

THE HIGHLANDS CONDO ASSOCIATION

Minutes from January 14, 2016 Meeting

Directors Present: Scott Lewis (#15), Janet Mantz (#20), Linda Queen (#46)

Directors Absent: Stephanie Perez (#14), Nick Lawhead (#40)

WEB Staff Present: Bill Butler, Eric Lundin, Sherry Sweeney

Other Owners Present: Leslie Graham (#10), Cheryl Long (#26), Jerry Scharff (#36), Kay Silvrants (#25)

With a quorum of directors present, the Highlands Condominium Association Board Meeting was called to order at 9:34 am in Unit 46. Introductions of the board, WEB staff and owners were made.

Financial Update:

Eric Lundin reported on the Financials as of December 31, 2015. Income was budgeted for the year at \$109,680.00 and actual income was \$108,647.03 which was a variance of \$1,032.97. Expenses were budgeted for the year at \$102,161.00 and the actual expenses were \$106,849.15, which was a variance of \$4,688.15. Account balances were \$3,003.82 (Operating), \$38,654.69 (Reserve) and \$6,403.08 (Savings).

Old Business:

- A. Fence: Some owners are in favor of a privacy fence to replace the lattice to help keep theft out of the complex. Others are not in favor of spending the money. The board has a bid from Neighborhood Fence and will get us additional bids prior to the next board meeting.
- B. Sidewalk Repairs: Bids for completing the sidewalk repairs (expansion joints and lifting of concrete for the areas that couldn't be leveled by grinding) will be presented at the next board meeting.
- C. Owner/Renter Dog Clean-Up: We discussed alternate areas for the dogs to use and decided to rotate between the two entrance areas. Owners expressed frustration that people were not picking up after their dogs. We will post something in the laundry room to ensure people are educated.
- D. Price to Operate Washers and Dryers: Our price is lower than the laundromat at Five Mile. Linda Queen asked if the cost to operate the washers and dryers was at least at a breakeven point (water, sewer, electricity) so that we are not losing money. Eric Lundin will check on it. One of the new washers is not operating and one of the older machines is making a very bad sound. Eric Lundin will have the service technician check both machines. Cheryl Long asked if the dryer vents had been cleaned. WEB will contract with a service to do that.

- E. Pool Repairs: The pool's filtration system leak will be repaired in the January / February timeframe. Painting needs to be done on the ledge of the pool. Owners requested we look into costs to heating the pool.
- F. Volunteers for Pool Maintenance and Testing: We need volunteers to help with pool maintenance and testing. Volunteers would need to take a two-day CPO (Certified Pool Operator) class. The cost is \$400 per person. Our maintenance engineer, Paul Brown, could help Monday and Friday. The board requested WEB do a cost / benefit analysis. If we shut the pool down, we would need 67% of the people to vote in favor of doing so. We agreed to ask the owners.
- G. Barbeques: Eric Lundin spoke with our insurance agent at Blasingame Insurance. While barbeques are not expressly prohibited, they highly recommend they not be used (especially charcoal barbeques) on balconies. As WEB pointed out, building 1 is insured for \$1.2 million. If an owner / renter should cause a fire that spreads to other units, chances are their insurance would not be enough to cover the entire building and our insurance would not cover owner / renter negligence. In addition, we have a deductible of \$2500 the association would be responsible for which would be a big hit to our budget. An owner said they accidentally set off their smoke alarms because the wind direction suddenly changed and blew the smoke back into their unit. It also blew it into another unit and set off their smoke alarms. We discussed where barbeques could be located. The board will take the matter under advisement before a ruling is made.
- H. Legal Action on Units 16 and 35: Past due account balances were updated, a resolution was signed by the board, ledgers and a directive to move forward in district court were given to our attorney. He was instructed to send the letter to the two delinquent owners and after giving them a period of time to respond, was then instructed to file in municipal court to get a money judgment. These letters will go out in January. Owners wanted to know what is being done with two additional owners who are behind approximately \$1,000 each in their dues. WEB has sent them past due notices and will lien their property. We do not want to take legal action on these until proceedings have completed on 16 and 35 so we do not tie up too much of the associations money in legal fees and unnecessarily add to an owners burden of fees they are already struggling to pay.
- I. Proxy Counts: We currently have 30 owners who have voted for Linda Queen and Janet Mantz to fill the two-year director terms for January 1, 2016 through December 31, 2017. We need 31 owners to vote to waive the audit and we currently have 24 out of the 31 needed. We will continue to reach out to those who have not voted and we have until August 30th to get the necessary votes.

New Business:

- A. Proposed Meeting Schedule: The following schedule was proposed and adopted by the board. The dates for this year are April 14, July 14 and October 13. All

meetings are scheduled at 9:30 am in Unit 46. Linda Queen will post the dates in the mail room.

- B. Storm Repairs: Repairs to a hole in the roof above Unit 44 are completed. There are other roofs with shingles missing that will be repaired after the snow melts. The owner of unit 26 said their leak has stopped and they are waiting for the inspector to ensure everything is okay. The Inspection Report for the repairs that were made to Unit 44 showed there was no mold and no further damage to the unit. WEB will share that report with the board.
- C. Snow Removal: CC&C's snow removal has not been to our standards. They are not plowing the snow out through the gate, not using enough de-icer on the hill and not getting to the property in a timely manner after a snowfall. WEB will continue to manage the company, keeping closer tabs on them.
- D. Doorknob Replacement for the Mailroom: Allied bid out adding passcode locks to the doors to the mailroom. The bid is \$825.03 for each lock (two locks are needed). They also bid a master locking system at each storage entrance. Two locks are not on the master key. This would cost \$417.40. These bids need to be updated. Linda Queen expressed concern that the main entrance lock was close to malfunctioning. The mailman has complained about it as have some other residents. We will go ahead with replacing that one lock.
- E. Signage: Linda Queen asked that signage be updated to indicate this is a no-smoking property. She would also like to have her unit number included on the two directional signs indicating where the units are located. The fire department was out and could not find her unit which is a potential fire / safety problem.
- F. Owner Demands: Linda Queen said this and item G on the New Business agenda (Paul's qualifications) are part of the same subject. She expressed concern with an exchange of emails with one of the owners and their emails to WEB and the Board that were almost to the point of bullying. Bill Butler said they were definitely bullying. The board discussed that they do not want owners telling the property management company how to do their job and which professionals should be hired. The board needs to step in and let owners know that WEB is in charge of the situation and the owners need to allow WEB to do their jobs.
- G. Paul Brown's Qualifications: The owner in item F above, referred to Paul Brown as the groundskeeper. Linda Queen asked about his qualifications. He is an experience maintenance person and grounds keeping is only a part of his duties.
- H. Registration of Cars: Linda Queen said there is another car that she thinks is abandoned in the parking lot and would like to ensure we have a vehicle registration in place. That owner of Unit 25 had let WEB know that it was their car. It currently has a flat tire. The owner is repairing it. We need to update emergency contacts and request that owner's provide proof of insurance.
- I. Pool Expense Reimbursement: We discussed moving some pool expenses last year that would be qualified reserve expenses from the operations to the reserve account. We decided to preserve the reserve with the settlement from Unit 1 which is close to the same amount.

Open Forum:

- The owner of Unit 20 notified the board she had installed a screen door last summer and did not realize she needed board permission. She said it conforms to the requirements.
- The owner of Unit 26 said she had occasion to go downstairs and noticed that a light bulb is out.

Adjournment:

With no further business, President Lewis adjourned the meeting at 11:10 am.

WEB Action Items:

- Get additional bids on fencing.
- Get bids on sidewalk lifting for those areas that couldn't be ground
- Research information on the cost to operate washers and dryers (water, sewer and electricity).
- Call a professional to clean dryer vents.
- Ask service technician about the older washer next to the newer washer.
- Research cost to heat the pool.
- Provide a cost / benefit analysis on the cost of operating the pool and survey owners to find if they want to continue investing in the pool.
- Ensure legal action is initiated against owners of 16 and 35.
- Continue to reach out to owners who did not respond to the audit waiver.
- Purchase and install a key pad lock to the mailroom door.
- Update no-smoking signage and add unit 46 to the wayfinding signage.
- Ask owners to update their emergency contact information which includes automobiles parked on the property.

Board Action Items:

- Linda Queen post signage in the mail room that owners need to clean up after their pets.
- Linda Queen post signage in the mail room listing the schedule of board meeting dates.