

# Windhaven PUD First Addition Homeowners Association

## Board of Directors Meeting Minutes

Minutes of the Board of Directors Meeting of the Windhaven PUD First Addition Homeowners Association, Spokane, WA, held at the home of Troy Fernandes at 6:00 p.m. on the **12<sup>th</sup> day of October, 2023.**

This meeting was considered a continuation of the organizational meeting of the Board of Directors called to order on October 11, 2023 and per Section 3.8 of the Bylaws no Notice was necessary to legally call the meeting.

### Topic

- I. Call to Order, 6:07 p.m. by Troy Fernandes, President
- II. Roll Call of Officers and Verification of Quorum
  - a. Present: Troy Fernandes (TF), Pam Parr, Nissa Gibbs and Cody Hewson
  - b. Absent: Chris Chung
  - c. A quorum was present (3 required)
  - d. Also Present: Bill Butler (BB) and Lauri Atchison (LA) of WEB Properties Inc.
- III. New Business
  - a. Property Management Company
    - i. President Fernandes gave a recap of the prior day's discussion regarding a property management firm.
    - ii. Discussion with WEB representatives included these topics:
      1. Existence of an internet portal with the ability to make payments and allow two-way communication
        - a. LA: invoices available via email and portal; portal for Homeowner requests, Service requests, and posts to public; can have different user profiles for HO and Director;
        - b. Fees for payment via portal are \$1.07 from provider to HOA. If credit card payment via portal, Homeowner is charged a convenience fee
      2. Regular reporting by WEB to BOD and Homeowners
        - a. BB: regular reports include Income, Expense, Variance to Budget, general ledger, upcoming expiring/needed contracts. Have worked with HOAs since 1994.
      3. Email: cannot track open/read rates; can send out surveys. All communication becomes part of HO profile history
      4. Community drive-throughs: how often and by whom
        - a. Twice a month by HOA Manager and HOA Manager Admin
      5. Vendor management: use of local firms (yes), BB: don't use same vendor for all HOAs under management; take referrals for new vendors; "hire vendors to perform the contract."
      6. Meeting assistance:
        - a. Can do hybrid electronic and people
      7. ACC approvals and enforcement
        - a. Would work with BOD to develop fine policy and advise of referrals to attorneys, though those are rarely needed as intent is always to work with HO.

- 8. BOD answered questions of WEB regarding requests in RFP
- iii. Bill Butler and Lauri Atchison left meeting
- iv. TF called for vote of BOD to terminate contract with Ponderosa Community Management and initiate contract with WEB Properties Inc. Motion passed.
- v. Discussion was held on notification to Ponderosa. It was decided by consent to provide notice on Monday, October 15, 2023.
- b. Priorities of Board
- IV. Temporary Adjournment
- a. The organizational meeting was adjourned at 8:17 p.m. until October 16, 2023 for a meeting regarding priorities of BOD

These minutes were approved by the Board of Directors



Nissa Gibbs, Secretary: \_\_\_\_\_

\_\_\_\_\_ Date: \_Nov. 16, 2023\_