

## April 2023 Open Board Meeting Minutes

Woodlands Winding Brook HOA

April 12<sup>th</sup>, 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). **Note: Homeowners who put disparaging/rude comments into the chat bar will be warned and then removed from for disrupting the meeting.**
  - c. *Note: This open board meeting is for board members to conduct board business. Homeowners may participate during the homeowner comment period \*at the start and end of the meeting only\* which we include as a courtesy for homeowner involvement and feedback. Please hold all homeowner questions and comments until the homeowner comment period/s of each meeting. **We will do our best to have 30 minutes total of homeowner comments (as time permits), 30 minutes of reports, 30 minutes of new board business.***
  - d. *For the minutes being taken: Please write the word for word motion by a board member for clarity*
  - e. Homeowners present: Brett Haviland, Cindy Johnson, Matthew Odle, Kris Kuntz, Jeff Cupp, Peggy Billeck, Donna Sembroski, Kristie Lindberg, Jeanette Schuler, Randy West, Jeanette Clausen, Malcolm Webb.
  - f. Board Members present: Shahana Ansari, Aran Mordoh, Lisa Meuser, Shelley Taylor, Valerie Grimm
  - g. Professionals present: Ashley from Jamar , Jason from McAuley Law LLC
  - h. Notetaker for the meeting: Lisa Meuser
  - i. Note of special meeting request
2. **Guest Speaker** 7:05-7:20 (10 education, 5 minutes specific homeowner questions about topic)
  - a. MC Iris ~ invasives, burning bush removal.
  - b. Name of guest speaker
3. **Homeowner Comments** 7:20pm-7:35pm. *As time permits (15 minutes at the start & end of meeting)*
  - 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 7:35pm.
  - g. *Civil behavior must be conducted at all times, or you will be asked to leave the meeting.*
4. **Approval of Minutes** (7:35-7:36)
  - a. Open Board Meeting (March 9<sup>th</sup>, 2023):  
**Action:**
5. **Report Board decisions made since the last monthly meeting** (7:36-7:38pm)  
*Discretionary Monthly Approval (DMA) ~ Property manager has \$1,000 per month per their contract.*

*“Action without a Meeting” (AWM) is business that is voted on by the board via the board email, which is standard practice for the board between meetings. Voting by email must be a unanimous vote by the entire board for the vote to pass.*

- a. Board AWM: Weekly dog poop removal for 3 months ~ need to revisit in May ~ \$75 per month. Trying to reimburse HOA for homeowners breaking these rules, if possible. Past instances cost us \$60 per session for pick-up, so we are trying to save money while addressing the problem.
- b. Board AWM: Approved some payment plan requests (information confidential)
- c. Board AWM: Approved Legal contract with McAuley Law LLC in Bloomington Indiana (local vs our former firm Eads, Murray and Pugh that was based out of Indianapolis).
- d. Board AWM: Approved Administrative Assistant Contract with Megan Payton, (MS-HRM) for \$18 per hour.
- e. Property Manager DMA: Storm drains clean/dog bag refill/trash area (bill monthly ~ see what overall yearly cost would be and hopefully move into landscaper contract next year).
- f. Property Manager DMA: Extensions of downspouts during heavy rains and water intrusion

## 6. Executive References, Aran (7:38-7:40pm)

- a. Executive session meeting: 04/11/23: Legal updates, Arrearages, Leans/foreclosures, Delinquency Policy Resolution implementation, confidential homeowner request items, technology logistics, Hoosier Water Away (drainage in 2018), frivolous disability discrimination cases costing all homeowners funds, special meeting request (very costly ~ around \$5,000 for homeowners).
- b. The board cannot comment publicly on pending legal. Homeowners may look up any public info:
- c. Link: mycase.in.gov or <https://public.courts.in.gov>
- d. Case #'s current: 53C06-2206-CT-001096, 53C01-2105-PL-001157
- e. Case #s: resolved 2023: 53C06-2212-PL-002665 (items in common area)
- f. Case #s: dismissed 2022: 53C06-2205-MI-001071 (2022 ~ trees) & disability discrimination case.
- g. Legal expense (The HOA estimated to spend nearly **\$20,000** in response to legal cases/action against the board in 2023). *Please remember: Homeowner litigations are costly for **all** homeowners. Please find other ways to work with our neighborhood, so we can reduce this cost. Please think twice before signing any petitions (especially if you haven't already tried to work with the board on the issue you are worried about). Special meetings are costly for **all** homeowners. Please (legal cost, PM projects, paperwork, mailing). **Please ask for a meeting with the board before litigating.***
- h. Extra legal bill in March due to past board members hiring a 2<sup>nd</sup> legal firm sometime in 2021 and an outstanding bill from 2021/2022. Current board had to pay this bill in March 2023.
- i. Helpful link to see up-to-date info in your neighborhood: <https://monroein.elevatemaps.io/>
- j. Legal clarification: Any internal unit needs are homeowner responsibility.

## 7. President's Report ~ Aran (7:40-7:45)

New/Updated Items:

- a. A special meeting has been called for May 11<sup>th</sup> at 7pm via a petition by homeowners. A meeting packet has been mailed out to all homeowners with details of this meeting.
- b. The 2022-2024 board has made a lot of progress towards getting on a consistent maintenance schedule, repairing relationships with vendors, and making sure our responsibility of repairing and maintaining the common area is achieved. We have repaired areas that were in disrepair for *many* years. We are prioritizing the advice from professionals to move our neighborhood in a positive direction, while also prioritizing areas of repair that need to be conducted (in a systematic and fair manner).
- c. We are still having some issues with 2020/21 previous board members inappropriately contacting vendors and creating unnecessary conflict in the neighborhood. If you want your neighborhood to move forward and not fall into disrepair as it did previously, please take an active & positive

approach in our neighborhood. **Working together is important** to avoid the contentiousness that leaves us all vulnerable to costly litigation. The more energy spent on conflict leaves the board with less time for productive projects around the neighborhood. Please get actively involved by joining our spring/fall volunteer days, and/or consider joining the Buildings and Grounds Committee and/or running for the board elections in 2024.

- d. The 2022-2024 has been working diligently with the property manager to negotiate with contractors and save money wherever possible. We have worked to move more items to standard/streamlined processes, which will save us time and money in the long run. One example of this is how we have been moving more items into the landscaping contract (storm drains, dog poop bags, wood chip trails, cedar mulch). (Note: The Financial Manager's monthly report.)
- k. *The board has stated many times that we are happy to converse with homeowners about your concerns (Homeowner Request on the website). We are working hard to keep costs down and to reduce the need for special assessments. Litigation and special meetings are expense. Please request a meeting with the board before launching into litigation and/or special meetings.*
- l. Fall 2024 next board member election cycle. Homeowners in good standing (up to date with HOA fees) may run for the board. 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) Next election cycle: Fall 2024. Three board seats will be open for 3-year terms ~ (Aran, Shelley, and Lisa). We need strong leadership for these elections, so we don't default back to old procedures (which did not work and left our neighborhood in disrepair).

#### Standard Items:

- a. Yearly calendar for 2023 on the homeowner Google drive & website
- b. Financial balances (FM statement) ~ Assets overall & operation fund within acceptable range
- c. Property Management has indicated that GMS is the most important piece moving forward.
- d. More items will be moved to professionals (on a schedule) to reduce board burnout/turnover.
- m. Working on total 2023 budget expenses and aligning correct categories for 2023 budget with FM
- n. **Top priorities for 2023 board:** Neighborhood drainage project, landscape plan & schedules: Current plan is to pay for capital replacement items with special assessment and grants/loans.
- o. Reminder of large issue that many HOA's face: People abusing discrimination protection agencies by filing false disability discrimination claims over small board items (i.e., getting free legal help from these organizations) and the HOA's legal must then fight these baseless claims. If you don't have a legitimate discrimination claim, please refrain from litigation and instead, request a meeting with the board. *Litigation costs all homeowners.*
- p. **Homeowner called special meeting on drainage & pond are concerns. Cost: PM/Mail/Legal (will likely cost all homeowners \$4,000-\$5,000) and possibly more if homeowners keep up with legal action (In 2022, cost to all homeowners was approx. \$15,000).** *If our shared goal as a community is to stop having special assessments, homeowners must stop calling special meetings costing us all money if we are to meet this goal (put in a homeowner request on the website to get your questions answered, ask for a meeting with the board instead).*

#### 8. Treasurer's Report ~ currently sharing tasks (Aran/Shahana) (7:45-7:50)

##### New/Updated Items:

- a. FM providing financial sheet to homeowners with board balance & PM helping us save money.
- b. Monthly update of the running budget (internal board only, helps for new business) ~ Shahana.
- c. New online payment method (Stripe) will be coming soon to the new payment section of the website! (Homeowners pay online fee for convenience): <https://www.woodlandshoa.net/payment/>
- d. Clarification: Past assessments for Capital Replacement Projects ~exactly the same reason as current assessment (i.e., check budget for items in the "capital replacement" category).

- e. Financial Manager Contract:  
**Action:** (postpone until next needed meeting to line up with other contracts)
- f. Duo access Consumer Cellular account.  
**Action:** Aran made a motion to allocate up to \$30 to start a new phone for Laurie. Lisa second. No discussion. All in favor. Passed 4-0.

Standard Items:

- a. Quarterly internal audits ~ to be reported at the annual meeting in October.
- b. 2023 Fees on website: Units without a garage-\$385, units with 1 garage-\$400, units with two garages-\$415
- c. 2023 Special Assessments: \$750 payment postmarked by March 1<sup>st</sup> and \$750 payment postmarked by July 1<sup>st</sup> (\$1,500 total for 2023 Capital Replacement Projects)
- d. Delinquency Policy Resolution (DPR) for arrearages ~ All homeowners have a 90-day grace period.
- e. DPR notice; 1<sup>st</sup> notices mailed after arrearages are 90 days late. 2<sup>nd</sup> notices mailed the following month. Arrearages of more than 90 days late, with two notices sent will be turned over to our legal (contract to oversee arrearages/leans/foreclosures)
- f. DPR maximizes our assets & limits our liabilities. Fair for all homeowners. Lowers arrearages.
- g. Funds put into the reserves for larger capital replacement projects (allocated to the 2023 budget).
- h. Most financial procedures and safeguards explained with the Financial Manager Procedures

**9. Current Financial Manager (FM) Procedures (informational only) A/B/C uploaded/emailed monthly by FM.**

- a. FM sends financials via email (monthly) to all homeowners.
- b. FM puts the financials in "Financial Statements Public." *Homeowner Google drive*
- c. FM puts the invoices/receipts once a month in the "Invoices & Receipts." *Homeowner Google drive*
- d. FM puts the signed contracts once a month in the "Contracts." *Homeowner Google drive*
- e. FM adds any insurance information for new contractors with contracts. *Homeowner Google drive*
- f. Board members continue to sign contracts and email them to the FM/PM/Board.
- g. Board members continue to add reports and studies to the homeowner Google drive as received.
- h. Other Documents: Homeowners, if you think there are other documents you are allowed to view, that you don't see in the drive, please put in a homeowner request. (The Board is currently checking our external insurance policy documentation).
- i. All payments have a corresponding signed contract and/or invoice. Two board members must approve (via email) that the funds are authorized before the check is sent and signed with board signature stamp. (Signature stamp is also approved by two board members via email, before the check is sent out). Debit card purchases or bills paid direct to vendors must be approved by the board first before use and have a corresponding invoice or receipt.
- j. Request for external insurance policy: At the January 2023 Open Board meeting a homeowner asked if they could see the external insurance policy. During the meeting board members volunteered to ask our insurance company and legal if this was a document that we were allowed to share with homeowners. Instead of waiting until the next meeting for a proper response from the board, this homeowner reached out to other homeowners, and to our insurance contractor (FIG) in addition to the board for the insurance document. *These group actions by homeowners who are not on board only serve to slow down proper business methods that your **volunteer board** members work hard to conduct and follow.*
- k. To our knowledge, a list of documents that homeowners were allowed/not allowed to see was never provided to homeowners before 2022. We have created this list from scratch to transparently report to you each month (in this agenda) this detailed list for all homeowners to view. *We always check in advance to see if a document can be released to homeowners for confidentiality reasons. This is the standard/accurate procedure.* Please note: Legal has verified that the external insurance policy between the board and our external insurance provider FIG is

*not required to be shared with the homeowners.* However, we shared it on the homeowner Google drive anyway, for homeowners to view as there aren't any confidential items for us to be concerned about in this case.

**10. Special item:** sustainability of the board into the future: more tasks to professionals

**11. Financial Manager's Report** ~ Laurie Miller, Financial Manager ~ Laurie (7:50-7:55)

**12. Property Manager's Report** ~ James/Tonya/Ashley with Jamar Property Management (7:55-8:00)

a. See in Google Homeowner Drive.

**13. Communications Report** ~ Shelley (8:00-8:05pm)

New/Updated Items:

- a. **Homeowner Request/Communication with Board/Property Manager:** If you have a question or concern, please submit a homeowner request form via our website: Requests will be responded to in a *reasonable amount of time* and based on need and/or severity. Please include only **ONE item per request**, as this is a better process for tracking purposes and responding (please remember that requests can be submitted via a computer or smartphone ~ if a homeowner is having any trouble with this, they can call the Property Manager):
- i. Photos and/or documents cannot be sent via the homeowner request form and therefore, must be emailed to both the board and property manager **after** you submit your homeowner request on the website <https://www.woodlandshoa.net/homeowner-requests/>:
  - ii. [board@woodlandshoa.net](mailto:board@woodlandshoa.net)
  - iii. [manager@woodlandshoa.net](mailto:manager@woodlandshoa.net)
  - iv. If you email the board using our official homeowner email list and you include other homeowners with your email, we will NOT reply. You must follow the above information to fill out a homeowner request form to receive a response from us. Please note: a reasonable time frame could be weeks or months depending on what the board is dealing with at the time.
  - v. If you feel that your homeowner request was not answered to your liking, please attend our open board meetings or our quarterly town halls (see Calendar in the homeowner google drive).
  - vi. As a last resort, homeowners may request a personal zoom meeting with the board (all board members will be invited to these meetings).
  - vii. **Reminder: Special meetings and/or anything involving litigation costs all homeowners money.** Please use the above process(es) first.
  - viii. Please note: The professionals the board hires (The Property Manager / Financial Manager / other contractors) respond to homeowner requests. Both the PM & FM respond quickly to homeowner areas of need. The board replies to homeowners in written digital response *after* the issue has been taken care of by the appropriate paid professional. Our volunteer board responds to homeowner requests in many instances weeks to months later (especially if it isn't an urgent or emergency situation). Please understand: It is better to give homeowners the correct response, rather than a quick response. Please also be patient and civil with the board. We are your neighbors and fellow homeowners who are *volunteering* our time to serve you to the best of our ability. We have very busy lives outside of our volunteer board service. And as board members our *\*first\** responsibility is to work with our professionals to ensure that the common areas / external building items are repaired and maintained property.
- b. If you are not receiving our communication, please check your spam folder for both board announcements & google group messages.

- c. Board members check their board email several times per week. Homeowners should not expect an immediate response from the board. We deal with important HOA issues, and we prioritize our volunteer work accordingly. That said, if you have a true emergency, we will do our best to respond as quickly as possible (and we have a very good property manager, who responds to homeowner emergencies quickly as well).

Standard Items:

- d. The Woodlands HOA Website: <https://www.woodlandshoa.net/>
- e. Homeowner Google Drive Access: <https://drive.google.com/drive/folders/0AINrI5OycSUwUk9PVA>  
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. **The Homeowner Google Drive is for viewing documents only.** Homeowners who give us their email to access this drive are NOT consenting to have their email shared. Do not use the drive email list to converse with your neighbors.
- f. The Quarterly Newsletter (Spring, Summer, Fall, Winter) will be mailed to homeowners by our property manager, Jamar (and emailed by the board when/if we have time).
- g. "Woodlands Announcements" are sent by email from the board/property manager to all homeowners ~ check your email regularly for our updates.
- h. HOA board communication is always via USPS mail and email *only*.
- i. **Homeowner Conversations Google Group: January 2023, the board set-up a "Homeowner Conversations" Google group for homeowners to converse with each other. Any homeowner can "opt in" and agree to join this group with their email.** Simply fill out the 2-1question survey (basically your name and email) to join: <https://forms.gle/eVZTDwAwP9PF6oSf9> So far, only 13 homeowners have joined. At the homeowner's request, we provided this group for you (that is not monitored by the board) so please stop using our official board email list for your conversations with your neighbors and use the appropriate Homeowner Conversations Google Group, which the board has authorized.
- j. **Uncivil or Abusive email(s) from homeowners:**  
i. Please don't do this ~ as it costs all homeowners money and time spent towards other things
- k. The board is open to communicating with homeowners (via email or Zoom meeting) and finding positive solutions together. Please send your emails *to the entire board*: [board@woodlandshoa.net](mailto:board@woodlandshoa.net). If homeowners email individual board members, *all content* will be shared with *all* board members for transparency.
- l. Litigation: **Litigating with the board costs ALL homeowners.** 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 note: We cannot communicate with homeowners involved in litigation about their litigation. All litigation communication must go through legal.*
- m. Homeowner suggestions/feedback: We welcome homeowners who suggest concrete ideas/solutions to the board in a respectful manner. Please do not communicate with bullying, abusive, inconsiderate language. Homeowners who communicate using legal language will be sent to our legal team. *Please note: All homeowners pay for our legal services. Before using legal language and/or filing a lawsuit against the board, please keep in mind how much it will cost you and your homeowner neighbors.* We encourage homeowners to try and resolve your conflict by attending our open board meetings and/or town halls to give us your respectful feedback or as a last resort, email us to request a meeting (on Zoom) with the board.
- n. **We are a \*volunteer\* board working on your behalf.** We spend *our personal time* working for the HOA. Expecting us to spend our time 24/7 discussing HOA matters with each of you is unrealistic. *Please note:* For our safety please do not approach board members in person with your HOA questions/concerns. Some homeowners have approached board members in person (and on email) in inappropriate ways using verbal threats and physically threatening gestures.

Therefore, board members will only engage with homeowners about HOA *matters if it is initiated by the board and the board has deemed that there is an immediate need to do so.*

- o. Homeowners, please don't engage with our contractors. The proper procedure is to submit a homeowner request to our website (listed above) if you have a concern. If a contractor cancels their contract with us because of a homeowner interruption, the homeowner could be held responsible.
- p. Additional Monthly Communication Report Info (if needed).

#### 14. Operations Report ~ Aran (8:05-8:10pm)

New/Updated Items:

- a. **Online payment option on the website now!!!!!!**
- b. Homeowner request: education to show how to use this on computer & cell phones
- c. Homeowner Request Spreadsheet (show): increase in online requests, permanent data collection.
  - Thank you for using the website homeowner request page ~ this is great! Our updated system is doing really well. We have a documented spreadsheet that we will have forever and we are fairly responding to the enormous amount of requests that we receive.
  - Since January 1<sup>st</sup> we have had 93 homeowner requests that have come in
  - Reminder: requests are responded to in order of urgency/severity. For items not taken care of by professionals, it may take board members anywhere from weeks to months to respond accurately, which is still a reasonable amount of time (*after* the professionals have already responded to the issue). Please wait for a response and don't put in multiple requests for the same item. This will *delay* our response.
- d. Townhall meeting survey from 1<sup>st</sup> Quarter March 2023 (new survey link for the next quarter): <https://forms.gle/yTmXBBRY7sVHKq266> Please fill out before March 15<sup>th</sup>. We will send (non-confidential items) in a report to all homeowners before the March Townhall meeting on March 16<sup>th</sup> 7-8pm on Zoom. Special thanks to board member Shahana for the work she put into making this comprehensive and objective survey for The Woodlands.
  - Incorporated feedback from the townhall survey for the 2<sup>nd</sup> quarter's townhall survey: I added feedback we got from several homeowners in it already:
  - moved question from short answer to paragraph form so it is easier to put in responses on the computer and smart phones.
  - increased the character length from 300 to 500 since some homeowners found it to be too restrictive.
  - Added a question where homeowners can put in kudos for other homeowners to be used in the newsletters.
  - added some questions about mail in voting, costs for legal and special meetings.
  - Important note: 87% of homeowners in the survey voted for a modified bioretention area for the pond repair.
- e. Community Building Items
  - Homeowner Conversation Google Group (run by the board) Now has 14 homeowners in it. Link to be added: <https://forms.gle/wYs8443ZVokfpf2x7>
  - 2 yearly volunteer events: spring & fall (run by Buildings & Grounds Committee) Link to sign up for spring event: <https://forms.gle/5UtbRdNpSguftey29>
  - Facebook Group: search 'Neighbors of the Woodlands' (Homeowner run)
- f. Board volunteer work priorities: fall in this order (from the governing documents):
  - Repairing & maintaining the common areas and some external building items
  - Responding to legal action

- Responding to the needs of our professional partners (PM/FM/tech/other professionals)
  - Reviewing and safeguarding our financials & financial procedures
  - Responding to homeowner requests (otherwise not already taken care of by professionals)
  - Reminder: When homeowners submit legal or homeowner requests multiple times before we respond, this only delays the process of board members being able to do volunteer work on these items in service to the community.
- g. Homeowner Grounds Maintenance Schedule (GMS)--in the works (Administrative Assistant).
- h. Common Areas Repair & Maintenance (CARM)-- in the Works (B&G Committee).
- i. It is our goal to avoid a special assessment in 2024, but we will need help from all homeowners to do this (help with our spring volunteer day, help us write a grant, be on a committee, stop legal actions or special meeting requests to keep our costs low, follow proper board procedures and stop holding current board members up with conflict and unnecessary requests for documents already on the drive).
- j. Items of concern this month:
- Dogs off leash & unattended by an adult ~ safety to people and other pets
  - Dog poop not getting picked up.
  - Large flood events in town impacting water intrusion ~ please make sure to always check your basements and take care of any issues right away to protect the buildings. **entire neighborhood.** The drainage report is divided into four areas/phases, to ensure proper project management, permits and installation. An updated drainage report is coming soon.
  - Updated pond area report just came in ~ added to the drive and sent to homeowners.
  - Please see below: Board members meet with our professionals on a regular basis.

#### Standard Items:

- a. Meetings/items happening with Operations.
- i. PM: meeting with all our contractors & city officials, negotiated bids/contracts.
  - ii. FM: improving procedures for streamlined processes, all financial procedures.
  - iii. FIG (external Insurance): Met with FIG in fall, approve all new procedures, 2023 set. Full Policy Documents received 01/23/2023 (previous standard documents sent out to all homeowners in December). Please ignore homeowners creating conflict with this contractor where none exists. Board is checking with legal & FIG to see if this document is allowed to be shared.
  - iv. Tech: Online payment option, new google group for homeowners, website
  - v. Legal HOA: Rules updates/enforcement, arrearages/DPR, prevent new lawsuits, HWA.
  - vi. Legal (insurance for 2 open cases from 2020): Proceed as usual.
  - vii. Landscaper (R&S): Wood chips, cedar mulch (natural bug repellent) watering/metal covering. plants, cut back overgrown areas, picking up tree branches/sticks, common area work. (edging), additional vinegar spray for weeds, neighborhood invasive removal help (burning bushes). Items for monthly bill until the end of the year and then see if we can work them into next year's contract based on average cost: storm drain clean, dog bags refill, dog station trash.
  - viii. Tree Professional (Bluestone): Walk through and scheduling for May tree report.
  - ix. Engineer (Abrams & Moss): updated drainage & pond area reports to help with city of Bloomington possible funding, drainage design, schematic for rain garden (pending), foundation report (pending).
  - x. Project Management (Abrams & Moss): soliciting bids for phase 1 of drainage & other.
  - xi. Handyman (Lane Maintenance): Monthly trash area cleaning, gutters/downspouts, misc.
  - xii. Trash: Changing to trash dumpsters with lids (easier to keep wildlife out).
  - xiii. City Officials: working with PM & engineer on drainage & pond area recommendations.



- xiv. Chimney inspections (Julie Todd Cleaning LLC): Working on chimney report for units. Contractor is building this specific document from scratch, which shows where each chimney is located (units have 0-2 chimneys) and the state of all of them and when last cleaned. Board pays inspection fee, homeowner pays cleaning (assessed & billed HOA FM). Plan to schedule for October 2022 (well ahead of time for homeowners)
  - xv. Unit Keys ~ Property manager has (homeowners must provide them a copy) ~ homeowners must give a copy of their keys to the property manager.
  - xvi. Permits: set-up a board civic access account for online permit applications: [https://energov.bloomington.in.gov/energov\\_prod/selfservice#/home](https://energov.bloomington.in.gov/energov_prod/selfservice#/home)
- b. Other:
- Site Drainage Design Update: In progress: \$5,800 (50% now, 50% upon completion).
  - Project Management Update (Phases 1 & 2a) \$4,000 (50% now, 50% upon completion).
  - Engineer sourcing foundation report bid currently, for the board (front area foundation to be considered with drainage). Reports of multiple buildings with doors sinking in the front (foundation/drainage issue).
  - Meetings with the City of Bloomington ~ PM/Engineer/Aran/Shelley/B&G Committee.
  - Covenant violations: excessive rule breaking currently. The Board will be looking into updating and enforcing Covenant violations with property manager and legal, in 2023.
  - Multiple reports of dogs left unattended and off leash, and large amounts of dog poop left all over the property (this costs all homeowners money – Approved for 3 months for weekly pick-up by our handyman).
  - Chimney inspections conducted in December 2022 (required for insurance) by Julie Todd Cleaning LLC. Apparently, some units hadn't been cleaned in the past as required. From now on we will have a comprehensive document to work on and better procedures on this item. Future procedure on this item, HOA pays for inspections and if a cleaning is needed it will be completed as required and the homeowner involved will be billed by our FM (added to homeowner's account as an assessment). Please note: A Homeowner used the Homeowner Google drive to email the entire neighborhood which created unnecessary conflict. Please do NOT contact other homeowners in this manner.
  - Technology update: Homeowner Google Drive (documents access), google sheets for tracking requests, google forms for homeowner surveys, Homeowner requests on website.
  - New standard board transfer process to keep materials safe: new garage pad with code, board member email password changes upon board member leaving, new password for website upon board member leaving (website changed & had to be fixed).
- c. Pond Area Investigation (please reference the 2022 Drainage Report)
- Information: Engineer, City officials, PM, B&G recommend repairing this area to a modified bioretention area (which according to the engineer, the area has changed into, over time.)
  - Please note: Previous boards have attempted to restore/repair the pond at great expense and with no success. Even if we go this route (largely over budget), our professionals have advised us that they don't think it will be successful.
  - Action needs to be taken on this item. The pond area is an eye sore and could lower property values, this cannot continue to be left on its own. The invasive species will (again) grow out of control and it will take extra funds and time to remove them again. The drainage impacts this area. It will erode and cause problems. The city has cited this area and the unacceptable erosion around the property.
  - Investigating possible grant for pond area from the City of Bloomington
  - Important aspects to consider from our engineer: Consider the original intent of the pond.
    - to regulate the storm water 2) to be a wildlife habitat feature as well.

- The retention pond/plastic liner option will provide less habitat and still may not be successful in repairing the area to a retention pond because the ground in this area and across the county is not formidable for ponds (many artificial ponds have issues).
  - The modified bioretention option will provide habitat enrichment, just as the original intent of the pond area was supposed to, as well as regulate the storm water (which impacts not only our neighborhood, but also the stream and school nearby).
  - We will continue to apply for funding that can help us with the pond area, but we'll likely have a better chance of getting funding if we go with an artificial wetlands type of approach.
  - Pond Area: Modified Bioretention Area option: We are working on gathering more data to give additional information on this option that we are considering. The modified bioretention area is what the engineer and City of Bloomington recommend. Basically, we would be controlling the invasive species and trying to replace that overgrowth with native plants (which would help with this water runoff system throughout our pond area and restore this eyesore of an area to something beautiful and functional for the area ~ once again becoming what it was intended to be, a water system that goes out to the stream below and a wildlife habitat). We are working very hard to secure grant funding and other funding for this project, since the building drainage needs come first, and it is outside of the budget this year beyond what we need to allocate for that.
- d. 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. We are getting an updated report to better understand our true drainage repair costs and to better examine the different pond area options. This was recommended once we found out that we couldn't apply for the City of Bloomington drainage grants because HOA's aren't eligible. We might be eligible for funding for the pond area. Our goal is to get the pond area funded by grants and/or city funds. B&G Committee working very hard on this, and we could use your help!!! Shelley wrote and emailed the required "Letter of Intent" for the City of Bloomington neighborhood improvement Grant.
- e. We must examine our true drainage repair cost and fund it through multiple areas (roughly \$174k):
- Projected Special Assessment 2023: \$99,000
  - 2022 Special Assessment: \$2,000
  - Arrearages: \$25,000
  - Reserves: \$25,000
  - Yearly budgeted line items: \$13,000 (expense item 7 ~ Pond Area Management)
  - Other budget items that will fall into this work: \$10,000 (expense item 7 ~ Sidewalks)
  - Deferment of other budget items we can't do until drainage is fixed (i.e. roads): \$5,000
  - Note: we have \$18,000 in SA from 2020 for any foundation work we may need

## 15. Buildings and Grounds Report ~ Aran/Blair/Kriste (8:10-8:15pm)

New/Updated Items:

- a. May 13<sup>th</sup> ~ The Woodlands Community Volunteer Day! Sign-Up now: <https://forms.gle/2HZkb8uavRtrZjYy5>
- b. April open board meeting ~ MC Iris professional to attend. 10-minute education on invasive burning bush removal at the start of the meeting followed by 5 minutes of homeowner questions.
- c. Invasive removals continue: Burning bushes, pear trees & invasive ivy growing up buildings (hurts the siding on the units which is very expensive to replace)
- d. Education on native & invasive plants by Blair for Spring Woodlands Community Volunteer Day
- e. Apply for Neighborhood Improvement Grant ~ \$10,000 (letter of intent sent)

- f. Apply for small and simple grant to repair common area ~ can do both, waiting on Neighborhood Improvement Grant first.
- g. MC IRIS help request: Community Tree Planting (to help with our May 13<sup>th</sup> tree/bush/flowers planting, a big part of Woodlands Community Volunteer Day & remove plastic green mesh).
- h. Any homeowners who would like to join, please put a Homeowner request in on the website (lots of fun projects in the works)!
- i. Kriste does a lot of photography to document ~ very helpful for newsletters and other projects!
- j. Winter planting day conducted ~ many milk jugs out for plants that will be used on the May community event. Blair taught us a lot about seed saving and donated from her personal collection! This volunteer work saved us hundreds if not *thousands* of dollars on plants (since we are growing our own and used recycled milk jugs in the process). ~ show homeowner image if possible.
- k. Following up on the wrap up of the sign grants ~ Aran finally closed the grant out in March 2023.
- l. Applied for the permit for two new neighborhood signs that the board put up in 2021 and did not get permits for. Grant data still being completed by the current board, as previous board member responsible for this project has been unresponsive (must get in asap or we might have to pay the city back for the funds they gave us for the signs and might be ineligible for future grants that we need this year).

Updated/Standard Items:

- a. Weed Wrangle 2<sup>nd</sup> Sunday of the month April-October, 10am-noon (meet at the HOA garage)
- b. 2023 Calendar:
  - i. Spring Neighborhood Clean-up Day Saturday May 13<sup>th</sup> 10am-12pm social 12-1pm
    - 1. Mainly planting trees/bushes/low level flowers/grasses & removing green plastic netting
    - 2. Removing burning bushes & weeds with help from landscaper
  - ii. Fall Neighborhood Garage Sale Saturday September 16<sup>th</sup>: 8am-12pm. Social: 12-1pm
  - iii. Sign-up link from the HOA with google forms / google sheets (will email soon)
- c. Need to follow up with the 2020/2021 board sign grant ~ was never completed & could lose funds.
- d. Apply for funding from the city.....HOA's not eligible for the City of Bloomington Stormwater Drainage Grant in 2023 ~ we need grant writing help-writers, please volunteer to help us!
- e. Working on planting schedule for this year (trees/bushes/flowers & grasses).
- f. Working on invasive burning bush removal ~ to correspond near the spring clean-up day.
- g. Huge involvement with the drainage/pond area project (comments from B&G members).
- h. See documents in Homeowner Google Homeowner Drive.

**16. Tabled Business** (*being researched/tabled for now, 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) ~ Shelley.
- c. Election of Treasurer ~ Board members are overseeing these duties until a replacement is found.
- d. Neighborhood roof plan/progress 2022 & warranty document (warranty document) ~ Aran
- e. HOA Board owned nonfunctioning laptop ~ Need to pick up from Laurie (need secure disposal)

**17. Pending Business** (*being worked on, will move to new business when ready*)

- a. Internal Quarterly Audits (reported at annual meeting in the fall) ~ Shahana / Aran
- b. Funds for Spring Clean-Up Day, Fall Garage Sale & Weed Wrangles (\$4,000) ~ B&G
- c. The Woodlands Entrance Sign Grant from City (\$500 allocated for lights/bushes/permits) ~ pending.
- d. Grounds Maintenance Schedule (in progress) ~ B&G Committee
- e. Common Areas & Property: repair & maintain~ Document (with inventory list) ~ B & G Committee
- f. Systematic procedures document (informed on booklets provided to board members) ~ Aran.

- g. Native plant sale \$170 Pollinator Native Plant Kit & \$330 for bushes (\$500 total) ~ B&G ongoing
- h. Small and simple grant \$500 for picnic tables ~ B&G committee in progress (Jan 2023)
- i. Landscaper dates for invasive burning bush removals ~ B&G Committee
- j. Updating Rules and Reg's document ~ Aran/Shelley with legal
- k. Phase 1 & 2a drainage approved & bids being acquired by engineer (project management)
- l. Structural engineering report bid for foundations.
- m. Tree Report Bluestone Tree (scheduling in May)
- n. Engineer updated drainage/pond area reports (helpful for possible grant funding from the city)
- o. Rule Updates (last 2018): Items up from proposal (*board vote only to update*)
  - a. Board updating document. Sending to legal for review. Providing homeowners for feedback (feedback given via survey, open board meeting & town hall meeting).

## 18. 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 2023 (review & sign in Dec 2023) 2023 \$35,000
- c. Legal Contract: McAuley Law LLC, signed on 04/05/2023 (ongoing).
- d. Property Management Jamar Contract 9/1/22-9/1/23 ~ (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 ~ (review & sign in December 2023)
- g. Gutter/Downspout Cleaning (Fall/Spring schedule & spot in winter) ~ Completed 2023 \$6,500
- h. Tree Report spring
- i. Tree trimming/removal (fall), invasive removals/treat (spring), tree injections/care (spring)
- j. Decks power wash & stain (spring/summer every 5 years ~ last done 2017 summer)
- k. Chimney Inspections: Julie Todd Cleaning LLC ~ (cleaning homeowner responsibility). Completed 2022

## 19. Postponed Business

*Note: Will move to new business or Action Without a Meeting when ready.*

- a. Invasive management bid for the pond area (for 3 years)
  - Data: President Aran Mordoh met with Bluestone certified arborist and invasive management specialist in March to assess the needs of the pond area invasive management. The bid will contain a provision that Bluestone can work on the area until such time as another plan is contracted moving forward to repair the area.
  - Reason for Action: The pond area was overgrown with invasives, which took considerable work to remove in 2022. If these invasives aren't managed and suppressed, they will grow back and cost us more funds and work moving forward. Until a new repair can be agreed upon with the pond area, invasive management must be contracted to protect the native plants and keep erosion from increasing in this area.
  - Professional Advising provided: Bid from Bluestone Tree.
  - Cost/Benefit Analysis (budget)
  - Discussion:

### Action:

- b. Foundation Report Bid
  - Data
  - Reason for Action: Front doors reported to be sinking for years (possible foundation work that could be done while we do drainage work in the fronts of these buildings that could save us funds in the long run). This was suggested to us as a good approach by our engineer.

- Professional Advising provided: Abrams & Moss to provide.
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:** (Engineer project manager gathering bid for report from structural engineer ~ prelim reports from homeowners on history of front doors sinking)

c. Deck and common areas repair bid

- Data: Reviewing all common areas to repair: common area fences, common area railings and original front fencing (note: updated fencing & decks by homeowners excluded)
- Reason for Action: External building item needed before power washing and staining
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:** (postponed due to larger job than first expected ~ Aran met with Jamar & Lane Maintenance for initial assessment and getting more details for the bid)

d. Deck power washing & staining bid (and possible repair of common area items first)

- Data: Reviewing all common areas to repair & stain: common area fences, common area railings and original front fencing (note: updated fencing & decks by homeowners excluded)
- Reason for Action: External building item needed every 5-10 years (it has been 6 years)
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:** (postponed due to larger job than first expected ~ Aran met with Jamar & Lane Maintenance for initial assessment)

e. Chimney inspection bid and schedule for fall 2023.

- Data
- Reason for Action: Yearly required item from our external insurance policy
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:**

f. Rules and Regulations Updates

- Data
- Reason for Action
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:**

g. Drainage bids for phase 1

- Data

- Reason for Action
- Professional Advising Provided: Abrams & Moss Project Manager
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:** (Engineer project manager gathering bids)

**20. New Business** (8:15-8:30pm) Same procedure as homeowner comments, limit comments for 3 minutes each.

*Note: Board members are volunteers who were voted in by the homeowners and/or other board members. We listen to professional advice, consider homeowner input, and ultimately make the decision that we think will be best for the entire neighborhood.*

a. Removal and shred of old paper documents more than six years old

- Data
- Reason for Action: Both large metal storage cabinets are completely full with 42 years of paper documents from the HOA board (locked cabinets within the garage). We need to make room for more storage items and new paperwork from the financial manager (2021 box ready to move over, but we aren't able to take it yet)
- Professional Advising Provided: Get shredding unlimited to come directly to the garage for removal/shredding of documents (no risk involved). We are only required to keep documents for the last two years. What good are the other 40 years of documents doing us (no one ever looks at them or uses them). Some of these documents may have already been scanned and in the old document file on the drive. Aran and volunteer homeowners could briefly go through and save any documents of value (ie plat maps and such) while removing for shredding.
- Cost/Benefit Analysis (budget)
- Discussion: Shredding Unlimited: \$50 per container to fill (3-4 containers). Estimate from them on 4/12/23 for \$200 (transport to us is free and they shred on site). Another homeowner who has been working on the paper project for over a year now with the board has offered to go through some of the documents as we remove them and to keep anything with historical significance or value (ie maps or other).

**Action:** Aran moved. Shelley seconded. Discussion of saving any historical documents needed. Passes 5-0.

b. Updated drainage reports from Abrams & Moss (Drainage & Pond Area)

- Data
- Reason for Action: Need to clearly show the costs for Drainage and Pond Area separately, in order for us to try and obtain funding from the City of Bloomington (both in grant form and possible other fund ~ as we found out that HOA's cannot apply for the drainage grant).
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

**Action:** Review only for now

**21. Homeowner Comments** 8:15pm-8:30pm. *As time permits (15 minutes at the start & end of meeting)*

- h. Logistics: Chat bar & homeowner comments are for questions and feedback to the board only
- i. No disparaging comments of board members or property manager (considered meeting disruption)
- j. 1st rule violation results in a warning, 2nd violation results in homeowner removal for disruption.
- k. Homeowners must limit their comments to 3 minutes per round & follow all board instructions.

- l. Board feedback will be given after each round of homeowner comments (also 3 minutes each)
- m. We will allow multiple rounds of homeowner comments, as time permits, until 7:35pm.
- n. *Civil behavior must be conducted at all times, or you will be asked to leave the meeting.*

**22. 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 & Website ~ Aran.
- c. Put new meeting minutes on the board only homeowner Google Drive ~ Lisa.

**23. Current Board Task List: (what tasks can board members or community members take on)**

- a. Updating the homeowner google drive yearly with 2023 categories ~ Aran
- b. Monthly Financial Tracking Live Budget ~ Shahana
- c. Homeowner Request data review & report out ~ Shahana.
- d. Quarterly surveys & additional needed surveys for homeowners ~ Shahana
- e. Adding people to the google groups, homeowner google drive (email updates) ~ Shahana
- f. Email FM with updated emails for the contact list updates.
- g. Meeting Minutes ~ Lisa
- h. Communication ~ Shelley
- i. Board Announcements ~ Shelley
- j. Homeowner request replies ~ Administrative Assistant
- k. Newsletter ~ Aran (Shelley find quote)
- l. Documentation proofing ~ Shelley (as time permits)
- m. Project manager ~ 1<sup>st</sup> point of contact, Aran. 2<sup>nd</sup> point of contact, Shelley.
- n. Financial Manager year end budget review ~ Aran
- o. Budget creation ~ Aran
- p. Quarterly internal audits ~ Shahana (Aran mentor, review & report out)
- q. Set and create agenda for meetings ~ Aran.
- r. Tech work on systems ~ Aran.
- s. Update website ~ Aran
- t. Upload meeting minutes and documents to website ~ Aran
- u. Buildings & Grounds Committee Chair ~ Aran
- v. Update and upload documents to the homeowner Google drive~ Aran
- w. Meet with contractors (landscaping, handyman, engineer, city officials) ~ Aran/Shelley B&G
- x. Correspondence and meetings with legal ~ Aran & Shelley
- y. Respond to homeowner requests via board decisions and rules ~ Shelley.

**24. Announcement of Next Meeting**

- a. The next meeting will be the Special Meeting on May 11<sup>th</sup> at 7pm (more details to be mailed).
- b. Quarter 2 Townhall on Zoom: June 15<sup>th</sup> 7-8pm on zoom

**25. Adjournment Time: 8:36pm**

**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](mailto:board@woodlandshoa.net)

Property Manager Email: [manager@woodlandshoa.net](mailto:manager@woodlandshoa.net)

Financial Manager Email: [finance@woodlandshoa.net](mailto: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>