

March 2024 Open Board Meeting Meeting Minutes

Woodlands Winding Brook HOA

March 14th, 2024 @ 7:00 pm

Location: Zoom (<https://iu.zoom.us/j/9202320239>)

Zoom Meeting ID: 9202320239 (no password)

(Time frames below are for efficiency purposes)

- ❖ Homeowners present: Kris Kuntz, Jeff Cupp, Peggy Billeck, Jim Mayer, Kristie Lindberg, Brett Haviland
- ❖ Board Members present: Cathy Brown Shahana Ansari, Jeanette, Clausen, Valerie Grim
- ❖ Professionals present: Ashley Ranard-Dowdy, Laurie, Miller, AA (Aran M. & Megan P.)
- ❖ Notetaker for the meeting: Cathy Brown

1. Call To Order / Welcome / Recognition of Attendees (7:00-7:04pm) ~ Shahana

- 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.
 - Frequency:** Open board meetings 2nd Thursday of the month from 7-8:30pm (no December meeting)
 - Zoom meeting ID: 9202020239 no password
 - Purpose:** Open board meeting purpose:
 - Professionals & board reports information to homeowners (provides education when time allows)
 - HOA Board publicly votes on non-confidential, non-urgent new items of business.
 - Comment Period:** Please hold all homeowner comments for the “homeowner comment” period at the end of the meeting or when the board asks for feedback on items before voting (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.
 - Rules:** 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)
 - Technology:** 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 based on the needs of items and time.

2. Land Acknowledgement & Grounding Exercise (7:04-7:05pm) ~Shahana

Introduce

- As we work to build and repair our community, we must honestly and humbly confront the uncomfortable events in our past that have led us to where we are now.
- 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.

- 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.
- 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 (7:05-7:06) ~ Li

Diversity Commitment

- The HOA 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 may file a homeowner request immediately
- Value the racial, gender, age, and other types of diversity in this board and community.
- The HOA board commits to ensuring accommodations are updated regularly for older residents and residents with different abilities
- Responses to ADA requests have included: closed captions turned on in Zoom meetings, microphones checked before Zoom meetings, ADA path to pond area deck being reviewed

Hate speech

- We are striving to adopt a good will approach
- Zero tolerance policy for use of derogatory slurs
- Victims of hate speech may report incidents (include documentation if possible) so they may be formally documented by the board
- Value inclusivity and consider addressing the use of hate speech in the neighborhood an important issue

4. Financial Manager's Report ~ Laurie Miller, Financial Manager ~ Laurie (7:06-7:11)

- Current report on financials that are sent out to homeowners and put up on the Homeowner Google Drive (this includes invoices, contracts and all other financial documents sent to homeowners)
- Any upcoming fees due
- Different ways to pay fees ~ reminder of paying on the website
- Reminder of Insurance 1st payment was due in January, 2nd payment is due June 2024

5. Property Manager's Report ~ James/Tonya/Ashley with Jamar Property Management (7:11-7:16)

- Report on work in the neighborhood and bids being acquired
- Bring up YMS ~ The Woodlands Yearly Maintenance Schedule to review with PM
- Ashley reported out on Jamar activities during February (See list provided)

6. Guest Speaker (7:16-7:16) ~ Shahana

- None this month*
- Continue to review the updated Reserve Study 2024 (last study done in 2018), as it will inform homeowner questions for many of the guest speakers for the future*
- guest speaker yearly schedule:*
 - October Annual Meeting: Legal counsel Jason from Mcauley Law*
 - November open board meeting: Frank from First Insurance Group*
- Homeowner question period (if time)**

- Note: Guest speakers are arranged to help provide education on pertinent topics**

7. Approval of Minutes (7:16-7:17) ~Shahana

- Open Board Meeting minutes: from last month **Action:** Shahana moved and Jeanette seconded. Passed 3 for and 0 against and no abstaining

8. Report Board decisions made since the last monthly meeting (7:17-7:19pm) ~Shahana

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

Please note:

- Board AWM:
 - HFI (Bluestone) pipe repair up to \$7,100
 - Sidewalk Repair \$4,500 (sidewalk torn up to complete pipe repair)
- Executive meeting decisions:
 - Liens/Foreclosures/payment plans signed by homeowners
- Property Manager DMA:
 - See property manager report

Notes:

Time limitations: the HOA board is responding to homeowner requests to have more speakers at our meetings and more homeowner comment period time. 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 (7:19-7:20pm) ~ Li

- Executive meeting** 01/11/24
 - Arrearages, confidential matters, legal items, HOA requests, correct policies/procedures
 - 1 pending Indemnification case
 - 1 lawsuit against the board originating in 2020

Note: The board cannot comment publicly on pending legal

- Lawsuits/Legal Updates:** You can look up the public legal cases online
 - mycase.in.gov , or <https://public.courts.in.gov>
 - Current active case #s: 53C01-2105-PL-001157 (& 1 confidential indemnification case)
 - Non-active case #s: 53C06-2206-CT-001096, 53C06-2212-PL-002665, 53C06-2205-MI-001071 (& 5 confidential cases)
 - 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: Bloomington Human Rights Commission, Indiana Civil Rights Commission and Protective Order Cases.
 - Filings of disability discrimination cases have increased greatly for all HOAs nationally (despite their validity).

- Please consider meeting with the board and then mediation before filing cases like these, as legal costs are shared by all homeowners. The board is hopeful that the neighborhood is moving in this positive direction, as we began having dispute and mediation meetings with homeowners, as well as more active participation from more neighbors in working to solve neighborhood issues. These are good steps forward for our community and shoutout to everyone giving their efforts.

10. President's Report (7:20-7:30) ~Shahana

New/Updated Items:

- 2024:** Monthly HOA fees to stay the same and no special assessment for 2024
- 2024 Projects Large:**
 - Obsolete Pond Area / Stormwater Drainage Area Repair (Grant for extra funds needed)
 - Neighborhood wide drainage repair in 4 phases (estimated 2-3 years to complete)
 - Foundation drain repairs for ½ of all buildings based on need (2-3 years to complete with large drainage repair for cost saving measures)
- 2024 Projects Medium:**
 - Governing documents re-recorded (no changes), PDF document put onto the HGD & Website. More ADA compliant version, easier to read for homeowners who use assistive reading technology (old version scanned in and hard to read).
 - HOA Request system: now used for contractors and committees to submit documents (improving tracking, payment time and report responses)
 - Yearly Maintenance Schedule (YMS)
 - Rules and Regulations update (last update 2018)
 - Welcome Packet
 - Committee structures and procedures
- 2023 financials trends:** See information from the financial manager (financials sent out monthly and on the HGD)
 - Our 2023 savings will be very important for reserve funds needed for big projects in 2024/2025: Drainage, modified bioretention area and possibly others.
 - Arrears:** collecting on arrears (arrears down to \$23,000, were around \$90,000 in 2022).
 - Total account balance \$349,079.95 (see financial reports for more details)
- 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 info
- Board Positions:**
 - 1 open board seats for term ending on December 31, 2024: Please submit an HOA request if interested.
 - 3 open board seats for 3-year terms in 2025. Please look out for candidate statement forms to come out soon! Voting over mail August-October (tentative).
- Calendar:** Please check the calendar regularly for updates and events (Homeowner Google Drive)
 - Spring garage sale
 - October annual meeting with budget review/approval
 - Fall Community Volunteer event & chimney inspections
- Logistics:**
 - Annual meeting held on 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.

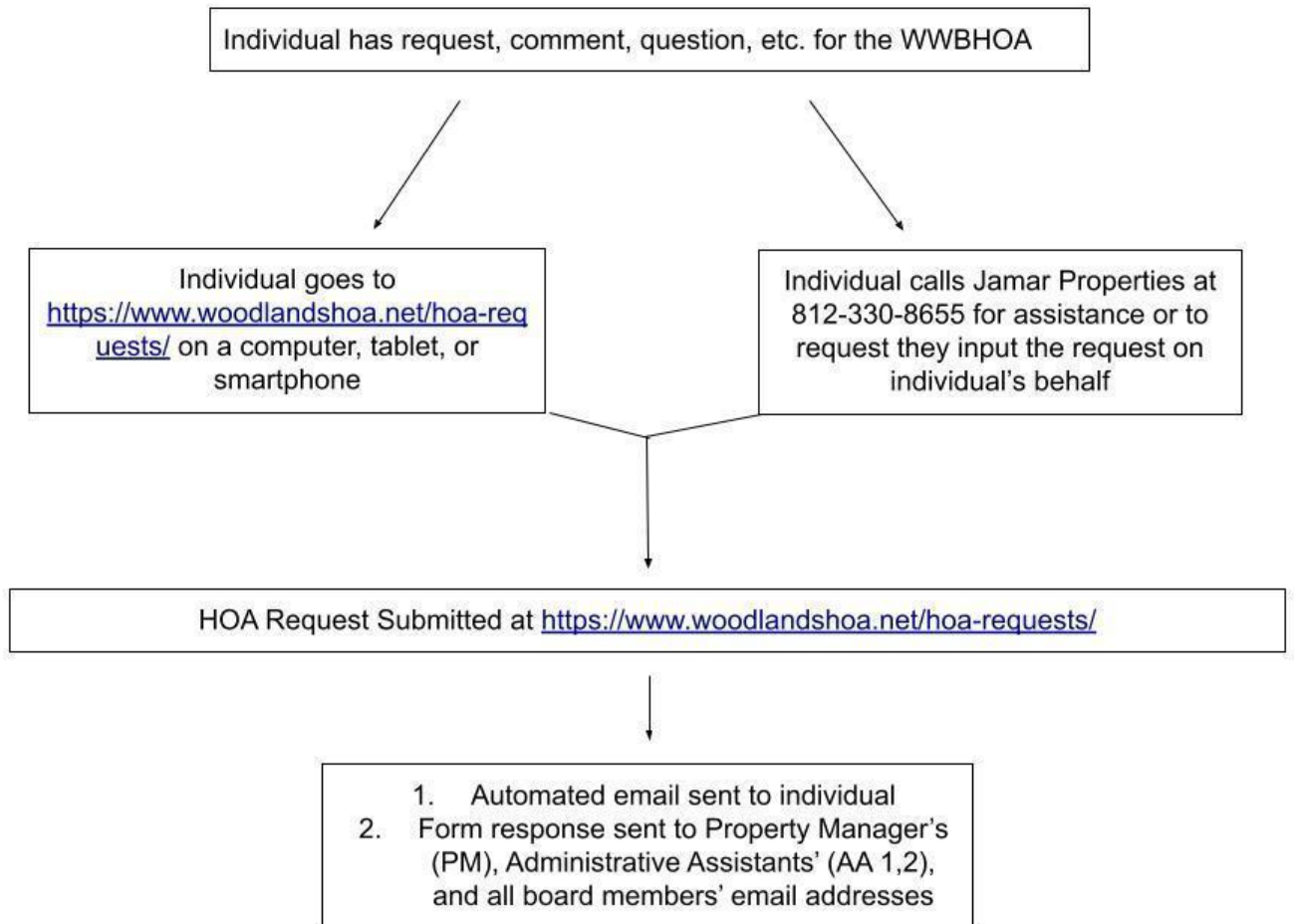
- Next election cycle is the fall annual meeting in 2024 with 3 board seats to fill 3-year terms (mail in voting by homeowners)

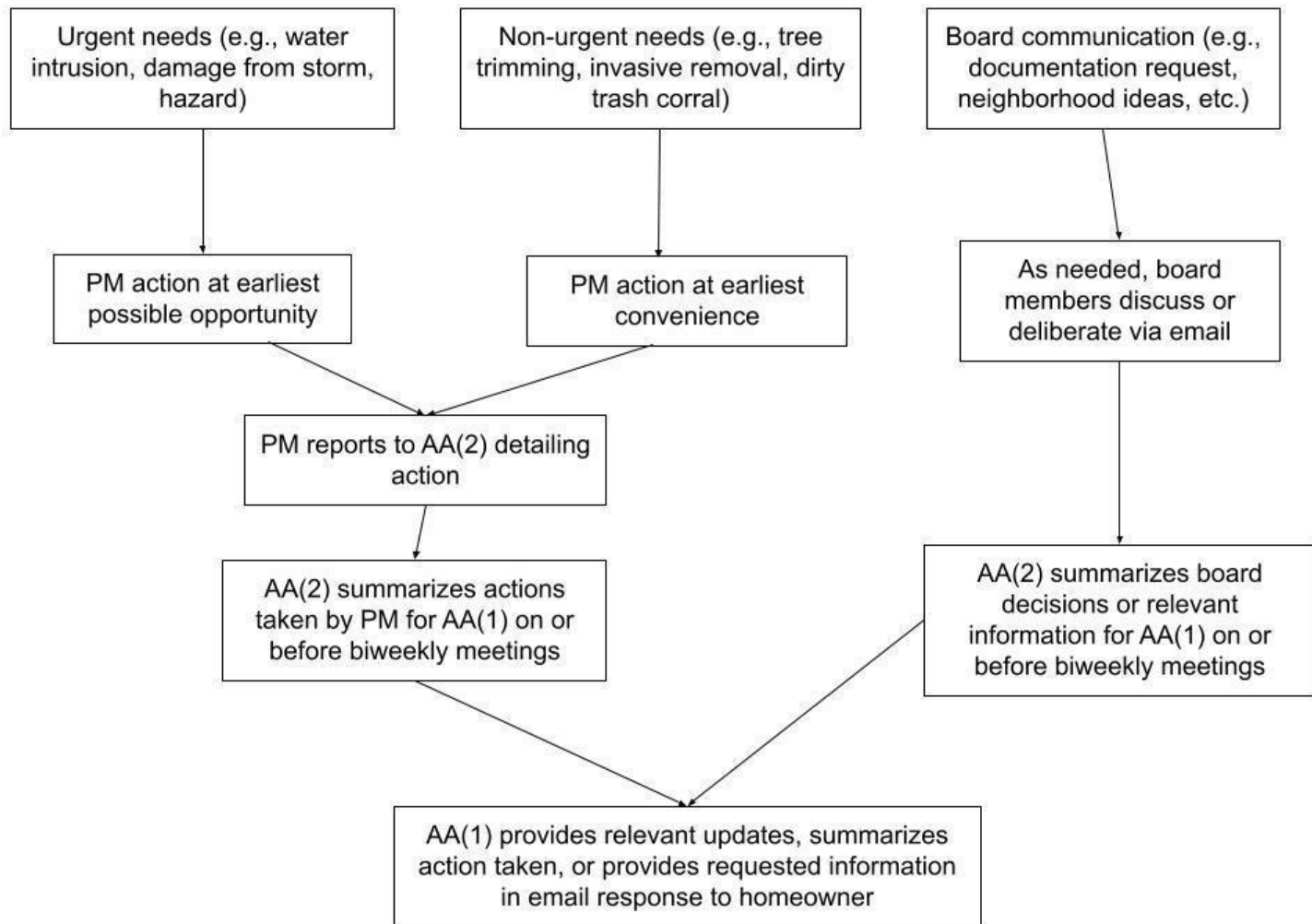
Dispute Process & HOA Request System (*Homeowners vs HOA Disputes*)

1. All **HOA requests** and communication **must** go through the HOA request page on the website: <https://www.woodlandshoa.net/hoa-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 for you.

Dispute Process:

- 1.** HOA 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 HOA 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.*





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

Standard Items:

- Top priorities for 2024 board:** Modified Bioretention Area, neighborhood drainage project, foundation drains, more items transitioned to professionals to avoid board member burn out.
- 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.*
- Fall 2024 next board member election cycle. Homeowners in good standing (up to date with HOA fees) may run for the board. Elections info and voting ballots are mailed by our property manager (Jamar) with easy voting procedures for all homeowners: Homeowner ballots can be mailed, emailed, or delivered in person to the property management office. (No election voting will take place on Zoom meetings) Next election cycle: Fall 2024. Three board seats will be open for 3-year terms ~ (Li/Cathy/Jeanette). 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 (Cathy/Valerie) (7:30-7:35) ~ Valerie

New/Updated Items:

- Financial manager documents**: Emailed to homeowners and uploaded to the *Homeowner Google Drive* monthly
- Financial Manager funds totals**: Better than expected for 2023, will determine for 2024
- Legal expenses**: Still high due to internal conflict lawsuits, jeopardizes our external insurance cost
- 2024 budget**: Financial committee will track/make recommendations for the 2025 budget before annual meeting, as well as a 5–10-year budget recommendation after the RSI study comes out
- Reserve/RSI study** 2024 Updated Report on the Homeowner Google Drive
- October 2024 annual meeting**: Where the budget will be reviewed and approved usually
- Quarterly Internal Audits**: In progress for the new year, satisfactory for 2023
- HOA Payments**: can be made on the website: <https://www.woodlandshoa.net/payment/>
- 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 fees and yearly costs to homeowners can be found on the website

Standard Items:

- 2024 Fees on website: Units without a garage-\$385, units with 1 garage-\$400, units with two garages-\$415
- Delinquency Policy Resolution (DPR) for arrearages ~ All homeowners have a 90-day grace period.
- 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/leas/foreclosures)
- DPR maximizes our assets & limits our liabilities. Fair for all homeowners. Lowers arrearages.
- Most financial procedures and safeguards explained with the Financial Manager Procedures

12. Current Financial Manager (FM) Procedures

- FM sends financials via email (monthly) to all homeowners & puts on the Homeowner Google Drive in the “Financial Statements Public.”
- FM puts the invoices/receipts once a month in the “Invoices & Receipts.” *Homeowner Google Drive*
- FM puts the signed contracts once a month in the “Contracts.” *HGD after a board member and the contractor sign them and email them to the FM/PM/Board*
- FM adds any insurance information for new contractors to the *Homeowner Google Drive*
- FM adds the public contact list once a quarterly in “Contact List” with a reminder from the Admin Assistant via the YMS and emails those lists the PM & Board
- 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 within a reasonable amount of time.

13. Financial Manager ~ Additional info for homeowners

- Financial Manager Procedures**: The board is following all procedures advised by our financial manager to keep our funds safe.
- HOA Board Approval**: 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).
- Payment Approval**: Invoices are approved by two board members via the HOA Request system on the website before a check or online payment is made.
- Check Signing**: Checks are verified by two board members via HOA Request system or email before signed with Valerie’s signature stamp (or Cathy’s possible in the future).

- Debit card purchases**: are approved by the board or property manager before use and have an invoice/receipt.
- Monthly Financial Statement Review**: Each month the financial statements are reviewed by the admin assistant and board prior to being sent out. The financial committee then gives feedback on these statements.

14. Committee Reports: (7:35-7:45) ~ Valerie

New/Updated Items

- Current Committees**:
 - Buildings & Grounds Committee**: Blair Beavers, Kriste Lindberg & **Shahana Ansari** (head of committee)
 - 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!
- Buildings & Grounds Committee (Shahana)
 - Stormwater drainage grant**: Applying again in 2024 for the modified bioretention area / obsolete stormwater drainage area
 - Herbaceous invasive management** To be a part of the drainage area yearly maintenance and native planting maintenance for the entire Woodlands property
 - Woody invasive management** contract from Bluestone for 3 years (removed spraying from Landscaping contract)
 - Spring & Fall events**: Spring garage sale and fall community volunteer day event
 - Small and simple grant**: for car charging stations
 - Rules & Welcome Packet**: Providing update recommendations for the rules document and welcome packet on native and invasive plants
- Finance Committee: 2025 budget and 5-10 year planning after the reserve/RSI study (Valerie, Li)
- Outreach Committee: Welcome packet (Cathy)

Standard Items:

- 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 WWBHOA 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 WWBHOA gets done on behalf of the homeowners. We want to encourage homeowners to contribute to their association.

15. Operations Report ~ (7:45-7:50) ~Shahana

New/Updated Items:

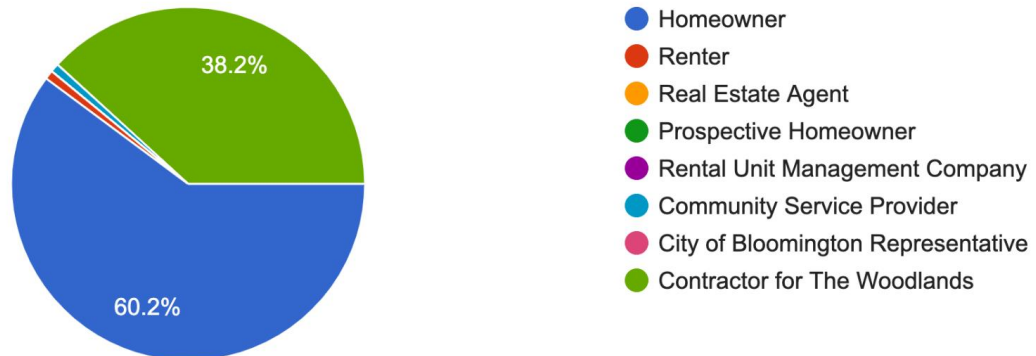
- 309 completed HOA requests in 2023, 123 HOA requests in 2024
 - 2024 HOA Requests: 85 complete, 24 pending/responded to, 14 not yet responded to
 - Current rate: estimated 2024 requests will be 600, require at least 600 hours of administrative work (roughly \$10,800 on data gathering, coordinating with other professionals, follow-up ~ estimated 1 hour per request, but often times more)
- All HOA requests answered and **documented in the HOA Request spreadsheet** in a reasonable amount of time
- Cedar Mulch (natural termite repellent) will soon be put on the fronts of units and common areas (opt out possible ~ testing for this year)
- Property Manager and Contractors to use the HOA request website process for better tracking
- Reminder of Common Areas & External Items:
 - Common area fences, sides/fronts/back of buildings & decks, trash area, dog stations, hammock area, pond area deck, basketball court & wood chip trails.
 - Repairs/restorations to the common areas ongoing

Charts

Who is putting in HOA requests?

How are you affiliated with The Woodlands neighborhood in Bloomington Indiana?

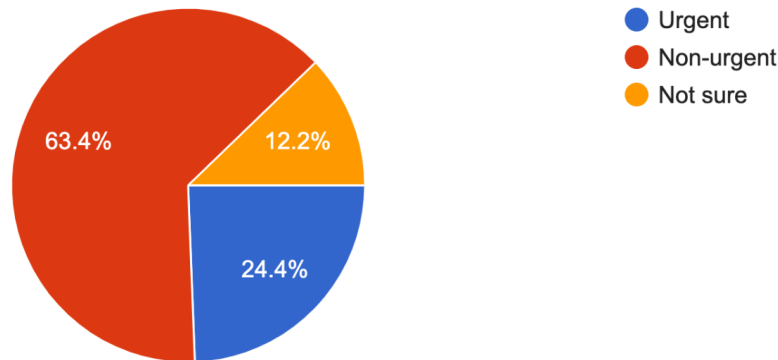
123 responses



Is it an urgent request?

Do you consider this request to be urgent (i.e., needing immediate action to prevent severe damage or harm) or non-urgent (i.e., needing action as pro... issue does not pose an immediate hazard or risk)?

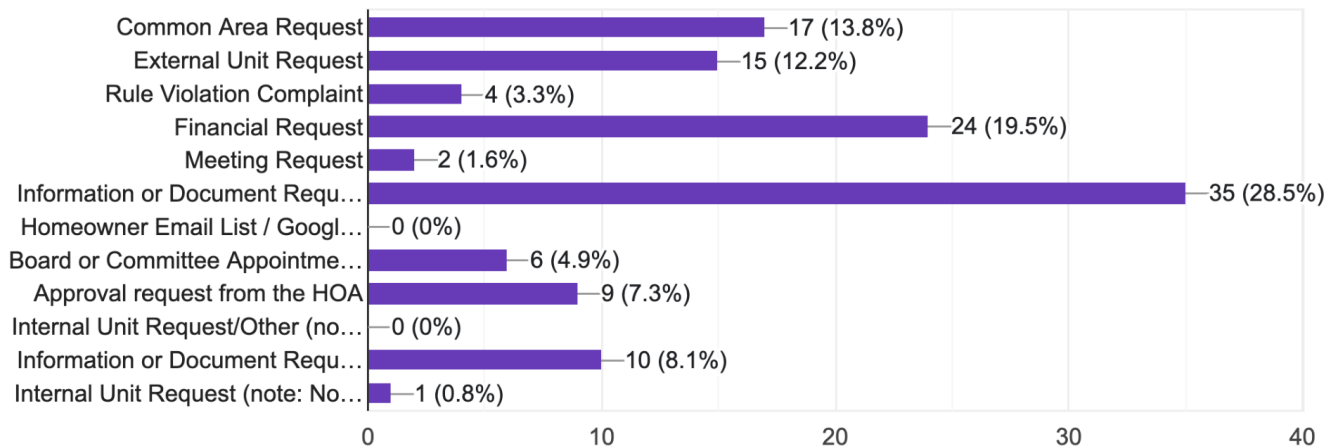
123 responses



What type of request is it?

Request Type: Note: in the following questions below, please only answer the question that corresponds with the request type you selected in this question.

123 responses



Standard Items:

- 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 securely tied 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 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!
- 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!!!

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/DWvj2A2X7rZ2s1Jj7>
- Townhall survey reports: https://drive.google.com/drive/folders/1mH6TIqVJGnHDN61iABoCSUbBfXt2qWSR?usp=drive_link
- Next townhall meeting: March 21st 7-8pm on zoom (meeting ID 9202320239)
- Shahana gathered questions from each committee for townhall survey – survey structure discussion and feedback if time
- 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 collaborative survey for The Woodlands.

Standard Items: Meetings/items happening with Operations.

- PM: meeting with all our contractors & city officials, negotiated bids/contracts.
- FM: improving procedures for streamlined processes, all financial procedures.
- FIG (external Insurance): Invite Frank to November open board meeting to answer questions
- Tech: HOA request portal work, HGD items, website maintenance
- Legal HOA: Rules updates/enforcement, arrearages/DPR, prevent new lawsuits, HWA.
- Landscaper (R&S): Wood chips, cedar mulch (natural bug repellent), picking up tree branches/sticks, spray the wood chip trails, as needed additional support.
- Tree Professional (Bluestone): Tree report, injections, trimmings & removals.

- Engineer (Abrams & Moss): updated drainage & obsolete pond area reports to help with city of Bloomington possible funding, drainage design, schematic, soliciting bids, education and project management.
- Handyman (Lane Maintenance): Monthly trash area cleaning, gutters/downspouts, misc.
- Trash: Changing to trash dumpsters with lids, no recycling for the court (2 dumpsters needed).
- City Officials: working with PM & engineer on drainage & obsolete pond area repair.
- Chimney inspections (Julie Todd Cleaning LLC). Plan to schedule for October 2024 (well ahead of time for homeowners). Use form to request specific date or ask to be present: <https://forms.gle/9JqxdN2HAtuXcAvp8>
- Unit Keys ~ Property manager has (homeowners must provide them a copy) ~ homeowners must give a copy of their keys to the property manager.
- Permits: set-up a board civic access account for online permit applications: https://energov.bloomington.in.gov/energov_prod/selfservice#/home
- Community Building Items
 - Homeowner Conversation Google Group (run by the board). Link to be added: <https://forms.gle/wYs8443ZVokpf2x7>
 - 2 yearly volunteer events: spring & fall (run by Buildings & Grounds Committee) ~ on hold until next Fall

16. Tabled Business *(being researched/tabled for now, will move to new business when ready)*

- Updating the governing documents ~ being researched (renter restrictions high priority)
- Welcome packet ~ Outreach Committee
- Neighborhood roof plan/progress 2022 & warranty document (warranty document)
- HOA Board owned nonfunctioning laptop ~ Need to pick up from Laurie (need secure disposal)
- 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.

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

- Internal Quarterly Audits
- Funds for Spring Clean-Up Day, Fall Garage Sale & Weed Wrangles (\$4,000) ~ B&G
- Grounds Maintenance Schedule (in progress) ~ B&G Committee
- Updating Rules and Reg's document ~ Committees, Admin Assistants, Board with legal
- Phase 1 & 2a drainage approved & bids being acquired by engineer (project management)
- Structural engineering report bid for foundation drainage (7/14 buildings)
- Tree Report Bluestone Tree (scheduling in May)

18. Yearly contracts to Review

- External Insurance policy First Insurance Group 12-month contract (review & sign in Nov 2023)
- Landscaping R&S 10-month Contract March – Dec 2024 (3 year contract 2024/2025/2026)
- Legal Contract: McAuley Law LLC, signed on 04/05/2023 (ongoing).
- Property Management Jamar Contract 1/1/24-12/31/26 ~ (3 year contract 2024/2025/2026)
- Trash Corral: cleaning/hose/mend 14-month contract Sept 22- Dec 23 (review & sign 2024)
- Gutter/Downspout Cleaning (Fall/Spring schedule & spot in winter) ~ Completed 2023 \$6,500
- Tree Report spring (2023 with Bluestone)
- Tree trimming/removal (fall), invasive removals/treat (spring), tree injections/care (spring)

- Decks power wash & stain (spring/summer every 5 years ~ last done 2017 summer)
- Chimney Inspections: Julie Todd Cleaning LLC ~ (cleaning homeowner responsibility). Completed 2024, board pays the inspections, homeowners assessed for the required cleanings.
- Invasive management/obsolete pond (2023/2024/2025 with bluestone, until such time as a major repair happens to that area).
- Invasive management/The Woodlands common areas and external building areas (2023/2024/2025 with bluestone, Woody Invasive Management Contract).

19. Postponed Business

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

- Foundation Drains Report/Bid
 - Data
 - Reason for Action: Water intrusion, need to repair external foundation drains
 - Professional Advising provided: Abrams & Moss to provide.
 - Cost/Benefit Analysis (budget)
 - Discussion:

Action: (Engineer project manager gathering bid)

- Drainage bid for phase 1
 - Data
 - Reason for Action: Large neighborhood wide drainage repair needed
 - Professional Advising provided: Abrams & Moss to provide.
 - Cost/Benefit Analysis (budget)
 - Discussion:

Action: (Engineer project manager gathering bid)

20. New Business (7:50-8:10 pm)

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.

- New Business: Contract for new admin assistant to replace temp admin assistant
 - Data: \$18 an hour contract, same as current AA1 & AA2 15-20 hours per week allotted, 25 horse per week permitted only if emergency work is needed by the board.
 - Reason for Action: To provide back end administrative and operational support
 - Professional Advising provided: Recommended by professionals (contractors working with The Woodlands) for structural stability, less of a burden on board members and reduces legal liability
 - Cost/Benefit Analysis (budget): Saves money long term with one professional available during business hours who stays consistent, while volunteer board members change over the years. AA1 front facing items (currently averages 10 hours per week), AA2 would be expected to average 20 hours per week (3-4 hours M-F necessary to keep up with all the HOA Requests and general logistics of the neighborhood and HOA).
 - Discussion: Need for someone with flexible time, helping board members to stay on task in the busy-ness of the daily tasks. Prioritizing the tasks that come in through the

HOA request system, and admin assistants work on the HOA request to maintain it. Homeowner asked for **an operational manual** to be developed for procedures – this can be developed during the transition period.

- ACTION: Held for action without a meeting to approve the contract pending some small changes.

Action:

- New Business: \$2,000 bid by Jamar maintenance to screen in two trash areas
 - Data: stop trash from being thrown through the side and creating a mess that costs funds to cleanup
 - Reason for Action: Protect the trash area from additional expense
 - Professional Advising provided:
 - Cost/Benefit Analysis (budget): External maintenance cost covered
 - Discussion: looking at other options, recycling more, reusing

Action: Tabled for exploring other alternatives

- New Business: Reserve Study Data & Large Repair Planning Discussion
 - Data: Allow for the Finance Committee to lead if comfortable
 - Reason for Action:
 - Professional Advising provided:
 - Cost/Benefit Analysis (budget)
 - Discussion: Suggested that we find a cedar siding specialist who can explain to use what options are available to save cedar. Can we treat it to slow bugs down which will help with woodpeckers. Finance Committee wants discussion about what to do about reserves and how to handle them. Trying to keep expenses from going up. Need to figure out how to fund the needs.

Action:

21. Homeowner Comments 8:10pm-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/contractors (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.
- We will allow multiple rounds of homeowner comments, as time permits, until 8:30pm.
- Civil behavior must be conducted at all times. Attendees will receive a first warning, then will be muted for the remainder of the meeting.*
- 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.

Suggestion that we have a Building Committee to focus on buildings. As B&G seems to focus on Grounds. Wondering if there is an Indiana HOA organization?

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

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

23. Current Administrative Task list: (what tasks can professionals/board/community take?)

- Updating the homeowner google drive yearly with 2024 categories ~ Aran
- Monthly Financial Tracking Live Budget
- HOA Request data review & report out ~ Admin Assistants & Shahana
- Quarterly surveys & additional needed surveys for homeowners ~ Shahana
- Adding people to the google groups, homeowner google drive (email updates) ~ Shahana
- Email FM with updated emails for the contact list updates: All board member
- Meeting Minutes ~ Li / Administrative Assistant
- Communication ~ Administrative Assistant / Property Manager (depending on task)
- Board Announcements ~ Administrative Assistant
- HOA request replies ~ Administrative Assistant
- Monthly Newsletter creation & distribution ~ Administrative Assistants
- Documentation proofing ~ Shahana(as time permits)
- Project manager ~ 1st point of contact Pending
- Financial Manager year end budget review ~ pending
- Budget creation ~ Pending
- Quarterly internal audits ~ Pending
- Set and create agenda for meetings ~ Shahana
- Tech work on systems ~ Admin Assistants / Shahana
- Update website quarterly ~ Pending
- Upload meeting minutes and documents to website quarterly ~ Pending
- Buildings & Grounds Committee Chair ~ Shahana/Admin Assistant
- Update and upload documents to the Homeowner Google Drive Pending
- Meet with contractors (landscaping, handyman, engineer, city officials) Pending
- Correspondence and meetings with legal ~ Board members (point of contact Pending)
- Respond to homeowner requests via board decisions and rules ~ Admin Assistant
- Update Board HOA calendar & upload to Homeowner Google Drive ~ Pending

24. Announcement of Next Meeting

- Quarter 1 Townhall 2024 on Zoom: March 21st 7-8pm on zoom
- 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)
- Zoom information: Meeting ID: 9202320239 (no password)

25. Adjournment Time: Meeting ended 8:29pm

Board Member Documents in Review (on the homeowner Google drive):

- Board Calendar (open board meetings/exec/town halls) ~ *subject to change*
- Property Manager Report
- Buildings & Grounds Committee Report (other committee reports as added)

- Agenda

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

- Multiple bids (other misc.)
- 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>