

SWRA Annual Board Report March 8, 2025

Call to Order- President Sally Gantt called the meeting to order at 10:05 A.M. at the SWRA Centre after waiting for Members to sign in. She welcomed everyone to the 2025 SWRA Annual Report Meeting. We are here to update our community on what the association is doing. Sally introduced the SWRA Board members. She stated that she wanted to take this opportunity to share that serving on this board is a very time-consuming job, we meet at least twice a month for 3-4 hours plus serve on other committees. Each person on the Board brings different viewpoints, experiences and strengths and that is part of how we work so well together.

Sally recognized the current board members and thanked them for the volunteer hours that they put in. President Sally Gantt, Vice President Kay Dickey, Treasurer Gene Akers, Secretary Penny Alexander, Members-at-Large Debra Knight, Lee Eastman and Tom Nicholson. 2024 was a very busy year!

Sally stated that there are several committees; some meet ongoing, some just a few times a year. She asked all who served as volunteer on our committees to stand and she thanked all.

A new group getting organized is not a SWRA committee but is a club open to all residents. Charles & Sandy Munden, who have served on the Landscape Committee, are organizing the “Petal & Pathways Garden Club of StillWaters”. So far, 10 people have signed up to participate and the sign-up sheet is available to all in the back. Events and activities will be planned, and a green thumb is not a requirement for membership.

The Lake Martin Creativity Club meets every Monday at 1:00pm at SWRA Centre and there are bridge groups on Wednesday and Friday mornings. All are open groups, and any property owner is welcomed to get involved.

Approximately 84 people attended, including SWRA staff and SWRA Board members. This does not represent a quorum as defined by the By-Laws, therefore the meeting continued as one for the Board to report to the general membership. An attendance list, committee and email sign-up sheets, March newsletter, handouts of the 2025 budget, Rules & Regulations and Fines Policy were available.

Sally introduced Mike Griffin (Griff), Community Association Manger (CAM) and Associate Community Association Manager (ACAM) Mike Dean.

Griff recognized Office staff members - ACAM Mike Dean, Sub-Association Administrator Yvette Wood, Community Association Bookkeeper Janie Clements, ARC & Owner Records Coordinator Anita Gardner and Front Desk/Owner Services Bridget Johnson.

He also recognized Maintenance Supervisor Alan Price, Gate Captain Clyde Ware, Landscape/Grounds Supervisor Jeremy Vickers, Community Services Patrol Michael “Finch” Fincher and Joey Price. Volunteer donations fund the Community Services program. Finch and Joey are doing a great job.

Other Maintenance staff are Hunter McClures, Taylor Sullivan and Huey Metts. Additional Landscape & Grounds staff are Justin Lyle, William Spraggins and Caleb Estes. Our full-time gate attendants Brandy Price and Crayton Vickers and part-time attendants Levis Gamble, Orrin Reese and Tayler Christian.

SWRA is fortunate to have these employees who are hardworking and dedicated to our community.

Honored Guests: Griff stated that we are also honored to have several guests today who are important to our community. We appreciate them taking their Saturday morning to be with us.

- **The Honorable Jimmy Abbett - Sheriff Tallapoosa County, Alabama.**

Sheriff Abbett stated that he appreciated the opportunity to serve Tallapoosa County. He brought a brochure w/QR code on Community services. The Sheriff's department operates on a \$5 million budget, 70 people full-time plus part-time staff. He jokingly shared that he was like the SWRA Association, we like kids in school and water down (less activity). His department works well with SWRA.

There are 140 registered sex offenders in the county. He also deals with threatening weather issues, 195,000 views on the website which houses tips and info. The department has been short-handed, so the Tallapoosa County (TC) commissioners increased pay rate so that TC Sheriff's department can better compete with surrounding counties for employees. There are 3 school resource officers in TC school system. Jimmy stated that he is available full time. This county is 65 miles long, with 2 judicial circuits so there are 20 Mondays in court session that deputies attend to secure and man. He thanked the community and stated to please call him with any concerns or questions.

- **The Honorable Ed Oliver - State Representative Alabama House District 81.**

Legislative chair for military and veterans, as well as the archive history & monuments. This committee determines what records are kept and what are destroyed. 45,000- 50,000 people served. He grew up in country setting but we have changes in our area. As we grow, challenges become unique with the clash of cultures. Try to blend and get along with each other. Mr. Oliver is a retired helicopter military pilot, air ambulance pilot so rural healthcare is an issue close to his heart, area often isolated from immediate emergency services. Ed worked to get a grant - not enough emergency funds to have an ambulance in our area. It is an experimental program called "Patients First" designed to work to offer health services to rural areas that do not have access to strong ambulance service that translates to extended response times. There are only two ambulances in Tallapoosa County. The program offers a centralized paramedic with a truck that is outfitted similarly to an ambulance but does not transport the patient.

Ed gave examples of services offered. If you have just had surgery, really sick but don't want to call ambulance, the paramedic will come to your house. In many cases this could be a life-saving service. He never leaves the area. It is ADPH (Alabama Department of Public Health) keeping records, it is experimental, hope to export to north end of county. Hours of operation are 8am to 8pm at this time. There is a non-emergency phone number. In addition, if you call 911, he is also dispatched by EMS.

Mr. Oliver encouraged residents to call him anytime and invited all to come to legislature and follow him for a day if interested.

- **The Honorable George Carleton, Commissioner, District 5 - Tallapoosa County, AL** George was invited but was not able to attend. Griff shared that the county organizes the dumpster days several times per year. and George is instrumental in making this happen. It has been very successful.

Griff thanked Sheriff Abbett and Representative Ed Oliver for attending our meeting and pointed out that we appreciate all their efforts to make our community better, they work well with StillWaters and SWRA.

Thank You Volunteers - Griff thanked the volunteers who serve on committees throughout the year donating their time. This includes property owners who volunteer as Board members, members of the Architectural Review Committee, Christmas Committee, Landscape Committee, Social, Nominating, Election, Facilities Maintenance, Finance and Special Committees. These Members all contribute to the enjoyment and betterment of StillWaters. Some meet multiple times a year and others are specific to a season or project. Welcome you to sign up for more than one! We need you!

ACAM Report – Mike Dean was introduced by Griff.

Mike reported that the infrastructure and main entrance landscaping is complete in the **Eagle Ridge Development**. Four of 63 houses are complete with one being sold. SWRA ARC has approved two additional houses that should be starting soon.

River Birch Cottages - Phase I is complete and Phase II of the development is progressing with 11 new homes currently under construction. Phase III plat has 9 additional lots approved by SWRA ARC, infrastructure work has yet to start. Will begin four new houses in next few months.

Covenant Violations – Owners have worked with SWRA to correct 52 covenant violations in 2024. In 2023 that number was over 100 so number of violations have dropped. Owners are doing a good job of correcting and working on. Much improved!

Most common violation are:

- Trailers, boats, jet skis that are parked on parcels but not in a carport or garage. If only going to be on property a few days which is allowed by covenants, please call the office to let us know.
- Performing work on exterior of residence or property without obtaining a StillWaters permit. ARC meets the 1st and 3rd Wed. of every month to review applications. If you are not sure that you need a permit, please contact us to check. This includes seawalls and docks as well, which require a SWRA permit and a APCO permit. APCO will not issue a permit until SWRA has issued that project permit. Most efficient to turn in application with both entities at the same time.
- Burning of debris without providing a burn notification to SWRA. Helps us with calls from concerned neighbors and helps us be aware. We try to follow the State Forestry Commission; we get information from them and issue a burn ban when they do.
- Animal complaints, mainly pets that are not under the control of the owner. We have a lot of walkers in SW. Dogs left unattended on screened porches who bark excessively. Encourage all to be responsible and considerate pet owners.
- Parking violations. Cars on side of roads or on easements, this is dangerous and also does damage to our right-of-way. Contractors are encouraged to park on site. If room in driveways, please ask guest to park in the driveway.
- Failure to maintain property/residence. This is an area that has increased in the number of issues, we do our best to notify the owners. If SWRA has to correct an issue, the owner will be responsible for the costs, this doesn't happen often.

Roads, Drainage, Landscape, Maintenance and Gates

- **Paving & Drainage** – This is one of SWRA's largest expenditures each year. Roads were not originally designed for the amount of traffic that we now experience.
- 2024 Drainage Work - \$12,030 spent on drainage repairs / improvements.
- 2024 Paving - \$276,000 spent on paving projects.
- We patched or paved 21 roads in 2024.
- 2025 Paving - \$215,000 budgeted for paving projects. The roads in StillWaters are degrading at an exponentially fast pace due to the increase in traffic we are experiencing along with heavy construction traffic. Working with our road engineer, we have identified 23 roads that will either be patched or repaved this year.

2025 Drainage Work - \$86,000 is budgeted for drainage repairs and improvements.

The culvert which is collapsing under Lakeview Ridge near the Church of the Living Waters is scheduled to be replaced. It has partially collapsed and must be replaced. Trying to complete this work before the heavy traffic season, the road will have to be closed for a period of time and traffic will be rerouted. We will send out notices and ask for your understanding and cooperation as repairs are made.

Landscape & Maintenance

- The annual pine straw installation for the common areas in StillWaters is scheduled for early April.
- The directional sign at the intersection of StillWaters Drive and Moonbrook Drive, which was damaged by a vehicle accident was replaced. It took a long time to rebuild and complete this project, had to wait on insurance and multiple contractors.
- A new heater system was installed in the Storage Facility Building.
- SWRA sold two work trucks and purchased one used work truck.
- SWRA sold one zero turn mower and purchased one new zero turn mower.

Gates

- Replacement of the old analog cameras at both the 49 and 34 entrances with new digital cameras, in progress. Roughly 5 cameras at each gate.
- Upgraded the 34-entrance gate to VOIP. This greatly improved our ability to transmit data / codes to the gate.
- Plan to renovate the 49 Gate House in 2025. Paint outside, redo interior restroom.

Moonbrook Park

- Due to vandalism issues at the park bathrooms, an entry system was installed which utilizes the same swipe entry card as those at the tennis/pickleball courts and Pineview pool. Trying to limit the use to owners who will respect the property.
- Money has been budgeted for 2025 to repair some uneven locations on the walking path.

Mike D. shared and reviewed some statistics concerning the ARC and permits.

Architectural Review Committee (ARC) 2024

Permit Year	2019	2020	2021	2022	2023	2024
Permits Issued by Year	209	267	309	233	264	342
Permits Completed (including carryovers)					186	301
Active thru 2/19/25 Including Carryovers					95	93
Infrastructure					1	0
Landscape					6	1
New Homes					14	21
New Work (Not Repairs)					23	29
Other					0	1
Repairs					49	34
Tree Removal					2	7
Total Active Permits					95	93

This is one of the most important committees that we have. ARC members donate a lot of time to work towards keeping our community consistent and looking good. Limited to five members per SWRA governing documents. Encourage you to sign up if interested.

Griff resumed and thanked Mike Dean; he spends a lot of time on all projects outside the office for SWRA and the sub-associations and condos managed by SWRA and does a great job!

SWVF&R Fire Chief - Griff announced that Jason McCullars is the new Fire Chief for the StillWaters Fire Department and works full-time at Dadeville Fire Department as a firefighter. Jason has years of firefighting experience and has served on the SWVF&R Board and as an active firefighter with SWVF&R for the past several years.

SWRA Website – Lee Eastman was introduced to share some information about our website (www.stillwatersra.com). Please go there and feel free to volunteer to assist. Lee shared that any suggestions & ideas are welcome, please contact him with your input! Additionally, the ARC documents, permits, instructions on how to complete permits, newsletters and other information are available for your convenience.

2024 Financial Performance - Board Treasurer Gene Akers presented this. Our Covenants provide for annual fees and an assessment. Additional income from building permits, easy access gate devices, impact fees, transfer fees, lot sales and a few other items. Gene shared that our overall financial situation was very good for 2024. The majority of our revenue, approximately 61%, comes from annual maintenance fees and assessments. The annual maintenance fee and assessments are limited by our covenants. The remainder of revenue comes from various fees (40%) and sales, such as gate fees, building permits, transfer fees, boat storage, garbage roll-out, property and real estate transactions etc.

Construction affects: Building permits exceeded our projected budget by \$92,000. Transfer fees exceeded our projected budget by \$18,300. Impact fees exceeded our projected budget by nearly \$46,000. Gene shared that we budget conservatively. More importantly, the Board continued its effort to sell SWRA properties in 2024 resulting in significant income for 2024 of almost \$150,000. This allows those donated properties, deed for debt and tax sale properties to become annual fee income producing lots. SWRA also made a significant investment in IT infrastructure and upgraded camera system for the gates. As a result, the Net Income for 2024 was close to \$400,000.

One attendee asked where we account for the sales of the property that Stillwaters sold. Gene responded that it was accounted for in the miscellaneous income category.

2025 Reserves Investments

- Ended 2024 with \$211,180 in operating capital and \$250,000 in unrestricted cash. These are in two separate checking accounts.
- Allocated \$250,000 to Reserves
- Cumulative \$1,226,589.95 allocated to Reserve account investments for 2025
- New SWRA Investment Policy and investment partner – Morgan Stanley
- Scheduled 2023 Financial Audit

Reserves are a reallocation of our unrestricted cash. Reserves are determined from informal studies, anticipated costs and have budgeted reserves accordingly. The Board works very hard to plan for the future. If there is a cash balance at the end of the year, the Board reserves the decision to allocate reserves at that time. As a result of the savings and additional income mentioned earlier, the Board was able to allocate \$250,000 to the Reserve funds for 2025 from the unrestricted cash. Gene stated that a breakout of the SWRA reserve allocations is in the financial handouts.

The Board created a new Impact Reserve fund last year to add collected reserves associated with the impact of new construction in SWRA and started with a balance of \$50,000. SWRA collected \$65,250 in impact fees for 2024 which was allocated specifically to the Impact Reserve Account. The Board decided to make a significant increase in the Welcome Center Reserve in anticipation of a significant investment to convert the current facility to a dedicated Activity Center in the near future. We need space in current SWRA Centre for staff growth and storage.

Another significant action by the Board in 2024 was to develop an Investment Strategy Policy for the Reserve funds. Prior to this time, the money was in an interest-bearing account. The Board developed a strategy that would take advantage of short-term investment opportunities to maximize our return on investment. The new investment strategy is focused on the layered investment in short term certificates of deposits and money market accounts drawing the best interest rates. The Board is working in partnership with Morgan Stanley in Auburn to manage the purchase and selling of multiple CD investments with a no fee structure.

The Board elected to perform a full financial audit for fiscal year 2023. This is the first time this has been done. Prior year reviews were “audit reviews” and “compilations” done at the end of the fiscal year. There are three levels of audits. We have engaged a company to do a full financial audit.

SWRA has also engaged a new accounting firm Carr Riggs & Ingram at the beginning of 2025 to provide financial services regarding financial reviews on a quarterly basis, statements, and taxes. We have contracted for a bit closer oversight and monitoring.

Most of our income is in the first quarter of the year and we move it into an interest-bearing account and then transfer funds to the Operating account as needed. In our 2025 Operating Budget annual fee amount increased by \$12 to reflect a 2.5% (COLA) increase as defined in the governing documents.

2025 Projected Revenue of \$1,783,166.58 which is a Revenue increase of 4.2% from 2024. Our Budgeted Expenditures of \$1,725,193.66 represents an Expenditure increase of 2.85% from 2024. This is a Projected Net Income of \$57,972.92. The growing real estate and new construction market has contributed to the good growth in the last few years. SWRA allocated \$317,000 for road and drainage budget for 2025. Estimates are currently \$800,00 to \$1,000,000 per mile to pave a two-lane road. No major capital expenditures planned in 2025. Community Service Patrol donations have been generous and allowed us to develop and continue this program.

We are optimistic 2025 will be a good year financially for SWRA and its property owners. The growth in construction and real estate activity continues to have a positive effect on SWRA finances. New construction and property sales are expected to continue to impact our overall revenue in 2025.

At this time, Gene turned the meeting back over to Griff. Griff highlighted 2024 Improvements and explained some of the plans for 2025. At the SWRA Centre new IT Service provider & much needed equipment upgrades. Gene Akers and Lee Eastman assisted greatly with their IT backgrounds. Researched providers and settled on engaging Jackson Thornton Technologies after developing a replacement plan for updates. New computers, monitors, server, wiring, modems & routers were included. We moved entire IT system from downstairs to upstairs.

New Microsoft Teams phone system. We had problems with the phone system and this new one should resolve all of those issues. The rollover system is set up to transfer to the correct staff person. We have added new afterhours telephone management that is working well.

Moved from QuickBooks Desktop to online QuickBooks & Elite Payroll software.

New Association Software for Sub-Associations and Condominium Associations that SWRA Manages. The software allows for on-line credit card payments, plus many software upgrades for their Board of Directors and Homeowners.

Board Election Results:

Nominating Committee – Property owners Lee Eastman, Debra Knight, Jackie Graham, John Prophitt and Claire Kuhn served on this year’s committee. Their task was to interview people who volunteer or are asked to run for the Board. They evaluated any candidates who were willing to serve and then recommended the two Members that they felt were best qualified to serve at this point in time.

Election Committee – Members Sheila Duffield, Pauline Kearns, John Prophitt and Leslie Smith served on the SWRA Election Committee with Secretary Penny Alexander. Their responsibility was to oversee the election by counting and verifying all ballots received for the election of Board members as per the By-Laws of SWRA. There were two candidates on the ballot this year recommended by the Nominating Committee. The ballots were counted, recounted and cross checked to assure all eligible ballots of property owners in good standing were counted.

The Election Committee report is that there were 134 ballots cast and those elected to serve this year are William Phillips with 120 votes and Bob Taffet with 127. They will serve a three-year term. The

Board will meet following this meeting to elect Board officers for the coming year. There were approximately 1700 ballots mailed out (some people own multiple properties). It is our privilege and right to cast your vote so please participate in the process.

New Board member William Phillips was introduced and welcomed. New Board member Bob Taffet was out of town. Outgoing Board members Tom Nicholson who has served 9 years and Kay Dickey who served 4 years were thanked for their service and time donated. They have contributed much to improving StillWaters and they will be missed from the Board.

STAY INFORMED: Griff encouraged all Members to stay informed and to stay involved. Please keep your account contact information up to date at SWRA office, read SWRA newsletters, sign-up for and Open *SWRA eflash* messages and visit the SWRA Website at www.stillwatersra.com

There is a form to complete contact info on website to change your contact information to keep it current. It is important for SWRA to be able to contact owners particularly after storm damage or other emergency situations. SWRA does not share this contact information. If anyone wants to be included in the SWRA phone directory, they grant permission to be included.

Property Owner Comments, Suggestions & Questions:

Griff opened the floor to those attending. There were a few questions:

Frank Henderson – Stated that a lot of people walk inside SW, but we don't have any sidewalks inside SW except at Moonbrook Park and you have to go around too many times to walk any distance. Stated it was dangerous to walk on roads, think sidewalks would increase property value. He thanked the board and staff for their time, dedication and work they are doing.

Liz Bradford (1987) – She asked if there was water at the pickleball/tennis courts and stated that a couple of the light bulbs were not working.

There is water at the courts for cleaning purposes and the light fixtures are so old that the parts /ballasts have long been discontinued and are no longer available.

Sue Mason (1987) – She asked about signage at Gate 34. Knows there is a large sign there but had concerns about cars trying to come in that don't have a gate transmitter and traffic backing up onto Highway 34 where vehicles are flying. She suggested a small sign between the two lanes that says gate transmitter only. Also stated she would like a small directional sign from front gate with intersection of Stage Coach warning of intersecting road at crest of hill.

Jim Ketchner – Stated he likes the golf cart access to Lake Martin Grocery; appreciates it and thinks it is a good thing. He felt that we should encourage businesses allow golf cart access so residents could drive their golf cart to the pharmacy and pizza place. Stated people can drive a golf cart long after they can drive a car.

It was pointed out that Eric McKinley worked with SWRA and that he installed this pathway to the shopping center.

Jim stated that he knew that control of the deer population could be a debated topic but expressed frustration with the problem of deer destroying landscaping and the costs with the population being out of control. He suggested that SWRA publish a list of what deer eat and what they do not. Felt this could help in area of what would grow and be left alone.

Noticed that some sub-association and condominium covenants are listed on the SWRA website. Does SWRA develop or manage websites for the condos or sub-associations. He stated that he thought there might be some things there that could open up SW to ridicule or litigation. Interested in their local covenants.

SWRA does not develop their websites; we only provide a link to them. Their association Boards are responsible for content. Lee Eastman asked him to speak to him after the meeting for specifics on his concerns.

Debbie Gibson (1987) – Asked about the billboard signs on left going up 34 and asked if SWRA was making money from these.

SWRA doesn't own any property along Highway 34 or Hwy 49, so we are not involved. Unfortunately, Tallapoosa County doesn't currently have any guidelines on roadside signage, and it is agreed that it is unsightly. Contact the County Commission with concerns.

Clint Cox (1971, 1974) – Stated that he likes white fences and questioned why ARC doesn't allow colored fences. Mentioned that some people have ugly deer fences and that other communities like Cape Cod allow white fences.

StillWaters was developed by Cecil Duffy with the idea of the community blending in and conforming with nature. ARC works within governing document guidelines to try to keep everything uniform and consistent in the community.

A few others:

- Will there be a new SWRA member directory this year?
With all the IT and software changes there was not one done last year, however we will be printing a new one in late 2025.
- Suggested that we stripe the roads and asked if there is there a plan to do so as you can barely see the lines.
- Please look at adding a couple of lights closer to road at Gate 34 so people can see where to turn in off Highway 34 at night.

President Sally Gantt thanked everyone for the suggestions and explained that the Board has considered some of these items. And that we will discuss and reconsider all of the above. When the Board is budgeting and planning projects, we look at how many of our almost 2000 property owners will use a common area or be affected by improvements. We look at costs involved, prioritize realizing that though we would often like to “do it all”, it is not practical as we have to stay within budget while planning for the future maintenance on and preservation of the SWRA common properties and infrastructure.

There being no further comments, Griff thanked everyone for attending, encouraged them to sign up to volunteer and told them that Board members and both Community Association Managers would be available after the meeting for any questions or suggestions.

The meeting Adjourned at 11:34 a.m.

Respectfully submitted by,

Penny Alexander

Penny Alexander
SWRA Board Secretary