

# THE GAZETTE

MAJESTIC OAKS HOMEOWNERS  
ASSOCIATION OF OCALA, INC.

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**The official newsletter Vol. 24, No. 4, Whole number 183**

**Ocala, Florida, July 25, 2023**

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*Gerry Couch, President.....267-566-6260      Kim Bockenstedt, Secretary.....515-201-1852*

*Matt Sigmon, Treasurer.....803-972-1872      Herb Zabroski, Director/Grounds.....352-509-3026*

*Mark Deutsh, Director/ACR.....608-574-1693*

**\*\*\*Next Meeting: September 7<sup>th</sup> @ 6:30 pm, VFW 9401 SW 110<sup>th</sup> St., Ocala, Florida\*\*\***

## **New Business- Presented by board members.**

Mark Deutsch – ACR’s (Architectural/Landscaping Change Request)

### **ACR’s Approved**

Nineteen ARC’s were approved in the past few months by the board; Exterior paint, new roof, hot tub, solar panels and storage sheds.

### **Covenants Copies**

Approximately 10 new residents have moved into the neighborhood in the past few months. Each neighbor has been provided a copy of the covenants by the board meeting.

Presidents Report- Given by Gerry Couch.

### **Signage for Retention Ponds**

The signs will be posted to notify those of personal use is not permitted, due to the continual misuse. Community has 12-15 retention ponds. All needing 1-4 signs. The verbiage on the sign will follow the Covenants rules Section 5.6. We have received one price for signs, and the board will reach out for additional quotes to complete the project. These signs will be made to be permanent signs.

### **Violations**

Violations have continued through the months and has become cumbersome for the board to stay up with. The approach for violations has been modified to be a conversation with the resident first, make sure resident has a copy of Covenants and understand the application to rectify before sending a certified letter by mail. Many of the violations have been resolved but still have remaining violations from renters and absent homeowners.

### **Management Company Investigation**

We have started the process of interviewing management companies. The board needs to interview 3 different companies before a decision on one to proceed with. The first company interviewed was with Vine Management, Rebecca McCray attended the meeting and spoke about the benefits offered to our neighbor, Bent Tree. Members of the board and residents attending had opportunity to ask questions and make suggestions on how they would like to see this further investigated.

Rebecca McCray took questions from the audience on how the relationship between Bent Tree and Vine Management has worked out.

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Question: Tell us what you do for the HOA at Bent Tree?

“We have been with them for about three years, and they have an inspection, or that is how we call it, twice a month. So that means every 15 days (about 2 weeks) somebody whether I or another manager is driving through their property, and we are taking plot plan that is assigned to that property, and then after identifying a possible violation, we are choosing what covenant is being broken or violated, per se. Each of our photos are date stamped and they just get linked right to that address, and then within two days it is out in the mail, and they have 15 days (about 2 weeks) to fix the violation. That is as per their documents. So, anything that is done will be done per your documents. I did provide your board with visits based on once a month. So, depending on that it does vary in price.”

“We do work with the board members who will review Covenant violations. They will be submitted online and reviewed online; we can still do violations manually. But things move a little quicker if online is possible and is our preference. When the option to do things online is there, we get a better result. Example: if you were to submit something, it comes through, we make sure all the attachments are clear, the request goes to the board, and they click approve or disapprove there's spaces to make comments or there's comments needed to be made and then we do the rest of the work. So, we process that approval letter or denial. It gets mailed out that gets filed with that property. So, in the future, if somebody comes down the road and says they put in a shed, we can say yes, it was reviewed and approved.”

“Trying to think about what else we assist them with, we organize their financials monthly. We take care of getting the taxes paid for them. We do any of the financial reporting for them. We do work with vendors and pay the bills once approved by board. Gerry has the proposal, I and it would be different for your community whether you want to have a once-a-month inspection or twice a month and yes, I am going to let him answer that question. And like I said, you do need to get 2 other bids I recommended to get bids from other larger companies.”

“We always bring it back to the documents, important to stick to them. And for the people who might be concerned about an increase in dues. I have heard about some of the history and Majestic Oaks HOA and where things might be going if you do not have consistency in your management. Any kind of lawsuit or a special assessment because of a lawsuit payout that must be made is going to be a lot more expensive than just a small increase. To get that consistency you need a third-party Management team that follows the documents “all the time”, it will save you if litigation ever comes.”

Question: How many rental properties does Bent Tree have.

Rebecca McCray: “They had about four. Okay, how many for sure. I typically only talk to owners. When I do my inspection, I do not know if it is a renter in there or not.”

Question: Do you go to the rental people, or you go to the owner of home?

“So, with that I will let you know that Bent Tree has a covenant. We follow the documents! Sometimes there is a third included in there, a rental management company. Okay, now their documents are different than yours. Like they have that 15 day (about 2 weeks) and then after that comes a fine, that is their policy. And that is something that everyone must know, the covenant enforcement policy. If everyone knows it and knows it and knows is going to be enforced, that is how you make it effective!”

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"I know there are renters that drive you crazy and I understand the pain there, because they do not keep properties up like owners do typically. But what has happened is Ocala has grown and these communities that have been there for 30 years like we could not have foreseen these kinds of things coming. So, we find that there is not a lot of teeth regarding rentals or anything like that in most HOA documents. Now adapting them is a whole another story. But you must enforce something somehow now, right. "

Gerry comment- "To your point in the past Rebecca, violations always went to the owner. We did not even talk to the renters. Now, I talked to the renter, and I went to one house we had. It was a terrible mess. The lady next door who I was talking to is the one that learned that renter is no longer over there. 11 o'clock at night U-Haul loaded up in the dark and there gone. The owner talked to the renter, but it was over, good luck, there are people out there that make a practice of this. I just think they have become more professional fraud, more consistent."

Rebecca McCray- "We have 24/7 response, but we can't stop that stuff. The best we can do is get them early when they are not living up to the covenant. People are going to have see, they will be caught."

"We are going to talk about initial resistance to the management company because it is new, and many times with inconsistent enforcement people may have not taken it seriously."

"Now they know now that someone was watching, and it may be surprising to you, but many didn't know there was a management company. Ever since the developer there was a management company. And people should have been familiar with how that stuff worked. You know, and I am sure that some people in your neighborhood don't know even now. Because it was there but just was not being enforced."

"So yes, it is shocking. In the beginning, we get yelled at, we get cards and get nasty letters. But I do not live there so I do not have to go home and try to ignore the person next to me. I understand that's part of the job. And we always come back to you to signed the papers. When you moved in here your property's deeded under these documents."

"Okay realtors, we try our hardest and it is a lot of work to communicate with every realtor when a property gets listed, because these Realtors need to be explaining to buyers. Listen, there are Rules to be followed here and do not think that gets communicated as much as it should. And then they are shocked when they get a letter."

"But there must be someone going, hey, realtor, ask buyer to sign this paper! It is a constant battle, but there must be communication for your community specifically I would recommend this is our document and this is how we are going to follow them regardless of what happened back here."

"We need to look at your document. Absolutely. There are ways we can improve those."

"I am going to leave these up here. It is just my business card and then a little brochure. I am just going to leave that up here for you."

A note from Gerry-

In talking to our Lawyer, Vine Management does a good job on the cost of administration, bills, vendors, Insurance and Accounting Oversight. You cannot measure that in dollars and cents because as volunteers

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HOA's rarely have retired accountant to volunteer his time and skills. We are truly fortunate we have this guy right here Ron Wells. He is a retired accountant, keeps terrific books. Even Vine Management said this would be easy for their people to assemble our accounting into their system, because Ron has kept good accounting records. We are lucky to have him, someday Ron is going to want to retire. And that will be a sad day because we do not have anybody to step into that role, and there is more to it than it looks like this. So, Vine Management as a example has good system it appears to be well done. They have had these systems in place for a long time, consistent and we would get reports every month. So as a board, we can look for things we can do better and improve our processes because we have time. Record keeping, no one thinks about that but having all records on the computer and kept consistently the same way over the years and different HOA administrations is INVALUABLE!

Look, our pitch to you is not what the total cost is, but what it cost on a per house basis \$4.18 a month per home. Amounts to less than \$50 a year and we are only paying \$132. You have not had any increases in the last two years. So, we would go up from \$132 to \$182. a YEAR! You might think that a lot to get the violation done. It's not, but you're not counting what you do not see, all the other things they do to make us better. Someone will say "well it cost me \$4 That's a lot of money. I am on a fixed budget." Is it really" a coffee at Starbucks.... it is just so little money for how much they can make us better! When you sell your house, yours and your neighbors will not only look better but the realtor will be inviting those buyers in and bragging about what a well-run community it is.

### **Information regarding a Management Company-**

#### Benefits OF MGMT Company-

- Offer leadership and guidance to board of Association.
- Assist in preparation of the annual association budget.
- Assist board in finding qualified contractors and vendors.
- Perform site visits, report findings, issue violations to homeowners.
- Follow up on violations and take appropriate actions.
- Process Architectural Review Board applications.
- Assist with property and liability Insurance.
- Assist with new developments in the industry and law compliance Issues.
- Coordinate attorney and board legal matters.
- Coordinate insurance claims and filling.
- Retain official records and files for association.
- Monthly financial reporting, tax preparation and review.

#### Process-

1. Plan a meeting to discuss and review MGMT company for MOA residents' concerns.
  - i. Sept. 7<sup>th</sup>; 6:30 pm, VFW 9401 SW 110<sup>th</sup> St., Ocala, Florida
2. Interview 2 additional MGMT companies per Covenants.
3. Voting and ballet process to approve change.
  - i. Door to door proxy and by mail.
  - ii. Yard signs posted in neighborhood.
4. Initiate any and all changes.

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