

Back to management company change

Lawyer says we can meet

Nancy and Luella back on BoD to get communication back open between everyone

Use website to communicate; use email

Motion at **8:45pm**

BoD allowed to have working meeting with no voting and no decisions

Amendment announced on website when they will be

Seconded.

Vote approved

[Rushed out by library staff- exceeded allotted time].

Adjourn **8:46pm**

A handwritten signature in black ink, consisting of a circle on the left followed by several loops and a long horizontal stroke extending to the right.

Name	Address
GREGG C. POTTER	1537 Star Stella
JAMES FRAUK	2496 JOSTABERRY WAY
Glenn Smith	786 Seneca Dr
John Keasen	2413 Jostaberry Way
JAY DUCKWORTH	1535 Star Stella Dr.
Josh & Danielle Mahoney	1534 Star Stella Dr.
Veronica B. Potter	1537 Star Stella Drive
James Hsieh	1541 Star Stella Dr.
Jodie Miller	2476 Jostaberry Way
Debbie Lombel	793 Seneca Drive
Jennifer Gardiner	1407 Keuka Court
Scott Meyers	792 Seneca Drive
MARIAN MOORE	1526 STAR STELLA DR.
Beth & Tim Kistler	1506 Criterion Dr.
JOHN & TANYA RILGORE	1536 STAR STELLA DR
GREG & SUSAN LIZZI	1505 Criterion Dr.
Rob & Nicole Clark	800 Seneca Dr.
Marc & Carol Macks	1507 Criterion Drive
Rose Duray	762 Seneca Drive
Peggy Sutt	813 Landa Drive
Robert C. Bayliss Jr	1314 WANETA COURT
St Joann + Mike Simmons	799 Seneca Drive
Doug Moss	760 Seneca Drive
Sharon Cinotti	776 Seneca DR.
John + VAL SONGER	767 SENECA DR.
LEISA DiMAURO	1311 Waneta Court
RIP LOOMIS	1514 CRITERION DRIVE
Marty Horner	1412 Keuka Ct.

Name

Address

Eric & Cheryl Brown

754 Seneca Dr

Tad & Marilyn White

784 Seneca Dr.

Beth & Tom Kaspar

805 Colette Court

Bill & Micki Hensley

797 Seneca Dr