

December 2022 Open Meeting Minutes

Woodlands Winding Brook HOA

December 8th, 2022 @ 7:00 pm

Location: Zoom (<https://iu.zoom.us/j/9202320239>)

Zoom Meeting ID: 9202320239 (no password)

(Time frames below are for efficiency purposes)

1. Call To Order / Welcome / Recognition of Attendees (7:00-7:05pm)

- a. Logistics reminder: chat bar & homeowner comments are for questions & feedback *to the board only*. Board members cannot be expected to answer chat questions while the meeting is running.
- b. The chat bar is open as a courtesy for homeowner *technical issues only*. If you have a question or comment for the board, please reserve them for the end of the meeting (during the homeowner comments).
- c. Homeowners present: Ken Shafer, Peggy Billeck, Jeff Cupp, Peter Krstanovski , Cindy Johnson, Kris Kuntz, Matthew Odie, Jeanette Clausen, Kriste Lindberg, Alessandra Ferrerio, Donna Davis
- d. Board Members present: Aran Murdoch, Shelley Taylor, Valerie Grim, Lisa Meuser
- e. Professionals present: Ashley from Jamar

2. Approval of Minutes (7:05-7:07pm)

- a. Open Board Meeting/s (Annual meeting, October 13th, 2022) ~ unofficial copy for homeowners to view on the website for transparency purposes only. Annual meeting minutes are voted on and approved at the next Annual meeting one year later.
Action: Aran made a motion. Valerie Second. All in favor, none opposed. Motion passed 4-0
- b. November 10th Open Board Meeting
Action: Aran made a motion. Valerie Second. All in favor, none opposed. Motion passed 4-0

3. Report any board decisions between meetings (7:07-7:09pm) *Discretionary Monthly Approval (DMA)* *Action without a meeting is business voted conducted via the board email, which is standard and normal practice for a board between meetings and must be unanimous vote by all board members*

- a. Action without a meeting ~ \$1,200 for labor putting out wood chips Lane Maintenance
- b. Property Manager DMA: 3 cones for wood chips within the approved wood chip project allowance
- c. Property manager DMA: HOA garage door pad and code replaced
- d. Property manager DMA: Extending drainage recommended by engineering firm (5 ft from building)
- e. External Insurance Policy signed with First Insurance Group in Nov for 2023 ~ standard process
- f. Julie Todd Cleaning LLC \$3,300 for chimney inspections (\$115 per cleaning homeowner responsibility). Allocated funds already for this (November meeting). (Dec 14-16 / inspections)

4. Executive References, TBD (7:09-7:10pm)

- a. Executive session meeting: 11/19/22: Vote to put a lean on two properties over \$10,000 arrears
- b. Executive session meeting: 12/08/22: Legal updates, Arrearages, Leans, Delinquency Policy Resolution implementation, Confidential Homeowner request items, Technology Logistics, Hoosier Water Away (drainage in 2017)
- c. The board cannot comment publicly on pending legal. Homeowners may look up any public info:
- d. Link: mycase.in.gov or <https://public.courts.in.gov>
- e. Case #'s: 53C06-2205-MI-001071, 53C06-2206-CT-001096, 53C01-2105-PL-001157
- f. Update: Tree work cases in court--dismissed.
- g. Legal expense (The HOA spent **\$10,000** in the Sept/Oct/Nov 2022 on the two dismissed legal cases). Please remember: Homeowner litigations are costly for **all** homeowners.
- h. Helpful link to see up-to-date info in your neighborhood: <https://monroein.elevatemaps.io/>
- i. Legal clarification: Any internal unit needs are homeowner responsibility

5. President's Report ~ Aran (7:10-7:15pm)

- a. Financial balances (FM statement) ~\$168,816 Assets & \$37,664 in operation fund.
- b. 2023 fees & special assessments for larger projects ~ reviewed by FM (summary to the board)
- c. Grounds Maintenance Schedule (GMS)--in the works (B&G Committee)
- d. Common Areas Repair & Maintenance (CARM)-- in the Works (B&G Committee)
- e. Property Management has indicated that GMS is the most important piece moving forward
- f. More items will be moved to professionals (on a schedule) to reduce board burnout/turnover
- g. Positive comments from Insurance-Frank Eberle. They are pleased with everything the current board has been doing. This year was the best year they have seen so far in terms of limiting our liabilities by putting in place fair and transparent tracking procedures. External insurance rates rose with inflation 8%, but also fell 3% due to the good things we are doing (replaced out the cedar shake roofs & lowered risk by implementing a fair and streamlined process) for a total of 5% increase in our policy premiums for 2023. Of the two legal cases pending still through our insurance (which could impact our insurance premiums), these two claims to date have costs legal fees of around \$80,000.
- h. Aran Mordoh & Shelley Taylor virtually attended Eads Murray & Pugh law firm fall education session. A large issue for many HOA's is that people are abusing discrimination protection agencies by filing false disability discrimination claims over small board items (i.e., getting free legal help from these organizations) and our HOA legal then has to fight these baseless claims. If you don't have a legitimate discrimination claim, please refrain from litigation and instead, attempt meeting with the board. **Litigation costs ALL homeowners money.**
- i. Funds put into the reserves for larger capital replacement projects (allocate to budget for future)
- j. Our Delinquency Policy Resolution & clear communication about arrearages has made an impact.

June 30, 2022:

Owes more than \$1,000: 14 homeowners
Owes any amount of \$\$: 33 homeowners
Owes over 90 days late: 15 homeowners
Total arrearages to the board: \$70,832.21

November 30, 2022:

Owes more than \$1,000: 7 homeowners
Owes any amount of \$\$: 15 homeowners
Owes over 90 days late: 10 homeowners
Total arrearages to the board: \$43,711.56

As you can see in the above, this policy (in which all homeowners are treated fairly) is helping to maximize our assets and limit our liabilities. It also ensures that no one is treated differently when it comes to arrearages and doesn't leave us liable for legal action. It will also help move forward funds that are needed to repair and maintain our common areas and external building items.

6. Financial Manager's Report ~ Laurie Miller, Financial Manager (7:15-7:20pm)

- a. Signature stamp for board member
 - i. Legal approved, burdensome for board members to weekly drive to sign checksAction: Aran made a motion. Lisa Second. All in favor, none opposed. Motion passed 4-0.
- b. Online fees (no Venmo), exploring town square (i.e., Town Sq: <https://www.townsq.io/>) (Homeowners can pay online & homeowner automatically pays the fee associated with it).
Financial Procedures (information only):
- c. The Financial Manager sends financials via email (monthly) to all homeowners. All documents' homeowners are allowed to view are placed in the homeowners Google drive to review.

- d. Board members continue to add signed contracts to the homeowner Google drive as they are completed (and provided to financial manager for checks and balances of approved/allowed payments to contractors)
- e. Board members continue to add new reports and studies to the homeowner Google drive
- f. All payments have a corresponding signed contract and/or invoice and two board members must approve (via email) that the funds are authorized before the check is sent
- g. Delinquency Policy Resolution (DPR) for collecting arrearages ~ current outline for this item
- h. DPR: Mailed to all homeowners. First notices mailed in November. Second notices mailed in December. Arrearages of more than 90 days late will be turned over to our legal, in January.

7. Property Manager's Report ~ James/Tonya with Jamar Property Management (7:20-7:25pm)

- a. See in Google Homeowner Drive.

8. Communications Report ~ Shelley (7:25-7:30pm)

- a. The Woodlands HOA Website: <https://www.woodlandshoa.net/>
- b. Homeowner Google Drive Access: <https://drive.google.com/drive/folders/0AINrl5OycSUwUk9PVA>
Homeowners have access to all documents they are allowed to view; signed contracts, invoices/receipts, studies/reports, updated homeowner list (address only), financial reports, committee documents.
- c. The Quarterly Newsletter (Spring, Summer, Fall, Winter) is now mailed to homeowners by our property manager, Jamar, and emailed by the board.
- d. Woodlands Announcements are sent by email from the board/property manager to all homeowners ~ check email regularly for updates.
- e. Fall Elections info and voting ballots are mailed by our property manager (Jamar) with easy voting procedures for all homeowners: Homeowner ballots can be mailed, emailed, or delivered in person to the property management office. (No election voting will take place on Zoom meetings).
- f. No more HOA communication via paper leaflets clipped to units ~ time heavy, costly, and not as stable or efficient. 1. Paper can blow away or be taken off 2. If homeowners are away from their unit(s), they cannot get the most up to date information.
- g. Homeowner communication with the board and property manager (steps 1- 4):
 1. Fill out a Homeowner requests via our website: <https://www.woodlandshoa.net/homeowner-requests/> .The online homeowner requests go to both the board and property manager.
 2. Email the board and property manager: board@woodlandshoa.net, manager@woodlandshoa.net (photos that go along with your homeowner requests must be emailed separately from the homeowner request link.)
 3. Attend open board meetings or quarterly town halls (See Calendar in homeowner google drive).
 4. As a last resort, request a personal Zoom meeting with the board. (All board members will be invited to these Zoom meetings).
- h. The board is open to communicating with homeowners and finding positive solutions together as swiftly and inexpensively as possible. We prefer emails to be sent to the entire board. If homeowners email specific/individual board members, all content will be shared with all board members for transparency.
- i. Litigation: Litigating with the board costs ALL homeowners *lots* of money. We encourage you to attempt to resolve any issues and concerns with the board via our other methods listed above and use litigation as a last resort. Please also note: We cannot communicate with homeowners involved in litigation about their litigation (in person, or otherwise). All litigation communication must go through legal.
- j. We are a volunteer board working on your behalf. We spend much of our personal time working for the HOA. Therefore, please do not approach board members in person regarding HOA related matters. (Use the processes above if you have a homeowner concern or question). In addition, because of a few homeowners approaching board members inappropriately (verbal threats and

physically threatening gestures), current board members will only engage with homeowners about HOA related matters if the board has deemed that there is an immediate need to do so.

- k. All board members are expected to check their board email a minimum of once per day, (M-F)
- l. *Homeowners, please don't engage with our contractors.* The proper procedure is to submit a homeowner request to our website (listed above). If a contractor cancels their contract with us because of a homeowner interruption, the homeowner could be held responsible.
- m. Additional Monthly Communication Report Info (if needed)

9. Operations Report ~ Aran (7:30-7:35pm)

- a. Homeowner Request Spreadsheet (show): increase in online requests, permanent data collection
- b. Air rooting work completed in front of building 1. Able to complete now that the disability discrimination case with the city was dismissed. Arborist from Trees Inc. did a great job. 7 inches grade at initial pipe away from building and 3 inches grade at the outlet into the street (to meet the drainage to the city drain). 4 Inch PVC pipe used. Only filler roots cut at the tree to allow the pipe, which the arborist said was sufficient to allow proper water flow and allow the tree to continue growth. Similar water pipes recommended in the engineering report, from front of the buildings (although most won't have trees that they need to be fed through).
- c. Wood Chips were placed on trails in November behind/around 7/14 buildings. In the future 9/14 buildings will have wood chips behind/around them-All buildings with a wooded tree line behind them will have wood chip paths. We hope to incorporate wood chips, mulch, watering, and increased vinegar spraying for weeds to the landscaper contract for 2023 (currently negotiating contract ~ B&G Committee will review). Less board volunteer work & more efficient.
- d. Site Drainage Design Update: \$5,800 (50% now, 50% upon completion)
- e. Project Management Update (Phases 1 & 2a) \$4,000 (50% now, 50% upon completion)
- f. Drainage Report ~ \$198,000-\$223,000 to do all the drainage and pond area work with project management from engineering firm Abrams & Moss to ensure correct permits and procedures
- g. Homeowner Requests: Overview of data received and aggregate data ~ TBD
- h. Landscaper contract / work with Property Manager, Board President & B&G Committee:
 - i. Moving contract from \$23,000 to \$35,000 per year after reviewing 2022 work ~ consolidating tasks to save us funds in the long run and take care of all the grounds maintenance
 - j. Items to be added
 - k. Wood chips, cedar mulch (natural bug repellent) watering plants, cut back overgrown areas, picking up tree branches and sticks, common area work (edging and other), additional vinegar spray for weeds, assistance on neighborhood invasive removal and planting day

10. Treasurer's Report TBD (7:35-7:40pm)

- a. Hope to start in Jan 2023
- b. Monthly update of the running budget ~ TBD
- c. Quarterly internal audits ~ to be reported at the annual meeting in October

11. Buildings and Grounds Report ~ Aran/Blair/Kriste (7:40-7:45pm)

- 1. Weed Wrangle 2nd Sunday of the month April-October, 10am-noon (meet at the HOA garage)
- 2. 2023 Calendar: Spring Neighborhood Clean-up Day & Fall Neighborhood Garage Sale ~
- 3. Applied for Grant to replace invasive bushes and tools for planting ~ did not get
- 4. Apply for City of Bloomington Stormwater Drainage Grant in January/February 2023 ~ we need grant writing help-writers, please volunteer to help us!
- 5. See documents in Homeowner Google Homeowner Drive.

12. Tabled Business (being researched, will move to new business when ready)

- a. Entrance wall stone damage ~ being researched

- b. Updating the governing documents ~ being researched (renter restrictions high priority)
- c. Technology update: homeowner Google Drive, google sheets for tracking requests, Homeowner requests on website: <https://www.woodlandshoa.net/homeowner-requests/>
- d. Election of Treasurer ~ Board members are overseeing these duties until a replacement is found.
- e. Internal Quarterly Audits (reported at annual meeting in the fall) ~ Aran
- f. Meeting with the City ~ Aran/Shelley
- g. Neighborhood roof plan/progress 2022 & warranty document (payment is complete ~Property Manager working on getting written warranty document to the board) ~ Aran
- h. Grounds Maintenance Schedule (in progress) ~ B&G Committee
- i. Common Areas & Property (repair & maintain) Document (with inventory list) ~ B & G Committee
- j. Systematic procedures document (informed on booklets provided to board members) ~ Aran

13. Old Business *(read items below for information)*

- a. Unit Keys ~ Moved from financial manager to property manager ~ Aran
- b. Rental Conversation ongoing ~ Shelley
- c. Engineering Report on Drainage/Pond Area on homeowner Google drive & email distribution
- d. Gutter/Downspout Cleaning (May/October schedule future ~ & spot check in between to add to the maintenance schedule) ~ completed 2022
- e. Native plant sale \$170 Pollinator Native Plant Kit & \$330 for bushes (\$500 total) ~ B&G ongoing
- f. Small and simple grant \$500 for picnic tables ~ B&G committee still in progress (Jan 2023)
- g. Entrance Sign Grant ~ \$500 allocated, need to get permit, lights, bushes, volunteer sheet to city
- h. HOA Board owned nonfunctioning laptop ~ Need to pick up from Laurie (find out about secure disposal)
- i. The Woodlands Entrance Sign Grant from City (\$500 allocated for lights, bushes, and permits) ~ pending
- j. Chimney inspection/cleaning in the fall (required for external insurance) ~ Aran

14. Yearly contracts to Review

- a. External Insurance policy First Insurance Group 12-month contract (review & sign in Nov 2023)
- b. Landscaping R& S 10-month Contract March – Dec 2022 (review & sign in Dec 2022)
- c. Legal Contract: Eads Murray & Pugh 12 month, 03/30/2022 ~ implemented (review & sign in March 2023)
- d. Property Management Jamar Contract 9/1/22-9/1/23 ~ Implemented (review & sign in August 2023)
- e. Trash Corral: cleaning/hose/mend 14-month contract Sept 22- Dec 23 (review & sign in Dec 2023)
- f. Technology allocation (up to \$500 per month) 12/31/23 ~ implemented (review & sign in December 2023)

15. New Business (7:45-8:00pm) *same procedure as homeowner comments for 3 minutes each*

- a. Legal Firm Contract 2023

Action: Aran made a motion. Shelley Second. All in favor, none opposed. Motion passed 4-0

- b. Landscaping contract 2023

Action: Aran made a motion. Shelley Second. All in favor, none opposed. Motion passed 4-0

- c. Budget Amendment 2023

Changes in landscaping (adding \$10,000), adding yearly pond area maintenance (\$13,000 projected need from the most recent report), better idea of drainage costs from the report and other. Action: Aran made a motion. Shelley Second. All in favor, none opposed. Motion passed 4-0

- d. Phase 1 & 2a from the engineer report: intention to have the engineer Abrams & Moss who is going project management for this solicit bids for the board to review and vote on.

Action: Aran made a motion, Shelley Second. All in favor, none opposed. Motion passed 4-0.

- e. Phase 2a & 2b options (please reference the 2022 Abrams & Moss Drainage Report)

Action: Vote tabled until town hall meeting in December & January board meeting.

- f. Phases 3 & 4

Action: No vote at this time.

16. Follow-up items from the meeting (timelines and items due by next open board meeting)

- a. Signing of contracts and distribution to financial & property manager ~ Aran
- b. Approved meeting minutes uploaded to the board Google Drive & board email ~ Lisa/Aran
- c. Put Meeting minutes on the website and homeowner Google Drive ~ Aran/Lisa
- d. Next month's financial statements & Invoices/Receipts-See homeowner Google Drive ~ FM

17. Announcement of Next Meeting

- e. The next meeting will be the Open Board Meeting held January 12th from 7-8:30pm on Zoom
- f. Quarter 1 Townhall March 16th 7-8pm.

18. Homeowner Comments 8:00pm-8:30pm. As time permits.

- a. Logistics: chat bar & homeowner comments are for questions and feedback to the board only
- b. No disparaging comments of board members or property manager (considered meeting disruption)
- c. 1st rule violation results in a warning, 2nd violation results in homeowner removal for disruption
- d. Homeowners must limit their comments to 3 minutes per round & follow all board instructions
- e. Board feedback will be given after each round of homeowner comments (also 3 minutes each)
- f. We will allow multiple rounds of homeowner comments, as time permits, until 8:30pm.

19. Adjournment Time: 8:36pm Aran made a motion to adjourn. Lisa second. All in favor, 4-0.

Board Member Documents in Review (on the homeowner Google drive):

- 1. Board Calendar (open board meetings/exec/town halls) ~ *subject to change*
- 2. Property Manager Report
- 3. Buildings & Grounds Committee Report
- 4. Agenda

Board Member Documents in Review (confidential ~ on board Google Drive):

- 1. Multiple bids (other misc.)
- 2. Open Board Meeting Minutes

Board Email: board@woodlandshoa.net

Property Manager Email: manager@woodlandshoa.net

Financial Manager Email: finance@woodlandshoa.net

The Woodlands HOA Website: <https://www.woodlandshoa.net/>

Homeowner Request link: <https://www.woodlandshoa.net/homeowner-requests/>

Homeowner Google Drive Access: <https://drive.google.com/drive/folders/0AINrI5OycSUwUk9PVA>