

## Monthly Business Meeting March 14, 2026 9:05 a.m. – 11:35 a.m.

Board Members Present: Cathy Grimes, Michelle Burgess, Roxana White, Lynn McCleary, Bill Piles, Sam Verzwylvelt, Gayle Furrow

Community Members Present: 25

Call to Order: Vice President Cathy Grimes      Invocation: Bill Robbins      Pledge of Allegiance: All

February meeting minutes were read by Secretary. Conservation & Ecology Director moved to approve the minutes as read and was seconded by Vice President. Motion carried unanimously.

### Directors' & Committees' Reports

President: Vacant, No Report

Secretary: Michelle Burgess

- 3 property transfers last month. None have requested fobs, however 2 current members have requested fobs this month.

- Office is open Friday 4 – 6.

- Reported that newsletters went out previous week, noted 1 error in budget section. Complete budget available on website, in Take One box in front of office, and on table in back of room.

- Reported on Secretarial/office projects that have been ongoing since being appointed to position:

  - Mediacom is complete, with Treasurer having direct extension, and immediate voice mail notification being added to general voice mail box.

  - Property member list has been updated and 35 – 40 properties ownership corrected.

  - Park gate key fob database has been updated to reflect current owner roll, and arrears list.

  - Filing has been caught up, with Collection account, key fob, and Associate member data relocated from the counter to the filing cabinets.

  - The next project is updating the paper owner files, which will probably not be completed before the Annual Meeting.

- Asked that property owners please exercise their right to vote in the current election, noting that if enough proxies are not received and there is not a quorum met, there will not be a valid election which will result in the loss of 2 Directors. Added to the loss of the Parks and Rec Director, there will only be 4 Directors left, which does not meet the required quorum for conducting Association business. The Association will still exist, however the Board will not be able to function normally.

Parks & Recreation: Lynn McCleary

- Reported that Winter Doldrums dance was a success.

- Next potluck is still planned for that evening.

- Reviewed list of upcoming events

- Vice President presented Parks & Rec Director with plant and certificate and thanked for her years of service.

Public Works/Building Control: Bill Piles

- 2 new building permits issued last month. 2 in process.

- Solicits volunteers to repair swim area rope so it can be reinstalled. Plan to work on week of March 23<sup>rd</sup>, weather permitting.

- Green Goblin plans to mow & leaf vacuum park area week of March 30<sup>th</sup> (to be paid for using remainder funds from previous season), weather permitting.

Conservation & Ecology: Sam Verzwylvelt

- New Yard of the Month sign that was made by Marshall Evans and painted by Susan Staretorp is finished. Yard of the Month will start in late April/early May with Neighborhood Watch evaluating properties for recognition. Board asks that anyone wanting to nominate a yard for entry contact Neighborhood Watch.

- Next cleanup is 4/18/2026, 9:00 am to be held in conjunction with the NC annual Litter Sweep program.

Legal: Gayle Furrow

- Reported that the Restrictive Covenant Committee name has been changed to Legal Committee in order to better reflect the scope of work that they are doing. The committee will now be assisting with enforcement and end stage collection procedures. Solicited volunteers for the committee. The next meeting will be held in April, date/time to be determined.
- Representatives from the committee met with Attorney Will Crowe to address several questions that have arisen. See attached report. Updated one report item to add that Attorney Crowe had replied since report was written and indicated that he does not recommend hiring a paid employee under the 1099 category.
- Reiterated the need for volunteers for that committee.

Nominating Committee & Neighborhood Watch: Kitty Jarrell

- Reported that ballots are already being received and reminded members that member # must be on ballot in order to verify that member is in good standing and eligible to vote.
- Reminded members that any comments received from the comment section will be removed from the identifying information and will remain anonymous.
- Ballots will be counted on April 1<sup>st</sup> but will be accepted until the Annual Meeting begins. Asked that as many members as possible have ballots in before April 1 to reduce the amount of counting needed at annual meeting.
- 141 hours reported last month from Neighborhood Watch volunteers 2/12/2026 – 03/11/2026.
- A discussion was brought up about squatters in the neighborhood, with the Legal Director noting that Board has no legal authority to take any action against anyone squatting on a property. That authority rests solely with the owner of the property.

Website Report: Jacqueline Huges

- 2/11/2026 – 3/15/2026: 362 visits; 247 of them being unique users. Solicited input for website.

Vice President: Cathy Grimes

- Long Range Planning Committee did not meet last month.
- Summarized recent activities, including oversight of board and committee functions, communication efforts, office support, financial coordination, newsletter preparation assistance, and oversight of development of the Office Assistant job description.
- Reported that with differing inputs being received related to the hiring of a customer service rep. for the office, the Board will be researching that process more before taking any further steps. The amount will remain in the budget, but no hiring will be done until we are certain that it is being done in the best manner for the Association.

Newsletter Committee:

- Committee would like to have newsletter added to website and will coordinate with Jacqueline on that.

Treasurer: Roxana White

- See attached reports
- **Requested Board vote to renew the term of the CD held with Truist Bank for 5 months at a yield of 3%. Vice President motioned, Conservation & Ecology Director seconded. Motion carried unanimously.**
- Reported that there are still 32 owners in tier II collections and 78 collection letters have been sent to remaining owners that are in arrears.
- A community member asked to coordinate with Treasurer to write grant requests for playground equipment.
- Reported that the intention for the coming year of her tenure is to shift as much of our billing and communication process as possible to electronic communication.
- Discussion ensued
- Treasurer presented slideshow and spreadsheet compilation of information that has been received regarding property management company (attached). Vigorous discussion ensued, ending with a request for a show of hands of people that were and were not interested in pursuing the matter further. None raised hands for. All but a very few raised hands against. It was noted that the information presented would be added to the website.
- Treasurer solicited input from members present regarding improvements/changes they would like to see in the neighborhood. Discussion ensued.

11:35 a.m. – Adjournment and benediction: Vice President

Meeting with Will Crow on 3-4-26

In attendance Lynne McCleary and Gayle Furrow

We discussed the collection letter that I had composed on past dues and he recommended 2 changes which were made.

We discussed the budget. If one area has too much money than needed, with a vote by the board and with a paper trail, the excess funds can be moved to other areas if needed.

We discussed the hiring of an office employee. He was to research the W2 versus 1099.

The gray area is that the workers hours would be set and that the board or a rep of the board would be overseeing their work. I emailed him today re his findings and he had not answered yet.

We discussed the chickens as pets and he still says that the court ruled they are not. In our meeting later that evening with legal committee, John Lillard disagreed and after the meeting he sent me a link that says otherwise. I sent that link to Will.

Wills response via email.” Right- in that case, the jury found otherwise, but the Court made the ruling that chickens were household pets! There were around 3 dozen chickens in that case, so no surprise that the jury decided they were not household pets. I’m assuming Arrowhead does not have anyone with 3 dozen chickens. The point is, chickens are considered household pets until a jury gets to decide if they’re not pets, its not as cut & dried as it was before this case!”

We discussed the gentlemans request to keep snakes that people give him and birds. Will did not feel that is something we should support.

1. Does he have appropriate permitting for NC
2. Are the property owners AMAs up to date?
3. Is the appropriate insurance on the property in case of their getting out and being a problem?

4. If he doesn't own the property, it should especially not be allowed.

About burned out properties:

Check with tax office for the address of owner and also see who the tax tickets are going to and on bottom of tax paperwork, it should say who paid the debt. He also suggested to contact building inspectors office regarding condemnation.

Hiring a property management company

1. Requires a membership vote as there will most likely be a change of AMAs.
2. The Board still has authority but also depends on contract with management company.
3. The Board would stay in place and work with the management company.

Re the gentleman wanting to donate property to the APOA.

1. Are there are any liens, AMAs or taxes owed?
2. Is it property something that the association feels it can sell?
3. Does the gentleman has clear rights to make decisions re the property and provide proof.

Regarding the RCs 2022 and 2024.

The RCs of 2024 had about 12 differences that we discovered in comparing them to 2022.

All we can find that was voted on for 2024 was "chickengate" Dec 2023.

Will stated that it was brought to him to approve the change re chickengate so he did not review the whole document nor compare it to 2022.

In view of the additional changes not being voted on then the 2022 version are the legal RC's at this time.

VP acting as Pres - definition of temporary is not definite.  
can admin staff sign on behalf of legal team for violations. Yes, if appoint to by Board  
Is Pres req in WC? Yes, subject to.  
Is there conflict of interest for Board member being FB moderator.  
No - as long as member is not identifying themselves as Board member

## APOA Treasurer's Report

### Bank and QuickBooks Balance as of 02/28/2026

Bank Balance		QuickBooks Balance	
CD Account	\$25,218.77	CD Account	\$25,218.77
Operating Fund	\$10,551.52	Operating Fund	\$ 8,359.53
Reserve Account	\$93,714.29	Reserve Account	\$93,714.29
APOA Credit Card	\$624.00	APOA Credit Card	\$624.00

#### Request for a vote:

For the month of February, the Association earned **\$1.07 in interest**. The **certificate of deposit (CD)** has been rolled over; however, we need to notify the bank of the **desired term length** for the renewal.

Please review the following options and a vote is required:

1. 5 month CD at 3.00% Apy
2. 12 Month CD at 3.24% Apy
3. 24 Month CD at 2.50% Apy

#### Accounts Receivable

Accounts Receivable	\$ 41,414.04
A/R Collections	\$ 27,028.95
A/R Court Accounts	\$ 5,224.50 <i>- write-offs</i>

#### Expenses

Collections Fee Account	\$ 271.20
Court Collections Account	\$ 50.61

**Bad Debt/Write offs**

**\$ 0.00**

**(Write offs will be presented to the board at the April meeting.)**

**Treasurer Updates:**

1. From December 27, 2025, to March 12, we collected \$5,486.88 in AMAs, \$812.55 in late fees. We continue to receive payments.
2. The APOA Board Members attended the virtual meeting with FirstService Residential on February 23, 2026, from noon to 1:00 p.m. The meeting was productive and informative. FirstService declined to provide a proposal pending an onsite visit of the community.
3. I received an invitation from **FirstService** to participate in a webinar training held on March 3, 2026. The session, titled *Increasing Volunteerism: The Heart of a Thriving Community*, focused on strategies for recruiting and engaging volunteers to strengthen community involvement.
4. Property Management Company comparison report has been completed.
5. According to the QuickBooks Accountant's Copy the APOA only had 12 adjustments. The accountant's copy for 2022-2023 and 2023-2024 there were 547 adjustments.
6. All accounts have been reconciled and balanced for the month of February 2026.
7. In March 2026 will be working of AMA statements for 2026-2027.

If you have any financial questions, email me at [treasurerarrowhead@gmail.com](mailto:treasurerarrowhead@gmail.com) or contact me at 252-370-7114.

Arrowhead Property Owners Association  
**Profit & Loss**  
February 2026

	Feb 26
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
Advertisement - News Letter	50.00
AMA	2,305.07
Clubhouse Rentals	
Member Clubhouse Rentals	300.00
<b>Total Clubhouse Rentals</b>	300.00
<b>Late Fees</b>	339.33
<b>Total Income</b>	2,994.40
<b>Gross Profit</b>	2,994.40
<b>Expense</b>	
<b>Administrative Expense</b>	
Administrative IT	624.00
Bank Service Charges	5.00
Collection Agency Fees	271.20
Credit Card Fee	50.61
Internet and Phone Service	268.19
Newsletter Supplies	300.00
Office Supplies	398.18
Postage	78.00
<b>Total Administrative Expense</b>	1,995.18
<b>Events &amp; Programs</b>	
Clubhouse Janitorial	60.00
Special Events	100.00
<b>Total Events &amp; Programs</b>	160.00
<b>Public Works Expense</b>	
Fuel & Propane	665.98
NC DMV	35.24
Pest Control	200.00
Utilities	188.95
Waste Management	210.97
<b>Total Public Works Expense</b>	1,301.14
<b>Total Expense</b>	3,456.32
<b>Net Ordinary Income</b>	-461.92
<b>Other Income/Expense</b>	
<b>Other Income</b>	
Interest	90.32
<b>Total Other Income</b>	90.32
<b>Net Other Income</b>	90.32
<b>Net Income</b>	<u>-371.60</u>

**PROPERTY MANAGEMENT COMPARISON WORKSHEET**

	Association	Cedar Management Group	FirstService Residential	Clark Simon Miller HOA Management of Eastern NC
Functional Areas				
<b>AMAs Projection for 2026-2027 @ 85%</b>	<b>\$93,925.00</b>		<b>Financial Only \$61,740.00</b>	
<b>Property Management Fees</b>				
<b>Monthly/Yearly</b>		<b>\$8,500.00/\$102,000.00</b>	<b>\$11,147.50/\$133,770.00</b>	<b>\$5,200.00/\$62,400.00</b>
<b>Administrative</b>				
Staffing	Volunteer Staff	Professional Staff	Professional Staff	Professional Staff
Full Accounting Services	Bookkeeping/Treasurer	Yes	Yes	Yes
Collections	Collection Agency/Internal	Yes	Yes	Yes
CPA	Pay for Services	Yes	Yes	Assist CPA
Budget Planning	Finance Committee	Yes	Yes	Yes
Property Owner Records	Secretary	Yes	Yes	Yes
Communication with Property Owners	Facebook/APOA Website/Monthly Meetings/Newsletter	Yes	Mass Communication and education plan	Yes
Property Owner Portal	No	Yes - Account and Payment Portal	Yes - Account and Payment Portal	Yes
Board of Directors Portal	No	Yes	Yes	Yes
Enforcement	Limited	Yes	Yes	Yes
Long-Range Planning	Vice-President	Yes	Yes	Yes
Banking & Checks	Local Bank/ Board Members	Company Bank	Company Bank	Company Bank
Insurance	Local Insurance	Coverage Assistance	Coverage Assistance	Coverage Assistance
Legal	Limited	Legal Team	Legal Team	No
Violation Enforcement	Limited	Structured 3 notices, hearing, lien/foreclosure	Structured 3 notices, hearing, lien/foreclosure	No
Clubhouse Management	Board Member	Online Scheduling, Deposits and Payments	Online Scheduling, Deposits and Payments	Not Specified
Financial Software	QuickBooks	Company software	Company software	Company software
Fob Administration	Yes	Yes	Yes	Not Specified
Subdivision Inspections/Compliance	Limited	Yes	Yes	Not Specified
Files	Paper Files/Some scanned	Digital	Digital	Financial Documents only
<b>Building Control</b>				

Building Permit	Board Member	Yes	Yes	No
Emergency Maintenance 24/7	No	Yes	Yes	No
<b>Public Works</b>				
Maintenance	Board Member	Managed by the Company	Managed by the Company	No
Vendor Management	Three Estimates per By-Laws	Vendors are vetted	Vendors are vetted	No
<b>Ecology &amp; Landscaping</b>				
Park	Board Member	Managed by the Company	Managed by the Company	No
<b>Parks &amp; Rec.</b>				
Community Activities	Board Member	*Not Specified	*Not Specified	No

\* Internal activities and should be included in the APOA budget.

# **ARROWHEAD PROPERTY OWNERS' ASSOCIATION**

**Property Management  
Company Comparison**

March 14, 2026



# Property Management Companies

The Association has received four proposals: two from FirstService (one for full-service management and one for financial services only), one from Cedar Management Group for full-service management, and one from Clark Simon Mill for financial services only.

Cedar  
Management  
Group, 999  
Waterside  
Drive, Suite  
2525,  
Norfolk, VA  
23510

FirstService  
Residential  
5970 Fairview  
Road, Suite  
710,  
Charlotte, NC  
28210

Clark Simson  
Miller  
6135 Park  
South Drive  
Suite 510  
Charlotte, NC  
28210

# Monthly & Yearly Cost of Services

FirstService – Financial  
Services only  
\$5,145.00 Per month  
\$61,740.00 Yearly

Cedar Management  
Group \$ \$8,500.00  
Per Month -  
\$102,000.00 Yearly

FirstServices  
\$11,147.50 Per  
month -  
\$133,770.00 Yearly

Clark Simon Miller  
\$5,200.00 Per  
Month -  
\$64,200.00 Yearly

# Areas of Concern

Enforcement

Communication

Changes in  
Community Needs

Difficulty recruiting  
volunteers for the  
board and/or  
committees.

# Key Points to Consider

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If the community decides to move forward with a property management company, it is important to note several key points.

Property management companies serve as a vendor to the association, and the Board of Directors retains full authority and decision-making responsibility.

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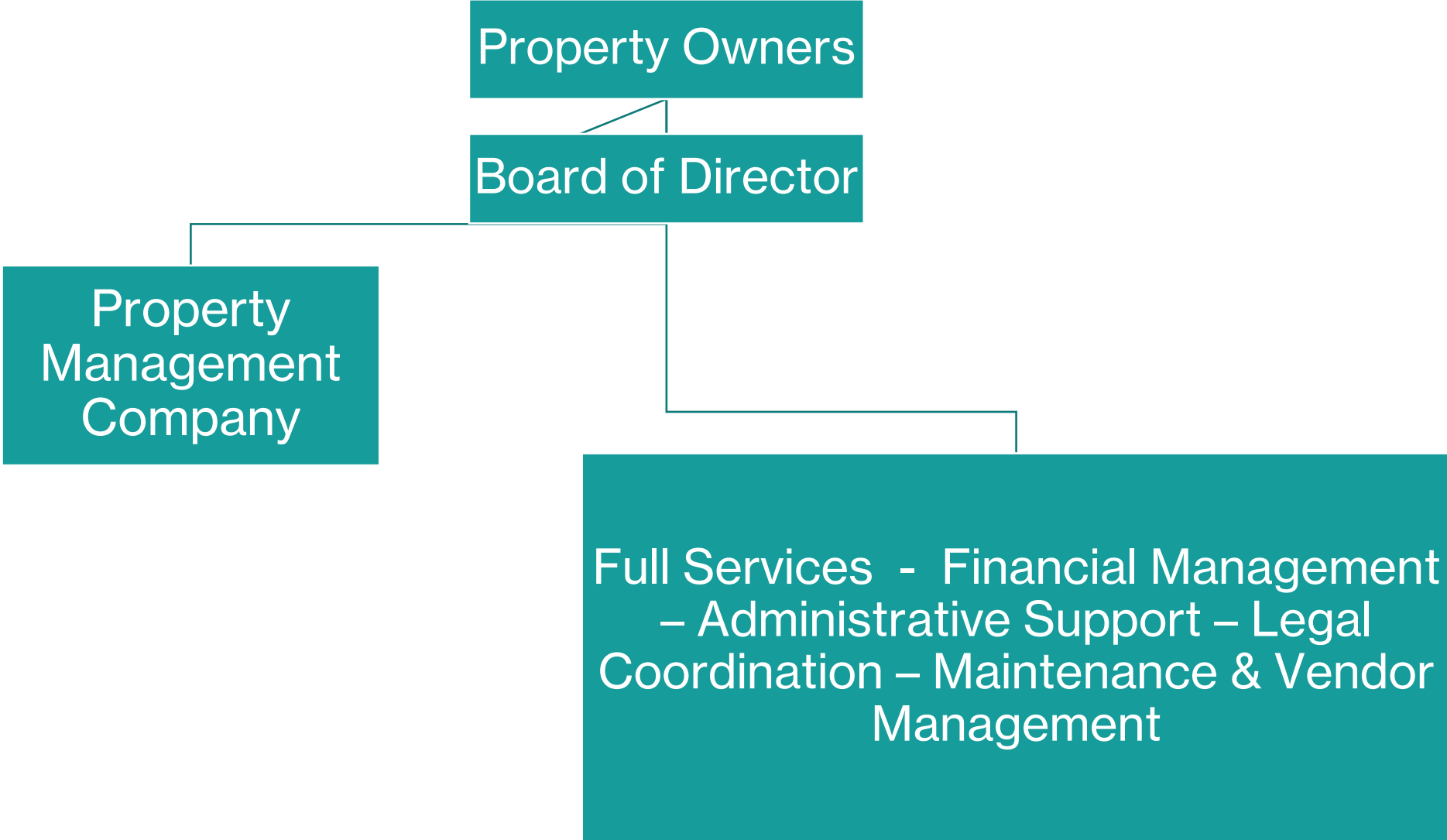
The APOA budget will need to be revised to incorporate the costs associated with the new vendor.

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There will be a 60-to-90-day transition period. Yearly AMA's will increase per lot and may fluctuate year by year depending on expenditures.

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# Organizational Chart



# Key Considerations



Experience managing similar communities



Financial management capabilities



Communication systems and homeowner access



Technology and reporting tools



Responsiveness and support for the board

# Potential Benefit to the Arrowhead Community



**Professional Financial Management**



**Administrative Support**



**Improved Communication**



**Consistent Rule Enforcement**



**Maintenance Coordination**



**Operational Continuity**

## **Other Potential Considerations**

**Additional Cost – Possibility of AMAs doubling to from \$65 per lot to \$130.00 per lot or higher.**

**Adjustment Period**

**Third-Party Involvement**

**Contractual Relationship**

# Board Authority



**The Board of Directors retains full authority and decision-making responsibility. The property management company serves as a vendor that provides professional administrative and operational support to the association.**

# Questions

We encourage Property Owners to share their thoughts and perspectives in a respectful and professional manner.

