



Mirabella Annual Meeting

November 12, 2025

6:30PM



Event Protocol



IF CAMERA IS ON -
ENSURE YOUR
BACKGROUND AND
SURROUNDINGS ARE
APPROPRIATE



ALL ATTENDEES WILL
REMAIN MUTED FOR THE
MEETING



PLEASE SEND ALL
QUESTIONS TO
ASK ME A QUESTION
VIA THE CHAT FEATURE



Agenda

- Call to Order, Introduction & Welcome
- Community Updates
- 2025 Financial Review
- 2026 Budget Review
- Closing Remarks
- Adjournment
- Homeowner Forum

Introductions



Board of Directors

Lisa Moretz - President

Advisory Board

Mike McDorman

Glen Heller

Sharon Zygmont

Brandon Edwards



Kuester Management

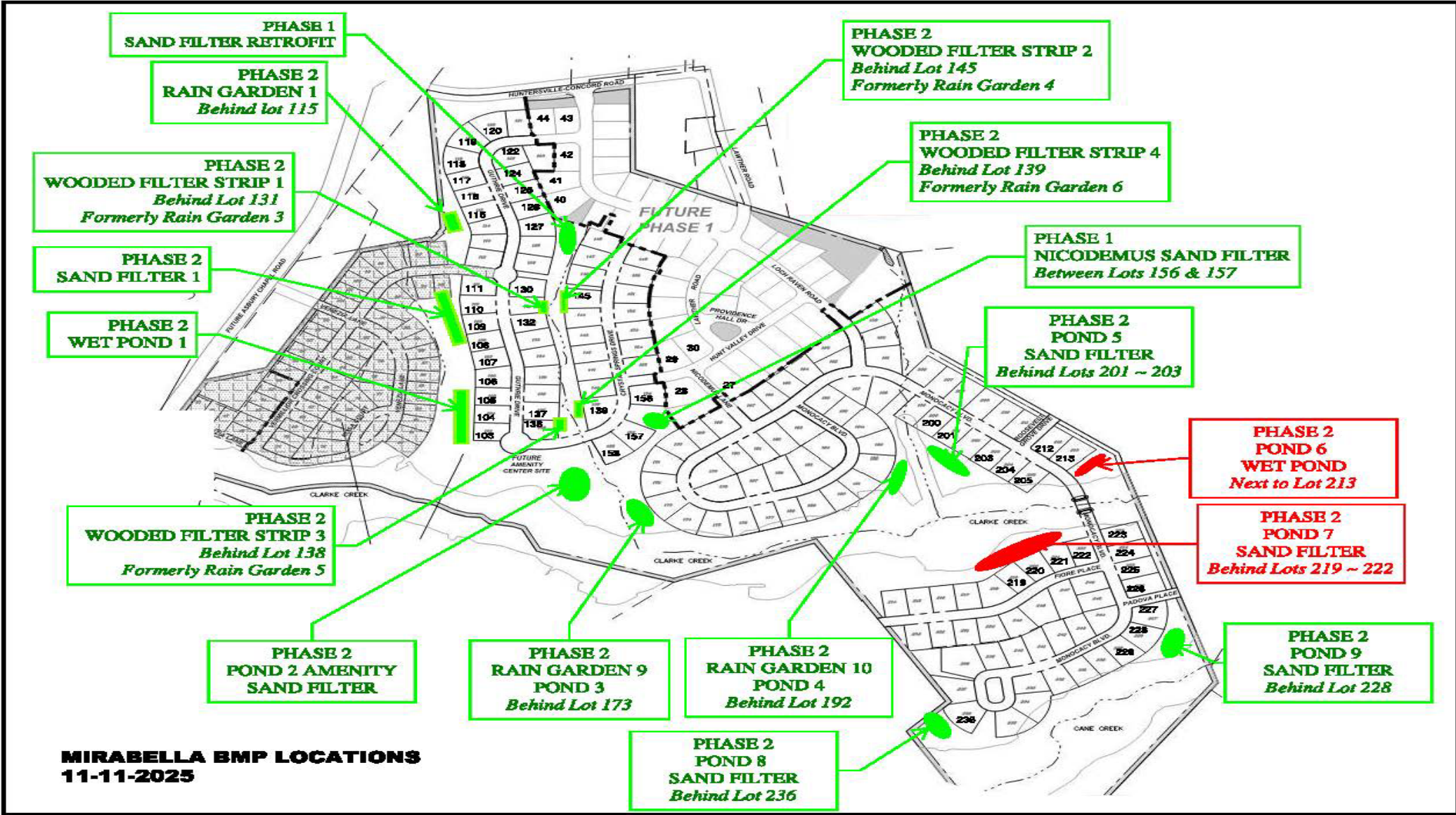
Jane Joyce, CMCA® AMS® -
Community Manager

NAME -
Moderator



Community Updates

- BMP Updates (Developer)
- Landscaping Updates
 - Rebid Contract: 12 vendors, 9 attended pre-bid meeting, 4 bids
 - Bid range: \$68.4K - \$107.5K
 - Changing to Terra Green (not low bidder)
- Pool Maintenance: Acid Cleaning
- Focus in 2026:
 - Enhancing small parks
 - Improving consistency of landscaping
 - Absorbing new BMP areas, maintenance

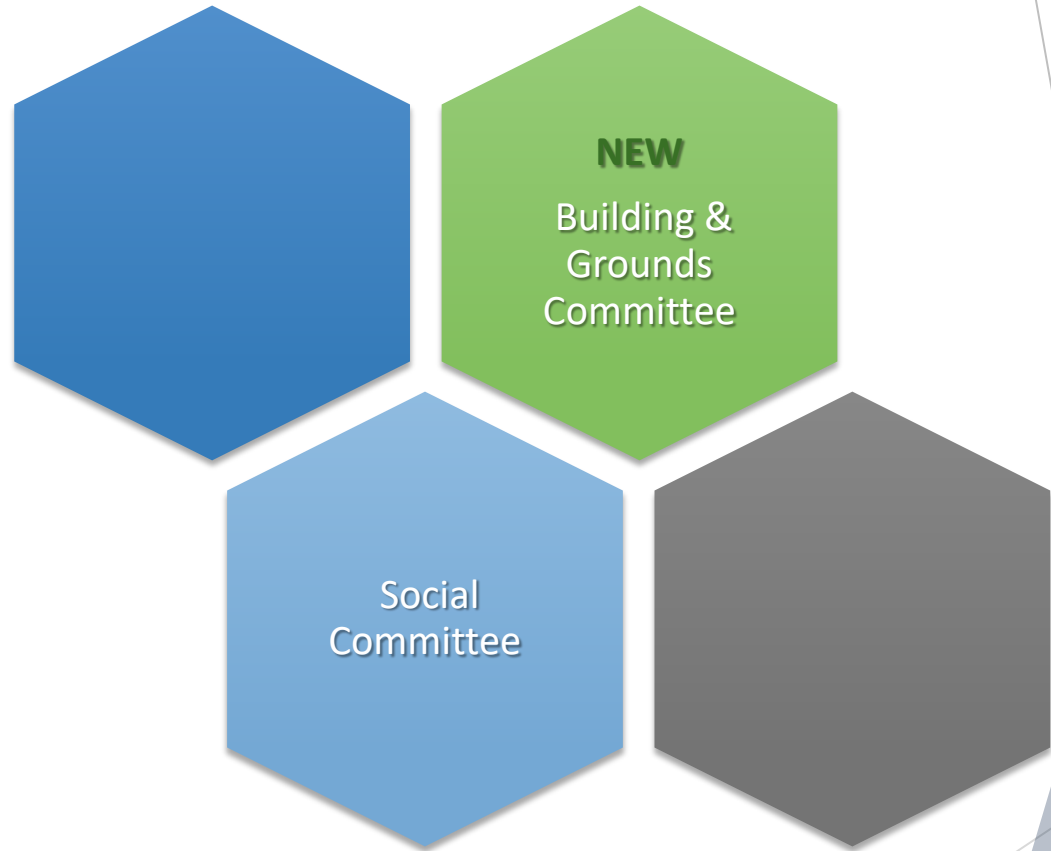




Committees

Committees are an important part of a Homeowners Association. They help to keep the community active and give the homeowners more input into how the community operates.

Visit the Portal to Apply!





Compliance Process Reminders

Standardized letters and process to provide fairness and equity to all homeowners

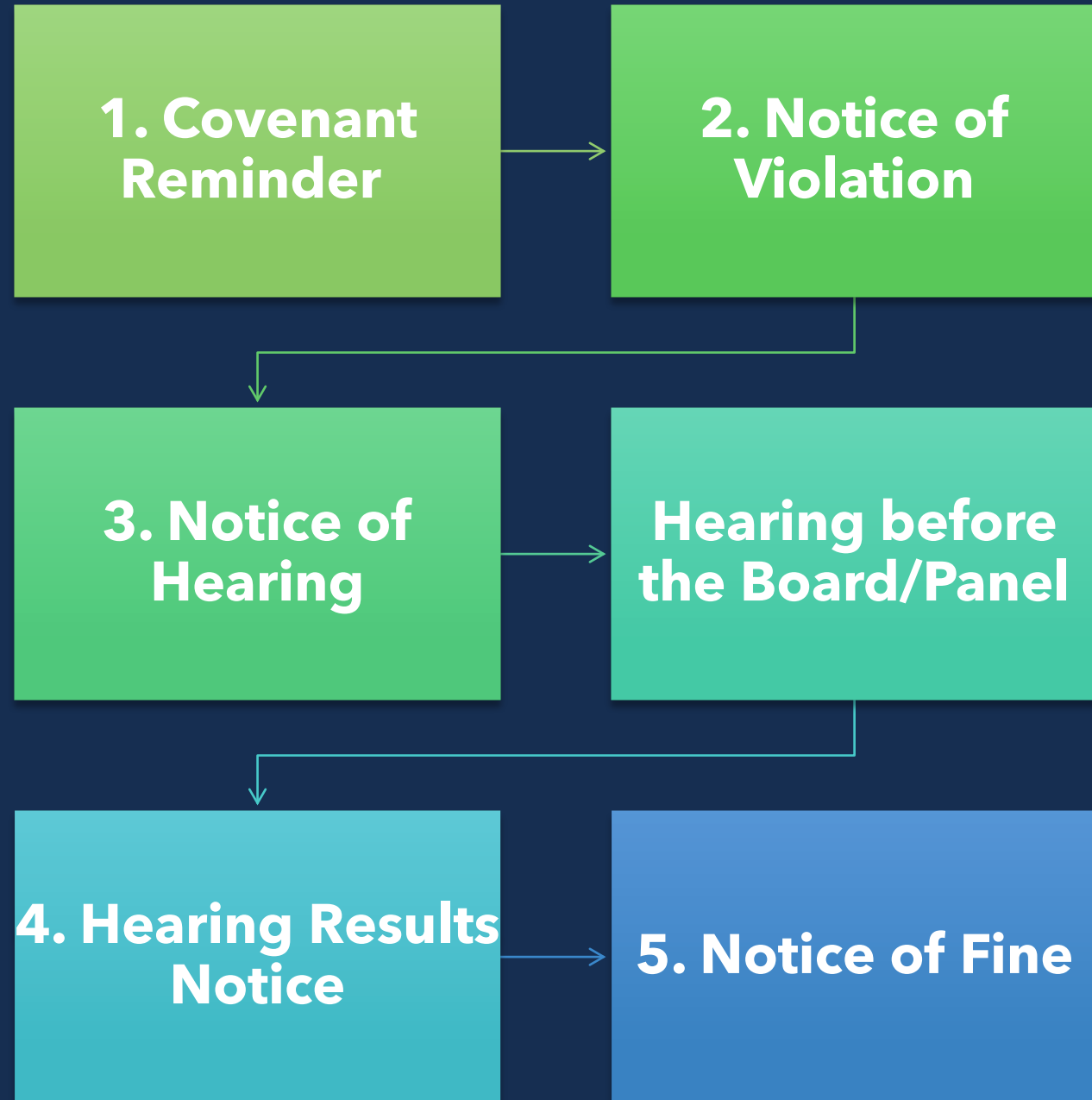
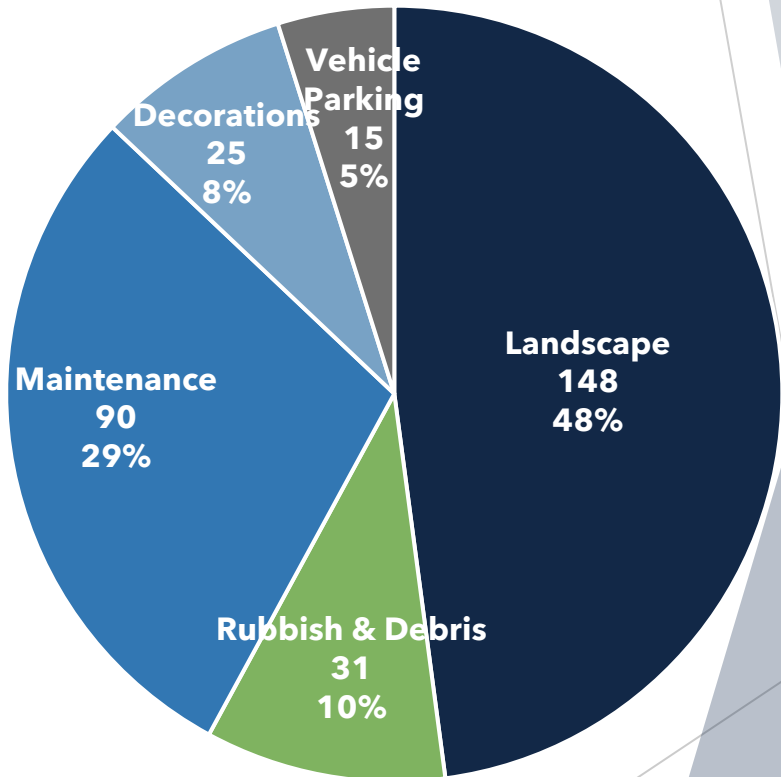
Letters are also emailed to homeowners who have an email address registered to their account.

- Less delay of mail time and uncertainty of delivery

Contact Kuester Management via the Homeowner Portal at Kuester.com or by emailing support@kuester.com



Top Violations





Management Company - Service

Service Levels - Last 12 Months

- Number of Tickets: 514
- Overall satisfaction rate: 89%
- Average first reply time: 8.2 hours

How to Contact Us

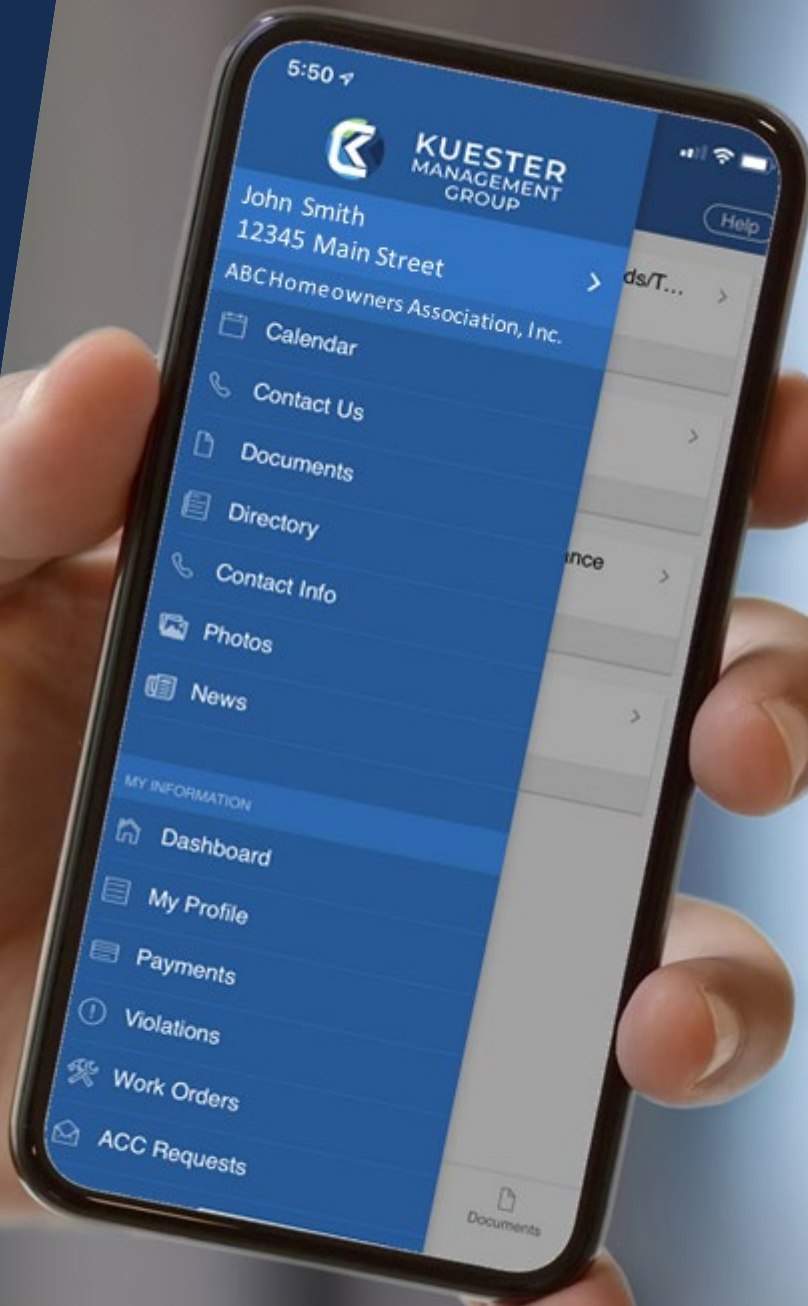
- Email: support@kuester.com
- Phone: 803-802-0004
- Community Portal:
www.kuester.com
- Homeowners Registered on Portal:

PLEASE REGISTER TO STAY INFORMED!



Kuester Connect Homeowner App

- **Access your HOA Account from Anywhere**
 - Quickly access your HOA Account from your mobile device to make a payment, review the status of a work order, ACC request, or a compliance violation.
- **Review Community Documents in a Snap**
 - Have your community documents in the palm of your hand!
 - Find the document you need with a simple tap and easily navigate through important files.
- **The Entire WebPortal in a Simple App**
 - Connecting with your Homeowners Association has never been easier!
 - Download the app today!



- Fiduciary Duty
 - Enforcement of CCRs of the community
 - Establish fiscal policies and maintain records
 - Develop working budget and assessment rates
 - Appointment of committee and delegation of authority
 - Select attorney, insurance agent, CPA and/or other professionals
 - Obtain and maintain adequate insurance protection as per CCRs

Purpose of the Board of Directors

Budget Ballot Information



An Email with a link to the Electronic Budget Ballot will be sent by 5:00 pm tomorrow



Homeowners wishing to submit a paper ballot must:

- Scan and Email to Support@kuester.com , OR:
- Mail to PO BOX 3340, Fort Mill, SC 29716



Deadline to receive ballots is November 26, 2025 at 5:00 pm



Budget Ratification Results will be announced via email by December 1, 2025.



ACCOUNT

BALANCE

Operating Account	\$	216,022.36
Reserve Accounts	\$	176,013.83
Reserve Capital Contribution	\$	75,729.38
Insurance Escrow	\$	8,459.11
TOTAL CASH	\$	476,224.68
Accounts Receivable (Delinquent Assessments)	\$	17,710.86



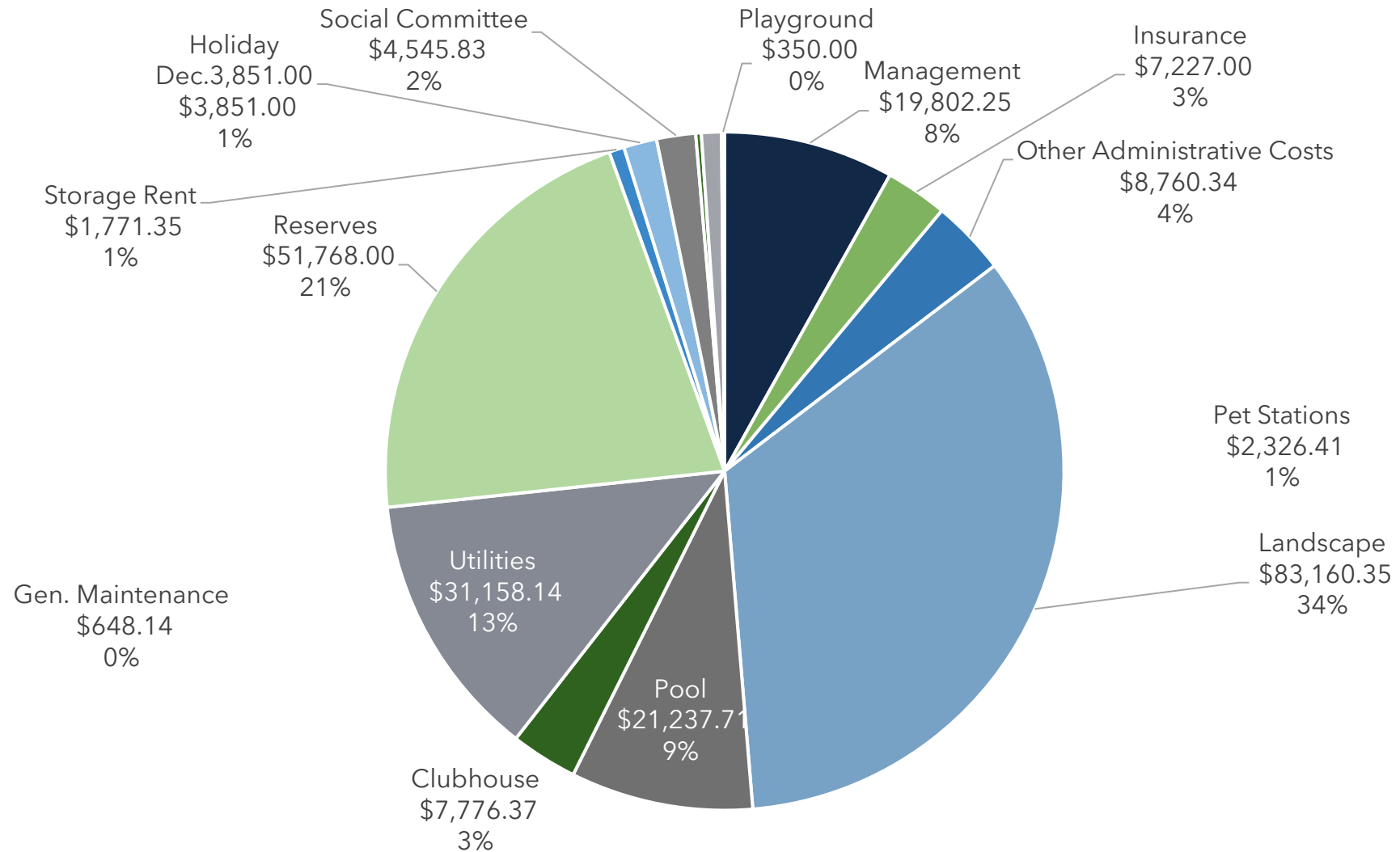
INCOME STATEMENT

Year to Date Income (Assessments)	\$ 328,680.00	\$330.00/home/quarter
Year to Date Income to Reserves	\$ (51,768.00)	
Year to Date Income (Other)	\$ 15,709.77	LF/LI/Fines/Interest/ Amenities
Year to Date Operating Expense	\$ <u>192,614.89</u>	
	\$ 100,006.88	Net Operating Income

2025 Financial Review Income Statement *(Through 10/31/2025)*



2025 Financial Review - Operating Expenses



2026 Budget Review

2026 Assessments:

- Homeowner Assessment: \$1320 / annually

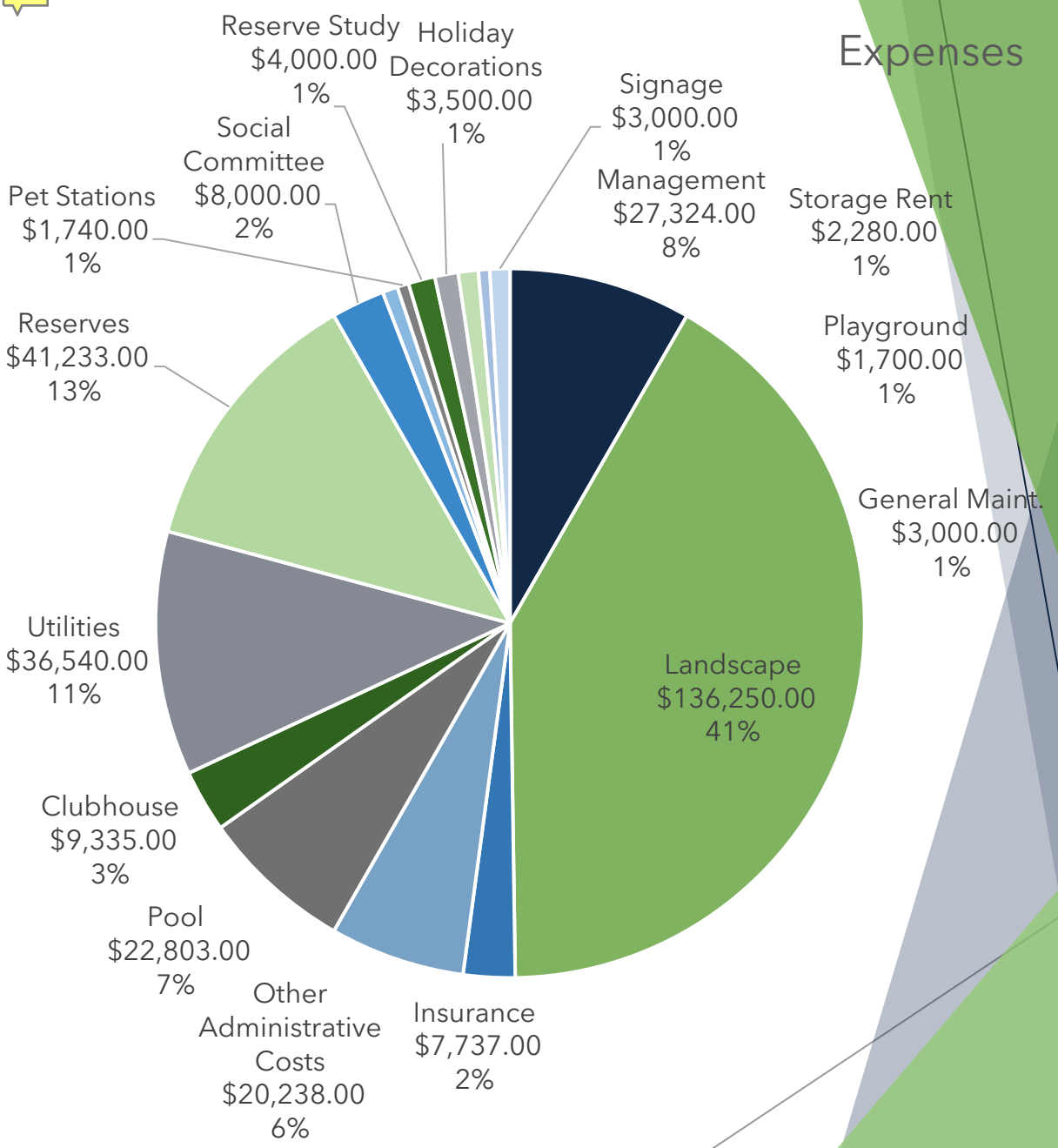
Type of Income		Total Projected Income
Assessment Income	\$	328,680.00
Additional Incomes	\$	0.00
Assessments to Reserves	\$	(41,233.00)
Total Income	\$	287,447.00



Expenses

2026 Operating Expenses

Notable Changes from 2025:



Budget Ratification

NC Planned Community Act

NCGS 47C/F-3-103(c)

“The budget is ratified unless at that meeting a **majority of all the lot owners in the association or any larger vote specified in the declaration rejects the budget.** In the event the proposed budget is rejected, the periodic budget last ratified by the lot owners shall be continued until such time as the lot owners ratify a subsequent budget proposed by the executive board.”

Payments for Assessments



AutoDraft

Sign up for automatic payments drafted from bank account

- Drafted on 3rd of month Assessment is due
- No processing fees



Pay by Check

Send Check or Money order to: PO Box 998 Commerce, GA 30529

Make check payable to the Association

Include Account Number or Property Address



Pay Online

Register your account on the Community WebPortal to see your account information and make online payments

- E-Check - \$2.99 processing fee
- Credit Card - 3.25% processing fee



Closing Remarks and Adjournment

How to Contact the HOA:

Phone: 888-600-5044

Email: support@kuester.com

Website: www.Kuester.com



KUESTER
MANAGEMENT
GROUP





Homeowner Forum

If you have submitted a question prior to the meeting, it will be answered during the pre-submitted questions.

Once the Pre-Submitted Questions are answered, we will open to Live Questions

Pre-Submitted Questions

PLEASE NOTE THAT ANY PERSONAL SITUATIONS THAT WERE SUBMITTED WILL NOT BE ADDRESSED IN THIS FORUM - We will reach out to those who submitted a personal matter in the coming week.

- What is the purpose of the construction/digging/gravel pile at the corner of Monocacy and Loch Raven? When will it be completed? Bill
- When will the construction with the concrete pipes be completed off of Monocacy right by the bridge and near the run off collection pond? Bill
- Do we know when the connection between Mirabella and Amara Chase neighborhood will be open? Bill
- Are there rules for removing large dead tree in backyard? Does Eastwood bear any responsibility for killing the tree during land grading? Bill / Jane
- What are the rules on running a business out of your home in Mirabella? Jane