

**BAY POINT COMMUNITY ASSOCIATION, INC.**  
**CALLED MEETING OF THE BOARD OF DIRECTORS**  
**Tuesday, June 6, 2023, at 5:30PM**  
**BPCA Conference Room**  
**Minutes**

**IN ATTENDANCE:** Catherine Mitchell, Samantha Dring, Doug Arent, Jamie Ferrell, Zack Seltzer, Walt Rankin, Denise Hinds

**IN ATTENDANCE BY ZOOM:** Justin Gorman, Terry Nadeau, Kevin Lynn

**ABSENT:** Jen Shook

**ALSO IN ATTENDANCE:** Julia Maddalena, Esq, Debra Haydn, CAM, David Renneker, Comptroller, Nancy Culp, Recording Secretary.

**CALL TO ORDER:**

Catherine Mitchell called the meeting to order at 5:30 PM.

**MEETING RECORDED BY:**

BPCA, Zoom Video

**QUORUM:**

A quorum was confirmed by Debra Haydn, CAM.

**APPROVE AGENDA:**

**MOTION:** By Walt Rankin to approve the agenda, second by Samantha Dring and unanimously approved.

**NEW BUSINESS:** Management Company Presentations.

Catherine Mitchell, BPCA Board President, explained to the members at the meeting that the board is in an exploratory due diligence phase to make sure that Bay Point is set up for success and be cost effective with our funds. We have two management companies here to present to us and then we will open the floor for resident comments.

Rizzetta & Company

After the presentation, the board asked questions and then opened the floor for questions from the owners.

Q: One of our biggest and most expensive challenges is aging infrastructure including 11 miles of roadways and deteriorating drainage systems. You spoke to expertise, could you be more specific about what type of expertise you have in that area?

A: We would assess the situation on site and bring in experts in the field to fully assess the situation and give recommendations. After this they would start to get proposals for the board. They always get at least three proposals per project.

Q: What vendors do you have in Bay County? Specifically for roadways.

A: Most communities use Pat Chase concrete, they do go out for multiple bids.

Q: What is your largest customer?

A: In this area Alys Beach based on the amount of doors and demand. There are about 548 doors and 4 condos, with 9 more coming in. At build out it will be around 800.

A: They originally answered that the largest property overall is just shy of 1,000 homes. Later they came back and said they misspoke and the largest is 1,788.

Q: Explain to me the violation process in your software. How does it work?

A: Vantaca is auto populated with the addresses and the violations, you go into the app, take a picture of the violations, then the office admin goes in and creates the letter. The letter is mailed and emailed to them. The board would have access to see the letter through the app.

Q: Do your financial packets include bank statements?

A: Yes they are included, we will tailor the financial packet to what the board wants.

Q: How many local employees does Panama City have? And how many do you propose on site for our property?

A: There are 3 employees in the Panama City office. On site would be a board decision.

Q: How many properties do each of your managers manage?

A: We don't like managers to go above 10 properties. There are a few that have more than 10, but only if they are smaller properties.

Q: Do you have experience managing security?

A: No, none of the properties have security teams but the company does have experience with security.

Q: In addition to having a large number of doors, we have a large number of sub associations. This was not a planned community and because of this we have a lot of conflicts within documents. How much experience have you had working with a community that has been cobbled together with conflicting guidance in many cases?

A: The first thing we would do is get an understanding of your documents. We would get an attorney involved if needed. Explanation is key, the documents explain what can and can't happen.

Q: I wanted to clarify this proposal is only for the master association not the sub associations that the office currently manages?

A: Correct, this is only for the master association.

Q: Will you work with our current systems, or do we lose our current software?

A: You will not lose anything; we will evaluate and work with your current companies and software when we can.

Q: What are the terms of your contract?

A: The contracts are typically a year long.

Q: If you were awarded the contract, do the current office and security personnel work for you, or the board?

A: They would become employees of Rizzetta and Company

Q: Are you committed to maintaining our current staff, at the current level of pay and benefits?

A: Absolutely, if that's what the board chooses.

Q: What will it cost this community?

A: It is subjective based on how many people get kept in the office. The proposals are within 5% of our current budget.

Catherine stated that this is not a decision-making meeting, if this is a decision that the board decides to move forward with there will be budget analysis done. Everything will be presented in open meetings.

### RCAM - Resort Community Association Management

Q: Do you have a successful process for getting emails and phone numbers for residents we already have during transitions?

A: That is part of the transition, what we recommend is the first announcement coming from the board, then further announcements would come from our office introducing ourselves and asking for contact info.

Currently we have 4,200 doors and all but 8% of emails.

Q: You mentioned infrastructure and your experience there, what role would your company play in leading or guiding us in a big project such as a paving project?

A: The company is hands on.

A: We work as a team with different engineers and architects if needed to get recommendations and develop a scope or RFP to send to contractors. We would also take the lead on communication to owners.

Q: How long have you been with the Preserves?

A: We took over management with them in mid-March of this year.

Q: What is your process for obtaining bids?

A: It depends on the scope of the project. If an engineer needs to be involved, we will develop an RFP so that contractors are bidding out the same thing. We would collect bids, compare prices and proposals.

Q: Is the association manager dedicated to the Bay Point account and located in the building.

A: Yes, within our company we do not want to overload our CAMS. With a property as big as Bay Point, they would have a CAM in office.

Q: You mentioned how good your software is, are you going to provide that to us?

A You already have AppFolio, it is 80 cents per door and is something you already pay for.

Q: Does your company help owners understand how to use the software?

A: A lot of times when we come into a new property, we will do a community day where our team comes into the community to help get people set up and train them how to use it.

Q: Would the current BPCA employees be working for your company?

A: We come in and evaluate the current staff, train where necessary for current employees and employees that the board does keep would be RCAM employees.

Q: Follow up on what Amy said about SOPs - you would go in and look at their current standard operating procedures, see if they are documented and see if the procedures are being followed.

A: Yes, we would look at feedback from the board and the homeowners to figure out what kind of support they need for areas of concern.

Q: Is it your intention to keep the current security staff and roll them under RCAM or to look at a third-party company.

A: We do it both ways and it would be part of the evaluation process. After coming on site, we will evaluate and give recommendations to the board. There are benefits and downsides to having a third-party security company. Our goal is to be the most efficient for the community.

Q: Do you have any properties with vehicle roving security?

A: Yes, we have some HOAs with roving patrols. Some properties have off duty deputies who patrol, and some have it through a third party.

After the presentations Catherine Mitchell stated that the board chose to look into these opportunities to see what is out there. The current staff is taxed. The board hears complaints about violations not being followed up on, things not getting done on time, maintenance issues, potholes, there is a lot in this neighborhood to take care of and we have a very small staff. We want to explore resources that could be available to our neighborhood.

Presentation slides from each company are attached to these minutes. (Attachments #1 & #2)

**ADJOURNMENT:**

**MOTION:** By Walt Rankin to adjourn the meeting at 7:58 pm, second by Samantha Dring and unanimously approved.