

WESTIN HILLS TOWNHOME OWNERS ASSOCIATION BOARD OF DIRECTORS MEETING MINUTES FOR SEPTEMBER 12, 2018

Attending: Lee Schaller, Richard Furst, Cara Woosley, Zachary Ahlf, (Vice President Ed Honig was unavailable due to travel), and members Mike May and Jerry Hoban.

1. August meeting minutes were approved and Zachary reviewed the financial results through August. Invoices were presented and all were approved, checks were signed and issued for payment. Four members are in arrears, one Lien has been filed and one member is negotiating a payment schedule to bring the account current. We are doing well with our budget YTD, even after committing to overseeding of the lawns. Zach asked Cara to followup on the insurance premium that normally comes due in October so we don't have any last minute confusion.
2. Cara reviewed the current status of member complaints. She has spoken with Cliff about the issues and emphasized the importance of his improving the communications with her so she is better equipped to respond to member questions and concerns. Regarding the recent Newsletter issue, Cara reported some questions she addressed with members seeking clarification of the decision for trash service with ABE's following the City's Annexing. Both Jerry and Mike expressed their dissatisfaction with the Board's continued use of ABE's Trash service and Lee responded that we followed the member wishes as expressed by the voting.
3. Discussion followed regarding some of the complaints Cara has received regarding lawn service. Some major points of the discussion were: Cliff has one customer to communicate with and that is Cara Woosley, not all 100 members as individuals; we have only one property manager not several; Cliff provides more service and more free service than any other vendor we know of and this often results in causing more problems rather than receiving recognition for all the extra services he is providing the HOA, (for example, all of the watering timing adjustments for free, and managing customized, individualized service requests at no extra charge).
4. Lee reported the PJM website is much improved and current; the bank CD's have been bumped up in rates; she and Ed are now listed on all accounts as the only signature authorities; she will investigate receiving statements online to her or Ed; she confirmed the necessary Welcome Packets have been issued to new members; and provided an update to the Contact List for owners and residents. Cara reviewed the procedure she and Zach have established for communicating with Title Companies in Omaha to assure we are receiving at Closing the Fees from old and new members as required when a sale takes place; and, we will receive notice of members to help us establish ongoing contact.
5. Lee then reviewed the plans for tree trimming and led the discussion. It was decided to go ahead as soon as possible to complete the work in October and to issue a notice well in advance to members so they will have time to respond to Cara regarding work they have already performed or if they want no trimming of their tree(s). Richard indicated he would send an email regarding some "side yard" trees he would like to see added to this year's project. Mike said he has one as well.
6. Zachary led an initial discussion of the Budget for 2019. He will bring a draft for 2019 and 2020 to the next Board Meeting and it will include overseeding, tree trimming,

and lowered Fees for both years. The initial forecast indicates our Reserves will remain strong through our viewing period, the end of 2020. Lee proposed announcing the lowered Fees for 2019 in a Fall Newsletter and beginning the reduction right away on January 1, 2019. This met with approval but no action is scheduled on the Newsletter at this time.

7. Cara said she will create a draft of the timeline looking ahead to the next Painting cycle as requested by Richard for us to review in the next meeting. This will address the issue of returning to a 3 year project period with a target of painting each unit every 7 years and will indicate the timing of inspections of all units prior to painting to identify repairs needed before painting can begin.
8. Mike asked for clarification regarding the cracked concrete holding his fence posts up and the concern he had heard for repairing them, which he feels is not necessary. This led to a discussion and review of the procedures Cara has established for the inspection of the fences set for the Spring of 2019. Richard pointed out that, even though we did perform repairs on the fence in 2017, cracks like those in Mike's fence post supports could produce recommendations for additional repairs in 2019 that Cara and the Board will address with contractors and members as they occur.
9. Lee indicated she would like to seek the naming of "Block Captains" when the annual meeting takes place in order to facilitate communications throughout membership.
10. Richard asked that we add two items to our "unfinished business" list in the remaining meetings this year: (a) Insurance Coverage requirements and (b)-- "procedures for granting exceptions to services performed by the HOA such as for lawn and snow". Lee said these exceptions should also cover structural changes such as siding changes. Richard stated those structural changes were always covered by Architectural Control ACR's in the past, but perhaps the ACR could be used for these Services exceptions also.
11. Cara will bring a draft to the next meeting of the timeline buildup to our Annual Meeting and an announcement could be included in the Fall Newsletter.
12. Meeting adjourned, submitted by Richard Furst, Secretary