

Meeting Agenda					
√	#	Topic	Topic / Discussion	Who	Min
	1	Call to Order	<ul style="list-style-type: none"> <li>Pledge &amp; Reflection</li> </ul>	Jeff Markiewicz, President	2
	2	Roll Call	<ul style="list-style-type: none"> <li>Roll Call</li> </ul>	Carol Harper, Recording Secretary	2
	3	Acceptance of Minutes	<ul style="list-style-type: none"> <li>December , 2020 Meeting Minutes for Approval</li> <li>Motion and Second / is needed. Vote is not necessary</li> <li>Minutes of December 2020 Minutes will be filed.</li> </ul>	Jeff Markiewicz, President	2
	4	Covid-19 Update	<ul style="list-style-type: none"> <li>See update below</li> </ul>	Jeff Markiewicz, President	1
	5	Presidents Report	<ul style="list-style-type: none"> <li>Presidents Report &amp; Boat Ramp Update</li> <li>Critical Path Project Review &amp; Community Accomplishments</li> <li>Long Range Planning Committee update</li> <li>FY2022 Budget Planning progressing nicely</li> </ul>	Jeff Markiewicz, President	10
	6	Treasurers Report	<ul style="list-style-type: none"> <li>Treasurers Report – December 2020 Financial Snapshot                             <ul style="list-style-type: none"> <li>Reserve/Capital, Operating, Accounts Receivable, Accounts Payable</li> <li>Total Budgeted Operating Expenses vs. Actual Expenses</li> </ul> </li> </ul>	Wilma Denton, Treasurer	10
	7	New Board Business	<ul style="list-style-type: none"> <li>Resident Contact Portal - Continue to gain users, Working well</li> <li>Executive Committee Meeting convened on Jan 16, continue Jan 17<sup>th</sup> regarding Pool incident in July.</li> </ul>	Board of Directors	5
	8	Committee Reports	<b>New Procedure</b> <ul style="list-style-type: none"> <li>Reports to be submitted on Wednesday prior to meeting</li> <li>Will be compiled and included with agenda and financial report</li> </ul>	Jeff Markiewicz, President	1
<ul style="list-style-type: none"> <li>Wellness Checks – Dan Cavanaugh</li> <li>Audit &amp; Budget - Co-chairperson: Kathy Berkheimer / Jeff Markiewicz</li> <li>Beautification - Chairperson, Tom Tompkins</li> <li>Bylaws - Chairperson: Lori Monroe</li> <li>House / Clubs Liaison - Chairperson: Eddie Edwards</li> <li>Ladies Auxiliary: President Cass Cavanaugh (via BOD Member)</li> <li>Sports Club: President Butch Wienhold (via BOD Member)</li> <li>Water and Maintenance - Chairperson: Ronnie Young</li> <li>Nominations / Elections - Liaison: Wilma Denton</li> <li>Publicity / Communications / Survey - Chairperson: Lori Monroe</li> <li>Recreation - Chairperson: Jeff Markiewicz</li> <li>Security - Chairperson: Ronnie Young</li> </ul>			Committee Chairpersons	15	
	9	Community Input	<ul style="list-style-type: none"> <li>Community Questions, Comments, Input</li> </ul>	Community	10
	10	Call to Adjourn	<ul style="list-style-type: none"> <li>Motion, Second, Adjourn</li> </ul>	Jeff Markiewicz, President	1

## Residents and Members of Swann Keys Civic Association,

On behalf of the entire Board of Directors and Staff, we hope that everyone enjoyed the Holiday Season. Unfortunately, during the holidays, Richard S our Maintenance Man, was hospitalized with a serious case of pneumonia and tested positive for COVID-19. We immediately closed the office, did contact notifications, and had all community areas where Richard visited professionally sanitized. We are happy to report Richard is home resting and doing much better daily. We are looking forward to his return to work. The entire Board and several community members quickly stepped up and assumed Richard's responsibilities. We would like to thank Butch Wienhold, Dan Cavanaugh and many others for pitching in with the numerous water shut off requests. Ronnie Young our Maintenance Chair has returned to the community after the holidays and will continue coordinating these efforts.

We have made significant progress on our boat ramp issues. We obtained our initial property survey information and negotiations with impacted neighbors. Our Surveyor and Attorney continue to work on new property line drawings and documentation. This documentation will be reviewed with impacted neighbors for adjustments and approval. We have most owners in the negotiation process at this time except for one owner that continues to block the east side boat ramp. We are trying to avoid litigation with this owner; however, since this is a real property issues we must defend the assets of the community.

Over the last month, we had an unfortunate issues with a resident's email/computer being compromised and malware being propagated. This resident had numerous email addresses of community residents, vendors and even our Elections Monitor was impacted. Since this had the potential to expose critical community information, I promptly engaged all of our software service vendors to insure there was not a data breach. The community was informed of this event. At this time, QuickBooks, OneCall and other systems being used by SKCA were not compromised. SKCA uses multiple levels of commercial security software which fortunately prevented any exposure. We encourage all residents to be sure your antivirus / malware software is up to date and avoid opening any unusual emails for your protection. All emails sent to the community use OneCall which is a secure internet service.

Our Budget Committee had two planning sessions for our 2022 Fiscal Year. The sessions were very productive and our finances continue to look strong. Our new Chart of Accounts and QuickBooks Online are paying off. We can now better manage cost information. As a result of the new system and the fiscal leadership of Wilma Denton, Treasurer, we believe the community will be very pleased with FY22 budget. We had 2 major Capital Reserve project delayed due to the Boat Ramp issues and contractor availability for the new bulkheads in the marina area. These projects will be carried forward into fiscal 2022 without any impact. There are also many other projects under consideration by the Long Range Planning Committee which continues to meet.

Board Nominations letters were mailed to the community on January 9<sup>th</sup>. Nominations for the Board of Directors must be submitted by February 1, 2021 at 2pm. This year members can submit nominations via the SKCA website Contact Portal or by dropping off a nomination form at the office. We strongly encourage new members for nomination. The 2020/2021 Board has been working great together. The controversy of the past is behind us. We are all working together to move Swann Keys forward. Be part of the progress!

Our new SKCA Website Contact Portal is working great. We have had numerous residents already use the Portal to submit Maintenance Requests, Information Updates and comments to the Board/Office. This tool is available 24/7 and directly forwards messages to the appropriate individuals even when the office is closed. We encourage all residents to continue to use the form. Our OneCall Email notification system is working well. We have sent 27 email notification, to over 450 email addresses or over 12,000 emails to residents on file. We strongly encourage residents to update their information on the Contact Portal if they are not receiving emails from the community.

Finally, the Board of Directors continues to monitor our COVID-19 community exposure and risks. (See current status below) Planning for opening the pool and other facilities in the spring is almost impossible at this time. We continue to monitor the State of Delaware information sites and receive inputs from the community. As in the past, we are confident the entire community will have a great appreciation of the level of caution we continue to exercise.

Your safety during these difficult times is our number one priority. We will get through this together!

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

## CLUB HOUSE NOTIFICATION - EFFECTIVE JANUARY 8, 2021

### December 3, 2020

**WILMINGTON, Del.** – Governor John Carney and the Delaware Division of Public Health (DPH) on Thursday announced a new Stay-at-Home advisory, strongly advising all Delawareans to avoid gathering indoors with anyone outside your household from December 14 through January 11 to interrupt the dangerous winter surge of COVID-19 cases and hospitalizations in Delaware. The advisory does not apply to Delawareans in workplaces, and traveling to and from their places of work.

In addition to the Stay-at-Home advisory, Governor Carney and DPH will institute a universal mask mandate statewide, requiring Delawareans to wear a cloth face covering anytime they are indoors with anyone outside their immediate household. Delaware has had a public mask mandate [since April 28](#), requiring **Delawareans and visitors to wear a cloth face covering in public settings where social distancing is not possible**. Any child 2-years-old or younger **MUST NOT** wear a face covering, due to the risk of suffocation.

### December 10, 2020

**WILMINGTON, Del.** – Governor John Carney on Thursday signed the fourth revision to the omnibus emergency order, announcing additional restrictions to confront the winter surge of COVID-19 hospitalizations in Delaware. Additional restrictions include:

- Businesses above 100,000 square feet are limited to 20 percent of stated fire capacity.
- All other businesses, including most retail stores and all restaurants, are limited to 30 percent of stated fire capacity.
- Retail below 5,000 square feet, all Houses of Worship, and funeral services are limited to 40 percent of stated fire capacity.
- A 10 p.m. curfew will be imposed at Delaware restaurants and bars. \*\*Restaurants can deliver past 10 p.m.
- Exercise classes at gyms are limited to 10 people and individuals who are not part of the same household must remain at least 13 feet apart during classes.
- **Indoor gatherings at businesses or indoor spaces open to the public must be limited to the lesser of 30 percent of the venue's stated fire capacity, or 10 people.**

### January 8, 2020

**WILMINGTON, Del.** – Governor John Carney on Friday signed the fifth revision to the omnibus emergency order, continuing the restrictions, including the Stay-at-Home advisory and universal indoor mask mandate, to combat the increase in COVID-19 hospitalizations in Delaware. Beginning today, the 10 p.m. curfew at Delaware restaurants and bars will be lifted, but establishments still must have signage prominently displayed on the table stating that parties must be from the same household and share messaging on masking compliance.

## SKCA Guidelines for COVID-19.

### Community Center

Closed until restrictions are lifted and Board votes to reopen.

### Club House

Since these are strong advisories and not mandates, the Club House can remain open until further notice.

**ALL USERS OF THE FACILITY MUST FOLLOW PUBLISHED SANITIZATION PROCEDURES IN ADDITION TO THE PROFESSIONAL SANITIZATION SERVICES THAT ARE IN PLACE.**

**EFFECTIVE DECEMBER 14<sup>TH</sup>, ALL USERS OF CLUB HOUSE ARE REQUIRED TO WEAR FACE MASKS ACCORDING TO THE ADVISORY AT ALL TIMES.**

**NO MORE THAN 10 PEOPLE CAN BE IN THE CLUB HOUSE AT ANY TIME.**

**STAY SAFE AND HEALTHY DURING THESE DIFFICULT TIMES. SIGNS HAVE BEEN POSTED AT THE ENTRANCE OF THE CLUB HOUSE.**

### SKCA Office

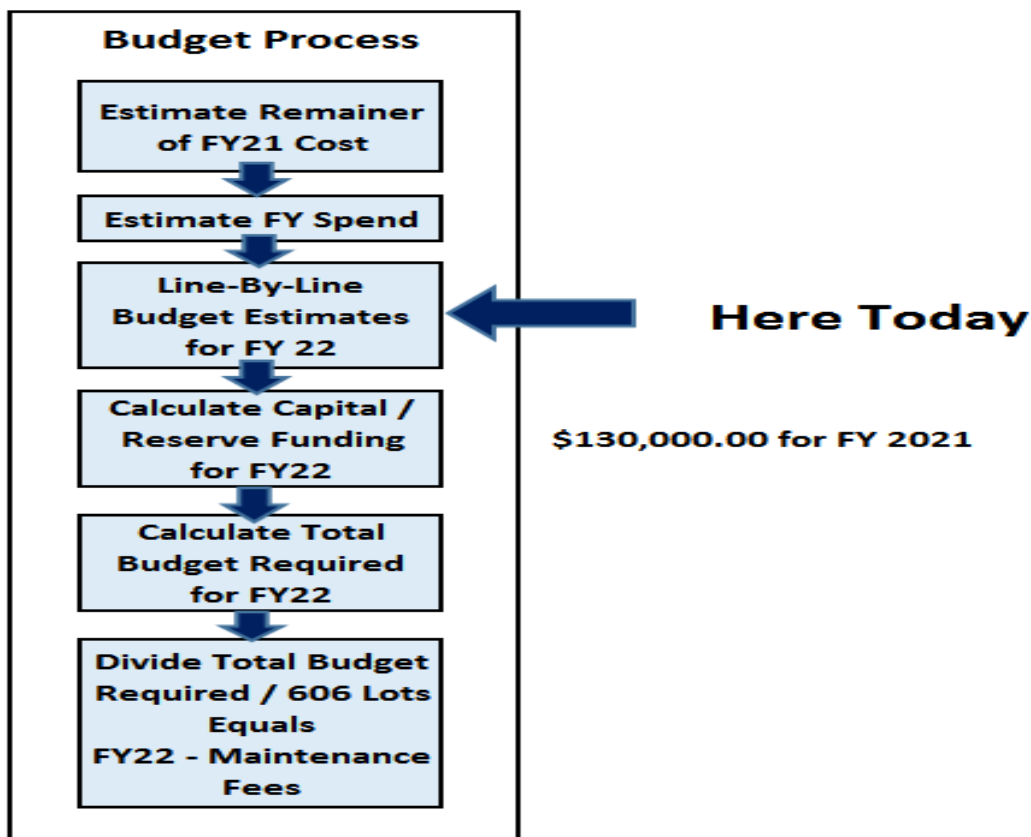
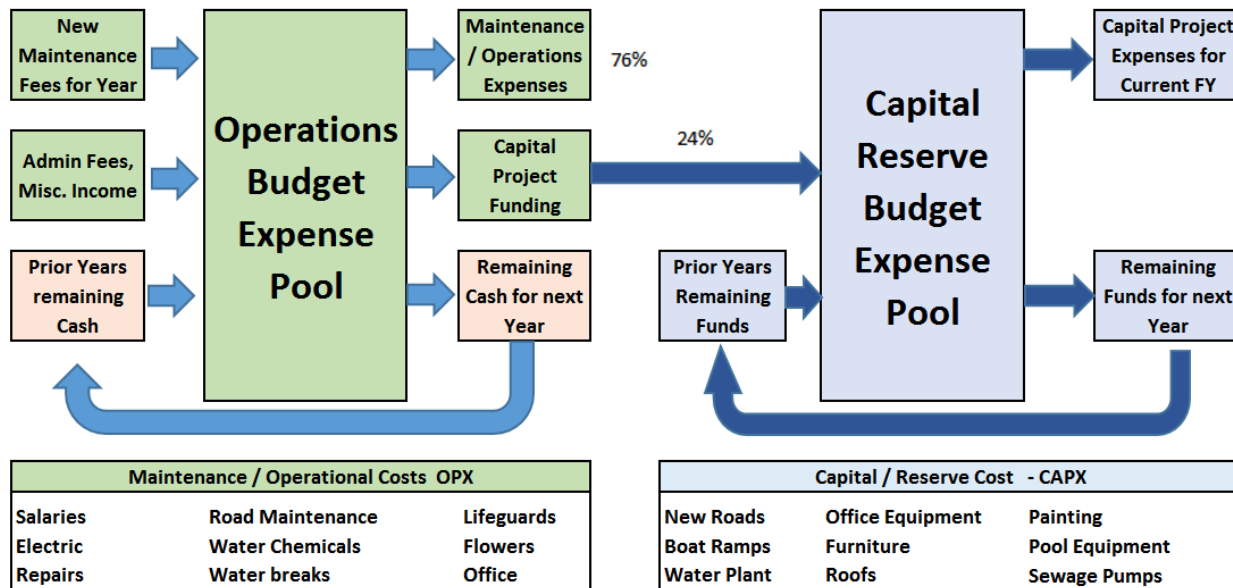
The office is open for business but remains closed to visitors. Residents / Owners needing to do essential business may call the office to coordinate document exchanges and other activities that require entry into the office. Strict adherence to the COVID-19 Guidelines are in place.

# SKCA Budget Process and Expense Structure

Fiscal Year 2022 - June 2021 – May 2022



## SKCA Budget / Expense Structure



# Financial Snapshot

## December 2020 / Fiscal Year 2021

Account and Cash Summary			
<b>Operations Accounts</b>			
PNC Checking - Ending 9681	\$	141,213.32	
M.M. Savings - PNC - 6328	\$	105,927.72	
Business Checking - Bank of Ocean City - 5459	\$	2,950.16	
Petty Cash	\$	191.24	
		<b>\$ 250,282.44</b>	
<b>Reserve / Capital Accounts</b>			
MM Savings - Bank of Ocean City - 4468	\$	128,334.50	
Bank of Ocean City - Reserve CD	\$	101,504.36	
		<b>\$ 229,838.86</b>	
<b>Total Operations / Reserve Accounts</b>	<b>\$</b>	<b>480,121.30</b>	<b>2019 - \$347,835.91</b>
Accounts Receivable / Payable Summary			
<b>Accounts Receivable</b>			
Accounts Receivable - Maintenance Fees			
0 - 30 Days	\$	-	
31 - 60 Days	\$	2,365.46	
61 - 90 Days	\$	-	
91 and Greater	\$	12,873.59	
Total Maintenance Fees Receivable	\$	15,239.05	
Other Accounts Receivable	\$	-	
		<b>\$ 15,239.05</b>	(down \$1927.98 from Nov)
<b>Accounts Payable</b>	<b>\$</b>	<b>11,598.28</b>	(down from \$23,675.84 in Nov)
Operating Budget Expenses			
<b>Monthly Operating Budget Performance</b>			
Budgeted Expenses for Month	\$	34,355.00	
Actual Expenses	\$	26,947.93	
<b>Under / Over Budget for Month</b>	<b>\$</b>	<b>7,407.07</b>	Under Budget
<b>Annual Operating Budget Performance</b>			
Annual Budgeted Expenses to Date	\$	240,485.00	\$412,260.00 Annually
Annual Expenses to Date	\$	232,128.95	
<b>Under / Over Budget for Year</b>	<b>\$</b>	<b>8,356.05</b>	Under Budget for FY2021
Annual Capital / Reserve Projects Performance			
<b>Capital / Reserve beginning balance June 1, 2020</b>			
		<b>\$ 297,758.98</b>	
<b>Planned Projects</b>			
	<b>Budget / Estimate</b>	<b>Revised</b>	<b>Spend</b>
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	\$ 2,500.00
<b>Unplanned Project</b>			
Boat Ramp Legal Fees (thru Dec 1)	\$ -	\$ -	\$ 4,795.00
Pintail Lift Covers	\$ -	\$ -	\$ 4,975.00
<b>Totals</b>	<b>\$ 143,676.00</b>	<b>\$ 7,750.00</b>	<b>\$ 80,466.00</b>
<b>Under / Over Budget</b>	<b>\$ 63,210.00</b>	<b>Under Budget</b>	
		<b>\$ 154,082.98</b>	



Cash / Operating Account  
Run Rate Worksheet  
January 1, 2021  
Month End

**Fiscal Year 2021**

**Calendar Year 2020**

**June      July      Aug      Sept      Oct      Nov      Dec**

**Transfers to Reserve \$130,000.00**

		June	July	Aug	Sept	Oct	Nov	Dec
<b>Income</b>	<b>Operating Account Balance (EOM)</b>	\$ 406,741.22	\$ 362,018.35	\$ 349,553.75	\$ 316,248.48	\$ 294,151.47	\$ 273,219.35	\$ 250,282.44
	<b>AR Balance</b>	\$ 233,895.98	\$ 50,209.53	\$ 35,643.53	\$ 26,366.53	\$ 16,011.53	\$ 17,167.03	\$ 15,239.05
	<b>AR Payments Estimate</b>							
<b>Operating Expenses</b>	<b>Budgeted Expenses</b>	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00
	<b>Actual Expenses</b>	\$ 25,293.64	\$ 44,266.76	\$ 31,697.99	\$ 42,522.04	\$ 35,664.20	\$ 25,736.39	\$ 26,947.93
	<b>Monthly Performance</b>	\$ 9,061.36	\$ (9,911.76)	\$ 2,657.01	\$ (8,167.04)	\$ (1,309.20)	\$ 8,618.61	\$ 7,407.07
	<b>Annual Performance</b>	\$ 9,061.36	\$ (850.40)	\$ 1,806.61	\$ (6,360.43)	\$ (7,669.63)	\$ 948.98	\$ 8,356.05

Gray = Actual    Green = Under Budget    Blue = Projected    Over Budget

		<b>Calendar Year 2021</b>					<b>Total</b>
		<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	
<b>Income</b>	<b>Operating Account Balance (EOM)</b>	\$ 215,927.44	\$ 181,572.44	\$ 147,217.44	\$ 112,862.44	\$ 78,507.44	<b>End of Month</b>
	<b>AR Balance</b>	\$ 15,239.05	\$ 15,239.05	\$ 15,239.05	\$ 15,239.05	\$ 15,239.05	
	<b>AR Payments Estimate</b>	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Operating Expenses</b>	<b>Budgeted Expenses</b>	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 412,260.00
	<b>Actual Expenses</b>	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 34,355.00	\$ 403,903.95
	<b>Monthly Performance</b>						\$ 8,356.05
	<b>Annual Performance</b>						

## Community Critical Path Projects / Tasks

#	Item	Notes	Lead	Status
1	Pool, Park Club House	<ul style="list-style-type: none"> <li>Pool Closed for season</li> <li>Park and Club House remain open.</li> </ul>	Jeff Markiewicz	DONE
2	Water Plan Renovations	<ul style="list-style-type: none"> <li>Renovations Completed – Monitoring and adjustments ongoing</li> </ul>	Bill Althoff	DONE
3	New Accounting Software and Chart of Accounts Installed	<ul style="list-style-type: none"> <li>Continue to make adjustments – Steady state at this point.</li> </ul>	Wilma Denton	DONE
4	Lift Station & Power in Canals	<ul style="list-style-type: none"> <li>DEC Power Project is on hold per DEC.</li> <li>Need to explore Power Conversion for stations.</li> </ul>	Ronnie Young	ACTIVE
5	Lift Station Covers	<ul style="list-style-type: none"> <li>BOD Approved Pin Tail Prototype Cover</li> <li>Being manufactured at this time</li> </ul>	Ronnie Young	ACTIVE
6	Boat Ramp Signage	<ul style="list-style-type: none"> <li>Installed</li> </ul>	Ronnie Young	DONE
7	No Wake Signage	<ul style="list-style-type: none"> <li>Several signs install – will be installed in spring.</li> </ul>	Ronnie Young	ACTIVE
8	New East Side Boat Ramp	<ul style="list-style-type: none"> <li>Issue with adjoining Property Owners being addressed.</li> <li>Ronnie &amp; Lori are exploring Lift Gates to secure ramps.</li> <li>Other improvements are being explored including Boat Registration Stickers.</li> <li><del>Begin Construction – Mid October 2020 – Close ramp for winter</del></li> <li><del>Ready Spring of 2021 - DELAYED</del></li> </ul>	Ronnie Young Jeff Markiewicz	DELAYED
9	Bulkhead Replacement Community Center	<ul style="list-style-type: none"> <li>Need survey of property finalized</li> <li>Need refreshed quotes / bids after drawings are ready</li> <li><del>Begin Construction – Mid October 2020 – Delayed</del></li> <li>Begin construction – September 2021 due to availability of contractors</li> </ul>	Ronnie Young	DELAYED
10	Community Survey	<ul style="list-style-type: none"> <li>Closed Survey on Aug 17<sup>th</sup>.</li> <li>Present to BOD and Community on Sept 20<sup>th</sup>.</li> </ul>	Lori Monroe	DONE
11	Long Range Planning Committee	<ul style="list-style-type: none"> <li>Committee Formed</li> <li>Began meeting on Oct 14, 2020</li> <li>Team resuming meeting in January</li> </ul>	LRPC	ACTIVE
12	Residents Checks	<ul style="list-style-type: none"> <li>Continues – Great work Dan</li> </ul>	Dan Cavanaugh	DONE
13	Energy Usage Study	<ul style="list-style-type: none"> <li>With new COA we can now track energy usage more effectively.</li> <li>Review options for Energy Savings – ie: why do we cool large areas 24/7</li> </ul>	?????	Not Started
14	Web Site Management	<ul style="list-style-type: none"> <li>Have started self-posting content</li> </ul>	Tom Tompkins Jeff Markiewicz	DONE
15	Image and Identity	<ul style="list-style-type: none"> <li>New format for communications pieces</li> <li>Redesign of News Letter Templates</li> </ul>	Tom Tompkins	Not Started
16	Dog Bag Stations	<ul style="list-style-type: none"> <li>Installed</li> </ul>	Bill Althoff	DONE
17	Community Communications Plan	<ul style="list-style-type: none"> <li>Work started almost finalized by Tom and BOD</li> <li>Will be shared with the community soon.</li> <li>Excellent Job! Tommy.</li> </ul>	Tom Tompkins	DONE
18	OneCall EMAIL Notifications	<ul style="list-style-type: none"> <li>Enable / Built OneCall Email Notifications</li> <li>Sync up and ask community for emails address updates.</li> <li>Took significant work but all is in place. Still soliciting email addresses.</li> </ul>	Jeff Markiewicz	DONE
19	Build Online Customer Portal for Residents	<ul style="list-style-type: none"> <li>Forms Online for (1) Communications to Staff / BOD (2) Maintenance Requests (3) BOD Nominations</li> </ul>	Jeff Markiewicz	DONE

## 2020/2021 Board of Directors Summary of Community Accomplishments Since May 17<sup>th</sup>, 2020

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 <sup>th</sup> , 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 / Started 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