

**The Grove Homeowners Association**  
**Board of Directors Special Meeting**  
June 6, 2024  
**Meeting Minutes**

**Board of Directors Meeting**

- A. Welcome and Call to Order (President)** Matt Chafin called the meeting to order at 6:30pm.
- B. Roll Call and Quorum Status (President)** The following Board members were in attendance: Matt Chafin, Amy Vincent, Eric Drum, and Jason Scheer.
- C. Approval of Agenda (President)** Jason Scheer made a motion to approve agenda. Eric Drum seconded, and all attending Board members voted in favor.
- D. Report of material performance deficiencies by Associa Community Group, Inc. (President)**
- Financial reporting deficiencies
    - Board recently became aware of errors discovered in a financial audit, with a \$150,000 error to HOA balances. We also received Notice of Material Control Deficiencies from CPA firm.
    - In 2018, through audited financial review, CPA found a \$50,000 error that wasn't brought to the attention of the Board.
    - Board recently discovered another error in 2023 financials as well.
  - General performance deficiencies
    - There has been a pattern of below-acceptable performance (e.g., missing ARC requests, non-responses to emails, missing communications, etc.) for about 90 days, which have been documented in an issue log that has been shared with Associa Community Group.
  - Taking all this into account, a letter was sent to Associa Community Group on May 28, 2024 requesting an option to end our contract.
- E. Comments from HOA Board Members present**
- Amy Vincent
    - Deals with audited financials in professional capacity, and feels it's a reputational risk to continue to encounter these errors.
    - Board works really hard to be fair and transparent to the community.
    - Board wants to get the best service and ROI for our clients, the homeowners of The Grove.
    - Subpar performance on behalf of Associa Community Groups puts immense and undue pressure on volunteers on the Board, ARC, and other committees.
    - Missing ARC requests go to Owner Services, which has been a weak link. We've had tremendous problems with Owner Services dating back several years.
  - Eric Drum

- Overall, the conversation hasn't been an individual concern. It has been our experience with Associa Community Group as an entity.
- Latest financial error discovered made us even less confident.

#### **F. Response from Associa Community Group, Inc.**

- Walter Campbell, President of Associa Community Group
  - Offered apologies and recognized credible issues.
  - Staff did find the error in 2022, but bank statements weren't reconciled and will follow-up with auditor for clarification.
  - Noted that any interest lost will be promptly repaid.

#### **G. Comments from HOA members**

- Amy Sinnot, Mitford
  - As a homeowner, had experience where one ARC request went missing and was never received and/or replied to.
  - Voiced concern that things will continue to fall through the cracks.
  - As a real estate broker, had several instances with missing/inaccurate disclosure documents when representing homeowners in The Grove; noted that she has not had similar experiences in any other neighborhood.
- John Romano, Hawkins Woods
  - Hawkins Woods Park has two dead trees that need to be taken down.
  - Need to mulch areas in neighborhood.
- Ashley Kundu, Hawkins Woods
  - Submitted an ARC request that was lost batch, but Community Manager was able to find it.
  - Noted that the email address on documentation ([email@communitygroup.com](mailto:email@communitygroup.com)) may not be optimal; it's generic.
  - Noted that Community Manager has regularly and repeatedly caught errors of other Associa Community Group employees.
- Sylvia Warner, Scotter Hills
  - ARC requests have been a problem for a long time (since 2004).
  - Submitted a written letter of concerns on behalf of Scotter Hills/Ridgmoor.
  - Noted that another Townhouse HOA in Henrico County experienced similar issues with Associa Community Group and exited the contract three years ago.
- Earl Nunnally, Krim Point
  - Stated that, as previous member of the Board, he always had a good working relationship with community manager.
  - Feels that enforcement is not being done to adequate levels.
- Gerry Mancuso, Coalbrook
  - Noted that when Board hired Associa Community Group in 2010, the priority was violations.
  - Noted that Owner Services has been, and continues to be, a weak link. .
  - Commended Jo, our current Community Manager, for going above and beyond, but other managers have not met service expectations.

- Carolyn Grimes, Krim Point
  - Shared that her major concern has been a lack of inspections and feels that there are clear signs of deterioration around the neighborhood.
- Rodney Martin, Gravity Hill
  - Noted that he felt he received the runaround from Associa Community Group on violations and letters.
  - Feels Board relies too much on Community Manager.

**H. Motion to move to executive session to discuss and consider contracts pursuant to Virginia Property Owners Association Act § 55.1-1816 (C) and dismissal of members and guests.**

- Amy Vincent made a motion to move to executive session. All attending Board members voted in favor. The meeting was moved to executive session at 7:59 pm.
  - Board discussed terms of existing contract and potential next steps.
- Amy Vincent made a motion to move out of executive session. All attending Board members voted in favor. The original Board meeting was reconvened at 8:38 pm.

**I. Date & Time of Next Board Meeting:** June 13, 2024 (HOA Annual Meeting)

**J. Adjournment at 8:40 p.m.** Motion made by Amy Vincent, seconded by Eric Drum. All attending Board members accepted.