

# CRYSTAL TOWER BOARD OF DIRECTORS MEETING MINUTES

Location: Crystal Tower Media Room & Virtually via Zoom

Date: October 12, 2023

Time: 6:30 pm Central Time

## **Agenda Items**

- Call to Order
- Approval of September 14<sup>th</sup> Meeting Minutes
- Demo of COA Application (pages 1-4)
- Tax Document: Excess Member Income Applied to Year's Assessments – Needs Signature
- Project Status Update– Brad & David
  - Skywalk Roof - Update
  - East wall - Update.
  - Fire System Jockey Pump Seal Replacement - Update
  - South pool lazy river pump - Update
  - Elevator Flooring
  - Striping of two walkways
- Cleaning of Media Room
- Changing the Vending Machine Provider
- Hot Water Replacements
- Reserve Study Update
- Vacant Position
- Forensic Audit
- Adjournment
- Open Floor

# Minutes

## Transcribed by BOD Secretary Peggy Harris

Board of Directors Present at Meeting  
Thomas Maleck (Tom) – President  
Brad Vicknair (Brad) – Vice President  
Peggy Harris (Peggy)– Secretary  
David Apple (David) – Director  
Vacant Position

The document is a transcript of a board meeting for the Crystal Tower Condo Owners Association (COA) that discusses various issues and projects related to the property.

Meeting called to order at 6:32 by Tom

### **1. Approval of September 14<sup>th</sup> Meeting Minutes**

Tom asked for a motion to approve the minutes of the September 14<sup>th</sup> Board of Director meeting. David made a motion to approve the minutes. Brad seconded the motion. All were in favor.

### **2. A Demo of COA Application from Condo Control**

There was a demo of an application that could automate and offer online payments to owners and streamlining communication with owners. The BOD decided to postpone until beginning of next year. (attachment 6-9)

### **3. Excess Member Income Tax Document**

Peggy reviewed the reason the BOD should sign the document, which is to prevent paying taxes on the overage assessment income. David Bodenhamer stated he wasn't sure that was accurate, so Tom wanted to speak to the accountants to better understand the true purpose of the document.

Action Item: Tom to contact accountants to better understand document and then sign it.

### **4. Project Updates**

- 4.1.** Skywalk Roof  
Brad has been working to finalize the contract with Davis Roofing. It was determined to get additional pricing on flashing/minor stucco work from Davis Roofing.
- 4.2.** East wall  
The vendor will be on Crystal Tower grounds on October 23<sup>rd</sup> to begin work.
- 4.3.** Fire System Jockey Pump Seal Replacement was completed.
- 4.4.** South pool lazy river pump parts have been ordered.
- 4.5.** Elevator Flooring  
The BOD is working to get additional bids for a robust flooring.
- 4.6.** Striping of two walkways

Tom brought up about how not having a pedestrian walkway striped from the north elevator bank to the parking lot is a safety concern and a liability and all agreed. There also needs to be some signage indicating such walkway.

## **5. Cleaning of Crystal Tower Media Room**

DeAnn has noticed the media room isn't being cleaned properly or items put back in place after a reservation is complete. The BOD discussed options to prevent this and protect the environment for owners use.

Action Item: Peggy suggested she and DeAnn could work on a proposed deposit structure for using the media room and put it on the agenda for next month to review.

## **6. Changing the Vending Machine Provider**

DeAnn presented the vending machine income from Buffalo Rock vendor and how we could have better machines with 25% income by switching to Tibbs Enterprises for standard vending as well as a new one for "Just Baked" items. The machines and food are provided free of charge. The option was also presented to add machines near the south pool between the restrooms. David made the motion to switch to Tibbs and add machines near the south pool. Brad seconded the motion. All were in favor. (attachment 10-12)

## **7. Hot Water Replacements**

DeAnn presented to the board about how aging water heaters are a liability for the building and we aren't sure how many may have been replaced. The BOD reviewed the bid from Dan's Coastal Plumbing and agreed and stated we should complete an evaluation for each condo. (attachment 13-14)

Action Item: DeAnn to send out a notice to owners about the upcoming needed entry access.

## **8. Reserve Study Update**

DeAnn to get estimated timing on when we can expect to get results of the reserve study so we can accurately budget for 2024.

## **9. Vacant Position**

David would like the BOD to consider increasing the number of directors from the election by adding two (2) or three (3) members to the board. The topic quickly switched to the By-Laws and the process to follow to amend the By-Laws. The BOD also discussed what it would take to make amendments to the By-Laws. The question was then brought up if the BOD is in violation of the By-Laws since they currently don't have five (5) members.

Action Item: Peggy to contact BOD attorney and ask the governance and organizational issues related to the vacant position on the board and the possibility of increasing the number of directors.

## 10. Forensic Audit

Peggy started the discussion with the analysis she was able to complete to date and was unable to find anything to lead her to a forensic audit and she can't in good faith suggest we move forward with the audit because the CPA will find nothing either. The cost of the forensic audit will cost more than \$10,000 if the CPA doesn't find anything. Tom stated it may come to having to subpoena records in which Brad stated that meant Crystal Tower would have to file a lawsuit to proceed.

The BOD then switched to the survey from the owners on their wishes on continuing with a forensic audit where the majority did not want to pursue. (attachment 15)

The BOD discussed a few outstanding invoices that needed to be paid and the September Financial statement and the numerous bank accounts that comprises the funds on hand. It would take two board members to make any transfers from the reserve account to the operating account to further protect the funds.

Tom made a motion to transfer all funds to South State Bank and initially set up with one operating account and 1 reserve account since the "sweep account" are FDIC insured. David second the motion.

Roll call vote:

Brad: in favor

David: in favor

Peggy: in favor

Tom: in favor

Motion passes

Action Item: Peggy will get back to the banks about the proposed account consolidation and ask about options for increasing the LOC it when renews.

## 11. Adjournment

Tom made the motion to adjourn at 8:21pm

All in favor

Action Item: Tom to contact accountants to better understand document and then sign it.

Action Item: Brad to get additional pricing on minor stucco work from Davis Roofing

Action Item: David to get IC Coatings to bid on the elevator flooring.

Action Item: DeAnn to send out a notice to owners about the East wall work and impacts to parking.

Action Item: Peggy to work with DeAnn to get the previous vendor bid updated for the striping of the pedestrian walkway in the parking lot. The bid should also include some signage.

Action Item: Peggy to work with DeAnn on a proposed deposit structure for using the media room and put it on the agenda for next month to review.

Action Item: DeAnn to send out a notice to owners about the upcoming needed entry access.

Action Item: DeAnn to get estimated timing on when we can expect to get results of the reserve study.

Action Item: Peggy to contact BOD attorney and ask the governance and organizational issues related to the vacant position on the board and the possibility of increasing the number of directors.

Action Item: Peggy will get back to the banks about the proposed account consolidation and ask about options for increasing the LOC it when renews.



**CONDO CONTROL**  
PROPERTY MANAGEMENT MADE SIMPLE

# Proposal for Crystal Towers

**Proposal Created:  
September 26<sup>th</sup> 2023**

**Proposal Valid Until:  
October 26<sup>th</sup> 2023**

**Proposal Created By:  
Daniela Contreras**

# Overview of Needs

Based on our conversations we identified three key areas where your community could benefit from the use of Condo Control software. Those areas were:

1. Automating and offering online payments to end users
2. Streamlining communication with owners & residents
3. Record keeping of information and integration with Quickbooks Online

Based on these requirements, we would recommend that the Condo Control core package would be best for your community as it offers a solution to your key areas of need.

Our software does offer many additional services with this package which can be implemented either during initial set-up or at any time during the agreement with Condo Control. All of the features included in your package are listed below.

## Proposed Pricing

Item	Price	Qty	Subtotal
<b>One Time Setup</b>			
Includes setup, configuration of system, data loading and web-based training.	\$680	1	\$680
<b>Monthly Recurring Charges</b>			
Core+, Advance Communications - 170 units at [\$1.45] per month	\$246.50	12	\$2,958
E-voting	\$510	1	\$510
1 Year Term + Implementation		<b>Total</b>	<b>\$4,148</b>

# Features

Below is a list of the time-saving solutions that will be included in your package.



## Base Features: Ways to Connect

- Resident Portal
- Mobile App
- Service Requests/Workflow Management



## e-Voting

- Email, Voice & Text Message Reminder
- Real-time Result



## Base Features: Record Keeping

- Unit File
- File Library
- Online Status Certificates
- Budget Mail-Out
- Resident Database



## AGM

- Secure Link
- Premade Questions
- Live Chat
- Live Poll Result



## Base Features: Communication

- Announcements
- e-Delivery Consent
- Surveys
- Digital Bulletin Board
- Events Calendar



## Base Features: Payments

- Online Payments
- Online Store
- Maintenance Tracking



## Base Features: Administrative

- Portfolio Management
- Training – Video & Live Webinar
- Reporting



## Advanced Communications

- Tasks Tracking and Assignment
- Voice & Text Alerts
- (1200 credits included)
- Discussion Forum
- Classified
- Lobby Display



# Why Choose Condo Control?

## 1. We've got a track record you can trust

Our company has been an integral part of successful condominium and HOA operations for more than 15 years. We have won multiple awards for our customer service and currently enjoy a 93% retention rate with over half a million users.

## 2. We're here to help you every step of the way

With hundreds of activations and implementations every year, our experienced activation team has you covered from the moment you start your journey with us. If you or your team ever have questions, we will help you find the answers you need.

## 3. Our platform addresses all aspects of property operations

By offering multiple solutions, we make it possible for condos and HOAs to streamline all aspect of property managements, operations, and maintenance. We listen to our customers and actively seek their feedback and suggestions through our customer feedback portal. This helps us decide which features to focus on next.

## 4. Condo Control pays for itself

On average, our customers see a 40-60% reduction in paper costs within the first 3 months of signing up. We also help drive a higher ROI by augmenting efficiencies and creating opportunities for the community to generate additional revenue.

**Thank you so much for trusting Condo Control to help you manage your community.  
If I can be of any more assistance to you, please let me know.**

*Daniela Contreras*

## PEPSI/BUFFALO ROCK VENDING REPORTING - JAN TO SEPT 2023

<b>Cust No</b>	<b>Customer</b>	<b>Mach No</b>	<b>Comm Rate</b>	<b>Total Coll</b>	<b>Tax</b>	<b>Net</b>	<b>Paid Comm</b>
55074	CRYSTAL TOWER	139859	15.00%	\$149.00	\$12.30	\$136.70	\$20.51
55074	CRYSTAL TOWER	080115	20.00%	\$65.00	\$5.93	\$59.07	\$11.81
55074	CRYSTAL TOWER	107508	20.00%	\$184.40	\$16.77	\$167.63	\$33.53
55074	CRYSTAL TOWER	139859	15.00%	\$2,035.20	\$168.03	\$1,867.17	\$280.05
55074	CRYSTAL TOWER	107508	20.00%	\$1,058.00	\$95.10	\$962.90	\$192.59
55074	CRYSTAL TOWER	080115	20.00%	\$779.95	\$70.28	\$709.67	\$141.93
						<b>TOTAL</b>	<b>\$ 680.42</b>



## why host a kiosk?

*faster, safer, and easier!*

Just Baked is the market leader in automated food service technology. Imagine having an array of incredibly delicious hot menu items available 24/7, right here at your fingertips... Let your customers be happy, not hungry!

**ZERO COST, ZERO EFFORT, GREAT FOOD!**

# JUST BAKED

*the future of food service has arrived!*



## **no cost**

we provide the kiosk at no charge



## **food supplied**

at zero cost to you



## **servings**

68 unique SKUs per load



**Dan's Coastal Plumbing**

PO BOX 3354

GULF SHORES, AL 36547 US

251-550-7121

dan\_gulfmain@yahoo.com



**Estimate 1324**

<b>ADDRESS</b> DeAnn Duhon Young's Suncoast	<b>DATE</b>	<b>TOTAL</b>	<b>EXPIRATION DATE</b>
	09/26/2023	\$1,460.87	12/31/2023

**JOB LOCATION**

55 Gallon Water Heater

ACTIVITY	QTY	RATE	AMOUNT
<b>55 Gallon Tall Water Heater</b>	1	837.12	837.12T
<b>Material for water heater installation</b> aluminum safe pan, corrugated stainless steel flex connectors, pex pipe, pex fittings, pex rings, adapters, ball valve	1	135.00	135.00T
<b>Flat Rate Labor</b>	1	488.75	488.75T

Estimated above is for replacement of 55 gallon water heater with new A.O. Smith water heater. Including new aluminum safe pan, new stainless steel flex connectors, new shut off for water heater, repipe hot/cold lines to water heater, and of course labor. Includes manufacturer warranty of 6 years.

<b>SUBTOTAL</b>	1,460.87
<b>TAX (0)</b>	0.00
<b>TOTAL</b>	<b>\$1,460.87</b>

THANK YOU.

**DISCOUNT FOR MULTIPLE UNITS:**

If replacing multiple units there will be a discount of \$75.00 per unit making new total \$1,385.87 per water heater replacement.

**PRICE MATCHING:**

If you find a better deal simply let us know and we'll honor all

**Dan's Coastal Plumbing**

PO BOX 3354

GULF SHORES, AL 36547 US

251-550-7121

dan\_gulfmain@yahoo.com



**Estimate 1325**

<b>ADDRESS</b> DeAnn Duhon Young's Suncoast	<b>DATE</b>	<b>TOTAL</b>
	09/26/2023	\$1,921.91

**JOB LOCATION**

55 Gal Water Heater W/ Booster

ACTIVITY	QTY	RATE	AMOUNT
<b>55 Gallon Tall Water Heater</b>	1	837.12	837.12T
<b>Material for water heater installation</b> aluminum safe pan, corrugated stainless steel flex connectors, pex pipe, pex fittings, pex rings, adapters, ball valve	1	135.00	135.00T
<b>Flat Rate Labor</b>	1	510.75	510.75T
<b>Booster</b>	1	439.04	439.04T

Estimated above is for replacement of 55 gallon water heater with new A.O. Smith water heater and booster system.

<b>SUBTOTAL</b>	1,921.91
<b>TAX (0)</b>	0.00

Including new aluminum safe pan, new stainless steel flex connectors, new shut off for water heater, repipe hot/cold lines to water heater, and of course labor. Includes manufacturer warranty of 6 years.

<b>TOTAL</b>	<b>\$1,921.91</b>
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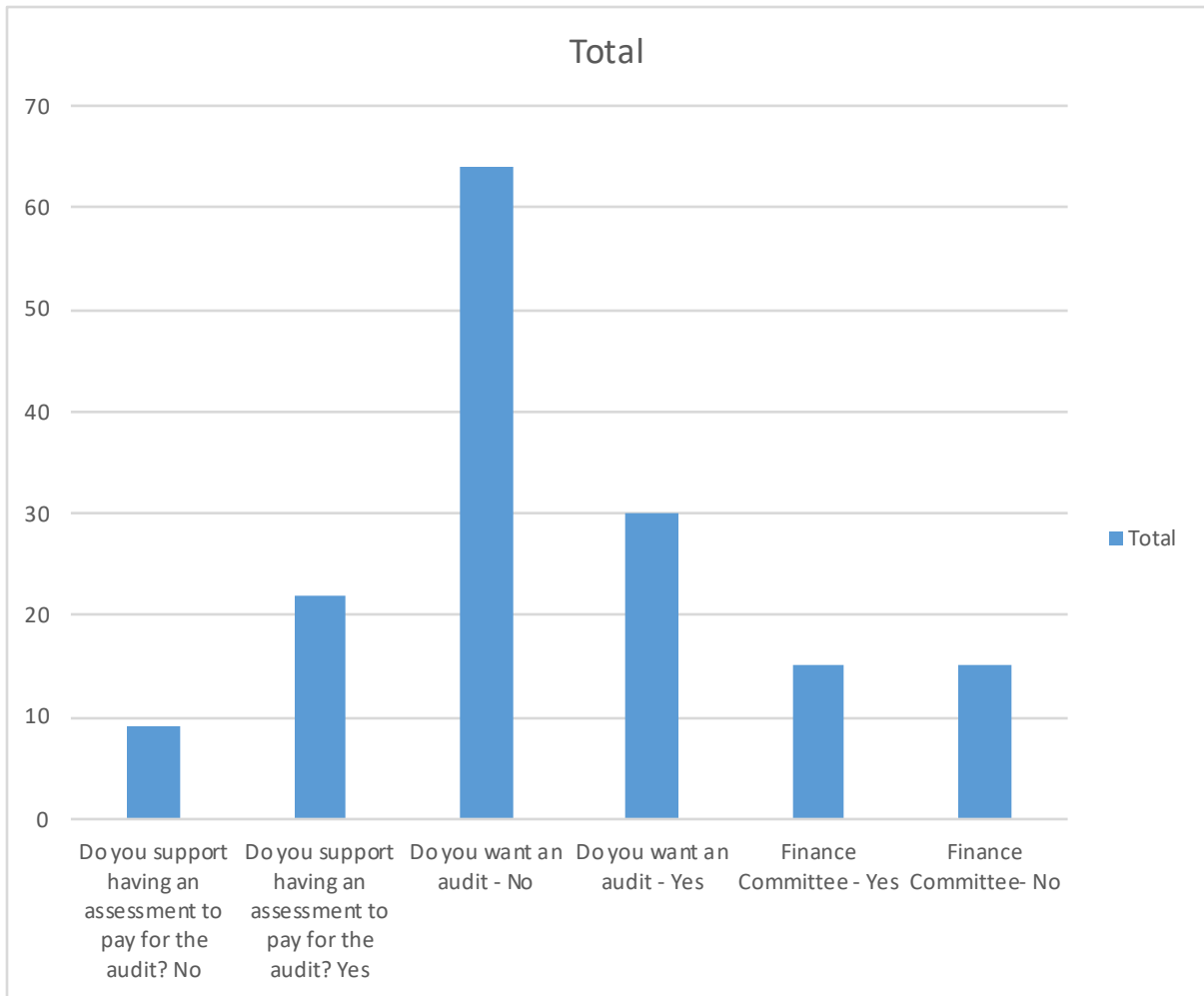
THANK YOU.

**DISCOUNT FOR MULTIPLE UNITS:**

If replacing multiple units there will be a discount of \$75.00 per unit making new total

\$1,846.91 per water heater replacement.

Row Labels	Sum of Count	% of Owners
Do you support having an assessment to pay for the audit? No	9	5%
Do you support having an assessment to pay for the audit? Yes	22	13%
Do you want an audit - No	64	38%
Do you want an audit - Yes	30	18%
Finance Committee - Yes	15	9%
Finance Committee- No	15	9%
<b>Grand Total</b>	<b>155</b>	



<b>Condo #</b>	<b>Condo Member</b>
203	203-Stephen & Tia Nauman
208	208- Kris Bishop
209	209-Regina Kemp
301	301-Brad Vicknair
304	304-Thomas & Nancy Gordon
307	307-Joseph & Maria Cazalas
403	403-Danny & Diane Harris - Harris Family Trust
404	404-New Direction IRA-Bob Anderson
406	406-George Terry & Shannon Johnson
501	501-David & Vicky Illanne
502	502-Bruce H Swezey
503	503-Kelly Janelle Pender
504	504-Susan M. Casey
508	508-Randy & Cindy Onica
601	601-John & Pamela Hufnagel
602	602-Ronald & Darlene Putman
606	606-Charles R Fuhr
609	609-Thomas & Ellen Maleck
706	706-Harold & Jeanelle Akins
709	709-Terry Davis
805	805-SEI,LLC/Dorothy Saad Dunning
806	806-Howard & Donna Harper
808	808-Ramon (Chip) & Linda Alonzo
901	901-Shelby & Eileen Kirk
903	903-William & Marlene Romero
906	906-Crystal 3, LLC - Douglas Mathews, Jr.
907	907-Dale Taylor and Nancy M Taylor
1001	1001-Linda G. Carpenter
1003	1003-Dale & Nancy Von Holten
1004	1004-Leigh & Anthony Penick
1008	1008-Cody & Kendra Mitchell
1102	1102-Tina Balter & Bob Hornyak      Scott Balter
1105	1105-Harpo Enterprises LLC - Brad & Jennifer Martin



1201	1201-Steve & Patty Mulkey
1202	1202-Veronica & Jane Malone
1203	1203-Kevin & Sharri Logsdon
1208	1208-Wright W. Hale Chuck Sheefel
1301	1301-David & Angela Apple
1303	1303-Deepak & Maya Rao
1308	1308-Bill & Carol Easterwood
1408	1408-Timothy Spaman & Debra Fontenot
1504	1504-Sandra (Renee) G. Scheetz
1601	1601-Phyllis Louri & Patricia Liesik
1606	1606-Christopher & Donna Pittman
1607	1607-Donald and Brenda Miller
1608	1608-Kenneth Smith
1609	1609-Kevin & Sharri Logsdon
1702	1702-Sydney & Janet Sanchez
1703	1703-Paula Ann Walton
1707	1707-Glenn & Martha Apple
1708	1708-Sharon Dearman
1709	1709-Kevin & Sharri Logsdon
1806	1806-Werner & Sermin Hinz
1809	1809-Edward & Susan Powers
1902	1902-Paul Holt
1907	1907-Sandy & Barbara Meaders
1908	1908-Lee & Wanda Garrett
1909	1909-David & Donna Kuhn
2001	2001-Phillip & Janious Palmer
2007	2007-Jordan Morris and Randall Bradshaw
2008	2008-The Charles Bell Family LP
2009	2009-Brian Scott & Peggy Harris