



National Property Owners Association Annual Meeting, March 25, 2021

President's Report

The NPOA experienced a productive year in 2020, even with the challenges of the Covid 19 Pandemic. The goals of the Board were to improve efficiency, enhance safety in the community, augment services for the residents, maintain expenses within the budget and build capital reserves. I want to stress that the financial position of the NPOA is sound and stable. I will highlight some of the measures and programs undertaken by the NPOA Board and the Architectural Review Board on behalf of the members of the NPOA and the residents of Pinehurst National No. 9.

The NPOA Board supported the continuing operation of the Security Staff during the Covid pandemic. Safety measures were implemented including wearing masks, social distancing and frequent sanitizing of the security house. New high-resolution cameras were added to the security system at the front and back gates to augment the new gates which were installed in 2019. Staff operated at full complement for most of 2020 with minor changes in operations due to the Covid 19 pandemic.

The NPOA Board voted to continue the repair and paving projects which are documented in the NPOA Road Analysis. The Road Analysis is updated each year. During 2020, Riley Paving Company repaired and paved Woodenbridge Lane, Brechin Court, and Royal Dublin Drive, along with some minor repair projects. The Board will continue to monitor the more than 9 miles of community road system and undertake repairs and paving as needed, consistent with the NPOA road analysis. With all the new construction underway in our community, decisions on paving will integrate that factor into paving plans for 2021.

The NPOA Board places great emphasis on the safety of the community. Safety features are added as issues are brought to attention of Security – for example, a new speed bump has been added to the guest entry at the front gate to ensure that residents can enter safely without worrying about being hit by visitors entering at the same time. The Security team continues to focus on reducing speeding on the community streets by tracking speed and issuing tickets for speeding and other infractions, issuing more than 70 tickets and collecting \$795 in fines in 2020. Already in 2021, Security has collected almost \$400 in fines. Majority of speeders were construction workers, with an equal number among residents and guests.

The real estate activity in our community is tremendous. We recorded almost 50 real estate transactions in 2020, and have already recorded more than 15 transactions in 2021. The Architectural Review Board (ARB) approved and monitored 14 new home construction jobs during 2020, with 13

completed. There are 10 new home starts already in 2021. There are dozens of renovation projects underway. The Covid 19 pandemic did slow the work on some of the homes under construction, but good progress is now being made. The ARB also updated the ARB Builders Guidelines to improve, clarify and streamline their processes. We welcome all our new residents to the community.

In September 2020, we received reports of fox attacks on NPOA residents. Moore County Animal Control came into National on September 5-6 and confirmed that the fox which was killed in National on September 6 had rabies. Those National residents who were affected by the fox attacks underwent medical treatment. One pet subsequently died from contact with the rabid fox. The NPOA Board of Directors hired wildlife professional consultants to visit National on September 8 to assess the fox situation and to set traps and monitor them daily. The wildlife professionals also walked the perimeter fences and made repairs to fencing which might allow fox access to the NPOA community.

As of March 1, 2021, the wildlife professionals hired to remove foxes from National have completed their work. No additional rabid foxes have been reported and there have been less sightings of foxes recently, although a coyote has been sighted. The professionals removed a total of 21 animals including 3 foxes, 8 raccoons & 10 possums, following practices required by the NC Wildlife Commission.

With record rainfall levels in 2020 and continuing this year, water management and infrastructure improvements are areas of focus. Infrastructure projects were completed to manage rain events and water from NPOA common areas during 2020, specifically within Ballybunion, along upper Royal Dublin, National Drive and Levin Links from Knoll Road across fairway # 15. Work on infrastructure improvements will continue in 2021.

The NPOA Board authorized the purchase of a zero-turn lawnmower and trailer for the Landscape and Maintenance team which allows a substantial increase in productivity. And the maintenance staff are quick to respond to major rain events to keep drains clear and roadways free of limbs and debris. They also constructed a wooden structure around a well house near Knoll Road owned by Pinehurst Country Club which had been in disrepair for several years.

The NPOA Board continued its rigorous annual review of all the insurance coverages required for the association and the community. Coverages include property and directors & officers' liability; employment practices liability; commercial auto liability; cyber liability; workers compensation; commercial umbrella coverage; and employee health and dental insurance. The NPOA strives to obtain the best value at the best price for our insurance.

On the procedural front, the Board updated the NPOA Rules and Regulations. Changes were made to provide guidelines for operating golf carts in our community and reviving an annual golf cart registration and proof of liability insurance coverage. Fines were updated for Covenant violations and violations of the Rules and Regulations.

On the financial front, the NPOA Board has initiated an audit of the 2020 financials and will continue that practice in subsequent years. I am happy to report that as of December 31, all delinquent dues payers have paid their 2020 dues, including one owner upon whose property the NPOA was about to foreclose. We are in good shape for collection of dues this year with only 7 delinquent dues payers at the present time.

The Board also continued maintaining the capital improvement reserves in a dedicated investment account separate from the operating expenses account of the association. The investment account is a low-risk, higher yielding account and is increasing the yield to the NPOA's capital reserves.

And finally, the NPOA Board presented to the NPOA residents/owners for voting Proposed Amendments to the Declaration of Covenants and Restrictions for the National Golf Club Development. The proposed amendments updated the Declaration to allow, you, NPOA members, to vote on whether or not the association can enter into bulk rate service agreements with vendors like Spectrum and pass the actual costs of those services through to you. The proposed amendment passed with an affirmative vote of 313 members. The NPOA Board of Directors confirmed the vote and is moving forward with finalizing the details related to the approval. The Board of Directors looks forward to ultimately presenting the Spectrum proposal, and any other bulk service proposals, to you at such time as the Board deems appropriate to bring forth such proposals to the NPOA members.

I would like to take the opportunity to thank Pinehurst Resorts for their cooperation and engagement in our community especially during the past year of the Covid 19 Pandemic. There were several competitive golf events held at National, along with the many resort guests who enter our community to play the fabulous Nicklaus course at Pinehurst National No. 9. Golf was truly one of the activities that helped many in our community come through the pandemic successfully.

I want to highlight the service of the members of the NPOA Board this year: John Bullard, Mike Cobb, Judy Gais, Mike Hardin, Ed Heflin, Joe Liotta, Dale Mitchell and Lynn Olmsted. Thank you to all of the Board members.

And thanks also to the Architectural Review Board. They spend countless hours getting the new construction and renovation projects approved and completed in a thoughtful and timely manner – Co Chairs Suzanne Tovo and Jim Pierce, and Bill Poole, Steve Points, and Tom Hughes. Thank you to the ARB members.

Our Community benefits from the information provided by our Communications volunteers led by Dot Kennihan and her team of residents who create the NPOA Bulletin filled with articles and information of interest to our residents periodically during the year. Another note of appreciation is also due to Judy Vanica, Laurie Griffin, Janice Ellstrom and the Members of National 's "Garden Friends" for their contribution of time, talent and enthusiasm to create the beautiful Christmas wreaths and colorful bows which decorated our community in 2020. We can also thank them for the lovely beautification project with new flowers and shrubbery at the Back Entry Gate. Thanks to all the volunteers.

And I want to express appreciation and thank you to the NPOA Staff – General Manager Jimmy Paulk and Security Chief Mike Wilson without whose support and insight we would not have been able to achieve the accomplishments completed this year. I especially want to thank all the security officers for their hard work during the year. We also want to recognize the Landscape and Maintenance team of Quimmie Rodriguez and Bobby Scott who keep our community looking beautiful and well maintained.

The NPOA Board continues to work for the safety, maintenance and improvement of the NPOA community. We look forward to supporting the community in 2021 and having another productive and successful year.

Thank you. Jo Cooper

Architectural Review Board Report

March 25, 2021

I am Suzanne Tovo, the chairman of NPOA Architectural Review Board. I want to take a moment to talk to you about our role... what the ARB does and doesn't do and our philosophy as we go about our duties.

Our task is to review applications and design documents for new construction and alterations to existing properties, including landscaping according to the Neighborhood Guidelines and the DC&Rs. We are striving to create an atmosphere where the ARB and the homeowners can work together to realize their vision, all the while maintaining high standards of design within the community. Each application is evaluated on its own merit. In some areas, we have the latitude to accommodate homeowner wishes, and in some areas the guidelines we are tasked to follow are very clear and we do not have any flexibility in our decision making.

Our committee works carefully to examine plans and material boards, visit sites, and follow-up throughout the process to ensure that the plan submitted is what is actually executed. That does not mean that there are not mistakes, or things don't get past us. But what I want you to know is that there is a thoughtful process in place. We understand the importance of the work we do.

What we don't do is design your project for you, but if your plan needs adjusting to meet the guidelines, we are happy to make suggestions to get you as close to what you want as we are able. Please note that issues of general neighborhood compliance fall under Jimmy Paulk, our General Manager. He does seem to get a lot of calls about projects not being attractive, when they are in the middle of construction...I would ask you to understand that our committee has seen the final plans and drawings for each project. We assign a member to every application and have our eyes on what is going on. Sometimes projects don't look great when they are in progress, just know that we have done our best to ensure that the finished product will reflect the quality and standards of the neighborhood.

And finally, I'd like to address what things need to come to the ARB for approval. If you are contemplating resurfacing your driveway, landscaping your yard or painting your home, you need to put in an application. If you want to add a patio, or deck, or change out your front door you need to put in an application. Just about anything you do outside your home that is **not** routine maintenance requires an application in compliance with the Neighborhood Guidelines to ensure that your vision doesn't conflict with the community standards, many of these items can quickly be approved and have you painting or building in no time.

On that note, we are often asked, by homeowners to see the plans for the new house going in on their street, or the addition the neighbor is building. It is human nature to be curious, but it is our policy, that we do **not** share these plans. The bottom line is that we don't own them, they have been paid for by the homeowner or the builder and are not ours to share. When we walk projects, we are looking out for your interests in the neighborhood. We would never get 400+ families to agree on decisions within the community; that is the task of the ARB, to represent the general interests.

If you are curious about a project going on near you, I would encourage you to ask the homeowner about their plans, usually people are excited about their project and happy to share.

To conclude, we are always looking for volunteers to help us in our stated tasks. If you have a collaborative spirit and would like to get involved with the ARB, I would love to hear from you and talk to you a little bit more about what we do and how you might be able to contribute.

NPOA Financial Report for 2020

National Property Owners Association						
Annual Meeting 3.25.2021				2020 Financial Report		
Summary Budget		Operating Profit/Loss			Balance Sheet	
2021		2020	2019	31-Dec-20		
Revenues				Assets		
Lot Dues	\$526,395.00	\$512,160.00	\$489,372.00	Cash Clearing Acct	\$198,664.79	
Security - PCC	\$37,200.00	\$37,200.00	\$37,200.00	Capital Reserve Acct	\$613,431.66	
ARB Review Fee	\$75,000.00	\$54,450.00	\$78,700.00	Operating Acct	\$27,354.63	
Other Income	\$7,160.00	\$19,389.04	\$28,297.00	ARB Deposits	\$58,650.98	
Total	\$645,755.00	\$623,199.04	\$633,569.00	Total Cash	\$898,102.06	
Cash Operating Expenses				Prepaid Expenses	\$16,672.29	
General & Administrative	\$163,878.00	\$165,019.97	\$123,756.00	Accrued Interest	\$202.10	
Maintenance	\$159,185.00	\$147,153.63	\$156,359.00			
Security	\$292,616.00	\$279,571.49	\$279,244.00	Accounts Receivable	\$436,121.65	
Misc	\$0.00	\$0.00	\$0.00			
Cash Operating Expenses	\$615,679.00	\$591,745.09	\$559,359.00	Vehicle	\$25,000.00	
				Mower	\$9,094.95	
Assessment Revenues	\$ 116,250.00	\$116,250.00	\$116,250.00	Trailer	\$749.99	
Capital Expenses				Capital Improvements	\$1,258,763.42	
Road Paving		\$101,022.80		Road Paving	\$101,022.80	
Infrastructure Projects		\$ 43,469.25		Gate Replacements/Upgrades	\$44,050.10	
Maintenance Equipment		\$ 9,844.94		Infrastructure Projects	\$43,469.25	
Total Capital Expenses		\$154,336.99		Depreciation	(\$862,754.85)	
				Net Cap Improvements	\$584,550.72	
Financial Highlights				Total Assets	\$1,970,493.76	
Financially Stable				Liabilities & Equity		
Sound Reserve Position for Future Strategic Needs				Liabilities		
Modest Delinquent Receivables as of March 15, 2021				Current Liabilities	\$56,715.91	
Paving and Infrastructure Projects Completed.				Unearned Dues Revenue	\$524,773.00	
				Unearned Assmt. Rev.	\$116,250.00	
				ARB Deposits	\$58,000.00	
				Total Liabilities	\$755,738.91	
				Equity		
				Retained Earnings	\$1,214,754.85	
				Total Liabilities & Equity	\$1,970,493.76	

Meet Your New NPOA 2021 Board Members

Kim Grant has been a Pinehurst National #9 resident for ten years. She lives at 180 National Drive with her husband, Tim, their son, Gabe, and their beloved dog, Baxter.

Kim currently works full-time for Pitt Community College as the Instructional Clinical Coordinator for the Radiation Therapy Program where she teaches online courses and travels to the various clinical sites that house her students. Tim is self-employed as an Independent Distributor for Flowers Foods.

Kim is a Richmond County native. She attended Sandhills Community College (Radiography), Forsyth Technical Community College (Radiation Therapy), UNC-Pembroke (Business Administration-Management), and East Carolina University (Health Education). She worked as a Radiation Therapist in Myrtle Beach and Pinehurst before accepting the Clinical Coordinator position in 2001.

Kim and Tim are Pinehurst social members where they enjoy being part of the dining program and wine society. You may see the Grant's out and about in their yard, at the club, at a wine dinner, or at the pools in the summer. They love living in National, meeting new people, dining out, and spending time with family and friends.



Hi all,

My name is **Bill Miller** and my wife, Annette and I moved into National #9 July 1, 2020. We are thrilled to have found this beautiful city and especially this neighborhood. We expect this to be our last move ever. I would be proud to serve on the NHOA board and help keep our little slice of paradise safe and beautiful.

We moved here from Escondido, CA (San Diego) where we lived for 22 years. We had been thinking of leaving crazy CA for a few years and when both of our boys got out, that was the last straw. Our oldest, Matthew, is a mechanical engineer working for Raytheon in Carmel, Indiana and he and his wife Heather, have given us three grandchildren.

Our second son, Andrew, served his country in Navy special warfare and is currently a paramedic in Wake county. He and his fiancé, Courtney, live in Holly Springs and after delaying their wedding twice due to Covid are hoping it finally happens this year in November.

Growing up in Ohio and Pennsylvania, we had no trouble moving back East and although we would have loved to move closer to the grandkids, it was a pretty easy decision once we visited AJ and



decided to take a look at Pinehurst. Just a quick drive through downtown and a stop at the Deuce for lunch and we knew this is where we would look for our last home.

Of course, none of the above has anything to do with my credentials to assist on the Board, but I do have a degree in Mechanical Engineering from Carnegie Mellon University and have been responsible for the success of a couple of companies serving the Welded Steel Tube and Pipe Industry, so hopefully that experience will come in handy.

I hope to meet many of you in conjunction with my position on the Board and look forward to your support.

Sincerely, Bill Miller

Blaine Riney lives at 134 National Drive with his wife, Lindsay, and their three children, Emily (8), Jackson (6) and Graham (4). The Rineys moved into the neighborhood in August 2016.

Blaine co-owns and operates Terry Riney Agency, a local independent insurance agency, specializing in home, auto, business, life and Medicare supplement insurance. Lindsay is a stay-at-home mom.

Blaine moved to Pinehurst in 2005 to help his father, Terry Riney, start their business together. In the early days, it was just the two of them. Now, including the Rineys, the agency has a staff of nine agents.

Before living in Pinehurst, Blaine lived in Lawrence, KS, and the Kansas City area, where he attended and graduated from the University of Kansas and later worked in financial services.

Blaine enjoys golf, yard work and time with family. He and his family attend church at First Baptist Church of Pinehurst, where Blaine teaches an adult Sunday school class.

The Rineys love the National neighborhood and Pinehurst Country Club. Lindsay and the kids spend time at the various pools in the summertime. The kids are also involved in tennis and golf.



Officers and Committee Assignments for the 2021 NPOA Board

President: Jo Cooper

Vice President: Mike Hardin

Secretary: Blaine Riney

Treasurer: Joseph Liotta

Security: Bill Miller

Infrastructure, Beautification and Paving: Ed Heflin and Lynn Olmsted

Communications and Outreach: Kim Grant

Special Projects: Dale Mitchell

