

2023

# September Open Board Meeting The Woodlands Winding Brook HOA

9/14/2023

**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>

*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
- Logistics reminders
  - Open board meeting purpose: board reports information to homeowners and publicly votes on non-confidential, pressing 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).
  - No disparaging/derogatory written or spoken comments allowed.
    - 1<sup>st</sup> violation = warning.
    - 2<sup>nd</sup> violation = loss of speaking privileges during homeowner comment period (possible removal for meeting disruption)
  - Chat bar purpose: for technical issues only
  - ***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).***

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

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 and people of color and people of various genders serving on this board, and this is an issue important to us.

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

- Open Board Meeting August 10<sup>th</sup> 2023

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

- Board AWM
  - \$3,200 for Lane Maintenance via multiple larger tasks (wasp nests, external siding hole filling, sidewalk opening filling, metal cages for plants, stain areas and other).
- Executive meeting decisions
  - Leans/Foreclosures/payment plans signed by homeowners
- 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.*



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

### ➤ Executive meeting 9/14/23

- 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

### ➤ 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 #s: 53C01-2105-PL-001157
- Non-active case #s: 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).

# 7. President's Report (slide 1) ~ Aran (7:12-7:17pm)

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

- ▶ **2023 financials trends:** See information from the financial manager.
  - ▶ **Arrears:** collecting on arrears (arrears down to \$35,000, were around \$90,000 when 2022 board members started).
  - ▶ **Total account balances:** up to \$365,000 currently (\$99,000 in recent special assessment is intended to be used for the community drainage repair)
- ▶ **Delinquency Policy Resolution (DPR):** Effort for fair process to collect HOA fees (i.e. arrearages).
  - ▶ At 90 days late, FM sends 1<sup>st</sup> & 2<sup>nd</sup> 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 31<sup>st</sup> 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 18-22<sup>nd</sup> is our yearly chimney inspections.
- ▶ **Annual Meeting** October 12<sup>th</sup> 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).



## 7. President's Report (slide 2) ~ Aran

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

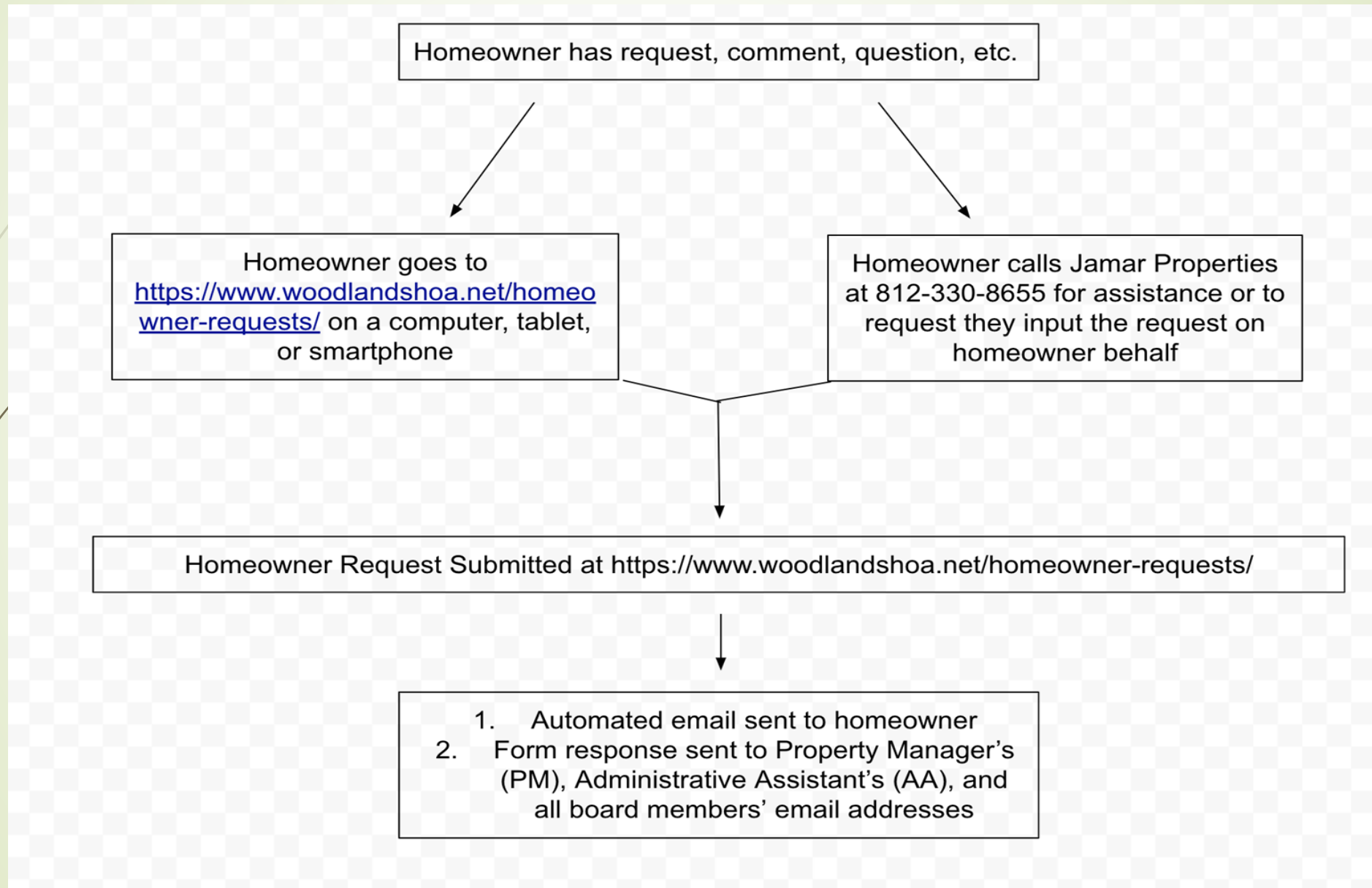
1. All homeowner requests and communication **must** go through the homeowner request page on the website: <https://www.woodlandshoa.net/homeowner-requests/>
2. Including: maintenance, financial, documents, complaints, general questions etc.
3. Requests can be submitted on a computer or phone.
4. Call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

➤ Dispute Process: *An individual homeowner may ask the board for a meeting if they feel that their 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.*

- *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.*

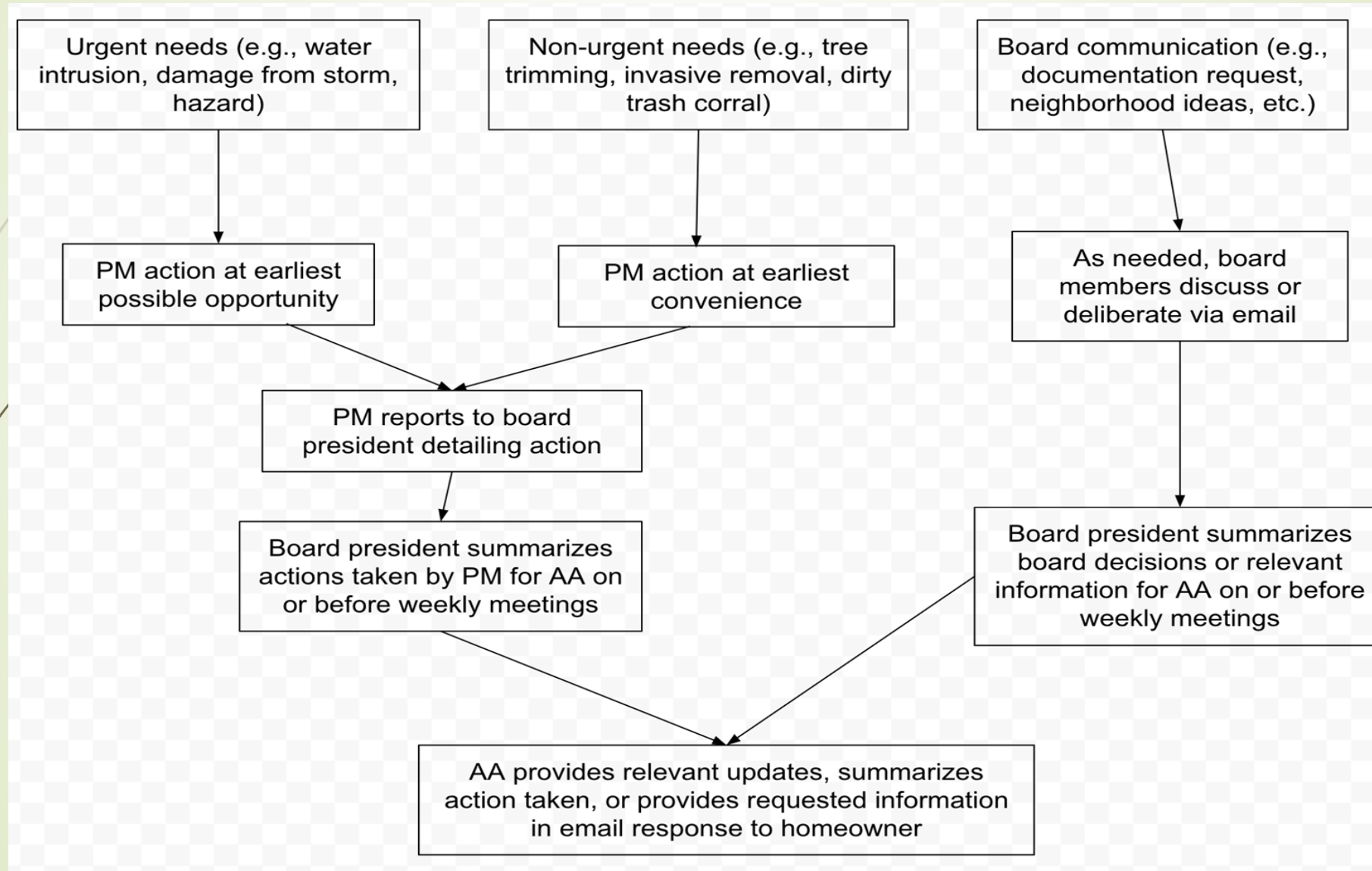
## 7. President's Report (slide 3) ~ Aran

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



# 7. President's Report (slide 4) ~ Aran

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



## 8. 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 1<sup>st</sup> draft, financial committee feedback received, Aran & Malcolm (head of finance committee) will meet with the financial manager to review all updates and changes
  - 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
  - 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



## 9. 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.



## 10. 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

## 11. 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

## 12. 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

## 12. Committee Reports (slide 2) ~ Valerie (7:30-7:25pm)

### ► 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)
- Blair and Aran met with Bluestone, who just gave us a bid for the woody invasive management (3 year contract).
- Blair and Aran met with Ecologic for possible herbaceous invasive management contract.

## 12. Committee Reports (slide 3) ~ Valerie (7:30-7:25pm)

### ► Buildings & Grounds Committee

Updates: Smaller Projects

- **Reserve Study** initial report coming in, need to meet with him still.
- 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.
- Reviewing and meeting with **landscaper** on landscaping contract currently.
- **Charging stations**, small and simple grants (to happen soon from Blair)
- The City of Bloomington received a letter from a homeowner objecting to the Neighborhood Improvement Grant and the \$11,000. This project is still moving forward.
- 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.
- **Tree trimming** work to happen at the end of September. Bluestone taking into account extra 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 (7:35-7:40pm)

### ➤ Finance Committee

Updates:

- Meeting weekly
- Gave the board feedback on the projected 2024 budget (being reviewed by the board currently)
- Homeowner Malcolm (head of the finance committee) and board member Aran Mordoh will meet with the Financial Manager to review the changes to the 2024 budget before the 2023 annual meeting in October
- 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.
- The financial committee and board members make monthly notes throughout the year of actual costs vs current budget, to improve the process of a more accurate projected budget yearly.

# 12. Committee Reports (slide 5) ~ Valerie (7:40-7:45pm)

## ➤ 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

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

- New/Updated Items
- 236 homeowner requests so far this year (show on cell phone or computer if time)
- Landscapers contract being worked on
- B&G Committee (Aran/Blair) working with Bluestone and possibly Ecologic for Invasive removal contracts for 2024 (woody and herbaceous plants)
- Recent weather events: Big storms & gutter clogs that were fixed right away!
- Reminder of Common Areas & External Items (see slides below):
  - Common area fences, sides/fronts/back of buildings & decks, trash area, Dog stations & Wood Chip trails.
- Standard Items (read the detailed agenda)

# 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 about your legal matter 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](https://drive.google.com/drive/folders/1mH6TIgVJGnHDN61iABoCSUbBfXt2gWSR?usp=drive_link)
4. Next townhall meeting: September 21<sup>st</sup> 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.

**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

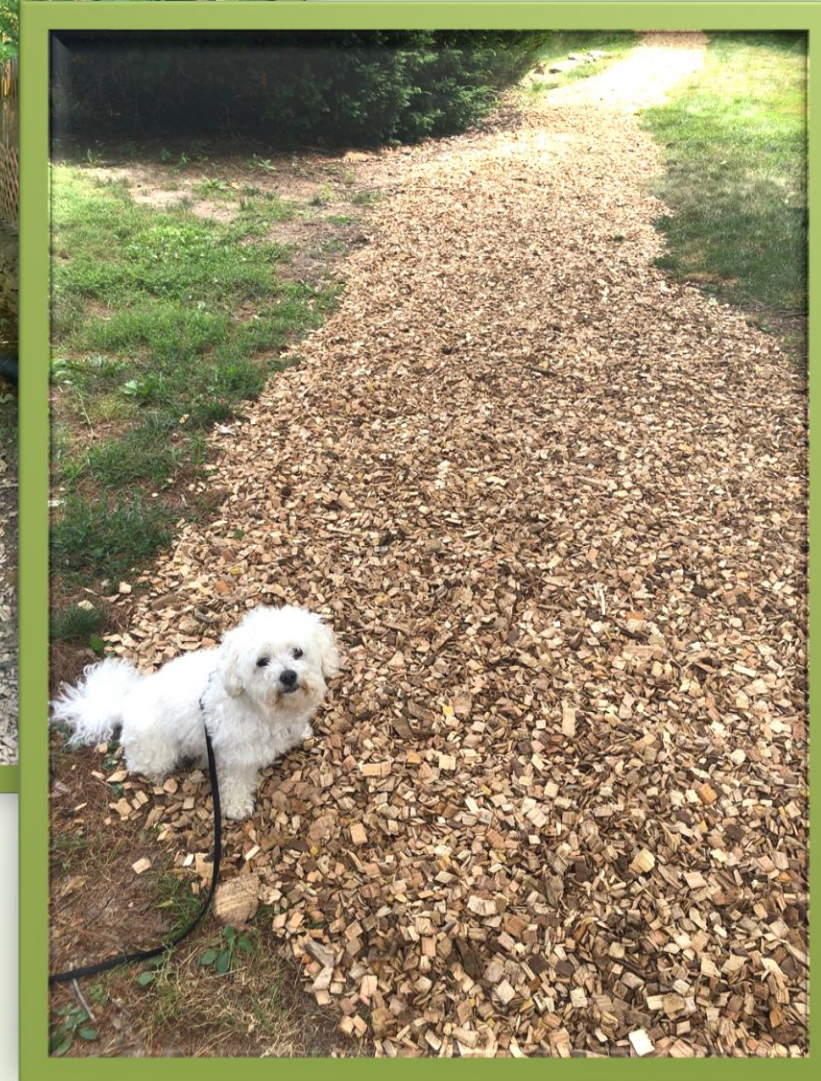


- Please don't let any plants grow up the sides/back/fronts of buildings or on decks.
- Plants damage the external buildings and make it difficult for building maintenance to be done.
- Any plants growing up the buildings/decks must be removed for regular building maintenance



## Wood Chip Trail & Common Area Reminders:

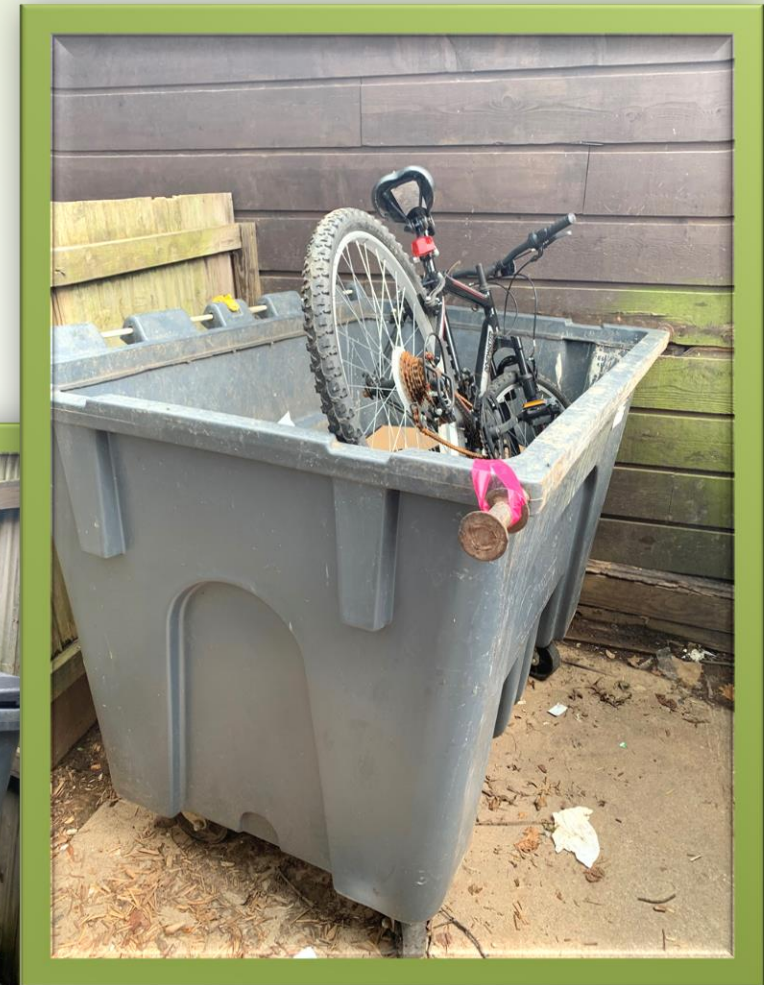
- Keep personal items clear of the wood chip trails.
- Pick-up after your dog around this common area
- Please do not disturb or move items in the common area: benches, picnic tables or hammock.
- Please do not plant or put personal items in the common areas, as they belong to all homeowners to enjoy.





## 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!)





## 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!







*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*

# Skip 15-18

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



## 19. New Business~ All Board Members (7:51-8:06pm)

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

A. PM Contract

B. Invasive Management Bluestone

C. Invasive Management

D. Parking Lot stripe & number painting

E. Power washing & staining decks

## 19. New Business~ Shahana (8:06-8:11pm)

- Jamar Property Management Contract
  - Data: Extending current contract until the end of the year
  - Reason for action: Secure property manager for next year
  - Professional Advising: Willing and able to continue work in our neighborhood
  - Cost/Benefit Analysis: Property management conducting regular operations is an essential neighborhood need



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

- ▶ Invasive Management bid from Bluestone for woody plants and other
- ▶ 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

## 19. New Business~ c) Aran (8:16-8:20pm)

- Invasive Management bid for herbaceous plants and other
  - Data: Reason for action:
  - Reason for Action:
  - Professional Advising:
  - Cost/Benefit Analysis:

## 19. New Business~ Shahana (if time)

- ▶ 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:

## 19. New Business~ Aran (if time)

- ▶ Power washing & staining decks
  - ▶ Data: Reason for action:
  - ▶ Reason for Action:
  - ▶ Professional Advising:
  - ▶ Cost/Benefit Analysis:

## 20. Homeowner Comments ~ Lisa/Aran (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)
  - 1<sup>st</sup> rule violation results in a warning, 2<sup>nd</sup> violation results in loss of speaking privileges during homeowner comments.
  - Aran to call on homeowners randomly, as hands are raised (*digitally or by image*)
  - Lisa keeps time (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: October 12<sup>th</sup> 7pm
- Next townhall meeting September 21<sup>st</sup>, 2023
- Open board meetings always the 2<sup>nd</sup> 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!

