

August 2023 Open Board Meeting Minutes

Woodlands Winding Brook HOA

August 10th, 2023 @ 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 (7:00-7:02pm) ~ Shahana

- 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 say or put disparaging/rude comments into the chat bar will be warned first 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 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 of each meeting. **We will do our best to have 30 minutes of reports, 30 minutes of new board business, and 30 minutes of homeowner comments (as time permits).***
- d. Note: Homeowner comments have been moved back to the end of the meeting at board members' request, since we tried the start of the meeting previously and it wasn't what homeowners wanted.
- e. *For the minutes being taken: Please write the word for word motion by a board member for clarity.*
- f. Homeowners present: Jeff Cupp, Kris Kuntz, Kristie Lindberg, Brett Haviland, Shelley Taylor, Ash Gupta, Jeanette Clausen, Jeanette Schuler, Alessandra Ferrerio, Cindy Johnson, Donna Davis
- g. Board Members present: Shahana Ansari, Aran Mordoh, Lisa Meuser, Valerie Grimm
- h. Professionals present: Ashley from Jamar , Jason from McAuley Law LLC, Frank Eberly (FIG)
- i. Notetaker for the meeting: Lisa Meuser

2. Land Acknowledgement (7:02-7:03pm) ~Shahana

Introduce

- As we work to build and repair our community, we must honestly and humbly confront the uncomfortable events in our past that have led us to where we are now
- It is important to start from the beginning, to know our origin stories. The uncomfortable truth is that we are inhabiting (and benefitting from) land that was illegally and violently taken from the indigenous peoples who cared lovingly for it.

3. Guest Speaker: Frank from First Insurance Group (FIG) (7:03-7:30) Aran

- a. Possible risks for external insurance cost to increase: legal action, climate change & other
- b. Information on external Insurance Policy
- c. Question period for homeowners
- d. Video link for reference: <https://www.wfla.com/video/florida-condo-associations-insurance-spiked-nearly-1000-%e2%80%94-heres-why/8829360/>

4. Approval of Minutes (7:30-7:32) ~Aran

- a. Open Board Meeting (July 13th, 2023): **Action:** Aran made a motion to accept. Shahana made a motion to accept. Motion passed 4-0.

5. Report Board decisions made since the last monthly meeting (7:32-7:35pm) ~Aran

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. This is a standard and proper procedure and necessary for the large amount of maintenance that is required from a property as robust as The Woodlands.

- a. Board AWM: \$3,200 for lane Maintenance via multiple large maintenance tasks (wasp nests external, siding hole filling, sidewalk opening filling, metal cages for plants, stain areas and other)
- b. Board AWM: Payment plans to be signed by homeowners
- c. Board AWM: Liens/Foreclosures
- d. Property Manager DMA: Storm drains clean/trash area clean.
- e. Property Manager DMA: Reimburse small cost to close garage door while larger garage was being fixed
- f. Property Manager DMA /dog bag refill/trash areas clean (bill monthly ~ see what overall yearly cost would be and hopefully move into landscaper contract next year).
- g. Property Manager DMA: Other misc. items ~ reference property management report for details.
- h. Voted on current board member officers: Shahana acting VP. Valerie acting Treasurer.

6. Executive References, Aran (7:35-7:37pm) ~ Aran

- a. Executive session meeting: 08/10/23: 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 follow-up (very costly ~ around \$5,000 for homeowners).
- b. Update: Indemnification case (1 new case with insurance for a homeowner trying to bring legal action against a board member) This means more insurance claims, which can lead to higher costs for all homeowners.

Bylaws: “Indemnification: Article VII: Number #1. <https://www.woodlandshoa.net/wp-content/uploads/2016/08/Woodlands-WB-By-Laws-ORIG.pdf>

c. Link: mycase.in.gov or <https://public.courts.in.gov>

d. Case #'s current: 53C01-2105-PL-001157

e. Case #s: resolved 2023: 53C06-2206-CT-001096, 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. 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.

7. President's Report ~ Aran (7:37-7:42) ~Aran

New/Updated Items:

- a. 2023 financials: See information from financial manager.
 - Building a good reserve and collecting on arrears (arrears down to \$35,000, were around \$90,000 when the 2022 board members started).

- Total account balances up to \$365,000 currently and at one point within the last 5 years was close to \$50,000 (take into account \$100,000 in recent special assessment is intended to be used for the community drainage repair).
 - Delinquency Policy Resolution: fair process to collect HOA fees (i.e. arrearages). At 90 days late, FM sends 1st & 2nd written notice, then the account goes to legal. Please see website for more information.
- b. Board member seat open for term ending on December 31, 2024.
- If you are interested in being appointed to the board term that runs until December 31st, 2024, please put in a homeowner request and email a statement to the board.
- c. YMS ~ Yearly Maintenance Schedule (ready to implement with help from the admin assistant & RSI data included).
- d. Dispute Resolution Process
- *All homeowner requests and communication **must** go through the homeowner request page on the website.*
 - Including: maintenance, financial, documents, etc.
 - Requests can be submitted on a computer or phone.
 - Call Jamar Property Management if you need help.
 - **Dispute Resolution Process**: *Individuals may ask the board for a meeting if you feel that your request has not been resolved. Please do this **before** moving to legal action, as legal action costs all homeowners money and puts our insurance at risk.*
 - We must change the culture in our neighborhood to use this correct Delinquency Resolution Process. We must avoid homeowners using legal methods at all costs for disputes. It puts our whole neighborhood at risk and could potentially severely impact our homeowner fees and property values.
- e. None currently ~ please read standard items below to familiarize yourself with the correct procedures happening at The Woodlands.

Standard Items:

- f. Yearly calendar for 2023 on the homeowner Google drive & website
- g. Financial balances (FM statement) ~ Assets overall & operation fund within acceptable range
- h. Property Management has indicated that YMS is the most important piece moving forward.
- i. More items will be moved to professionals (on a schedule) to reduce board burnout/turnover.
- j. Working on total 2023 budget expenses and aligning correct categories for 2024 budget with FM
- k. **Top priorities for 2023 board:** Neighborhood drainage project, front foundation areas with footer drains, landscape plan & schedules:
- l. 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.*
- m. **A Homeowner has called 3 special meetings in the last year. Cost: PM/Mail/Legal (will likely cost all homeowners \$4,000-\$5,000 per meeting)** and possibly more if homeowners keep up with legal action (**In 2022, legal cost to all homeowners was approx. \$15,000**). *If our shared goal as a community is to stop having special assessments, homeowners should 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).*
- n. 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).

- o. 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.
- p. 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.)
- q. *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.
- r. 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).

8. Treasurer's Report ~ currently sharing tasks (Aran/Valerie) (7:42-7:45) ~ Valerie

New/Updated Items:

- a. The notes on the running budget document. Please read the Standard Items below to familiarize yourself with the correct financial procedures in place to ensure funds are being tracked and spent correctly. Please check the "current financial manager procedures" for data sources and all correct procedures being taken by the board to ensure financial safety.
 - i. July 2023 running totals are \$155,753 in expenses, \$348,088 in income (includes \$11,000 in NIG grant), which leaves us with a net income of \$192,335 for the year (which is doing well, considering our budget projects a net income this year of -\$25,000).
 - ii. We have an anticipated \$99,000 in special assessment funds are projected to be used in 2023 & 2024 for primarily a large drainage repair (the entire neighborhood, in four phases) and the whole project will cost us \$175,000 to complete.
 - iii. \$11,000 of these funds are from the Neighborhood Improvement Grant, that is anticipated for the pond area repair.
 - iv. July 2023: A category needs to be added to next year's budget to include original and common area fence repair, maintenance and removal of plants/debris. Another category might need to be made for removing vining plants along any fence, deck, siding, roof or external area of The Woodlands (these cause damage to the items). A note needs to be added to next year's budget to inform that legal fees also include funds spent on title searches, liens and foreclosures. Some of those funds will eventually be recovered by homeowners and some may not depending on the circumstance. Even if funds are recovered, the legal budget will still show

the original charge and appear higher than it is. It should also be noted that a huge amount of the legal budget is being spent on legal defense from homeowner lawsuits/legal actions. Homeowners should use the proper dispute resolution process first, before seeking legal again against the HOA. This action only costs all homeowners money and puts our external insurance policy at risk for huge increases in cost or our ability to even get an insurance policy at all.

- v. Acting treasurer Aran Mordoh created a tentative 2024 budget for the financial committee to start with now (going off financial data from 2022 & 2023). This gives the new financial committee 4 months before the October annual meeting to make recommendations on how to improve our financial situation for next year and how to avoid things like special assessments in the future.

- b. Monthly Budget Tracking Notes (see above)

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 1st and \$750 payment postmarked by July 1st (\$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; 1st notices mailed after arrearages are 90 days late. 2nd 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
- i. Monthly update of the running budget (internal board only, helps for new business)
- j. 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/>
- k. 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).

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 in writing (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. Each month

the financial statements are reviewed by the board before the financial manager sends them out. Board members make sure the expenditures are matching what had been approved and the invoices/contracts that correspond with them. Board members also double check with the financial manager that items are ending up in the correct categories per our 2023 budget. The acting treasurer adds the expenses of the month to the running budget, for the board to review and present at the next month's meeting.

- 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. Financial Manager's Report ~ Laurie Miller, Financial Manager ~ Laurie (7:10-7:13)

- a. Monthly financials emailed to all homeowners and uploaded to the Homeowner Google Drive monthly.
- b. Invoices/receipts & Signed Contracts Included
- c. Homeowners have access to documents they are allowed to review within a reasonable amount of time.

11. Property Manager's Report ~ James/Tonya/Ashley with Jamar Property Management (7:50-7:55)

- a. See in Google Homeowner Drive.
- b. Bring up YMS ~ The Woodlands Yearly Maintenance Schedule

12. Committee Reports: Sustainability of the board into the future: including more tasks to professionals and more homeowner involvement (7:55 -8:00) ~ Aran for **Valerie**

- a. Purpose of committee creation: Committees are being created to encourage participation and to get all members involved in this community. Broad participation will help us get to know each other and will help this board provide the best services in addressing the needs of the WHOA as per policies and practices. The committee structure is designed to improve community and strengthen stakeholder relationships by engaging homeowners to ensure the work of the WHOA gets done on behalf of the homeowners. We want to encourage homeowners to contribute to their association.
- b. Current committees:
 - **Buildings & Grounds Committee** B&G Committee ~ See report on Homeowner Google Drive
 - **Finance Committee:**
 - **Outreach, Welcoming, Recreational & Social Gathering Committee (Outreach Committee)**

- c. Buildings & Grounds Committee: Blair Beavers, Kriste Lindberg, Susan Seitzinger & Aran Mordoh (Head/Board Member)
- d. Finance Committee: Cindy Johnson, Kris Kuntz, Ash Gupta, Malcolm Web (Head)
- e. Outreach Committee (*Outreach, Welcoming, Recreational & Social Gathering Committee*) Peggy Billeck, Sam Troxal, Cathy Brown (Head)
- f. Committee if interest: Inclusion & Engagement Committee (I&E Committee):

13. Communications Report ~ (8:00-8:01pm) ~ Lisa

New/Updated Items:

- a. None currently ~ please read standard items below to familiarize yourself with the correct communication process to allow the board and professionals who partner with us to respond in a fair manner to all homeowners and continues to ensure our internal tracking system.

Standard Items:

- b. **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
 - iii. 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.
- c. If you are not receiving our communication, please check your spam folder for both board announcements & google group messages.

- d. 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).
- e. The Woodlands HOA Website: <https://www.woodlandshoa.net/>
- f. 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.
- g. 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).
- h. "Woodlands Announcements" are sent by email from the board/property manager to all homeowners ~ check your email regularly for our updates.
- i. HOA board communication is always via USPS mail and email *only*.
- j. **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 2-1 question 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.
- k. **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
- l. 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. If homeowners email individual board members, *all content* will be shared with *all* board members for transparency.
- m. 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.*
- n. 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.
- o. **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.

- p. 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.
- q. Additional Monthly Communication Report Info (if needed).

14. Operations Report ~ (8:01-8:05pm) ~Shahana

New/Updated Items:

- a. **Since January 1st we have had 210 homeowner requests**
- b. Homeowner request: education to show how to use this on computer & cell phones (if time)
- c. **Homeowner Request Spreadsheet** (show): increase in online requests, permanent data collection. (if time)
- Thank you for using the website homeowner request page. We have a documented spreadsheet that we will have forever and we are fairly responding to the enormous amount of requests that we receive with the help of our admin assistant and property manager.
 - Reminder: requests are responded to in order of urgency/severity. For items not taken care of by professionals, it may take the administrative assistant (with board member guidance) anywhere from weeks to months to respond accurately, which is still a reasonable amount of time (*after* the professionals like our property manager and appropriate contractors have already responded to the issue). Please wait for a response and don't put in multiple requests or email the board for the same item. This will *delay* our response. Please call Jamar if you need assistance over the phone to put in a homeowner request on the website or your cell phone.
- d. **Updates since last open board meeting:**
- The updated/increased dog trash stations with both dog bags and dog trash areas have been a big hit and are a less punitive way to deal with our dog excrement issue. They have helped, but the contractor has reported people putting regular trash into them and putting dog excrement that isn't bagged into them. Please properly bag the dog waste and only put that into the dog stations.
 - The landscapers have been working on many projects lately at The Woodlands. Unfortunately, the landscapers had another homeowner call the police on them for standard work contracted. Please do not do this, as we could lose contractors over this. Please put in a homeowner request on the website or call the property manager if you have any personal issue with the contracted work the HOA board has being done around the property with a contractor. Remember that when we lose contractors, it hurts the whole neighborhood. Many board members have worked with our contractors a lot this year and all of them have been very accommodating and professional, even when having the police called on them without merit. We did have to give out another cease-and-desist letter to a homeowner to stop them from calling the cops on our contractors (but we have done this in the past and hopefully it solves the issue or improves the behavior).
 - We had a couple issues with gutter clogs, due to the big storms we have had lately. Our property manager was able to send out our maintenance person to resolve the gutter clogs right away. Please report these issues as you see them and please remember to be polite to contractors and the property manager (some reports of very rude and unprofessional behavior). Please remember to treat everyone (other homeowners, board members, property manager, contractors with respect and treat others the way you would like to be treated). Kindness goes a long way.
 - Mike Lane updated many repaired and stained many common area fences (after 40 years ~ it looks great!)
 - The wood chip trail has finally been restored fully behind all wood lined buildings. Thank you to R&S Landscaping for their hard work on this, especially when we still had some issues with a homeowner putting personal property in the way of the common area where the wood chips were

to go. We actually got our first compliment on the homeowner request portal about this wood chip trail!

- Please read the agenda to familiarize yourself with the updated and standard operations items.
- e. **Townhall meeting survey next for Quarter 3 in September 2023** (new survey link)
- f. Please fill out before _____ (tbd). We will send (non-confidential items) in a report to all homeowners before the September Townhall meeting in September 21st 7-8pm on Zoom. Any individual homeowner conflicts will be confidential and not put onto this report, especially if someone mentioned a homeowner by name. Special thanks to board member Shahana for making this comprehensive and objective survey for The Woodlands.

Results from the 2nd quarterly townhall survey:

- The quarterly townhall survey was sent out to all homeowners. Please look over it before the quarterly townhall meeting.

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
- b. Community Building Items

- i. Homeowner Conversation Google Group (run by the board) Now has 14 homeowners in it. Link to be added: <https://forms.gle/wYs8443ZVokpf2x7>
 - ii. 2 yearly volunteer events: spring & fall (run by Buildings & Grounds Committee)
Link to sign up for spring event: <https://forms.gle/5UtbRdNpSguftey29>
 - iii. Facebook Group: search "Neighbors of the Woodlands" (Homeowner run)
 - c. Board volunteer work priorities: fall in this order (from the governing documents):
 - i. Repairing & maintaining the common areas and some external building items
 - ii. Responding to legal action
 - iii. Responding to the needs of our professional partners (PM/FM/tech/other professionals)
 - iv. Reviewing and safeguarding our financials & financial procedures
 - v. Responding to homeowner requests (otherwise not already taken care of by professionals)
 - vi. 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.
 - d. Homeowner Grounds Maintenance Schedule (GMS)--in the works (Administrative Assistant).
 - e. Common Areas Repair & Maintenance (CARM)-- in the Works (B&G Committee).
 - f. 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).
 - g. Online payment option on the website now!!!!
- 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 2023 Drainage Report)
- 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 \$175k):
 - 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. Tabled Business (*being researched/tailed 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)
- f. Request from homeowner to review key policy ~ currently the property manager holds the keys to all units (in-case of emergency and to go in to do the yearly chimney inspections). This how it has always been done. Some homeowners uncomfortable with this and asking for other options.

16. 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).

17. 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 (2023 with Bluestone)
- 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
- l. Invasive management pond (2023/2024/2025 with bluestone, until such time as a major repair happens to that area).

18. Postponed Business

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

a. 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)

b. 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)

c. Rules and Regulations Updates

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

Action:

d. 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)

e. Invasive Management Contract

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

Action:

f. Updated drainage reports from Abrams & Moss (Drainage & Pond Area) ~ **Aran**

- 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, but individuals can....so we might be able to apply as groups of homeowners for each phase).
- Professional Advising Provided
- Cost/Benefit Analysis (budget)
- Discussion:

Action: Review only for now (if time permits ~ if not save for the next open board meeting)

19. New Business (8:05-8:20 pm) ALL NEW BUSINESS POSTPONED DUE TO LEGAL

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. Jamar Property Management Contract ~ **Aran**

- Extend Contract until December 31st 2023
- Renewal of all major contracts at the end of the year November/December

Aran made a motion to extend the contract until December 31, 2023. Shahana second. All in favor. 4-0.

Action: Postponed due to legal

b. Invasive Management bid from Bluestone for woody plants and other. ~**Aran**

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

- Discussion:

Action: Postponed due to legal

c. Invasive Management bid from Ecologic for herbaceous plants and other ~ **Aran**

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

Action: Postponed due to legal

d. Parking Lot stripe & number painting ~ **Shahana**

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

Action: Postponed due to legal

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

- Shahana or Lisa to keep time please (verbal and hand signal warning at 2:30 & 3:00)
- Logistics: Homeowner comments are for questions and feedback to the board only
- No disparaging comments of board members or property manager (considered meeting disruption)
- 1st rule violation results in a warning, 2nd violation results in homeowner removal for disruption.
- Homeowners must limit their comments to 3 minutes per round & follow all board instructions.
- Board feedback will be given after each round of homeowner comments ~ no time limit, i.e., following procedures of city council meeting and response to multiple homeowners warrants it.
- We will allow multiple rounds of homeowner comments, as time permits, until 8:30pm.
- Civil behavior must be conducted at all times, or you will be asked to leave the meeting.*
- If you have specific questions about items or data, please put in a homeowner request. Volunteer board members cannot be expected to keep all the answers to the neighborhood always in their minds. All board members have access to this data and can look up the information with a reasonable time and we will respond when we are able.

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

- Signing of contracts and distribution to financial & property manager ~ Aran
- Approved meeting minutes uploaded to the board Google Drive & Website ~ Aran.
- Put new meeting minutes on the board only homeowner Google Drive ~ Lisa.

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

- Updating the homeowner google drive yearly with 2023 categories ~ Aran
- Monthly Financial Tracking Live Budget ~ Aran
- Homeowner Request data review & report out ~ Admin Assistant & Aran
- 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 ~ administrative Assistant
- i. Board Announcements ~ Administrative Assistant
- j. Homeowner request replies ~ Administrative Assistant
- k. Newsletter ~ Aran / Administrative Assistant
- l. Documentation proofing ~ Shelley (as time permits)
- m. Project manager ~ 1st point of contact, Aran. 2nd point of contact, Shelley.
- n. Financial Manager year end budget review ~ Aran/Shahana / Financial Committee
- o. Budget creation ~ Aran
- p. Quarterly internal audits ~ Aran/Shahana
- q. Set and create agenda for meetings ~ Aran
- r. Tech work on systems ~ Aran.
- s. Update website ~ Aran/Lisa
- 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 B&G
- x. Correspondence and meetings with legal ~ Board members
- y. Respond to homeowner requests via board decisions and rules ~ Admin Assistant

23. Announcement of Next Meeting

- a. Quarter 2 Townhall on Zoom: September 14th 7-8pm on zoom

24. Adjournment Time: 8:37pm

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. Meeting Minutes for review

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/0A1NrI5OycSUwUk9PVA>