



Board Meeting

General Session
October 2024
General Manager Updates



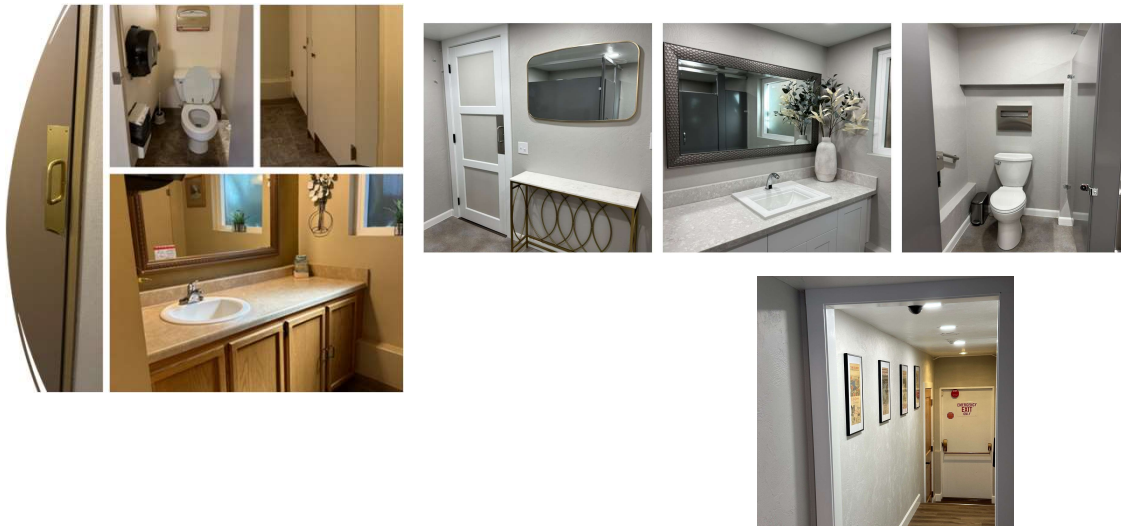
Updates

2025 Approved Projects:

FY25 APPROVED PROJECTS

PROJECT	PROJECT LEAD	STATUS
Inn Island Shoreline Stabilization (Ph 2)	General Manager	
(Office & Great Hall) Accessible Restroom and Office updates: Interior Paint, Flooring, Furniture, Doors, etc.	General Manager	
(Facilities) Riding Lawn Mower	Facilities Manager	
(Greens) Irrigation Face Plates (5 Total)	Greens Superintendent	
Angila Park Fence and Ped. Gate Replace	Facilities Manager	
Old Lyme Restroom Remodel	Facilities Manager	
Leaf Guards for Office	Facilities Manager	
New Park Benches, Tables	General Manager	
Lake Leprechaun Valve Replacement	General Manager & Water Manager	
Bird Sanctuary Dredging / Feasibility Study (Ph 1)	General Manager	
5 Used Golf 2018 carts	Golf Pro	

These are all of the FY25 approved budgeted projects. The status of each project will be provided every month.



Bathroom Project Update: Work is completed

The bathroom remodel was included in the FY24 approved budget. The project was wrapped up in September.



Pat and Mandy Paradise toured Shannon Ramos (General Manager) Cranberry Dam, Creek and Lake.



Putting Green Drainage improvements

The Greens team completed improvements to the putting green in preparation for our rainy season.



The Greens team added drainage to hole #2.

Sports Courts



The budgeted project to improve the sports courts was completed in September. Striping was completed by Mark, Gerardo and some of our community volunteers.



Annual Dam Inspections Completed

An annual Dam inspection for Lake Limerick, Lake Leprechaun, and Cranberry Creek were completed and report sent to the Department of Ecology as required.



The HOA team and the Lake Dam committee have been working on options to repair or replace the bridge. This project is in our FY25 budget. In the meantime the facilities team made some necessary repairs.

Security
Services
WA Guard
Services

Met with the Security
Director

Discussed: Membership
Concerns

Monthly Report

Shannon Ramos met with our security company to discuss the members' concerns, especially with the increased activity over the summer. One of the deliverables is for the security company to provide a monthly report of their activities which will be shared during the monthly board meetings.

In the Works - Community

- Anglia Park Gate
- Lake Patrol Boat & Motor
- Lake Limerick: 5 of 18 Weir Boards removed
- Lake Leprechaun: 2 of 6 Weir Boards Removed



These are some of the items being coordinated on by staff.

In the Works - Community

- Inn Island Bridge: options for manufactured bridges
- Lake Leprechaun Valve: Reviewing options to replace
- Park Benches: Wood will be removed and repaired or replaced
- Dam access road & parks: Arborist inspection



Additional items being worked on by staff and committees.

New!

Lake Limerick Resident Center

- Resident Center
 - On-line payments directly in the Operating System
 - Submit Permits
 - View Notifications
 - View Account Details
 - 24/7 Access
- Paperless Billing
- Member Communication
 - Via Email & Texting

Lake Limerick is soon to have a Resident Center! This is a new portal for all of our members.

Lake Limerick Operating System Welcome Letter – Invitation



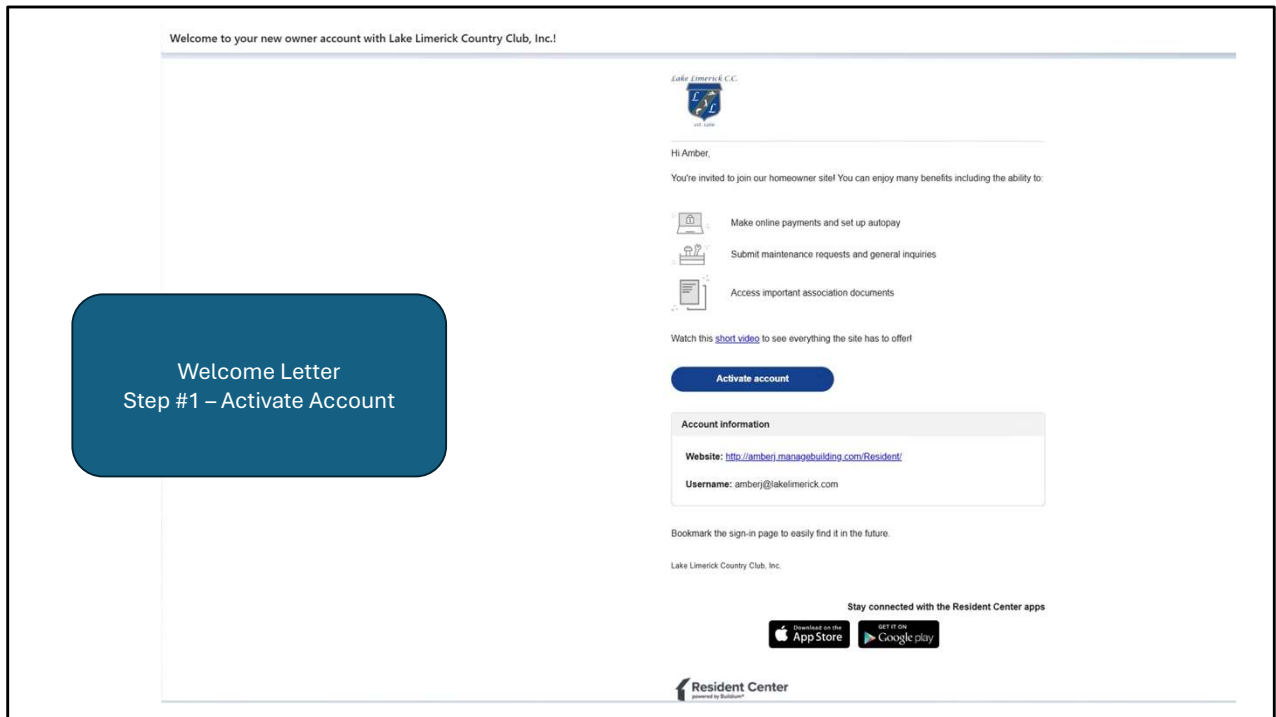
- Welcome Letter
 - Invitation to activate your Lake Limerick account
- Monday, Oct 21st
 - Pilot Group
- Friday, Nov 1st
 - Feedback from Pilot Group
 - Prepare communication
- Friday, November 8th
 - Send Welcome Letter to all members



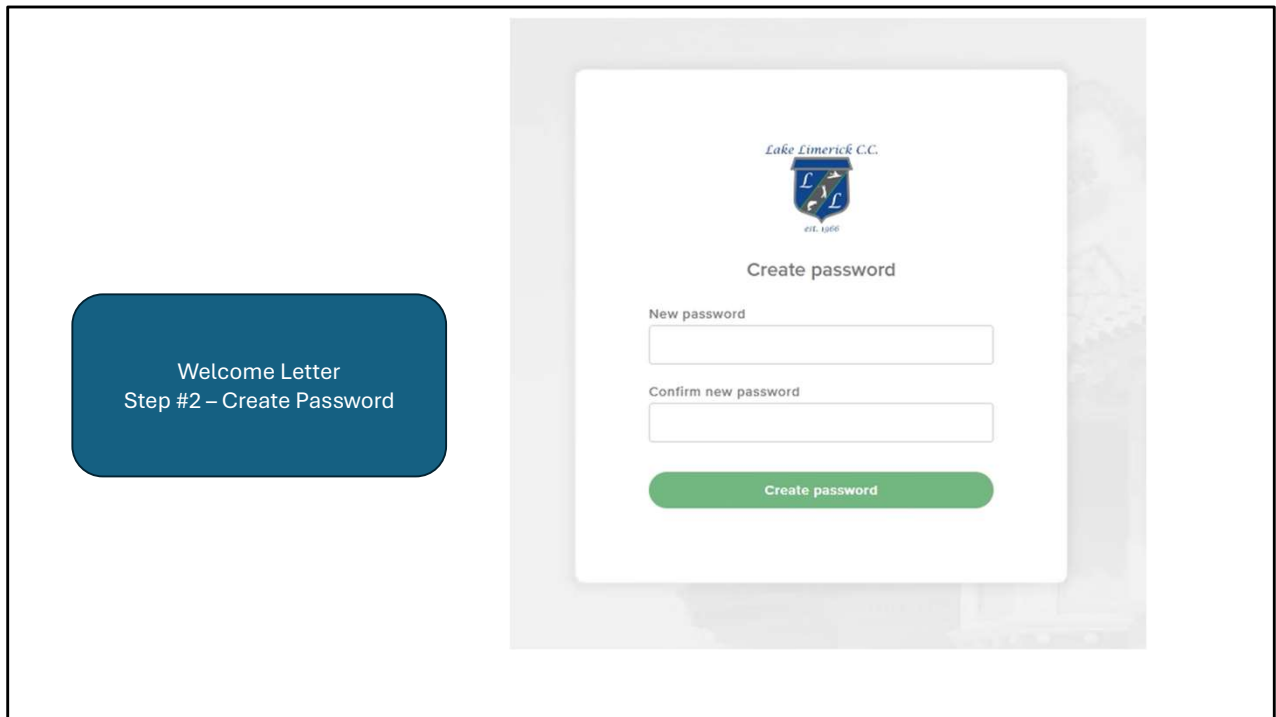
Here is the timeline for rolling out the new Resident Center.

First, roll it out to a pilot group. Have the pilot group test out the system and provide feedback to the staff. The feedback will help staff prepare communication to the members at rollout.

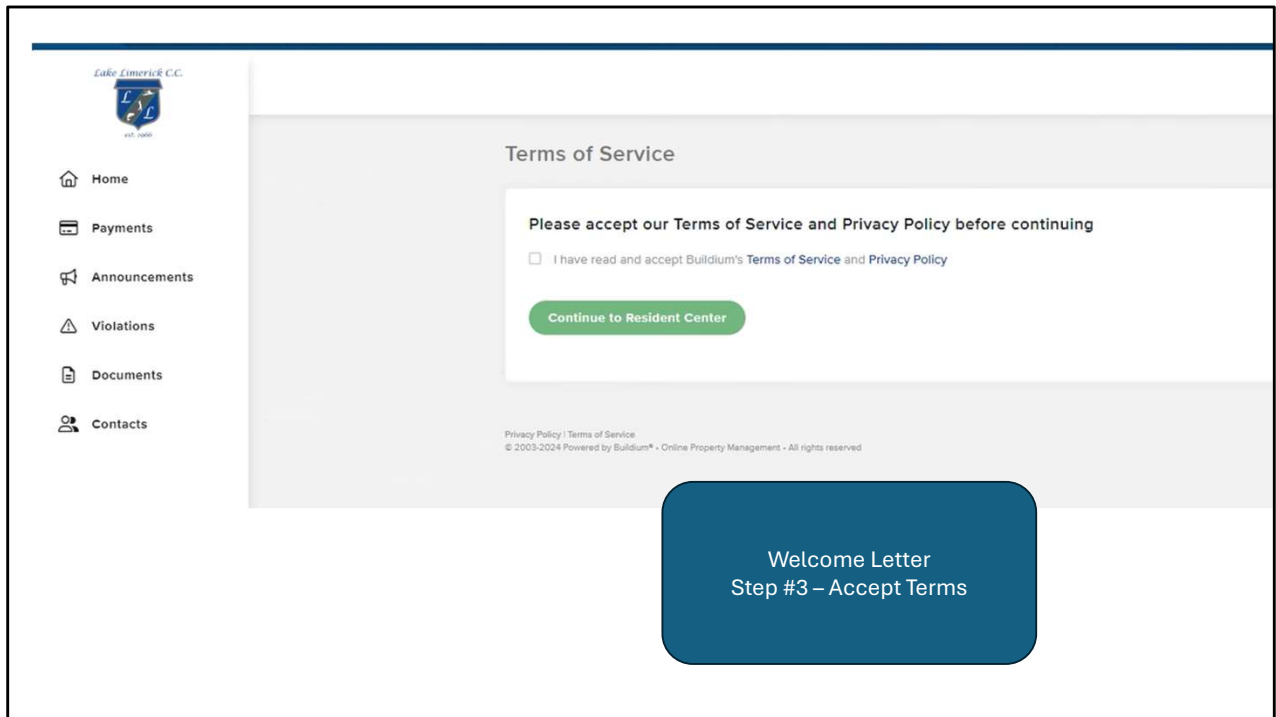
The official rollout to all of the members will be November 8th. **It is imperative that the office has your primary email address.** Call us at 360-426-3581 or email us your information at mail@LakeLimerick.com



On November 8th, all of the members will receive a Welcome Letter via **email**. This is a screen shot of that Welcome Letter.

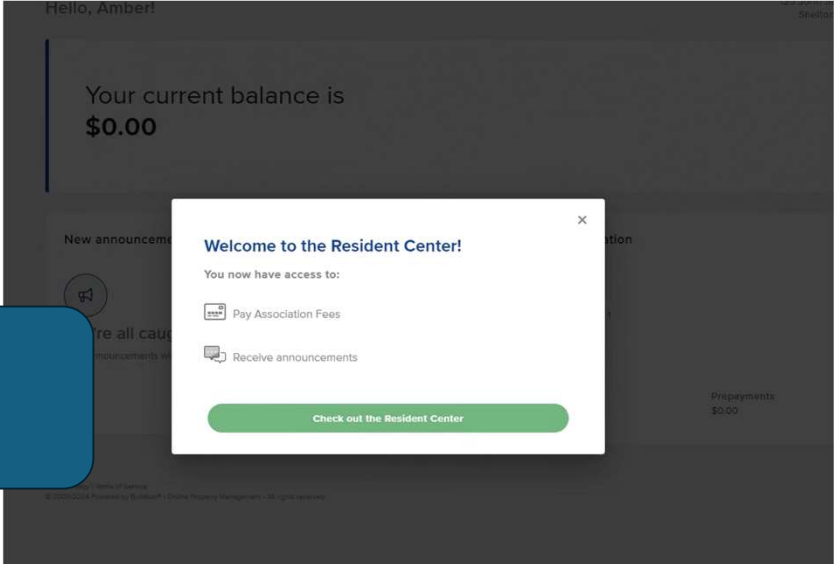


This is a screen shot of the 2nd step in activating your Resident Center account.



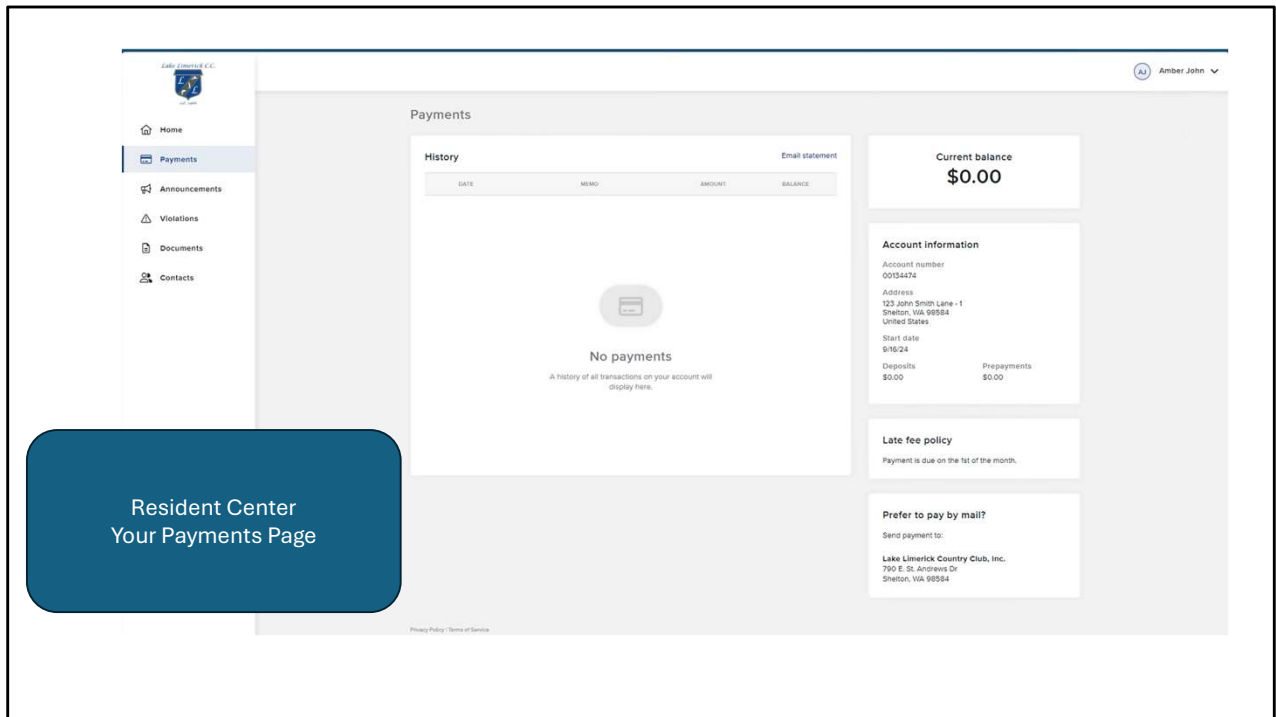
This is a screen shot of the 3rd step to activate your Resident Center account.

Resident Center
Check it out!
Set up Payments

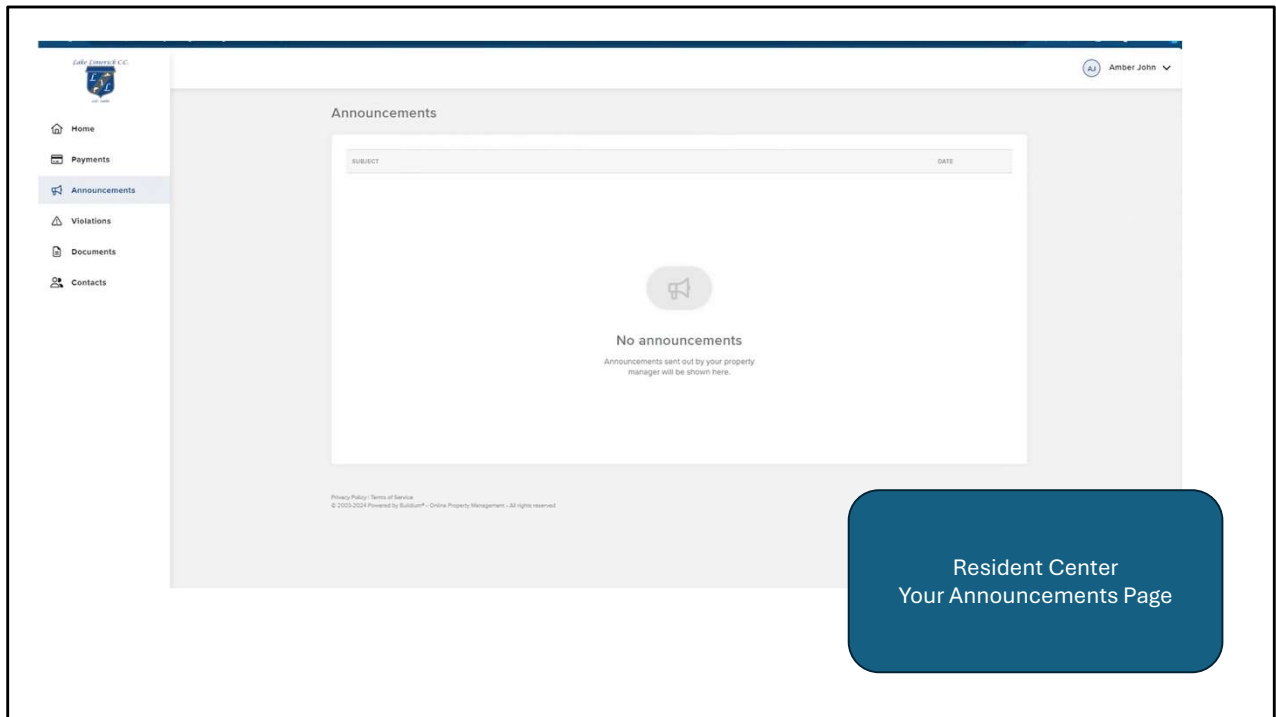


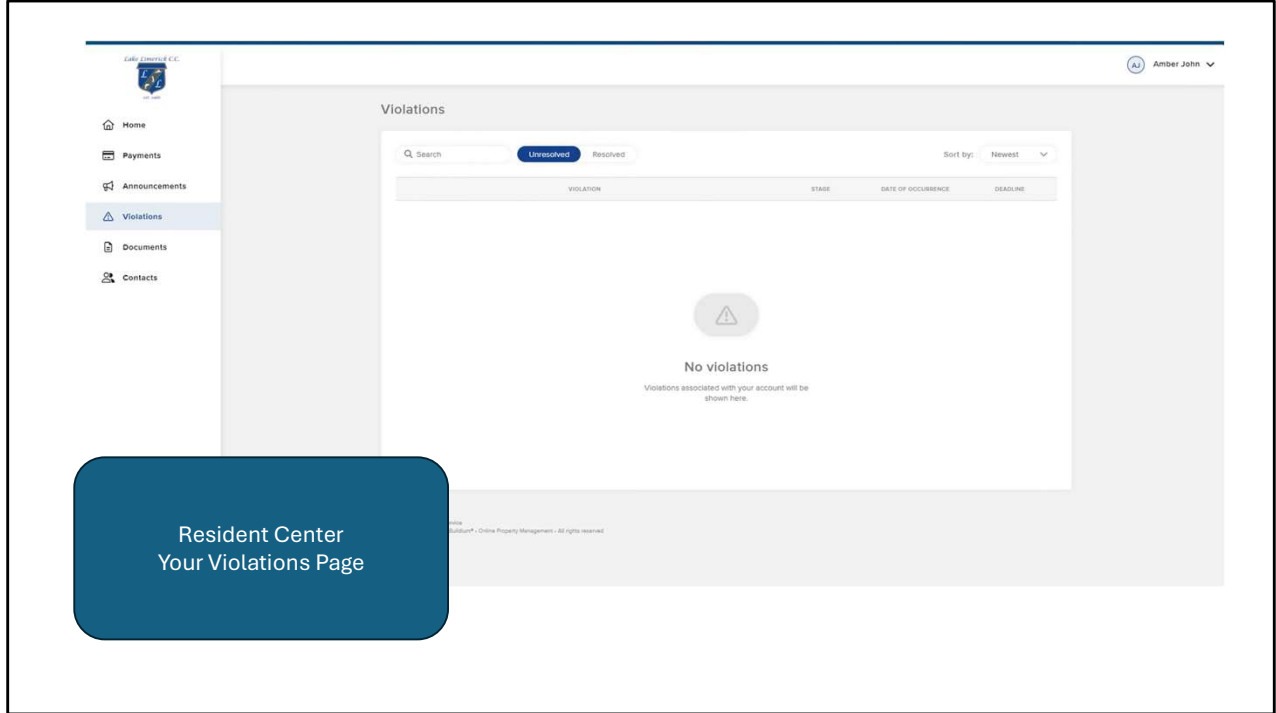
The screenshot displays a web browser window with the URL <https://amber.managebuilding.com/Resident/portal/>. The page header includes the logo for Lake Lincoln C.C. and the user's name, Amber John. A navigation sidebar on the left lists: Home, Payments, Announcements, Violations, Documents, and Contacts. The main content area features a greeting "Hello, Amber!" and the address "123 John Smith Lane - 1, Shelton, WA 98584". A prominent white box states "Your current balance is \$0.00". Below this, there are two sections: "New announcements" with a message "You're all caught up!" and "Account information" which lists account details such as account number, address, start date, and payment amounts.

Resident Center
Your Home Page

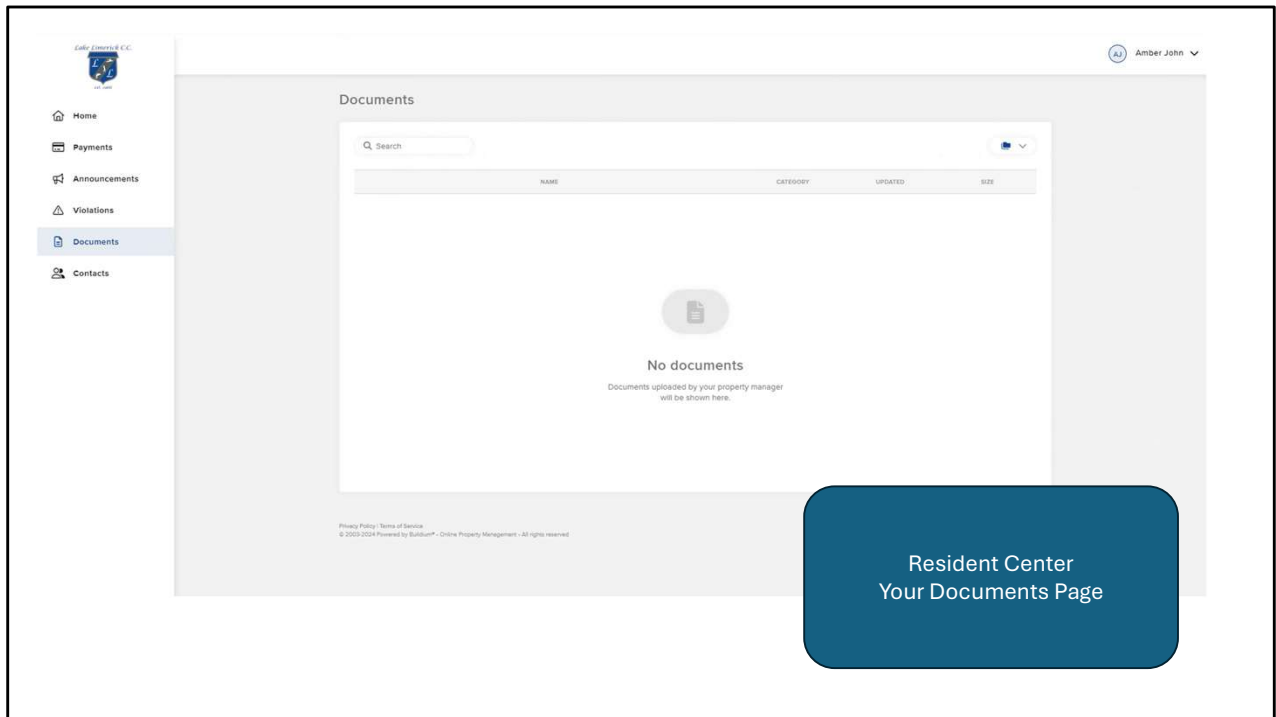


This page will show your payment history and account balance.

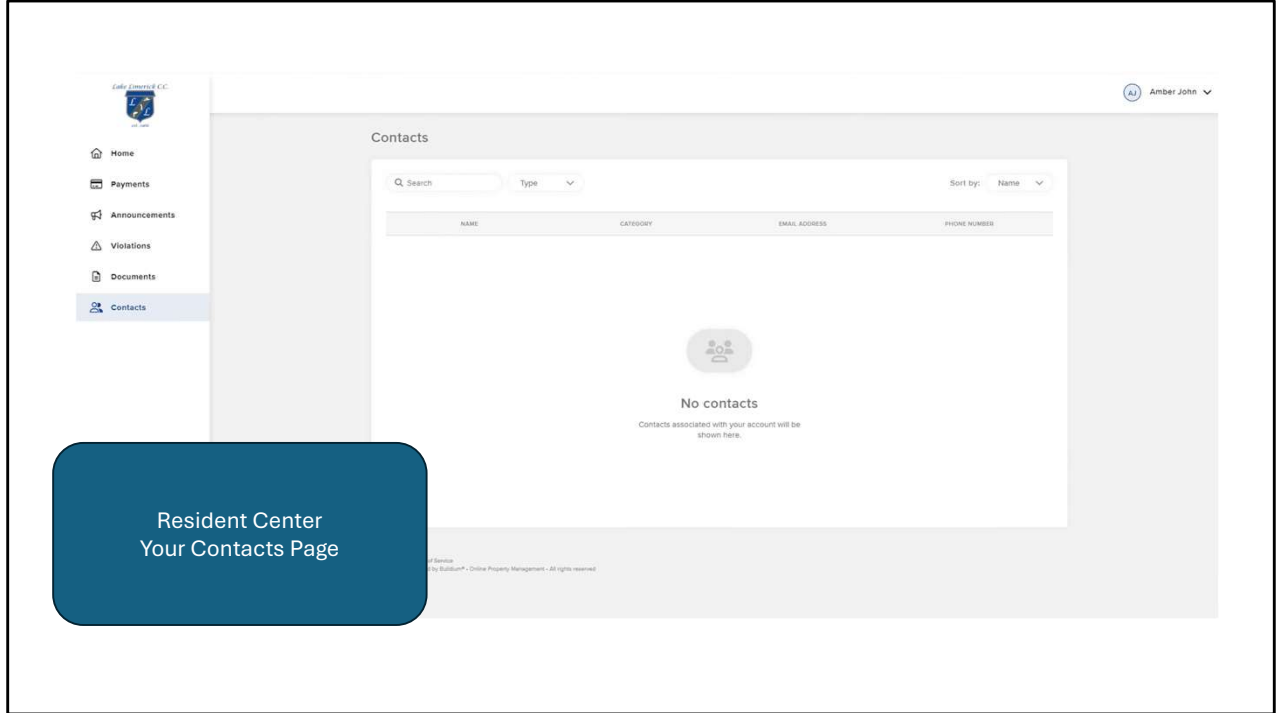




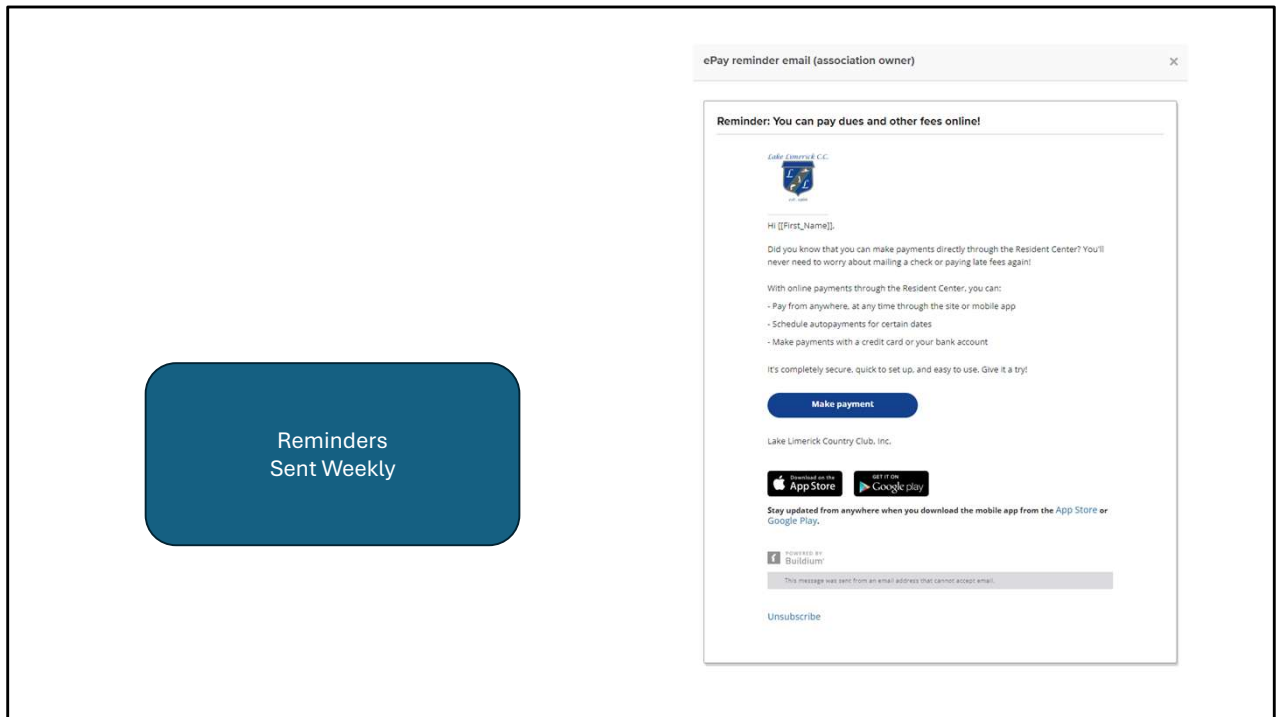
If you have any formal violations, they will show on this page.



This page will show any notices you have received from the office.



This page will show contacts established by the office. For example, the Pro Shop Manager, Café or General Manager. It may also show committee chair persons.



This is a copy of the weekly reminder you will receive if you haven't activated your Resident Center account.



In The Works – Office Processes

Policies Finalized:

- Employee Timekeeping
- Vehicle Policy
- Mileage Reimbursement
- Document Retention
- Employee Meals

Policies in Progress:

- Employee Handbook
- Project Management / Major Maintenance Process
- Gift Certificate Policy

Team Updates / Open Positions

- Café Cook – recruiting
- Member Support Specialist – recruiting



I am very pleased to announce our new Operations Manager, Mike Postlewait will be joining the Lake Limerick team on October 28th. For years, there has been a request from the board, committees, and most importantly, our members for increased project management so simply put—we could get more things done and do it in a way that is smart and efficient while making wise financial decisions.

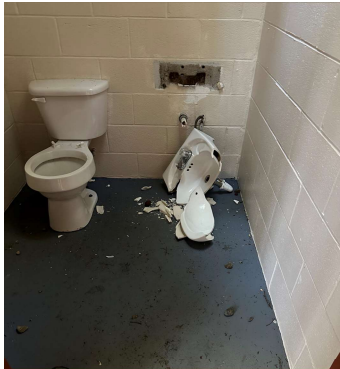
During the budget process for this year, I spent time reviewing this position and evaluating the needs of the LLCC. In addition to project management, we truly needed a professional staff member to work with our hard-working staff and volunteers on the lake, dam, as well as an increased focus on maintenance and greens operations, including preventative maintenance and long-term planning. Mike will cover all of this and much more. He has extensive experience as a facilities executive professional. He is excited to join the team and is looking forward to collaborating with our committees, volunteers, and staff at Lake Limerick—rolling his sleeves up and getting to work.

Watch for details on when you can meet Mike after his arrival date.

-Shannon Ramos, General Manager



Park Vandalism



There has been several incidents of vandalism at our parks this year. The staff has added more cameras in the area and has had some success in capturing some footage of the vandals. The damage has been extensive as you can see in the photos. We will be replacing toilets and sinks with stainless steel as replacements are needed because it is more durable. Also, skylights will be replaced with plexiglass instead of glass. We are asking all community members to keep a watchful eye out and immediately report any suspicious behavior to the office or Mason County Sheriffs.



Encouraging Paperless Billing

Sign-up Prior to December 15th -
Entered in a Raffle
\$50 Gift Certificate to the Inn
Restaurant, Café or ProShop

Email your request to:
Director1@lakelimerick.net
Email address, Division & Lot #



We're trying to go paperless. If you sign up for paperless billing before December 15th, you will be entered into a drawing for a \$50 gift certificate. Paperless billing saves \$\$\$ which can be used for improvements in the community and helps keep expenses down, which is good for everyone.



Delinquent Accounts - Collections

- Starting collections – Calling and sending notices
- Late fees - for October lates (HOA & Water)
- 1% fee assessment

The office has been actively working to reduce the delinquency at Lake Limerick. They are calling members with past due balances and sending notices. If you have a delinquent account, pay it before the end of the month to avoid late fees and the 1% assessment. If you need to establish a payment plan, do so immediately to avoid not only the fees but a property lien.



Collections – Liens / Foreclosures

- Overview
 - Some back as far as 1999
 - 94 total
 - 57 former Owners
 - Notifying current owners
 - 5 at attorney – Foreclosure proceedings



Financial Operations
Specialist
Amber Janeka

Updates



Financial Operations Specialist (FOS) Amber Janeka

- Financial Overview
- Delinquency
- 2022 Audit Status
- Gusto Update
- Management Software Systems Update (Buildium)
- Task Status Update
- Wins



Financial – September Report

	September 2024			
	Actual	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
Total Income	\$ 247,157.26	\$ 254,648.34	\$ (7,491.08)	97%
Total COGS	\$ 24,910.38	\$ 27,773.66	\$ (2,863.28)	90%
Gross Profit	\$ 222,246.88	\$ 226,874.68	\$ (4,627.80)	98%
Total Expense	\$ 212,211.05	\$ 192,355.66	\$ 19,855.39	110%
Net Ordinary Income	\$ 10,035.83	\$ 34,519.02	\$ (24,483.19)	29%
Other Income/Expense				
Total Other Income	\$ (527.79)	\$ 1,884.00	\$ (2,411.79)	-28%
Total Other Expense	\$ 2,689.80	\$ (92.00)	\$ 2,781.80	-2924%
Net Other Income	\$ (3,217.59)	\$ 1,976.00	\$ (5,193.59)	-163%
Net Income	<u>\$ 6,818.24</u>	<u>\$ 36,495.02</u>	<u>\$ (29,676.78)</u>	<u>19%</u>



Financial - Delinquency

30, 60, 90+Day Delinquency:

Water	August	September	\$ Change	% Change
31-60	\$ 16,890.00	\$ 14,507.00	\$ (2,383.00)	-14%
61-90	\$ 6,755.00	\$ 7,226.00	\$ 471.00	7%
>90	\$ 24,886.00	\$ 26,913.00	\$ 2,027.00	8%
Total	\$ 48,531.00	\$ 48,646.00	\$ 115.00	0%

HOA	August	September	\$ Change	% Change
31-60	\$ 16,839.00	\$ 10,463.00	\$ (6,376.00)	-38%
61-90	\$ 26,349.00	\$ 10,916.00	\$ (15,433.00)	-59%
>90	\$ 245,505.00	\$ 200,270.00	\$ (45,235.00)	-18%
Total	\$ 288,693.00	\$ 221,649.00	\$ (67,044.00)	-23%



Financial – Audit Status

FOS reached out to the Tax Consultant for a status update and received 2 additional items needed to close out the 2022 Audit.

- Supporting documents for prepaid insurance balance - complete
- Allowance for doubtful account \$ amount – Accountant is reviewing now

Auditors initial draft of the 2022 financials should be complete once Allowance for doubtful accounts is turned in.

A few more supporting documents may be requested to close out the 2022 audit, but processes are being created to get ahead of future audits.

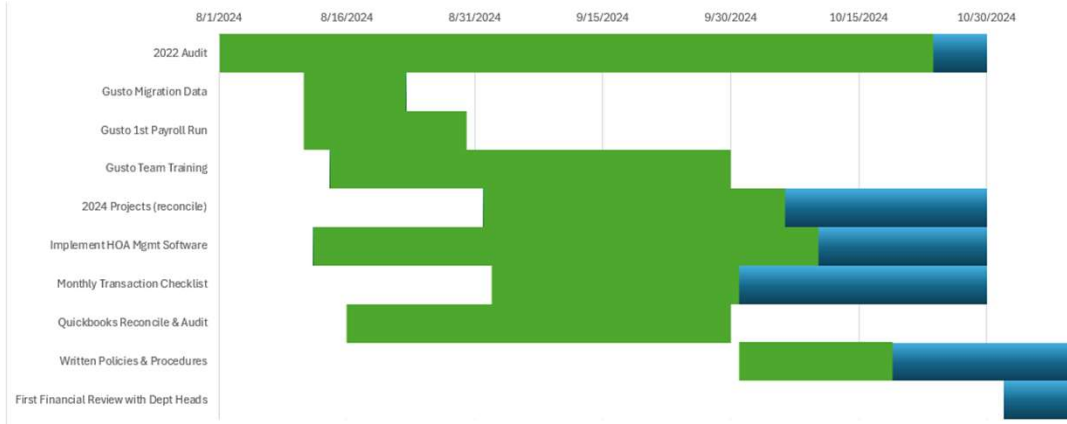


Financial Operations Specialist - Tasks

- Audit close-out
- Gusto – Payroll System Transition
- 2024 Project Billing Clean Up
- Management Software Systems migration – Buildium
- Financial Reconciliation
 - Huge Win as this is now complete through Sept 2024
- On Site Visit – Dec 3-12th
 - Meet the team
 - Asset Preservation Walk with pictures
 - Golf Now, PSN, Office Processes
- Policies/Processes to establish:
 - Cash Management
 - Credit Card Reconciliation
 - HOA Chargeback to Water
 - Month-end checklist
 - Financial transactions
 - Billings
 - Reconciliations
 - Excise/Sales Tax
 - 401K Contributions
 - Capitalization Policy
 - Quarterly, Semi-Annual & Annual Tax Payment Processing



Task Status



General Manager

Conclusion
Thank you!

November's board meeting is on November 16th.
See you there.