

2023

October Annual Meeting

The Woodlands Winding Brook HOA

10/12/2023

Professionals:

Property Manager: Jamar Property Management

Financial Manager: Laurie *(via Stephen Miller CPA)*

Administrative Assistant: Megan

Handyman: Mike with Lane Maintenance

Board:

Aran Mordoh: President

Shahana Ansari: Acting Vice President

Lisa Meuser: Secretary

Valerie Grim: Acting Treasurer

Vacant: At large board member



the woodlands

Reminder of contact information

Listed at the bottom of the agenda and on all board emails

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>

Open board meetings 2nd Thursday of the month from 7-8:30pm (no December meeting)

*Please use the **website for all needs** and only to email supplemental documentation or pictures **after** putting in your homeowner request through our website (link above). You may call Jamar if you need assistance with this.*



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1. Call to Order ~ Shahana (7:00-7:02)

- Recognition of attendees (homeowners, board member, professionals and notetaker)
- Logistics reminders
 - 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).
 - Open board meetings 2nd Thursday of the month from 7-8:30pm (no December meeting)
 - Zoom meeting ID: 9202020239 no password
 - Open board meeting purpose: board reports information to homeowners and publicly vote on non-confidential, non-urgent new items of business.
 - 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.
 - 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)

- *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.*

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

Photo Credit: <https://www.in.gov/dnr/forestry/properties/morgan-monroe-state-forest/>



- 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 borne.
- 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~ Valerie (7:03-7:04)

Photo Credit: <https://www.in.gov/dnr/forestry/properties/morgan-monroe-state-forest/>

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.

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

4. Guest Speaker ~ Shahana (7:04-7:34) (skip this month)

- Frank from First Insurance Group (FIG) ~ back in November
 - Possible risks for external insurance cost to increase
 - Legal action
 - Climate change events
 - Other
- Information on External Insurance Policy
- **Homeowner question period**
- Video example: <https://www.wfla.com/video/florida-condo-associations-insurance-spiked-nearly-1000-%e2%80%94-heres-why/8829360/>

5. Approval of Minutes ~ Aran (7:06-7:07)

- 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*

6. Report out on Decisions ~ Aran (7:07-7:10pm)

- ▶ Board AWM
 - ▶ Two tree contracts for removal
 - ▶ 1 maple tree (\$4,061 ~ \$400 off the job) and 4 hickory trees (\$12,928 ~ \$1,000 off the job) , all keeps us at budget for tree work for 2023
- ▶ Executive meeting decisions
 - ▶ Leans/Foreclosures/payment plans signed by homeowners
 - ▶ Financial Manager / Technology Specialist / Legal contracts
 - ▶ Property Manager Contract
 - ▶ Landscaper Contract
 - ▶ Administrative Assistant Contract Additional
- ▶ Property Manager DMA
 - ▶ See property manager report
- ▶ **Please note:**
 - ▶ *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.*
 - ▶ *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.*

6. Report out on Decisions ~ additional data Valerie

- ▶ Two tree contracts for removal (4 hickory trees and one maple tree)
 - ▶ 1 maple was requested by the homeowner of the house by our entrance (near her house, but technically on HOA land)
 - ▶ 4 hickory trees by the tree time failing due to previous drainage work and upcoming drainage work puts the buildings' safety at risk.
- ▶ From the arborist:

“The hickory tree (#1 on the proposal) that is furthest west is declining in health (thinning canopy) due to root issues (drought stress and somewhat recent installation of drainage pipes). We have been monitoring this tree for several years and it has slowly been declining and the installation of the drainage pipes has increased its rate of decline. There is likelihood of dead branches failing and impacting the 2376 E Winding Brook Circle. The consequences of failure is minor to significant, which gives this tree a moderate to high overall risk rating. As this tree continues to decline in health, there will be more risk associated with this tree and it will only have a high overall risk rating. If more drainage is installed, it will be even more of a candidate for removal because we would the condition of concern would be whole tree failure due to root cutting. There is also a more extensive drainage project expected to happen in the future for this area. This drainage project is expected to be installed through the critical root systems (the critical root zone is measured by calculating 12" of radius for every inch of trunk diameter) of at least 2 of the 3 remaining trees, if not all 3. Many large anchoring roots would be cut or severed which could cause whole tree failure with significant to severe consequences of failure (if one of the trees were to fail and impact the homes on either side of the trees.) The tree furthest to the east (#4 on the proposal) if retained, would be highly susceptible to high winds and therefore wind sail if the other trees (#1, #2, #3) were removed. The condition of concern would be whole tree failure due to increased wind exposure. The likelihood of #4 failing and impacting 2374 E Winding Brook Circle is likely to very likely and the consequences of failure would be significant to severe, which gives this tree a high overall risk rating if #1, #2 and #3 are removed. Therefore due to the future drainage project we recommend the removal of all 4 of these trees.

6. Report out on Decisions ~ additional data Valerie

- ▶ Financial Manager / Technology Specialist
 - ▶ These professional services have been established for years (working off past contracts that were 3 + years old).
 - ▶ Past board members have been trying to get us in legal trouble for not having the current contracts for these professionals, even though the contracts should have been provided by the past board.
 - ▶ Therefore, we are signing new contracts for these already established professionals who have been doing really good work for us and haven't raised their fees in years.

6. Report out on Decisions ~ additional data Aran

- ▶ Property Management History (from memory and documents ~ tentative data)
 - ▶ Tempo 2017 ~ quit The Woodlands
 - ▶ Current board member told directly by them that our neighborhood was too difficult to work with and the board tried to micromanage them too much.
 - ▶ Mackie 2017-2018 ~ quit The Woodlands
 - ▶ Jamar 2019-2020 ~ Then board president didn't renew their contract
 - ▶ When asked at an open board meeting if the board president had communicated this to the property manager, he refused to answer). Later documents showed Jamar was trying to get our neighborhood on a schedule and address issues, but that board was fighting them on this. Jamar also told the Buildings and Grounds Committee at that time that the president of the board refused his phone calls.
 - ▶ Mackie 2020 – fall 2021 ~ quit The Woodlands
 - ▶ Told directly to a current board member that they quit due to past board member Connie Beckwith's action of trying to send out confidential and inaccurate information to the neighborhood about a homeowner running for the board. This action was in direct violation of their contract and operations.
 - ▶ Later documents found in board emails showed that Mackie was trying to get our neighborhood on a schedule and address issues (especially gutter cleaning, drainage issues and other), but that board was fighting them on this (debating the need for these different items)
 - ▶ Jamar March 2022 to current
 - ▶ Please note that the 2019-2021 board left the current board without a property manager for 6 months and current board members had to personally see to homeowner requests (crawling around in attics and basements). It was extremely difficult to be without a property manager for this time period.
 - ▶ We were so grateful that Jamar came back to The Woodlands to give us another chance!
 - ▶ Our Property Management Retention issue
 - ▶ We have had different Property Managers 5 times in 7 years (the common element is The Woodlands and The Woodlands has to do better in order to maintain a Property Manager)

6. Report out on Decisions ~ additional data Aran

- ▶ Property Manager Contract ~ signed a 3-year contract Jan 1, 2024 – Dec 31, 2026
 - ▶ New contract includes quarterly community walk through and letter distribution for rule enforcement (keeps all property values safe). Follow-up period where violation will be corrected, and homeowner assessed cost to their account by FM.
 - ▶ Monthly property manager fee \$2,000 per month (secured for 3 years)
 - ▶ Jamar property management has been working quietly behind the scenes to repair and restore our common areas and external building items, while saving us money. They have been doing an amazing job with our grounds and it really shows!
 - ▶ Jamar has spent a huge amount of time with legal aspects in our neighborhood, even spending extra time during contracted work and facilitating legal needs from contractors so they feel safe conducting regular maintenance in our neighborhood.
 - ▶ We are very thankful for Jamar property management staying with us, even though homeowners brought a tree work lawsuit against them and the board last year (for standard tree work which was dismissed).
 - ▶ We are grateful they are staying with us for the next three years and that they have significantly helped us reduce costs with contractors over the last two years, putting our finances into a better state currently.
 - ▶ Please note that there are less property managers (more of them are quitting the business), inflation and costs have increased significantly in the past several years and since we separate our financial management from property management and have a large amount of landscaped common areas our HOA is more expensive than most to maintain.

6. Report out on Decisions ~ additional data Aran

- ▶ Landscaper Contract ~ signed a 3 year contract Jan 1, 2024 – Dec 31, 2026
 - ▶ Established the actual cost of the woodchips and cedar mulch (after brining that back after so many years)
 - ▶ Per the B&G Committee to encourage native plant growth, no more spraying at all at The Woodlands via the Landscaping Contract (except the wood chip trail). Invasive removal contracts separate (woody & herbaceous)
 - ▶ Found that 2023 contract should have been around \$38,000 (transferring the document we got the 2nd round of leaves and bush trimming for free).
 - ▶ Current contract: \$35,490 (for 3 years with a 2.5% inflation increase each year)
 - ▶ Landscapers have been doing a great job working with the PM & board and implementing feedback from the B&G Committee, as well as being kind and respectful (even during difficult police incidents)
- ▶ Administrative Assistant Contract Additional
 - ▶ Ongoing as needed for the transition period with only three board members and more work needing to be moved to the professionals and away from board members. This is a temporary measure until current tasks can be moved over.
 - ▶ Same current rate of \$18 per hour
 - ▶ In the past our board has done more of the work themselves to try and save money, but a cost-benefit analysis shows this actually cost us funds in the long run by creating inconsistency (leaving us susceptible to lawsuits) and micromanaging of contractors (causing more contractors to leave us). The current approach is building towards one system with consistent and sustainable systematic procedures that all board members must follow, while allowing professionals to do their jobs. We hope to implement this in the updated rules and regs.

7. Executive References ~ Aran (7:10-7:12pm)

➤ Executive meeting 9/21/23

- Arrearages, confidential matters, homeowner requests, correct policies & procedures
- Two Indemnification cases (1 new insurance claim, homeowner bringing legal action against a board member). This means more insurance claims, which can lead to higher costs for all homeowners.
- 1 of 2 lawsuits against the board completed from the 2020 board (completed in 2023)
- Grant (pond area work) ~ legal time had to be spent due to legal inquiry
- The board cannot comment publicly on pending legal
- 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.
- 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.

➤ Lawsuits: You can look up the public legal cases online

- Please note that current legal action from homeowners is taking up a large amount of the board's time.
- mycase.in.gov , or <https://public.courts.in.gov>
- Current active case #: 53C01-2105-PL-001157
- Non-active case #: 53C06-2206-CT-001096, 53C06-2212-PL-002665, 53C06-2205-MI-001071
- Helpful link to see up-to-date info in your neighborhood: <https://monroein.elevatemaps.io/>

- 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 of disability discrimination cases have increased greatly for all HOAs (even if they aren't valid).

8. President's Report (slide 1) ~ Aran (7:10-7:12pm)

New/Updated items *(look at agenda for details & standard items)*

- **2024:** Monthly HOA fees proposed to stay the same and no special assessment for 2024!!!
- **2023 financials trends:** See information from the financial manager (financials sent out monthly and on the HGD)
 - **Arrears:** collecting on arrears (arrears down to \$35,000, were around \$90,000 when 2022 board members started).
 - Total account balances up to \$366,000 currently — \$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**
 - RSI Data Included (save for during/after property manager report)
- **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 **October 18-22nd is our yearly chimney inspections.**
- **Annual Meeting** October 12th over zoom. Meeting notices 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. No elections this fall. Next election cycle is the fall annual meeting in 2025 with 3 board seats to fill (3 year terms).

8. President's Report (slide 2) ~ Aran

➤ Dispute Process & Homeowner Request System (Homeowners vs HOA)

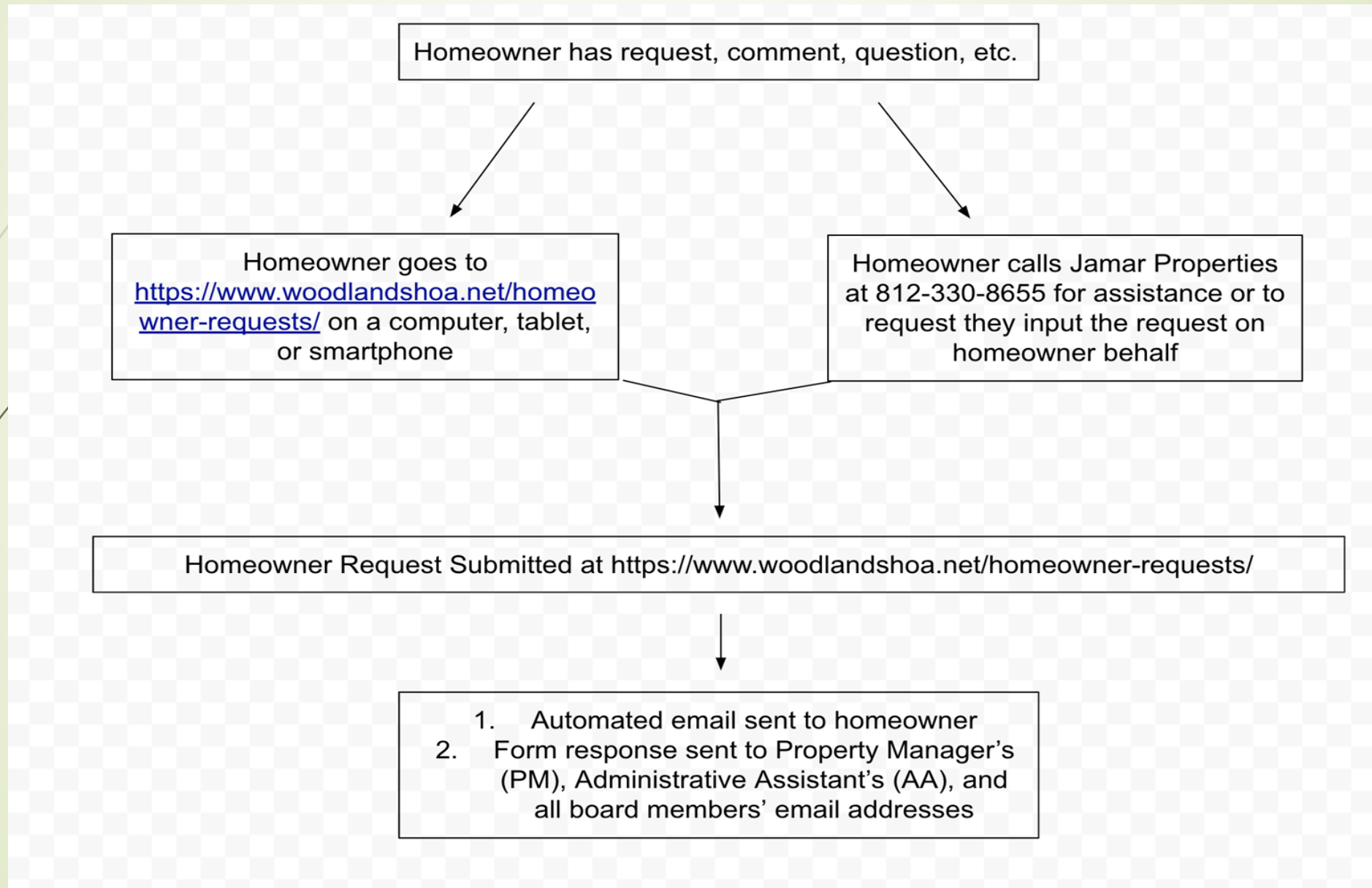
1. All homeowner requests and communication **must** go through the homeowner request page on the website: <https://www.woodlandshoa.net/homeowner-requests/>
2. Including: maintenance, financial, documents, complaints, general questions etc.
3. Requests can be submitted on a computer or phone.
4. Call Jamar Property Management if you need help or would like for them to submit on your behalf.

➤ Dispute Process:

- 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 must change the culture in our neighborhood to use an internal Dispute Process to save on legal costs, as this helps us avoid using legal methods for 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.*

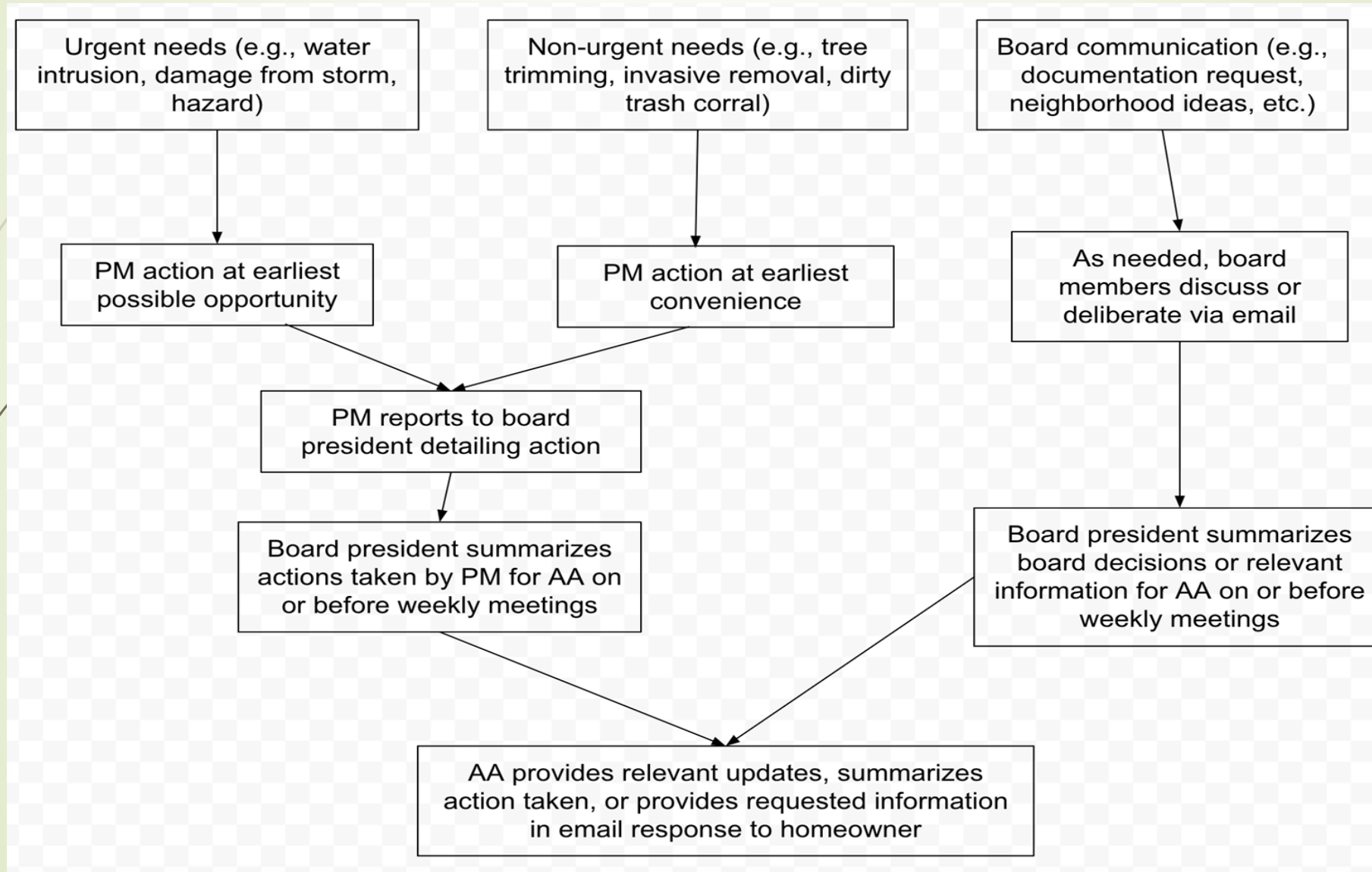
8. President's Report (slide 3) ~ Aran

► Dispute Process & Homeowner Request System (Homeowners vs HOA)



8. President's Report (slide 4) ~ Aran

► Dispute Process & Homeowner Request System (Homeowners vs HOA)



9. Treasurer's Report ~ Valerie (7:17-7:18pm)

New/Updated items (*look at agenda for details & standard items*)

- New/Updated Items
 - Financial manager documents sent to all homeowners and uploaded to the *Homeowner Google Drive* monthly
 - Financial Manager funds totals: Well within expected parameters for the year
 - Legal expenses are high due to homeowner-initiated lawsuits, which can jeopardize our external insurance cost
 - 2024 budget 1st draft to be reviewed tonight (to be voted on in November when we have quorum)
 - RSI study (in progress, will help us understand and plan for long term costs & repairs)
 - October 2023 annual meeting is where the budget will be reviewed and approved usually
 - HOA Payments can be made on the website: <https://www.woodlandshoa.net/payment/>
- Please read the Standard Items in the board meeting minutes 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.
- Please note that current standard fees and yearly costs to homeowners can be found on the website

10. Financial Manager Procedures ~ Aran (7:18-7:19pm)

➔ Documents for Homeowners to review

1. FM sends financials via email (monthly) to all homeowners & puts on the Homeowner Google Drive in the “Financial Statements Public.”
2. FM puts the invoices/receipts once a month in the “Invoices & Receipts.”
Homeowner Google Drive
3. FM puts the signed contracts once a month in the “Contracts.” *Homeowner Google Drive*
4. FM adds any insurance information for new contractors to the *Homeowner Google Drive*
5. FM adds signed contracts to the *Homeowner Google Drive* after the board member signs and emails them to the FM/PM/Board.
6. FM adds the public contact list once a month in “Contact List” and gives the board the public and private contact lists.
7. Board members continue to add reports and studies to the homeowner Google drive as received (property manager, committee reports, meeting minutes and other)

Homeowners have access to documents they are allowed to review within a reasonable amount of time.

11. Financial Manger's Report ~ Laurie (7:19-7:25pm)

1. The board is following all procedures advised by our financial manager to keep our funds safe.
2. 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 (\$1,000 per month).
3. Invoices are approved by two board members via email before a check or online payment is made.
4. All checks are verified by two board members before signed with the signature stamp.
5. Debit card purchases are approved by the board or property manager before use and have an invoice/receipt.
6. Each month the financial statements are reviewed by the board prior to being sent out.
7. Notes on upcoming payments: none

12. Property Manager's Report ~ Jamar (7:25-7:30pm)

- Report out on work in the neighborhood and bids being acquired
- Bring up Yearly Maintenance Schedule (YMS) to review with PM

13. Committee Reports ~ Valerie (7:30-7:45pm)

➤ Current Committees:

- 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)

➤ 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.
- Homeowners wanting to be more involved ~ this is a great opportunity!
- Possible other committee: Inclusion & Engagement Committee
- Note: some committee members have reported facing harassment by fellow homeowners ~ this is not acceptable behavior. Please have respect for our hard working volunteers!

13. Committee Reports (slide 2) ~ Valerie (7:30-7:45pm)

► Buildings & Grounds Committee

Updates: Bigger Projects

- Stormwater drainage grant applied for in August and the Outreach committee gathering signed documents from homeowners who are participating.
- PM & Board President spoke to engineer on 9/6/23 verifying that the construction documents for the modified bioretention area and nearly complete. The next step is going to be for them to submit it to the city for approval and begin collecting bids.
- Engineer still working on getting front of buildings foundation bids (including *footer drains*). This is also needed drainage work to keep the buildings same, but must be done with the foundation work, as it is so close to the side of the buildings/foundation.
- Bids for the large drainage project to be collected soon (many projects in cue)
- Aran/B&G awarded \$11,000 for the pond area, we are applying for \$20,000 more now
- Blair and Aran met with Ecologic, but may need to meet with someone else for an herbaceous invasive management (3 year contract).
- Accepted woody invasive management contract from Ecologic for 3 years (removed spraying from Landscaping contract)

12. Committee Reports (slide 3) ~ Valerie (7:30-7:45pm)

► Buildings & Grounds Committee

Updates: Smaller Projects

- **Reserve Study** initial report coming in, meeting with finance committee on this.
- Budget feedback from the financial committee. Possible splitting of the 2024 budget into operational budget and reserve budget (for larger projects) to making long-term planning easier and maybe adding invasive removal work to the tree line item perhaps.
- Reviewed and meet with **landscaper** on landscaping contract with PM Jamar.
- **Charging stations**, small and simple grants (to happen soon from Blair)
- Survey for chimney inspections sent out ~ with outreach committee participation
- **Invasive tree removal** work on 9/6/23 successful from Bluestone with no incident. Extra work by property manager, board members and committee members for this item. More removals being done due to safety need in mid October.
- **Tree trimming** work happened in October. Bluestone took into account areas that might need to be trimmed back to help with gutter clogging over one buildings and extra requests by homeowners to help with trees over roads, sidewalks, entrances and parking spaces.
- Working on **schedule** for next year (spring garage sale & fall community volunteer event)

12. Committee Reports (slide 4) ~ Valerie (7:30-7:45pm)

➤ Finance Committee

Updates:

- Meeting weekly
- Gave the board feedback on the projected 2024 budget (being reviewed by the board currently & board to meet with finance committee on this at the end of October)
- Homeowner Malcolm (head of the finance committee), board member Aran Mordoh and Financial Manager met to review the proposed budget for 2024
- The standard plan is to approve a budget in October and if any revisions need to be made, an updated budget can be approved in November, however due to lack of quorum the budget will be reviewed in October and approved in November
- The board will meet with the finance committee to go over their feedback of the 2024 budget at the end of October.

12. Committee Reports (slide 5) ~ Valerie (7:30-7:45pm)

➤ Outreach Committee

Updates:

➤ Residential Storm Water Grant

- Assisted with sending emails to homeowners in Phase I of the Drainage Project informing them about the City of Bloomington Grant and asking if they wanted to join the application for the grant.
- Followed-up with homeowners in Phase I and forwarded signed authorizations of those who wished to participate.

➤ Chimney Sweeping

- Assisted with drafting the Homeowner's Request Survey that was sent to all homeowners regarding the upcoming chimney sweeping.

➤ Welcome Package

- Gathering information/ideas to include in a Welcome Package to give to new homeowner to familiarize them with where to find answers to questions, where to submit homeowner requests, etc.
- Looking at a printed package for new homeowners as well as an online reference for all homeowners.

➤ Building Community

- Reviewing a variety of events and social groups that could help build community in the Woodlands. More information to follow.

13. Communications Report ~ Li (7:45-7:46pm)

- New/Updated Items: None currently ~ please read standard items on the agenda

15. Operations Report ~ Shahana (7:46-7:51pm)

- New/Updated Items
- 266 homeowner requests so far this year (show on cell phone or computer if time)
- 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
- New basketball goal ordered, to be added soon & old one removed (cheaper than trying to repair the 40-year-old one that keeps breaking)
- Reminder of Common Areas & External Items (see slides below):
 - Common area fences, sides/fronts/back of buildings & decks, trash area, dog stations, hammock area, pond area deck & wood chip trails.
- Standard Items (read the detailed agenda)

A friendly reminder:

Being kind to your fellow neighbors creates a peaceful space for us all to live in!



Common Area Privacy Fences:

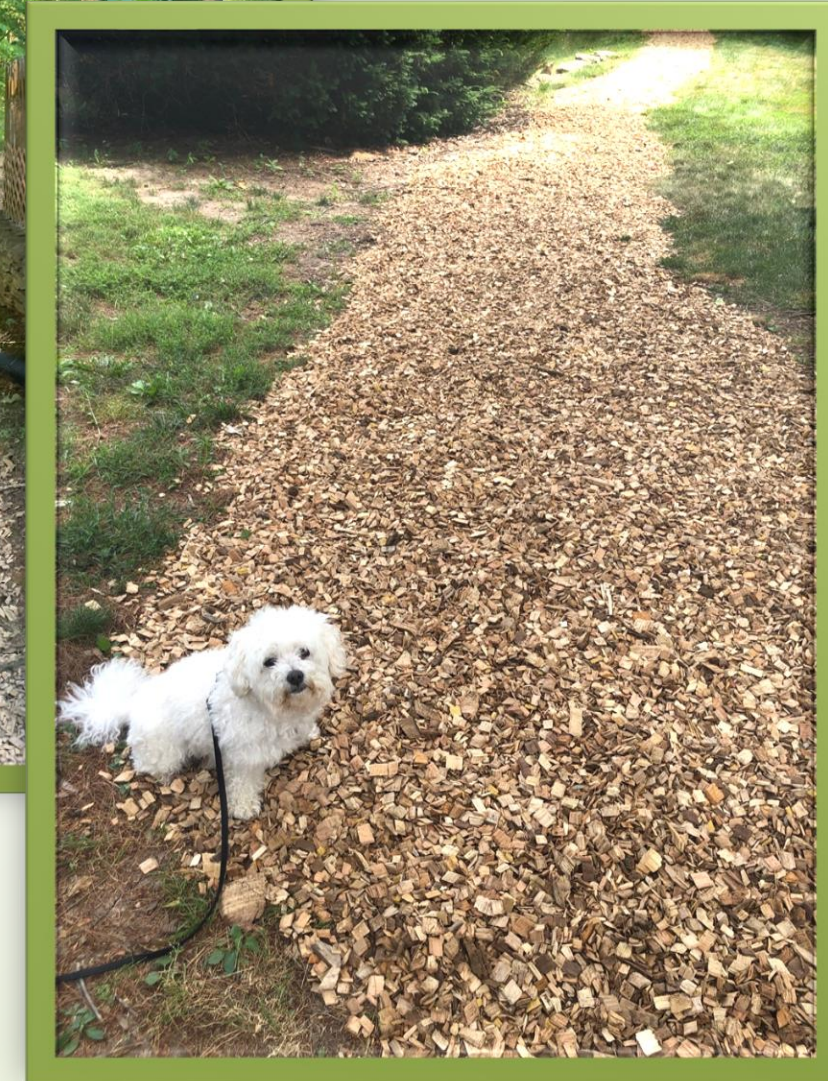
Friendly reminder not to let plants grow on them



- Please 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

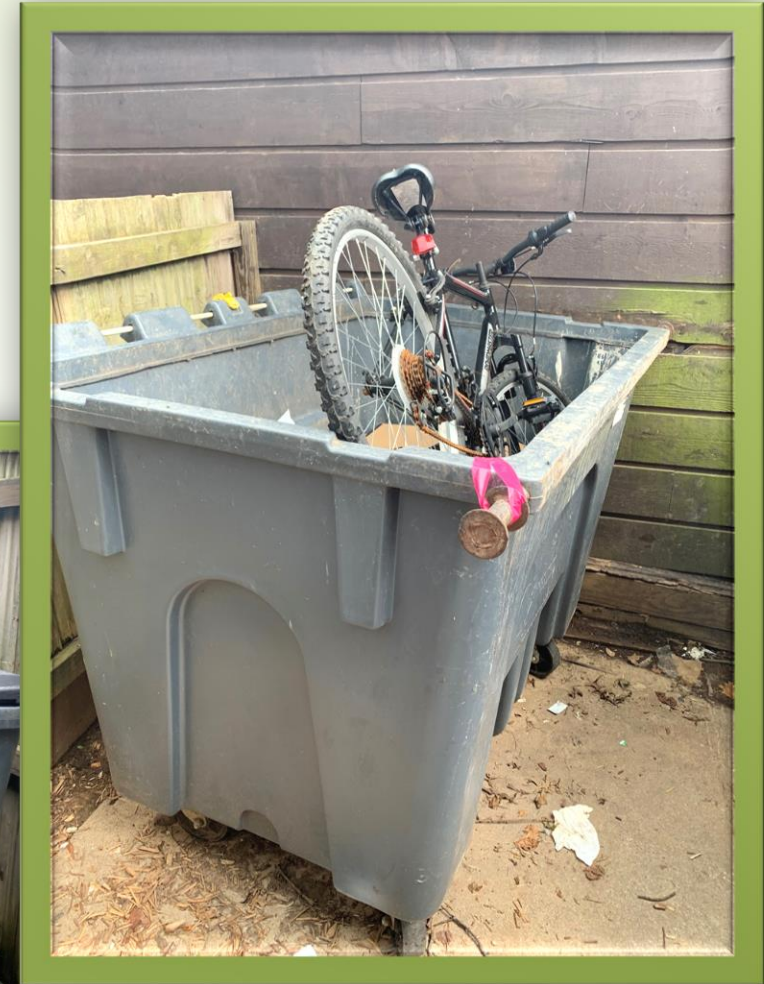
Wood Chip Trail & Common Area Reminders:

- 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: 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 closed on 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 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! 😊





Homeowners at the 2023 Community Volunteer Day!



Monthly newsletters now coming via **USPS**, **Email** ,
Website & Homeowner Google Drive!

Please note: any extra legal may delay this item

Homeowners at the 2023 Community Volunteer Day!



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 between buildings 1 & 11 with bench

Reminder that these areas are for all homeowners to enjoy so please keep them clean and keep them free of personal items!

Common Areas around The Woodlands

Repaired/Restored and looking great!!!



Picnic tables near the HOA garage and garden area



Green area between buildings 5 & 6 with bench

Reminder that these areas are for all homeowners to enjoy so please keep them clean and keep them free of personal items!

Homeowners at the 2023 Community Volunteer Day!



Any monthly updates (photos): If none, move to the next slide



14. Operations Report (slide 2) ~ Shahana (7:46-7:51pm)

➤ 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 constantly aiming for fair 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 that legal matter is officially resolved.*

14. Operations Report (slide 3) ~ Shahana (7:46-7:51pm)

► Quarterly Townhall Survey

1. *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*
2. Townhall survey link: <https://forms.gle/4FpPKDSQKnofQx2ZA>
3. Townhall survey reports: https://drive.google.com/drive/folders/1mH6TIgVJGnHDN61iABoCSUbBfXt2gWSR?usp=drive_link
4. Next townhall meeting: March 21st 7-8pm on zoom (meeting ID 9202320239)
5. Other
6. 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 objective survey for The Woodlands.

Skip 16-19

- Tabled business
- Pending business
- Yearly contracts to review
- Postponed Business
- For more details on these read the detailed agenda document

20. New Business~ All Board Members (7:51-8:20pm)

➡ 5 new items (if there is excessive legal activity from homeowners, items may be postponed)

A. 2024 Budget

B. Invasive Management

C. Parking Lot stripe & number painting

20. New Business~ Aran (8:06-8:11pm)

- 2024 Budget
 - Data: Monthly HOA fees stay the same for 2024 and no special assessment!
 - Reason for action:
 - Professional Advising:
 - Cost/Benefit Analysis:

20. New Business~ B) Shahana (8:11-8:16pm)

- ▶ Invasive Management bid for herbaceous plants
 - ▶ Data: Reason for action: Uphold HOA responsibility to remove invasive plants from grounds
 - ▶ Professional Advising: Staying on top of invasive removals is essential to keep this task manageable
 - ▶ Cost/Benefit Analysis: Early action reduces costs down the road
 - ▶ Postponed until next meeting or action without a meeting vote depending on the contractor

20. New Business~ c) Shahana

- ▶ Parking Lot Stripe & Number Painting
 - ▶ Data: Reason for action: To ensure residents and visitors can clearly distinguish between unit parking and visitor parking
 - ▶ Professional Advising:
 - ▶ Cost/Benefit Analysis:
 - ▶ Postponed until next meeting or action without a meeting

21. Homeowner Comments ~ Board members & AA (8:20-8:30pm)

Civil behavior please

- **Logistics:** Homeowner comments are for questions and feedback to the board only
 - No disparaging/degrading language in general or 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.
 - Board member to call on homeowners randomly, as hands are raised (*digitally or by image*)
 - Time keeper (verbal & hand signal warning at 2:30 & 3:00)
- **Procedures:**
 - Homeowners must limit their comments to 3 minutes per round & follow all board instructions
 - Board members will wait to give their responses until all homeowners who want to comment have gone for the round.
 - We will allow multiple rounds of homeowner comments, as time permits
 - 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)
 - 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. Upcoming meetings ~ Shahana (8:30pm)

- Next Annual open board meeting on zoom: November 9th 7pm
 - Special guest speaker external insurance agent Frank from FIG
- Next townhall meeting March 21st, 2024
- No open board meeting in December (holidays)
- Open board meetings always the 2nd Thursday of the month from 7-8:30pm over zoom, zoom ID 9202320239 (no meeting in December, holiday month)

Thank you for
attending the open
board meeting!



Thank you for attending the open board meeting!



Winter milk-jug planting with the B&G Committee

The National
Wildlife Federation
through its
Backyard Wildlife
Habitat Program
awards this
Certificate
of Achievement



BACKYARD WILDLIFE
HABITAT
NATIONAL WILDLIFE FEDERATION®

Winding Brook Homeowners

This Certificate recognizes the establishment
and maintenance of Backyard Wildlife Habitat

No. 29582

This habitat is certified in the National Wildlife Federation's worldwide
network of mini-refuges where, because of the owner's conscientious
planning, landscaping, and gardening, wildlife may find quality
habitat—food, water, cover, and places to raise their young.

Mel Van Natter
President



We can get back to this some day!

Certificate of Appreciation

Monarch Waystations provide milkweeds, nectar plants, and shelter for
monarchs throughout their annual cycle of reproduction and migration.

In appreciation for efforts on behalf of monarchs,
Monarch Watch awards this certificate to

Woodlands Winding Brook Homeowner's Association

for the creation and maintenance of Monarch Waystation number

3588

Creating and maintaining a Monarch Waystation contributes to monarch conservation
and helps to assure the continuation of the monarch migration in North America.

CREATE, CONSERVE, & PROTECT MONARCH HABITATS

Chip Taylor
Chip Taylor, Director
Monarch Watch



www.MonarchWatch.org