

Meeting Agenda

✓	#	Topic	Topic / Discussion	Who	Min
	1	Call to Order	<ul style="list-style-type: none"> Pledge & Reflection 	Jeff Markiewicz, President	2
	2	Roll Call	<ul style="list-style-type: none"> Roll Call 	Carol Harper, Recording Secretary	2
	3	Covid-19 Update	<ul style="list-style-type: none"> Latest update on COVID-19 Restriction – Meetings after May 21, 2021 	Jeff Markiewicz, President	2
	4	Acceptance of Minutes 2019	<ul style="list-style-type: none"> May 18th, 2019 – Annual Meeting Minutes Approval Motion and Second / is needed. Minutes of May 18th, 2019 Minutes will be filed. 	Jeff Markiewicz, President	5
	5	Operations Account Excess Rule 70-604	<ul style="list-style-type: none"> Revenue Ruling 70-604 is a tax ruling only. The purpose of this ruling is to allow a homeowners association to avoid taxation on any excess member income (as defined in the Internal Revenue Code) that may inadvertently arise in a given tax year. The ruling states that the members of the Association meet to make the election. Motion - THAT ALL LEFT-OVER MONIES AT THE END OF BUDGET YEAR 2020/2021 BE CREDITED TO THE RESERVE ACCOUNT UNDER RULE #70-604 Motion and Second. Webex Polling 	Jeff Markiewicz, President Wilma Denton, Treasurer	5
	6	Presidents Report	<ul style="list-style-type: none"> Presidents Annual Report Community Accomplishments - WE HIT 60 FOR THE YEAR! Goals for FY2022 – June 1, 2021 – May 31, 2022 Critical Path Project Review Dedication of Althoff Water Processing Building Comment to the Community & Thank You for Support! 	Jeff Markiewicz, President	15
	7	Treasurers Report	<ul style="list-style-type: none"> Treasurers Report – April / May Financial Snapshot <ul style="list-style-type: none"> Reserve/Capital, Operating, Accounts Receivable, Accounts Payable Total Budgeted Operating Expenses vs. Actual Expenses 	Wilma Denton, Treasurer	10
	8	Committee Reports	<ul style="list-style-type: none"> Each Committee Chair will present their Accomplishments and Goals 	Committee Chairpersons	20
	9	Community Input	<ul style="list-style-type: none"> Community Questions submitted to the Board prior to meeting Open Community Comments and Input 	Community	20
	10	Presentation of Election Results	<ul style="list-style-type: none"> Presentation of Election Results 	John Koach, SKCA Elections Monitor	10
	11	Call to Adjourn	<ul style="list-style-type: none"> Motion, Second, Adjourn 	Jeff Markiewicz, President	1



President's Annual Report to the Board of Directors and Members

May 15, 2021

Residents and Members of Swann Keys Civic Association,

On behalf of the entire SKCA Staff and Board of Directors, we would like to thank the community for all of your support over the last year. Our greatest challenge was addressing the ever changing rules and guidelines associated with the COVID-19 Pandemic. Throughout the process our focus was on resident's safety, returning to normalcy and fiscal alignment.

Swann Keys did Great. The community was very understanding of the guidelines and restrictions we had to place at the pool, community center and club house. In addition, the entire community worked together to get through the crisis. The community was even recognized by the Coastal Point Newspaper for a community that took care of each other.

This year's Board of Directors has been absolutely wonderful.

The Board worked together, respected each other and worked for the betterment of the community. We are happy to report that there was not one incident of unprofessional behavior or controversy amongst Board Members. I would like to personally thank each member of the Board and Community that helped me to transition into my role as the President and for your support throughout the year.

Swann Keys Civic Association experienced many challenges and changes over the last 12 months. From the COVID Pandemic, to Tropical Storm Isaias which damaged over 70 homes, the entire community worked together to address each crisis. The Board and Community unfortunately had to address an issue with a resident blocking the east side boat ramp. The Board has spent months attempting to resolve this issue. SKCA has the obligation to protect and maintain our assets. At this time it appears we will be going to court with the individual that started this issue. Rest assured community, this issue is being handled by folks with experience, a history of resolving real property disputes and know how to manage legal costs. We will win this case. The legal fees associated with this effort, even if we need to file appeals, is completely funded by our strong capital / reserve account. No project currently in our plans will be impacted by the legal fees.

The financial position of SKCA is very strong. With a new accounting system, chart of accounts, new reporting and processes, we were able to better manage costs, negotiate great contracts and maintain your Operations / Maintenance Fees at \$900.00 for FY22. Just like with your home, costs go up. We will do everything in our power to manage costs, make sound financial decisions and attempt to keep any future increases to a minimum.

Swann Keys is changing. We have a record number of new homes being built. New residents and current are embracing the legacy of the past and are looking forward to moving the community forward. A new park, more social activities, volunteerism, new roads and continuing to maintain our water treatment plant are just a few items that we will continue to focus on. Based on recent reports, our waterfront community properties are expected to increase between 10 and 20 percent over the next year.

I'll keep this month's summary short, we have a full presentation of accomplishments, goals and reports that will give you a greater appreciation of why Swann Keys is such a Great Community. We are going to keep it that way!

On behalf of the entire Markiewicz Family (on right), Vanessa (wife), Sarah (Daughter), Matthew (Son), it was an honor and privilege to serve Swann Keys over the last year. It was a family effort trust me. We have met so many new friends and we appreciate you all. Special thanks to all that sent flowers, cards, texts and personal greetings to Vanessa after her fall and surgery.

We ALL Love Swann Keys!

Respectfully submitted
Jeff Markiewicz,
President, SKCA 2020/2021,
Jeffm.swannkeys@gmail.com



Special "Thank You" to our 2020/21 SKCA Board of Directors Job Well Done!



Carol Harper, Recording Secretary



Dianna Shade, Nominating



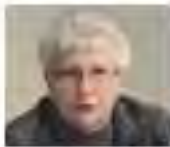
Jeff Markiewicz, President, Recreation



Larry Daugherty



Ronnie Young, Vice President, Maintenance, Security



Wilma Denton, Treasurer



Dan Cavanaugh, Wellness



Eddie Edwards, House



Katherine Berkheimer, Budget & Audit



Lori Monroe, By Laws, Survey



Tommy Tompkins, Beautification

Key Community Accomplishments

“Is Swann Keys a Better Community as a Result?”

1	COVID-19	<ul style="list-style-type: none"> • <i>Responded immediately to pandemic</i> • <i>Closed and Reopened Facilities as soon as we could</i> • <i>Opened Pool with Lifeguards / COVID Monitors on July 1st</i> • <i>Most Communities did not open or opened much later</i> • <i>Had complete State Compliance Documentation every step in process</i> • <i>Forged a relationship with Delaware Health Safety Protection Department</i> • <i>HSP Approved EVERYTHING we did. NO LEGAL RISK TO COMMUNITY</i> • <i>Managed high sanitization cost of Pool and other facilities</i> • <i>Acknowledged in Coastal Point Newspaper – Great Article about Community</i>
2	Improved Communications	<ul style="list-style-type: none"> • <i>Monthly Presidents Update Videos</i> <ul style="list-style-type: none"> ○ <i>20 Videos Produced</i> ○ <i>4282 views of videos by Community</i> • <i>New Residents Portal</i> <ul style="list-style-type: none"> ○ <i>24/7 Maintenance Request – usually addressed within 1 day</i> ○ <i>Residents Information Updates – 70 used the tool</i> ○ <i>Open Communications with BOD - All responded to in 24 hours</i> ○ <i>Made Online Voting Possible</i> ○ <i>302 people / submissions</i> • <i>New OneCall Email Updates</i> <ul style="list-style-type: none"> ○ <i>Updated 100's email addresses / phone numbers</i> ○ <i>Urgent and Information Messages sent immediately</i> ○ <i>162 Email and Voice Messages sent to community – since 6/1/2020</i> ○ <i>Over 25,000 emails sent to approximately 500 residents</i> • <i>New Board Meeting Format and Reports</i> <ul style="list-style-type: none"> ○ <i>New Presidents Report</i> ○ <i>Comprehensive Agenda</i> ○ <i>Critical Path Projects Updates</i> ○ <i>New Financial Snapshot – w/ AR/AP,Acct. Balances, Capital Exp</i> ○ <i>Information available on SKCA Website Immediately</i> • <i>Up to the minute updates on Swann Keys Website</i> • <i>New Social Media Site – Swann Keys Civic Association Facebook Group</i> • <i>100% Board Transparency</i>
3	Operations	<ul style="list-style-type: none"> • <i>Conducted weekly Operations Meetings</i> • <i>Improved Communications with Staff and Board</i> • <i>New Relationship with Vendors and Neighboring Communities</i> • <i>Better communications with Residents on Maintenance and other requests</i> • <i>Synchronized QuickBooks and OneCall Residents information</i>
4	Water	<ul style="list-style-type: none"> • <i>New Water Plant online on June 21, 2020</i> • <i>“Turn Key” System – We got out of the Water Business</i> • <i>NO water quality issues in almost 1 year</i> • <i>Expected to produce 16,000,000 Gallons of water this year</i> • <i>Averaging 1.2 million off-season</i> • <i>Automated 24x7 Monitoring</i> • <i>Vendors are dispatched to site before we know there is a problem</i>

		<ul style="list-style-type: none"> • New Preventive Maintenance Contract on Equipment • New Contract on Chemicals and Supplies • New Water Plant Operations Contract • Submitted 30 Year Well Allocation Permit • Saving the community approximately \$65,000.00 when compared to purchasing water from outside company
5	Finances	<ul style="list-style-type: none"> • Implemented New Chart Of Accounts • Improved Expense Management • SKCA is in an Excellent Cash and Capital / Reserve Account Position • Will have a Fully Funded Capital Account for our upcoming projects • New Procedures for Reimbursements, Petty Cash, Balancing Checkbook, Deposits and More • New Finance Reports to Community Monthly <ul style="list-style-type: none"> ○ Financial Snapshot ○ Profit / Loss – Budget Performance – “Line Level” ○ Balance Sheet ○ Cash Burn Rate – Used to manage cash flow • New Financial Forecasting Models – Reviewed by Wilma, Jeff M Monthly • Running Swann Keys Like a BUSINESS
6	Addressing Problems Immediately	<ul style="list-style-type: none"> • Acknowledged issues and problems immediately • Swept NOTHING under the rug • Addressed 2 major Pool incidents professionally and immediately • Immediately responded to Resident Portal Submission • Addressed long time Boat Ramp Property dispute immediately <ul style="list-style-type: none"> ○ Extensive Legal and Real Property Investigation ○ Surveys, Title Research, Expert Analysis and Advice being followed ○ May 15th, 2021 – Residents approve or reject settlement agreement ○ May 17th, 2021 – Legal Action Proceed
7	New SKCA COMCAST Contract	<ul style="list-style-type: none"> • Signed new 10 Year contract for use of SKCA Property / Marketing • SKCA will receive \$75,750.00 payment in 90 days (goes to Reserve Fund) • Deal (all at no cost to SKCA) includes: <ul style="list-style-type: none"> ○ Free Wi-Fi at Pool, Club House, Community Center ○ Free Hardware and Installation ○ Free Comcast Cable for up to 6 TV’s in Club House / Community Center ○ All Channels except for Premium ie: HBO, Pay Per View ○ 30% Reduction in Office Internet Charges – New Router ○ 400x faster Internet Speed for Office • It will take several months to do engineering, planning and installation of Wi-Fi. Should be available this summer. No exact time established
8	New Long Rang Plan	<ul style="list-style-type: none"> • Comprehensive Long Range Plan produced after 5 Months of work by LRPC. • 10 Year Plan based on Reserve Study • Detailed Plan Funding Model was developed • Determined with appropriate adjustments to revenue sources has a bright financial forecast • Plan includes: Roads, Water Plant, Buildings, Infrastructure

**60 Accomplishments all focused on “Moving Swann Key Forward”
See list of all accomplishment below**

Community Goals for FY2022

#	Goal / Plans
1	<i>Resolve Boat Ramp Issue – Fully litigate issue as required</i>
2	<i>New Boat Ramp West Side</i>
3	<i>New Bulkheads – Marina Lagoon</i>
4	<i>Study New Park – with Basketball, Pickleball, Tennis, Putt Putt, New Picnic Area</i>
5	<i>Start Road Paving Project - Begin specification, bid process and possible start in FY22. One year ahead of schedule</i>
6	<i>More to come! To be determined by the new Board of Directors – FY22</i>

Account and Cash Summary			
Operations Accounts		April 30, 2021	
PNC Checking - Ending 9681		\$ 27,927.46	
M.M. Savings - PNC - 6328		\$ 119,893.84	
Business Checking - Bank of Ocean City - 5459		\$ 4,637.05	
Petty Cash		\$ 200.00	
		\$ 152,658.35	
Reserve / Capital Accounts			
MM Savings - Bank of Ocean City - 4468		\$ 116,038.45	
Bank of Ocean City - Reserve CD		\$ 101,504.36	
		\$ 217,542.81	
Total Operations / Reserve Accounts		\$ 370,201.16	
Accounts Receivable / Payable Summary			
Accounts Receivable			
Accounts Receivable - Maintenance Fees			
0 - 30 Days	\$	-	
31 - 60 Days	\$	-	
61 - 90 Days	\$	-	
91 and Greater	\$	5,270.15	
Total Maintenance Fees Receivable	\$	5,270.15	Net Credits
Other Accounts Receivable	\$	-	
	\$	5,270.15	
Accounts Payable		\$ 14,326.90	
Operating Budget Expenses			
Monthly Operating Budget Performance			
Budgeted Expenses for Month	\$	34,355.00	
Actual Expenses	\$	43,810.69	
Under / Over Budget for Month	\$	(9,455.69)	
Annual Operating Budget Performance			
Annual Budgeted Expenses to Date	\$	377,905.00	\$412,260.00 Annually
Annual Expenses to Date	\$	356,391.83	
Under / Over Budget for Year	\$	21,513.17	Under Budget for FY2021
Annual Capital / Reserve Projects Performance			
Capital / Reserve beginning balance June 1, 2020		\$ 297,758.98	
Planned Projects	Budget / Estimate	Revised	Spend
Boat Ramp- I - West Side	\$ 27,000.00	\$ -	\$ -
WoodPiling- Club House - Marina - Phase 1	\$ 37,000.00	\$ -	\$ -
Completion Water Plant Upgrades (1/2 Cost)	\$ 68,196.00	-	\$ 68,196.00
Swimming Pool Sand Filter - Phase 1	\$ 1,230.00	\$ -	\$ -
Capital / Reserve Contingency	\$ 10,250.00	\$ 7,750.00	\$ -
Unplanned Project			
Boat Ramp Legal Fees (thru March 10, 2021)	\$ -	\$ -	\$ 10,639.54
Pintail Lift Covers	\$ -	\$ -	\$ 4,975.00
Totals	\$ 143,676.00	\$ 7,750.00	\$ 83,810.54
Under / Over Budget	\$ 59,865.46	Under Budget	
Capital / Reserve Fund Estimated May 31, 2021		\$ 223,838.86	

FY 2021 Committee Reports & Plans for FY2022

#	Committee	Leader	Accomplishments	Future / FY22 Plans
1	Audit / Budget	Kathy Berkheimer Jeff Markiewicz	<ul style="list-style-type: none"> We made a new chart of accounts for better cash management. We opened the budget meeting to the community so they could see how we arrived At the budget presented to the community. We provided detail budget reports. We exposed high cost items and tried to estimate further increases We managed costs and tried to cut when we could. Each chairman presented his or her requests and the board as a whole determined which requests were feasible Developed new Cash Burn Rate Reporting Provided Detailed Budget Performance Reports – Made available to community monthly 	<ul style="list-style-type: none"> To continue to refine chart of accounts for better expense management To continue monthly line by line expense management To fully fund reserve account To work with the committee to advance projects possibly repaving certain Roads ahead of schedule To manage costs, make good financial decisions & try to keep future assessments to a minimum
2	Beautification	Tom Tompkins	<ul style="list-style-type: none"> Held Volunteer Saturday – 40 Volunteers participated Did complete clean-up of grounds and mulched Cleared Fence Line along Swann Drive Installed Pool / Patio Furniture New contract with Lawn Cutting Service – significant savings – Started regular ditch cutting. 	<ul style="list-style-type: none"> Continue with ongoing maintenance and grounds improvements Address Turn-Around challenges Monitor performance on new lawn service Plan for Marina Bulkhead replacement Renewed Snow Plow Agreement for next winter
3	Bylaws	Lori Monroe	<ul style="list-style-type: none"> Finalized Bylaws Updates Submitted all updates to Lawyer for final review Boat Ramp legal issues delayed approval 	<ul style="list-style-type: none"> Update Rules and Regulations Align Rules/Regulations with Bylaws Determine how and when to have Community Vote on revised Rules/Reg and Bylaws
4	House / Clubs Liaison	Eddie Edwards	<ul style="list-style-type: none"> Revised rental contracts for residents and non-residents Contacted and contracted Floor Cleaning companies to strip, clean and wax the community room floors Contacted painting firms to paint the walls in the community center 	<ul style="list-style-type: none"> Develop a chart of responsibilities for the House Committee so that when a new chairperson takes over the transition will be smooth. Determine if and when to paint Community center Strip, Clean and Wax Community Center floor
5	Ladies Auxiliary	Cass Cavanaugh	<ul style="list-style-type: none"> Resumed Regular Meetings Planning for FY22 Continues 	<ul style="list-style-type: none"> Resume social and other events Planned Bake Sale for Memorial Day weekend
6	Long Range Planning / Capital	Margaret Hutchison / Jeff Markiewicz	<ul style="list-style-type: none"> Formed Long Range Planning Committee Met for 4 months to produce Long Range Plan Submitted comprehensive 10 year LRP to Community and Board of Directors. Transitioned to Capital Committee 	<ul style="list-style-type: none"> Convene Capital Committee with meetings Monitor Capital / Reserve Project Reprioritize project based on available funds Start FY23 projects early, if possible Review road paving 1 year ahead of schedule
7	Nominations / Elections	Wilma Denton, Liaison to BOD	<ul style="list-style-type: none"> Conducted Secure FY22 Nominations and Elections. Introduced secure Online Voting with JotForm. Developed procedures and documentation for safe, secure elections. 	<ul style="list-style-type: none"> Review alternatives to Paper Voting
8	Publicity / Social Media and Communications	Lori Monroe	<ul style="list-style-type: none"> Introduced new SKCA Facebook Community Site Transition off of NextDoor Open, transparent communications to the community on a regular basis. Introduced regular OneCall Email updates New monthly Update Videos, Presidents Reports and Complete Financial Package. 	<ul style="list-style-type: none"> Evaluate resuming Community Newsletter Completely transition to Facebook Continue to enhance Community Communications.
9	Recreation	Jeff Markiewicz	<ul style="list-style-type: none"> Navigated complex COVID Restrictions Opened pool July 1st, 2020 New Pool Lounge Chairs Replace Pool Filter Media New Pool Umbrellas with donation from Ladies Auxiliary Restarted Pickleball Resumed Clubhouse Events, Cards, Pool 	<ul style="list-style-type: none"> Expand social engagement and activities Parties in the Park Monthly Pool Happy Hours with music New kids events
10	Security	Ronnie Young	<ul style="list-style-type: none"> Upgrades / Monitoring of Security System New / Upgraded Camera's and System Replaced Control Board on FOB System 	<ul style="list-style-type: none"> Continue to work with DSP and Authorities on known drug hot spots / houses.

			<ul style="list-style-type: none"> • Worked with State Police on recent drug issues 	<ul style="list-style-type: none"> • Continue monitoring and enhance community surveillance. •
11	Sports Club	Butch Wienhold	<ul style="list-style-type: none"> • Suspended meetings and activities due to COVID 	<ul style="list-style-type: none"> • Resume meetings and plan upcoming activities
12	Water and Maintenance	Ronnie Young	<ul style="list-style-type: none"> • Completed Water Plant Upgrade • Good Clean Water Production since June 21, 2020 • Implemented new online Maintenance Request form that has been used by over 50 residents • New weekly Operations Meetings • Addressed major issue with Community Center roof leak. 	<ul style="list-style-type: none"> • Continue Water Plant monitoring and preventive maintenance. • Install new ridge metal on Community Center • Address compromised metal on exterior walls of Community Center • Install new AC system in Water Distribution Plant
13	Wellness Checks	Dan Cavanaugh	<ul style="list-style-type: none"> • Continued Wellness Checks throughout COVID • Provided assistance to dozens of folks in community • Worked with families and State Resources on difficult cases • Offered COVID Vaccine Rides and other assistance. 	<ul style="list-style-type: none"> • Continue to visit residents in need • Investigate concerns reported by Community

Community Critical Path Projects / Tasks

14 – Completed : 3 - Active : 2 – Deferred FY22

#	Item	Notes	Lead	Status
1	Pool, Park Club House	<ul style="list-style-type: none"> Pool Closed for season Park and Club House remain open. 	Jeff Markiewicz	DONE
2	Water Plan Renovations	<ul style="list-style-type: none"> Renovations Completed – Monitoring and adjustments ongoing 	Bill Althoff	DONE
3	New Accounting Software and Chart of Accounts Installed	<ul style="list-style-type: none"> Continue to make adjustments – Steady state at this point. 	Wilma Denton	DONE
4	Lift Station & Power in Canals	<ul style="list-style-type: none"> DEC Power Project is on hold per DEC. Need to explore Power Conversion for stations. 	Ronnie Young	ACTIVE
5	Lift Station Covers	<ul style="list-style-type: none"> Prototype completed – installed on Pin Tail will monitor how it works 	Ronnie Young	DONE
6	Boat Ramp Signage	<ul style="list-style-type: none"> Installed 	Ronnie Young	DONE
7	No Wake Signage	<ul style="list-style-type: none"> Several signs install – will be installed in spring. 	Ronnie Young	DONE
8	New West Side Boat Ramp	<ul style="list-style-type: none"> Planning continues with Marine Engineer/Construction Company After legal issues are resolved, proposals, drawings will be completed Construction is tentatively scheduled for late fall of 2021 	Ronnie Young Jeff Markiewicz	ACTIVE
9	Bulkhead Replacement Community Center	<ul style="list-style-type: none"> Contract awarded for Section 1 – Laws Point Road Side Contract for Sections 2 and 3 dependent upon FY22 Budget Approval Work to being September 2021 	Ronnie Young	ACTIVE
10	Community Survey	<ul style="list-style-type: none"> Closed Survey on Aug 17th. Present to BOD and Community on Sept 20th. 	Lori Monroe	DONE
11	Long Range Planning Committee	<ul style="list-style-type: none"> Long Range Plan Completed 	LRPC	DONE
12	Residents Checks	<ul style="list-style-type: none"> Continues – Great work Dan 	Dan Cavanaugh	DONE
13	Energy Usage Study	<ul style="list-style-type: none"> With new COA we can now track energy usage more effectively. Review options for Energy Savings – ie: why do we cool large areas 24/7 		FY 2022
14	Web Site Management	<ul style="list-style-type: none"> Have started self-posting content Created Resident Portal 	Tom Tompkins Jeff Markiewicz	DONE
15	Image and Identity	<ul style="list-style-type: none"> New format for communications pieces Redesign of News Letter Templates Defer till 2021/2022 Board of Directors 		FY 2022
16	Dog Bag Stations	<ul style="list-style-type: none"> Installed 	Bill Althoff	DONE
17	Community Communications Plan	<ul style="list-style-type: none"> Work started almost finalized by Tom and BOD Will be shared with the community soon. Excellent Job! Tommy. 	Tom Tompkins	DONE
18	OneCall EMAIL Notifications	<ul style="list-style-type: none"> Enable / Built OneCall Email Notifications Sync up and ask community for emails address updates. Took significant work but all is in place. Still soliciting email addresses. 	Jeff Markiewicz	DONE
19	Build Online Customer Portal for Residents	<ul style="list-style-type: none"> Forms Online for (1) Communications to Staff / BOD (2) Maintenance Requests (3) BOD Nominations 	Jeff Markiewicz	DONE

1	Implemented Daily Proper Checks
2	Removed dangerous Putt Putt Course
3	Started weekly Operations Meetings with Staff and Leaders
4	Started monthly Community Update Videos and President Reports to community
5	Designed, Conducted and Compiled Community wide Survey – Released on 9/20
6	Implemented new processes for Cash Reimbursements
7	Changed Petty Cash Processes
8	Installed new Accounting Software / System
9	Converted all historical Accounting Transactions
10	Implemented new Payments Approval Processes
11	Designed / Implemented new Chart of Accounts
12	Implemented new “Financial Snapshot Report” for the community
13	Provided detailed Financial Summaries / Treasurers Report Timely
14	Reconciled Check Book / Payments back 10 years +-.
15	Started Webex / Teleconference for Board and other meetings
16	Updated / New Community Center Rental Contract
17	Installed new Security System for Office to protect sensitive resident information.
18	Installed / Repaired new Security Cameras
19	Began regular meetings with Shady Park Property Manager
20	Completed Water Upgrade Project
21	Started Boat Ramp and Marina Replacement Projects
22	Developed all Documentation, Signage and Procedure required to open Covid Safe Facilities
23	Opened Pool, Park and Community Center on July 8 th , while many communities closed
24	Updates to Sewage Lift Stations (Doors, Guiderails, Power)
25	Started process to rewire / reconfigure all West Side Sewage Lift Stations
26	New Boat Ramp Signage / No Wake Signage Installed
27	Started routine cutting of Laws Point Drainage Ditches
28	Installed Commercial Grade / Kid Safe Mulch in Playground
29	Updated Basketball, Volleyball, Horseshoe Pits
30	Web Site / Timely Postings of News and Events
31	Dispatched team for Safety and Property Damage Notification during Tropical Storm Isaias
32	Removed dangerous pool chairs / equipment from pool area
33	Developed Covid procedures for Clubhouse Fall opening
34	Continued Wellness Checks
35	Assisted Property Owners who were quarantined with finding vendors for maintenance / lawn care
36	Introduced new community engagement activities, Picture, Sign Contests
37	Passed Motion to add consistency with SK Common Area Parking – No parking on Marina Grass
38	Installed Pet Bag Stations in critical areas
39	Responded to urgent Laws Point Road power replacement project
40	Formed Long Range Planning Committee / Completed work on SK Long Range Plan
41	Synchronized QuickBooks, Survey and OneCall Customer Information
42	Developed a BOD and Community Communications Plan
43	Implemented OneCall Email Updates to the Community – Synchronized email addresses in OneCall
44	Developed and Implemented Residents Online Portal Forms for better communications on SK Web Site
45	Developed options for retaining ownership of community Boat Ramps. Continues
46	Addressed December 2020 COVID-19 Surge following Governor Strict Guidelines – Club House remains open
47	Follow new Budgeting Process to more accurately track and develop the FY22 Budget – Opened meeting to residents
48	Planning for Spring COVID compliant opening of Pool 2021 with Lifeguards
49	Promoted community via interviews and Coastal Point Newspaper publishing article about community
50	Completed Water Allocation Permit process (required every 30 years)
51	Negotiated new \$75,000.00 payment for 10 year Comcast deal
52	Petitioned State HSP to expand limit of indoor gatherings from 10 to 45 – Approved March
53	Negotiated new Grass Cutting / Care contract. Save the community significant money and increased services – Ditch Cutting
54	Resume Pickle Ball Play in Community Center
56	Tested Wells / Water for E, Coli and Chloroform – Results Negative
57	Addressed USPS Mail Delays in BOD Election – New Online Secured Voting Implemented
58	FY2021 – Maintained Expenses – Under Budget for FY2021
59	NO FY2022 – Operations / Maintenance Fee Increase – Remains at \$900.00
60	New Comprehensive Annual Report presented to community

61. Made Swann Keys a Better Community

