

November 2023 Open Board Meeting Minutes

Woodlands Winding Brook HOA

November 9th, 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

Logistics reminder:

- a. *Time frame: Open board meetings 7-8:30 (with a 6-7 exec meeting prior). In respect to our volunteers, we will not go over this time frame. Past board meetings were 3-4 hours long which led to board members leaving the meetings and board members taking back their vote because they didn't know what they were voting for (check past meeting minutes for reference).*
- b. *Open board meetings 2nd Thursday of the month from 7-8:30pm (no December meeting)*
- c. *Open board meeting purpose: board reports information to homeowners and publicly vote on non-confidential, non-urgent new items of business.*
- d. *Please hold all homeowner comments for the "homeowner comment" period at the end of the meeting (last 15-30 minutes, as time allows). We welcome homeowner comments, as it provides valuable feedback for the board's decision making process to help the community.*
- e. *No disparaging/derogatory written or spoken comments allowed.*
1st violation = warning.
2nd violation = loss of speaking privileges during homeowner comment period (possible removal for meeting disruption)
Chat bar purpose: for technical issues only (same procedure as above)
- f. *We will do our best to have 30 minutes of reports/guest speakers, 30 minutes of new board business, and 30 minutes of homeowner comments (as time permits). We may deviate from this schedule and ask for homeowner feedback on certain items if time allows.*
- g. *Homeowners present: Brett Haviland, Peter Krstanovski, Alessandra Ferrario, Jeanette Clausen
Kris Koontz, Kristie Lindberg, Malcolm Webb*
- h. *Board Members present: Shahana Ansari, Aran Mordoh*
- i. *Professionals present: Ashley Dowdy, Frank Eberle, Laurie Miller*
- j. *Notetaker for the meeting: Megan/Shahana*

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

Introduce

- a. *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.*
- b. *To do this, it is important to start from the beginning and 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. Much of the economic progress in our community since that time is a direct result of forced servitude and unpaid labor of people of color, a majority of whom were enslaved African peoples.*
- c. *We recognize tribes like the Miami, Delaware, Potawatomi, and Shawnee as past, present, and future caretakers of this land, and we recognize the need for inclusive organizational and interpersonal practices to begin addressing the horrific history on which our economic stability was born.*

- d. If we fail to recognize the immoral and violent foundation on which our community was built, we can never claim full honesty and transparency. We commit to the difficult work necessary to create and promote a more equitable and just neighborhood culture.

3. Diversity Items (7:03-7:05) ~ Valerie

Diversity Commitment

- The current board is committed to diversity, equity, and inclusion.
- Racial, homophobic, gender or any discrimination words or actions will not be tolerated.
- If anyone ever experiences being a victim of a slur being towards them, they should file a homeowner request immediately.
- We have queer people, people of color, people of various genders, people of different ages and people with disabilities serving on this board, and this diversity is important.
- The HOA board is taking proactive steps to make sure accommodations are updated regularly for older residents and residents with different abilities

Hate speech

- We are striving to adopt a good will approach.
- Zero tolerance policy for use of derogatory slurs
- Victims of hate speech are asked to report incidents (include documentation if possible) so they may be formally addressed by the board.
- We value inclusivity and consider addressing the use of hate speech in the neighborhood an important issue.
- ADA requests responded to as soon as possible, closed captions turned on for meeting, microphones checked before zoom meetings, ADA path to pond area deck being reviewed.

4. Financial Manager's Report ~ Laurie Miller, Financial Manager ~ Laurie (7:05-7:10)

- Current report on financials that are sent out to homeowners and put up on the Homeowner Google Drive (this includes invoices & contracts)
- Any upcoming fees due
- Different ways to pay fees ~ reminder of paying on the website

5. Property Manager's Report ~ James/Tonya/Ashley with Jamar Property Management (7:10-7:15)

- a. Report on work in the neighborhood and bids being acquired
 - i. See in Google Homeowner Drive.
- b. Bring up YMS ~ The Woodlands Yearly Maintenance Schedule to review with PM

6. Guest Speaker (7:15-7:45) ~ Shahana ~ Frank from First Insurance Group

Discussed Hybrid Coverage vs Bare Walls vs All inclusive: Covered all 3 topics and coverage included in each, as well as specific situations of what would/wouldn't be covered. States the most favorable being bare walls. Answered multiple questions from homeowners.

7. Approval of Minutes (7:45-7:46) ~Shahana

- Open Board Meeting (September 14th, 2023): **Action:** *postponed no quorum*
- Annual Meeting (October 13th, 2022) to ratify (*already on the website*): **Action:** *postponed no quorum*

8. Report Board decisions made since the last monthly meeting (7:46-7:48pm) ~Aran

Discretionary Monthly Approval (DMA) ~ Property manager has \$1,000 per month per their contract.

Please note:

- a. Board AWM: Two tree contracts for removal (4 hickory trees and one maple tree)
 - a. \$4,500 approved for parking lot striping
 - b. 3-year contract for prevention pest control
- b. Executive meeting decisions:
 - a. Leans/Foreclosures/payment plans signed by homeowners
- c. Property Manager DMA:
 - a. See property manager report

Notes:

Time limitations: the current board has been following homeowner requests to have more speakers at our meetings and more homeowner comment period times. This leaves us with less time to review contracts and The Woodlands has a large amount of external and common area maintenance work that must be contracted to meet the board's obligation to repair and maintain these areas. Please note that we review as many contracts as we can at open board meetings, but sometimes time limitations and confidential legal items limit this process.

"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.

9. Executive References, (7:48-7:50pm) ~ Aran

- a. Executive session meeting: 11/09/23: Legal items, Arrearages, Leans/foreclosures, Delinquency Policy Resolution implementation, confidential homeowner request items, technology logistics, frivolous disability discrimination cases and others costing all homeowners funds, special meeting request follow-up (very costly ~ around \$5,000 for homeowners).
- b. Update: Disability Discrimination case with the Bloomington Human Rights Commission has been dismissed (part ½ of the indemnification case).
 - Bylaws: "Indemnification: Article VII, #1 (where you can find the exact information on this)
- c. The board cannot comment publicly on pending legal. Homeowners may look up any public info:
- d. Link: mycase.in.gov or <https://public.courts.in.gov>
- e. Case #'s current: 53C01-2105-PL-001157 (Protective Order & Disability Discrimination cases aren't publicly listed)
- f. Case #s: resolved 2023: 53C06-2206-CT-001096, 53C06-2212-PL-002665 (items in common area)
- g. Case #s: dismissed 2022: 53C06-2205-MI-001071 (2022 ~ trees) & disability discrimination case.
- h. Cases that are private and can't be shared with homeowners are cases through the Bloomington Human Rights Commission, Indiana Civil Rights Commission and Protective Order Cases. The board has spent money on legal to defend against these types of cases. Filings for disability discrimination cases has increased greatly for all HOAs (even if they aren't valid). Please consider meeting with the board and then mediation before filing cases like these. The board is hopeful that we are moving in this positive direction, as we have two meetings with homeowners recently and one mediation CJAM meeting. This is a good step forward for our community.
- 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.
- k. Note that several past board presidents have quit the board and moved out of the neighborhood. During our 3 year old legal case, the insurance lawyer has worked with 5, maybe now 6 different board presidents. We must improve behavior in our community to help retain volunteer board members. We welcome feedback on making volunteers more comfortable.
- l. Signed 3 year contracts with property manager, landscaper, technology specialist and financial manager. Ongoing contracts with legal and administrative assistants. Hopefully The Woodlands can improve over the next three years, that will put us in a stronger position going forward. Our dedicated property management with the Yearly Maintenance Schedule (YMS) they have been helping us develop should help us.

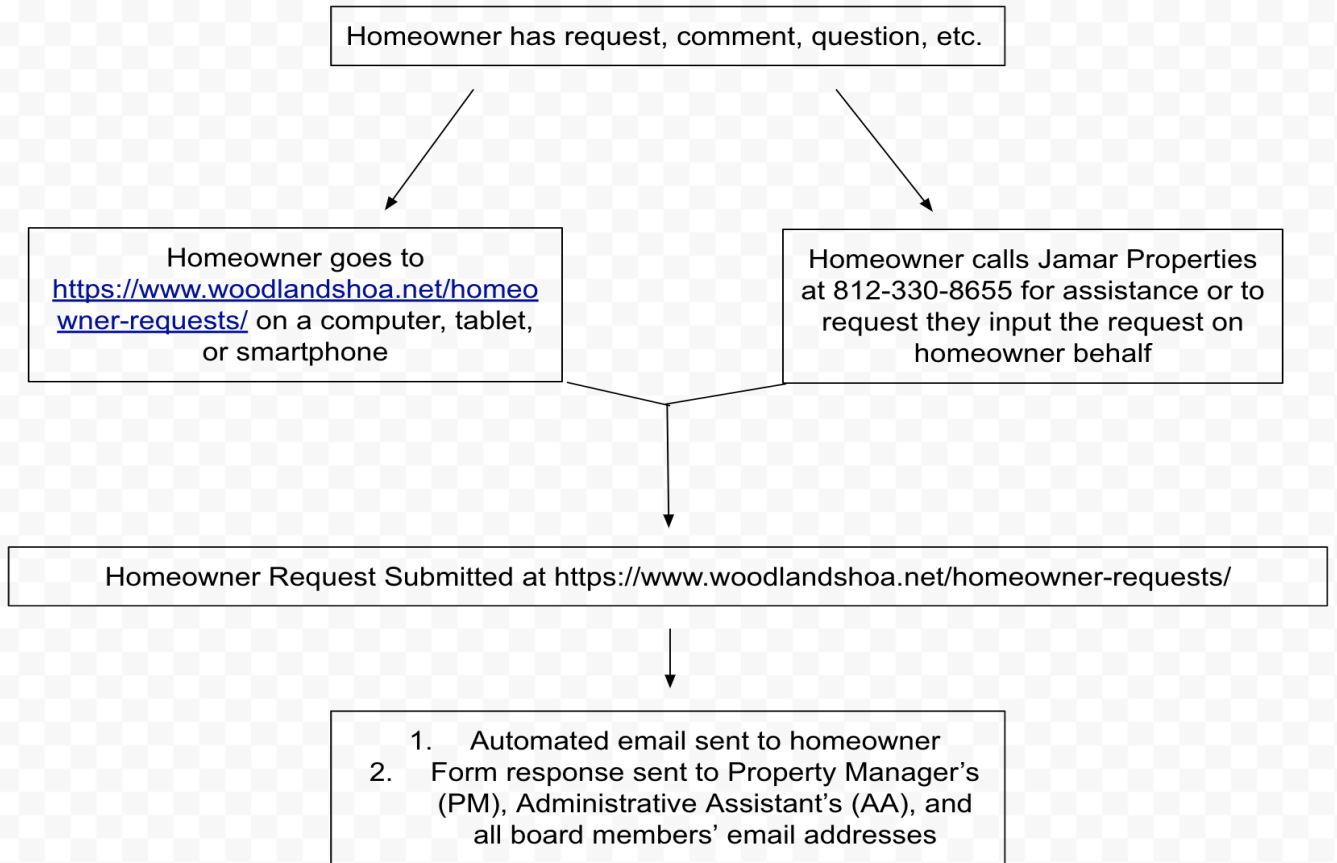
10. President's Report ~ Aran (7:50-7:55) ~Aran

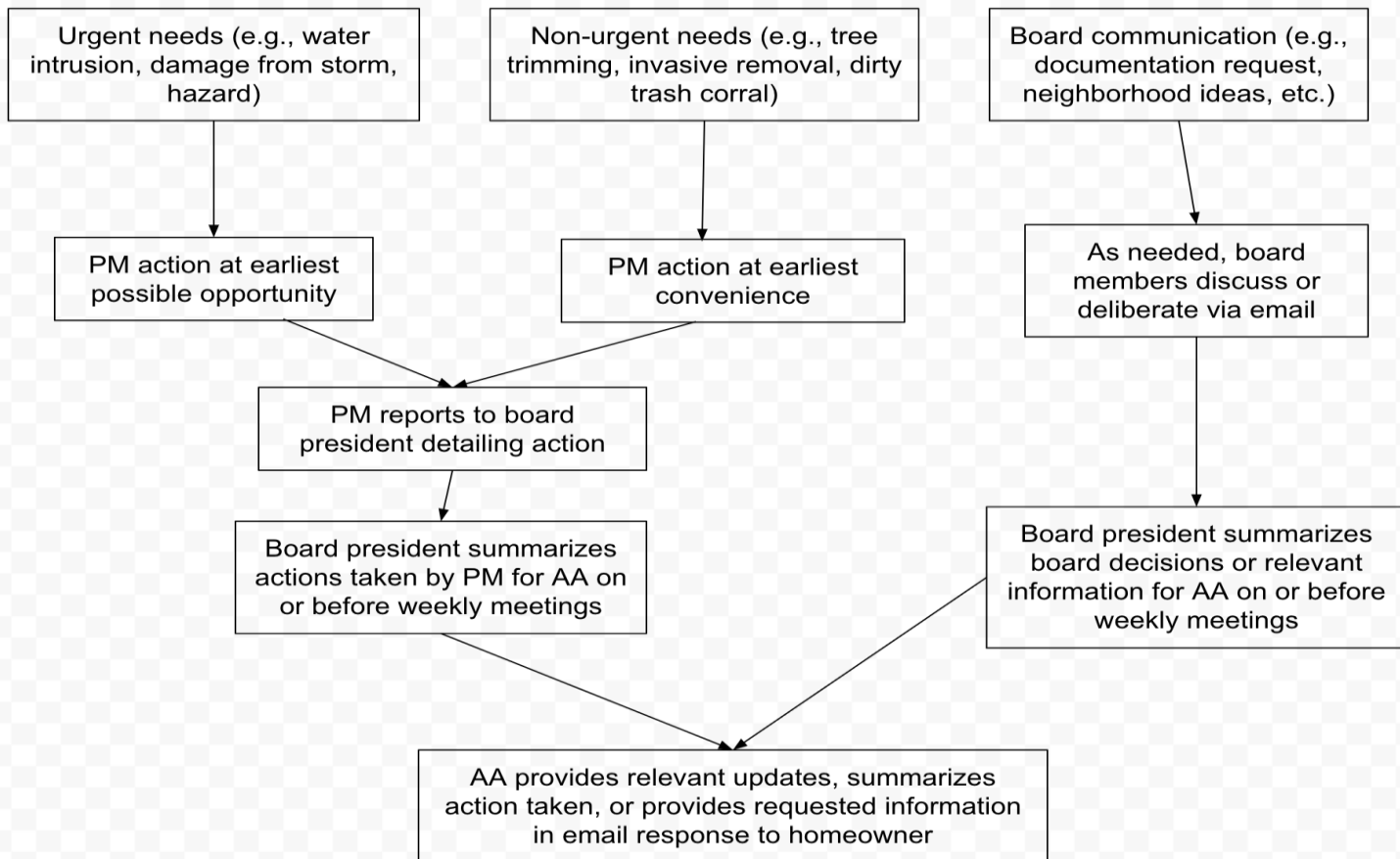
New/Updated Items:

- **2024:** Monthly HOA fees proposed to stay the same and no special assessment for 2024!!!
- 2023 financials: See information from financial manager (financials sent out monthly and on the HGD).
- Arrears: collecting on arrears (arrears down to \$35,000, were around \$90,000 when the 2022 board members started).
- Total account balances up to \$366,000 August 2022 numbers — \$167,000 in total special assessment funds to be spent on capital replacement projects (drainage project and foundation drains currently).
- **Delinquency Policy Resolution (DPR)**: Effort for fair process to collect HOA fees (i.e. arrearages): At 90 days late, FM sends 1st & 2nd written notices, then the account goes to legal. Please see the website for more information.
- **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. We would love more homeowner involvement!
- **YMS ~ Yearly Maintenance Schedule** : In progress, to be used soon including all 3-year ongoing contracts (Updated RSI data to be added in 2024 once it is received)
- **Calendar:** Please check the calendar regularly for updates and events (Homeowner Google Drive) Next event is the spring garage sale). October is our annual meeting where a budget will be approved and **fall is our yearly chimney inspections.**
- **Annual Meeting** held yearly the 2nd Thursday of October over zoom. Meeting notices (paper mailings) are required to be sent out no more than 30 days prior, but at least 10 days prior. 2024 budget will be reviewed and approved at this meeting, which can be amended and approved in November if needed. Next election cycle is the fall annual meeting in 2024 with 3 board seats to fill 3 year terms.

Dispute Process (Homeowners vs HOA)

- *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 Process Homeowners vs HOA:***
 1. Homeowner request submitted on the website, homeowner unsatisfied with response.
 2. *A homeowner may ask the board for a zoom meeting if you feel that your request has not been resolved (use the homeowner request portal on the website). Please do this **before** moving to legal action, as legal action costs all homeowners money and puts our insurance at risk. The meeting will be with one homeowner only and all board members must be invited.*
 3. *If after a homeowner's zoom meeting with the board they feel their issue hasn't been resolved, a homeowner may ask for a mediated zoom meeting with the board through non-profit organization CJAM (homeowner must initiate).*
- We are actively trying to change the culture in our neighborhood to use an *internal* Dispute Process, which saves on legal costs by avoiding legal methods to resolve disputes. Legal action puts our whole neighborhood at risk and could potentially severely impact our homeowner fees and property values.
- If you are a homeowner in current litigation with the board, we CANNOT meet with you until your legal matter is resolved.





Please read standard items below to familiarize yourself with the correct procedures happening at The Woodlands.

Standard Items:

- Yearly calendar for 2023 on the homeowner Google drive & website
- Financial balances (FM statement) ~ Assets overall & operation fund within acceptable range
- Property Management has indicated that YMS is the most important piece moving forward.
- More items will be moved to professionals (on a schedule) to reduce board burnout/turnover.
- Working on total 2023 budget expenses and aligning correct categories for 2024 budget with FM
- **Top priorities for 2023 board:** Neighborhood drainage project, Front foundation drainage work with footer drain repairs/replacement, landscape plan & schedules:
- 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.*
- **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).**
- 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).

- We are still having some issues with inappropriate contacting of vendors, which has created unnecessary conflict in the neighborhood. We strongly believe the way to move forward (and not allow the neighborhood to fall into disrepair, as it did previously) is for all members of our community to 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 volunteer days, joining a Committee, and/or running for the board now or during elections in 2024.
- The 2022-2024 board 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.)
- 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. Two board seats will be open for 3-year terms ~ (Aran and Lisa). We seek strong and creative leadership for these elections to help move us toward more sustainable, efficient, and productive procedures.

11. Treasurer's Report ~ currently sharing tasks (Aran/Valerie) (7:55-8:00) ~ **Valerie**

New/Updated Items:

- a. Financial manager documents sent to all homeowner and uploaded to the Homeowner Google Drive Monthly
- b. Financial Manager HOA funds totals: Well within expected parameters for the year
- c. Legal expenses are high due to homeowner-initiated lawsuits which could jeopardize our external insurance cost
- d. 2024 budget 1st draft being reviewed tonight (to be voted on in November when we have quorum)
- e. RSI study (in progress, will help us understand and plan for long term costs & repairs)
- f. October 2023 annual meeting is where the budget will be reviewed and approved usually
- g. HOA payments can be made on the website: <https://www.woodlandshoa.net/payment/>
 - i. 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 and all correct procedures being taken by the board to ensure financial safety.
 - ii. Please note that current standard fees can be found on the website

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).

12. Current Financial Manager (FM) Procedures

- a. FM sends financials via email (monthly) to all homeowners & puts on the Homeowner Google Drive in the “Financial Statements Public.”
- b. FM puts the invoices/receipts once a month in the “Invoices & Receipts.” *Homeowner Google Drive*
- c. FM puts the signed contracts once a month in the “Contracts.” *Homeowner Google Drive*
- d. FM adds any insurance information for new contractors to the *Homeowner Google Drive*
- e. FM adds signed contracts to the *Homeowner Google Drive* after the board member signs and emails them to the FM/PM/Board.
- f. FM adds the public contact list once a month in “Contact List” and gives the board the public and private contact lists.
- g. Board members continue to add reports and studies to the homeowner Google drive as received (property manager, committee reports, approved meeting minutes, and other).
- h. Homeowners have access to documents they are allowed to review within a reasonable amount of time.
- i. 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).
- j. 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). .. 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.
- k. 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.*
- l. 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.*

13. Financial Manager ~ Additional info for homeowners

- The board is following all procedures advised by our financial manager to keep our funds safe.
- HOA board business is approved by the board either by open board meeting, exec meeting when appropriate, action without a meeting over email or property manager allowed approval allocation (\$1,500 per month).
- Invoices are approved by two board members via email before a check or online payment is made.
- All checks are verified by two board members before signed with the signature stamp.
- Debit card purchases are approved by the board or property manager before use and have an invoice/receipt.
- Each month the financial statements are reviewed by the board prior to being sent out.
- Each month the financial statements are reviewed by the board prior to being sent out.

14. Committee Reports: Sustainability of the board into the future: including more tasks to professionals and more homeowner involvement (8:00-8:05) ~ Valerie

New/Updated Items

- Current committees: (committee members may directly read their reports)
 - **Buildings & Grounds Committee**: Blair Beavers, Kriste Lindberg, & Aran Mordoh (Head of committee/Board member)
 - **Finance Committee**: Cindy Johnson, Kris Kuntz, Ash Gupta, *Malcolm Web* (head of committee)
 - **Outreach Committee**: (Outreach, Welcoming, Recreational & Social Gathering Committee): Peggy Billeck, Sam Troxal, *Cathy Brown* (head of committee)

*** ~ See reports on Homeowner Google Drive

Standard Items:

- 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. Notes on how to get involved
 - Put in a homeowner request on the website indicating what committee you would like to join and the board will vote on it.
 - For homeowners wanting to be more involved ~ this is a great opportunity!
- c. Committee of interest: Inclusion & Engagement Committee (I&E Committee):

15. Communications Report

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, the board 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, our quarterly town halls (see Calendar in the homeowner google drive), or request a meeting with the board (all board members will be invited).
 - vi. **Reminder: Special meetings and/or anything involving litigation costs all homeowners money.** Please use the above process(es) first.
 - vii. 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 abilities. 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. Please **DO** converse with your neighbors as much as you like through other means (e.g., homeowner google group; directly requesting email addresses or phone numbers from one another), as neighborhood unity reaps great benefits!

- g. The Monthly Newsletter will be mailed to homeowners by our property manager, Jamar (and emailed by the board when/if we have time). This item is subject to change due to board workload.
- h. "Woodlands Announcements" are sent by email from the admin assistant 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-question survey (basically your name and email) to join: <https://forms.gle/eVZTDwAwP9PF6oSf9>
 - i. Reminder to please refrain from using our official board email list for your conversations with your neighbors and use the appropriate Homeowner Conversations Google Group, or another forum that your neighbors have consenting to participate in.
- k. **Uncivil or Abusive email(s) from homeowners:**
 - i. Please don't do this ~ as it brings high financial and social costs that all homeowners pay
- 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. Alternatively, 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).

16. Operations Report ~ (8:05-8:15) ~Shahana

New/Updated Items:

● **Since January 1st we have had 283 homeowner requests**

- This is a very large number of requests and doesn't include the emails that have to be redirected to the homeowner request system.
- All requests answered and **documented in the HR spreadsheet** in a reasonable amount of time
- Homeowner request: education to show how to use this on computer & cell phones (if time)
- **Homeowner Request Spreadsheet** (show): increase in online requests, permanent data collection. (if time)
- Reminder of Common Areas & External Items: common area fences, sides/fronts/back of buildings & decks, trash area, dog stations, hammock area, pond area deck & wood chip trails (*see more details in standard items*)
- A friendly reminder: being kind to your fellow neighbors creates a peaceful space for us all to live in!
- Common Area Privacy Fences: don't let any plants grow up the sides/back/fronts of buildings or on decks/fences, plants damage the external buildings and make it difficult for building maintenance to be done, any plants growing up the buildings/decks must be removed for regular building maintenance
- Wood Chip Trail & Common Area Reminders: keep personal items clear of the wood chip trails, pick-up after your dog around this common area, please do not disturb or move items in the common area like benches, picnic tables or hammock, please do not plant or put personal items in the common areas, as they belong to all homeowners to enjoy.
- Dumpster area reminders: Trash must be properly put into a sealed garbage bag, garbage bags must be put into the dumpster with the lid close don top, no disposal of large items or furniture (all homeowners get charged extra for this), please keep the dumpster lids closed, please check both sides of the dumpster if full (back side being left empty), thank you for homeowner feedback, as we continue to improve the trash areas!
- Dog bag stations: dog waste must be properly put into a dog waste bag (available at all dog bag stations), dog waste bins are for dog waste only (please use regular trash bins for other types of waste, please be courteous and dispose of your dog waste promptly and don't let it sit outside for long periods of time, upon homeowner request the neighborhood now has 6 dog bag/waste stations, which should help keep our neighborhood clean and be convenient to all homeowners and renters, still having issues with some homeowners leaving dog waste a foot or two by the dog stations, please make the extra effort to clean up after your dog and check that your kids are doing the same!
- Monthly newsletter via USPS, email, website and Homeowner Google Drive!
- Homeowners working together create a beautiful and peaceful neighborhood for us to thrive in!
- Common areas around The Woodlands repaired/restored and looking great: modified bioretention area deck, wood chip trails, picnic tables near the HOA garage and garden area and the green area between buildings 5 & 6.
- Reminder that these common areas are for all homeowners to enjoy so please keep them clean and keep them free of personal items!!!

Note: **Homeowner Request Process:**

1. *All homeowner requests and communication* **must** go through the homeowner request page on the website.
 2. Homeowner Request link: <https://www.woodlandshoa.net/homeowner-requests/>
 3. Including: maintenance, financial, documents, etc.
 4. Requests can be submitted on a computer or phone.
 5. Call Jamar Property Management if you need help.
- We have a documented spreadsheet that we will have forever, and we are fairly responding to the enormous number of requests that we receive with the help of our admin assistant and property manager.

- 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).
- If you are a homeowner in current litigation with the board, we CANNOT meet with you until your legal matter is resolved.

- **Quarterly Townhall Survey**

- The board aims to put out a quarterly townhall survey to homeowners, as we value your participation and feedback towards making important decisions for The Woodlands
- Townhall Survey Link: <https://forms.gle/4FpPKDSQKnofQx2ZA>
- Townhall survey reports: https://drive.google.com/drive/folders/1mH6TIgVJGnHDN61iABoCSUbBfXt2gWSR?usp=drive_link
- Next townhall meeting: March 21st 7-8pm on zoom (meeting ID 9202320239)
- Note: 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 members who worked hard to make this shortened and survey for The Woodlands.

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).
- iv. Tech: Online payment option, google group for homeowners, website maintenance
- 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): Recent invasive removals; upcoming tree trimming.
- 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 2023 (well ahead of time for homeowners). Use form to request specific date or ask to be present: <https://forms.gle/9JqxdN2HAtuXcAvp8>

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). Link to be added:
<https://forms.gle/wYs8443ZVokfpf2x7>

ii. 2 yearly volunteer events: spring & fall (run by Buildings & Grounds Committee) ~ on hold until next Fall

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. Yearly Maintenance Schedule (YMS)--in the works (Administrative Assistant).

e. It is our goal to avoid a special assessment in 2024, but we will need help from all homeowners to do this (help us write grants, participate on committees, utilize dispute resolution procedures before legal actions, follow proper board procedures, and review documents already on the drive before requesting copies of those documents).

f. Online payment option is available on the website

b. Other:

- Landscapers working on lots of projects (regularly mow the grass, trim bushes, remove branches, maintain the wood chip trails). They also do our snow removal, come winter.
- Invasive plant management (Bluestone for woody plants & Ecologic for herbaceous plants)
- 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/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. Reportedly, some units hadn't been cleaned in the past as required. Starting in 2023, we will have a comprehensive document to work on. Additionally, our 2023 procedure will be for the HOA to pay for inspections but, 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).
- Technology: 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. Our goal is to get the pond area funded by grants and/or city funds. B&G Committee is working very hard on this, and we could use your help!!!
- 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

17. 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)
- c. Election of Executive roles ~ Board members are overseeing these duties until replacements are solidified.
- 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.

18. 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 removals ~ B&G Committee
- j. Updating Rules and Reg's document ~ Board 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).

19. 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).

20. Postponed Business

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

- 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:

- Rules and Regulations Updates
 - Data
 - Reason for Action
 - Professional Advising Provided
 - Cost/Benefit Analysis (budget)
 - Discussion:
 - **Action:**
- 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)

- 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)

- 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)

Action: vote postponed due to lack of board quorum

- Invasive Management bid from Ecologic for herbaceous plants and other ~ **Aran** (8:16-8:20)
 - Data:
 - Reason for Action:
 - Professional Advising Provided:
 - Cost/Benefit Analysis (budget):
 - Discussion:
 - **Action:** postponed until next meeting or action without a meeting vote depending on contractor

21. New Business (8:15-8:30 pm) MOST 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.

Action:

- 2024 Budgets (Operational and Reserve) ~**Aran** (8:11-8:20)
 - Data: Monthly HOA fees stay the same for 2024 and no special assessment!
 - Reason for Action:
 - Professional Advising Provided:
 - Cost/Benefit Analysis: 2024 operation budget and reserve budget separate to better understand our regular costs versus larger repairs we need to do throughout the years.
 - Discussion:

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

- Time keeper (verbal and hand signal warning at 2:30 & 3:00)
- Logistics: Homeowner comments are for questions and feedback to the board only
- No derogatory language in general or disparaging comments of board members or property manager (considered meeting disruption)
- 1st rule violation results in a warning, 2nd violation results in loss of speaking privileges during homeowner comments.
- 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.

- g. We will allow multiple rounds of homeowner comments, as time permits, until 8:30pm.
- h. *Civil behavior must be conducted at all times. Attendees will receive a first warning, then will be muted for the remainder of the meeting.*
- i. Format follows city council meeting standard, why there aren't time limits for board members (as well as the fact that the board is sometimes responding to multiple questions)
- j. Please save specific questions about items (i.e. detailed invoice questions) or data for a homeowner request. All board members have access to this data but can't be expected to know it off the tops of their heads.

23. 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 ~ Li.

24. 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 ~ Aran
- c. Homeowner Request data review & report out ~ Admin Assistant & Shahana/Aran
- 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: All board members
- g. Meeting Minutes ~ Li / Administrative Assistant
- h. Communication ~ Administrative Assistant / Property Manager (depending on task)
- i. Board Announcements ~ Administrative Assistant
- j. Homeowner request replies ~ Administrative Assistant
- k. Monthly Newsletter creation & distribution ~ Aran / Administrative Assistant
- l. Documentation proofing ~ Shahana(as time permits)
- m. Project manager ~ 1st point of contact, Aran. 2nd point of contact, Shahana
- n. Financial Manager year end budget review ~ Aran/Valerie/Financial Committee
- o. Budget creation ~ Aran/Valerie
- p. Quarterly internal audits ~ Aran/Valerie
- q. Set and create agenda for meetings ~ Aran
- r. Tech work on systems ~ Aran/Shahana
- s. Update website quarterly ~ Aran/Lisa
- t. Upload meeting minutes and documents to website quarterly ~ 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 (point of contact Aran)
- y. Respond to homeowner requests via board decisions and rules ~ Admin Assistant
- z. Update Board HOA calendar & upload to Homeowner Google Drive ~ Aran
- aa. Email the Agenda (PPT) to legal, PM & FM 1 week prior to monthly board meeting ~ Aran

25. Announcement of Next Meeting

- a. Quarter 1 Townhall 2024 on Zoom: March 21st 7-8pm on zoom
- b. Monthly open board meeting: November 9th 7pm on zoom
- c. Monthly open board meetings are the second Thursday of the month from 7-8:30pm on zoom (n open board meeting in December over the holidays)
- d. Zoom information: Meeting ID: 9202320239 (no password)

26. Adjournment Time:

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 (other committee reports as added)
4. Agenda

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

1. Multiple bids (other misc.)
2. Meeting Minutes for review

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>