

Brook Highland Homeowner's Association and Resident Meeting Minutes – February 4, 2025

Location: Church of Brook Hills Meeting Room
Approximately 34 residence in attendance, meeting began at 6:38

I. Introductions & opening statement from President

- **Jay Waites** – President, Brook Highland HOA
- **David Gambrell** – Treasurer, Brook Highland HOA
- **Sheri Gallyot** – Secretary, Brook Highland HOA
- **Lauren Berzette** – Association Manager, Neighborhood Management (not in attendance)

II. 2024 Year-End Review - Presented by David Gambrell, Treasurer

- Financial Summary: **2024 REVIEW**

The 2024 Financial Statements was provided (can also be found online on the NHM Owner Portal under “my documents” [*folder icon*]). Overall, the Income Statement shows net loss (for the year) however this includes expenses for several improvement projects which were funded from the reserve account.

Net Results and Highlights

- We received 98% of our due's income! Only 13 homes are in arrears and according to multiple sources, we are the best neighborhood!
- Normal operating expenses (less reserve spending from projects, such as sidewalk and entrance improvements) were ~9% UNDER budget.
- Excess will be swept to reserves pending payment of a few outstanding invoices.

Variances of note:

- Office/Postage – hardcopies and mailing (minimize and leverage email)
- Legal – Filed lawsuits and foreclosures (future recoverable)
- Water – leak with sidewalk, county, AT&T (seeking credit)

2025 Budget (handed out and posted on portal on the NHM Owner Portal under “my documents” [*folder icon*]) - No net increase in dues, reserves are on track, but operating expenses were adjusted upward (including flume maintenance). Still have ~\$20k targeted for reserves

Compliance

The HOA cited 190 violations (or courtesy notices) in 2024. Most issues involved landscaping, general maintenance, parking, mailboxes, or pet complaints.

ARC Requests Overview

Thank you for those using ARC Tracker. It is helpful to keep track of what is going on in the neighborhood.

The ARB received 46 requests for improvements in 2024. All approved, some with minor changes suggested by ARB. STILL many changes done without ARB approval.

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PLEASE submit any change to ARC Tracker. Typical topics: Fencing, roofing, door/window, painting, landscaping, driveways, etc...

III. 2024 Accomplishments and Completed Projects - Presented by Jay Waites, President

- Rebid the association management contract and service provider (reduced the “per-door” fee)
- Front Entrance Updated
 - o New sidewalk (960’) with landscaping from Hampton Place to BH Parkway.
 - o Updated sidewalk crossings to current ADA standards (Hampton PL & BH Pkwy).
 - o Updated irrigation system. Island irrigation system now operates again.
 - o Updated the landscape lighting.
 - o Painted the guardhouse and replaced the doors with non-rotting metal doors.
- Concrete Flumes - Cleared of loose debris in December. Working on a quarterly maintenance plan to clean up what naturally occurs. Criteria is for residents to keep leaves, tree limbs, and any debris out of the flumes. Please send any culvert concerns to lauren@nhmlc.org
- Security Cameras Moved front and rear entrance side cameras to more attractive and secure areas.

IV. 2025 Planned Activities - Presented by Sheri Gallyot, Secretary
Neighborhood Garage Sale will be March 15, 2025 from 8am-12pm. More information and for the sign-up link, visit Brookhighland.org. Lovelady donation truck will visit the neighborhood after the garage sale.

Quarterly newsletter to begin next month.

V. Management Office Update

Lauren Berzette, Association Manager
205-877-9480 Ext: 216
Lauren@nhmlc.org

VI. Survey Review - Led by Brook Highland HOA, Presented by Jay Waites, President with support from David Gambrell, Treasurer

Responses to the recent survey were shared (attached separately) and discussed for potential next steps. While the survey was a good measuring stick, there were only 208 responses.

- Traffic light – Slight majority agree but significant number of residents did not. Feedback in meeting was similar, and residents thought we needed more engagement and data. HOA will likely generate another survey with more information before pursuing this further.

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- Large Mailbox – Most residents agree with not allowing larger mailboxes. Feedback in the meeting agreed with this. Without a majority to change, the HOA will not pursue this. Due to the large number of deficient mailboxes (and number) maintenance observed, the HOA will be posting mailbox standards and focusing on compliance in 2025.
- Guardhouse – The majority of residents want to maintain the guardhouse.
No further action.
- Crepe Myrtle Uplighting - Most want uplighting but responses were split between standard and smart lighting. If pursued, it would be standard lighting to match the walls.
- More Resident Meetings –Most don't care. However, other than our Annual Meeting, the informational resident meetings are communicated electronically only, and do not pose an expense to the HOA. The Board will likely continue periodic informational meetings to engage resident feedback.
- Newsletter – Most would like a newsletter on some frequency. The HOA has begun plans to develop electronic (only) newsletters to control costs. It is approximately \$1100 to do a mailout. The newsletters will be emailed and posted to our website. We continue to encourage residents to provide your email to Neighborhood Management (send to Lauren or register on the owner Portal), and (separate distribution) subscribe to the Brookhighland.org website.
We have roughly 75% of homeowner e-mails.

VII. Covenant and By-Laws Revisions - Presented by David Gambrell, Treasurer

POTENTIAL GOVERNANCE REVISION

The Brook Highland HOA was established in 1988. The governance for our HOA is fragmented, outdated, and in some cases invalidated by subsequent regulations. There were multiple addendums and supplements to the Covenants associated with development of subsequent sectors. These were made by the developer prior to the sale of lots. Now that the lots are owned by residents, and the HOA has been turned over, any amendment or revision requires two-thirds affirmative vote (531) of all lot owners (796). Thus, any revision would entail an extremely large effort and expense, including going door-to-door for input and approval.

The HOA and residents are often challenged with some issues that are vague, inappropriate or lacking in guidance in today's environment. The HOA and residents are also exposed to new threats and trends that previously did not exist. The HOA Board recently met with legal counsel to discuss our options of how to protect our HOA going forward. It was suggested that a revision to the governance was the most effective means. Thus, the Board asked residents in attendance at the meeting to give their thoughts on potential revision to our governance.

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Most residents in attendance appeared to be neutral to a revision but generally agreed with increasing protection for issues such as leasing and tenants. All agreed it would be a significant challenge and suggest more work be done to scope out the topics, benefits and cost of such an effort. All agreed resident engagement would be key; some type of process for engaging and vetting topics early and widely. We should do as much work ourselves (Board and volunteers) to achieve good content and support before engaging legal reviews to minimize cost. One resident shared their experience with a condo HOA. It was very difficult, expensive and took 2 years. They first amended their governance to change the quorum and majority requirements for revision, and suggested the HOA look closely at our requirements as a first step.

VIII. Open Discussion

- Other Business

The survey also included options for feedback. The Board will be reviewing these in more detail for ideas or action. A few initial observations along with some additional topics that were brought up in the meeting included:

- A significant number of residents expressed a desire for more social events or activities. We do not have our own facilities for large gatherings but will look for inexpensive ways to facilitate events or support groups.
 - Several residents suggested we host “trash days” or some type of service a couple times a year to remove debris or junk. The HOA will look into this, and possibly coordinate with the garage sale event, which is scheduled for March 15th. We will also have Lovelady Charity available for excess pickup after the garage sale for those who sign up (Face book or Website).
 - A few residents complained about the visibility of traffic signs and street markings. The HOA will pursue this with the county.
 - A few residents made comments regarding the Racquet Club and Lake. The Racquet is a private club, not associated with the HOA. We have not been able to gain access to their facilities for HOA functions. The lake (at the rear) is also owned by Brook Highland Common Properties and is not associated with the HOA. Only lake lot owners have been granted access to the lake.
 - It was suggested in the meeting that the HOA improve our welcome package (to new residents) and possibly enlist volunteers to visit them. This could help inform them on local amenities and restrictions (such as the Racquet Club).
- Also mentioned that ATT just comes with no notice. The HOA has no control over their schedule and Jay has previously reached out to discuss this issue, among others.
- A relatively new resident asked if there was a way to add more streetlights. It was noted, this was previously a divisive topic during the early development of the neighborhood, especially on streets on which the lots were already sold. There was no process put into place to allow any additions in the future, and it is unclear whether that would require an amendment or not (as this was included in a previous

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supplement). It was also noted that electricity for streetlights is our largest single expense item.

- It was noted that our covenants do not contain “quiet hours”. This is also not in the Shelby County Noise Ordinance, but it is a generally accepted notion.
- It was also noted as a reminder to residents that open fire burning is not allowed per our covenants.

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