

Highlands Board of Directors Approved Monthly Meeting Minutes
Wednesday October 14th 6:30 PM
(Zoom Phone Conference)

1. Call to Order - Wayne at 6:34 PM

2. Board Members Present (Quorum):

Eleanor Andrejko
Wayne Vincent
Sue Swensen
Kate Stucke
Claudia Vincent

Units represented: 108, 109, 155, 208, 424, 127, 153, 308, 133, 134, 212, Ricca Francis, Ken (117)

3. Proof of Notice of Meeting or Waiver of Notice: Sent out with HOA billing

4. Approval of September 9th meeting minutes:
Minutes approved.

5. Reports of Officers and Manager:

Treasurer (Eleanor):

Financial Report

For September, our total income was \$45,069. Operating expenses were as expected. Highest expenses are cable and internet. Capital improvement expenses for September were \$23,052. Total year to date operating expenses are \$263,792 and total year to date capital improvement expense are 170,827.

Collections are in good shape, with only a couple overdue accounts. We collected on a couple accounts, including attorney fees.

Insurance Report

Supplemental policy (liability policy for board members) will be renewed this month. The policy was moved to a different carrier for better coverage at the same cost. The finance and insurance committee recommends cancelling cyber security policy (about \$200), because our office computer is currently not networked. We can pick up appropriate coverage if/when we go online.

Discussion: We need to look into cloud storage to centralize our repository of documents and make all documents accessible. The documents are currently stored on Google Drive, which is not very secure. No personal information is stored there, only policy documents.

Manager (Mark):

Fireplaces

Fireplaces that were inspected at any time in 2020 do not need to be inspected. Please provide documentation of inspection to Mark. If units have fireplace inserts, owners need to submit pictures to the insurance. No inspection is necessary for fireplaces with inserts. To date we have received 4 completed inspections.

Capital improvement

Paving in various areas is finished. Two more rear decks were completed, as well as a balcony walkway on 224 Trailside. Another balcony walkway will be completed on 215 Trailside.

6. Reports of Committees:

Budget (Eleanor)

For next year's budget, we estimated insurance costs at \$90,000 (not knowing what final bill will be). To cover 2021 expenses, the committee proposes a 2.5% increase in dues for 2021. The board needs to meet in executive session to discuss compensation for employees. We have about 8-10 garage refunds left to cover in 2021.

Beautification (Claudia)

The grant application to Mountain Rose Herbs was not funded. The competition received 888 applications for 4 available grants. We are requesting funds from the HOA for fall tree planting. A specific proposal will be submitted to the board.

Clean up continues on slope behind lower Tree Hill Loop (blackberry, grass, weeds, and wood debris removal).

To reduce fire danger, we are looking into cleaning up wood debris on the slope next to our main driveway, below Rec Center, and behind Woodcutter. Lane Forest Products charges \$300 for a 30 cubic yard-dumpster (20' long by 8' wide by 7' high) for 1 week. Each additional day costs \$4.52. UHaul rents utility trailers for \$14.95/day (4' x 7'), \$18.95/day (5' x 8') and \$24.95/day (5' x 9'). Additional insurance fees might apply. A specific proposal for clean-up will be submitted to the board.

Discussion: To reduce fire danger we need to revisit our policy regarding charcoal grills. Most communities don't allow flammable materials on properties to prevent damage to other units. Mark will remove the old gas grill from rec center this winter.

Compensation Analysis (Wayne & Eleanor)

Maintenance crews generally charge \$45-75 an hour. Property managers are difficult to find. Edgewood has private company come in to handle their maintenance. Their dues are similar, but capital improvement are raised through special assessments. More info to come after executive meeting.

Rules and Regulation Enforcement (Eleanor & Kate)

People who do not follow the rules makes all of us pay (dog waste, cigarette butts). Kate obtained examples of rules from other HOAs. Fines need to be approved by a lawyer. Noise complaints are hard to prove. Privacy issues are a concern with video/audio taping. People are encouraged to resolve dispute first by talking to neighbors, before HOA issues a warning and then a fine.

Safety (Wayne)

We need people to join the safety committee. Initial results from 40 respondents to the safety survey indicated the following: 65% of respondents were in favor of owners installing cameras; 79% were in favor of the HOA installing cameras; 45% were in favor of installing a security gate; 35% were in favor of hiring a security firm. To meet expenses associated with security measures, 70% of

respondents indicated willingness to pay a special assessment of \$100, 22% indicated willingness to pay \$200, and 7% indicated willingness to pay \$300. Based on these results, we will plan for HOA-installed security cameras, and then send out a more nuanced survey to determine installation, placement and monitoring.

Discussion: Many systems provide four camera per recording device. Sue has connections to camera dealers and can help with pricing and installation recommendations. Ken suggested a feasibility study with one wireless camera and one DVR to test the system. Open accessibility of the electric rooms might make it problematic to house the DVR there, unless it is in a locked box which would limit signal strength. An alternative is to house the DVR in one owner' unit and connect it to the internet. Everyone with log-in permission would have access to the video.

The camera committee consisting of Mark, Wayne, Sue, and Ken will provide further information.

7. Unfinished Business:

Commercial Laundry Service Proposal (Eleanor): Given the current coin shortage we contacted CSC Laundry Service and requested a proposal to manage our laundry rooms. Based on the proposed 7-year contract, CSC would take over our washers and dryers, replace top loaders with front loaders to preserve water (40 gal vs. 16-18 gal), and install payment technology on the machines (quarters and app). They would collect the first \$22 per month on each machine and would pay us 80% commission on the remaining income. They would replace machines at no cost and provide access to local maintenance. Our laundry room equipment is worth \$69,000. Total fixed assets are now \$4482.

Discussion: There is a lack of clarity about CSC's commitment to keeping rates at \$1, as well as about what happens to the machines if we terminate the contract. Would it be possible to install only a payment app? Would we be able to run the app ourselves?

8. New Business:

Polling Owners Subscription Options (Claudia):

The total response rate to the safety survey was higher than anticipated (75 respondents) and exceeded the capacity of the free SurveyMonkey account powering the safety survey. Given the success of the survey, it might be beneficial to invest in polling software to solicit owners' opinions of issues as they arise.

Discussion: Google forms provides free survey software. Claudia and Kate will work on using Google forms to develop future surveys.

Centralizing Management of Owner Information and providing Board Officer access to highlands97405@gmail.com (Claudia):

To ensure that the Board is aware of HOA members' concerns and can directly communicate with HOA members, it might be useful to provide a board officer with access to our email account.

Discussion: Claudia and Kate will take a look at separating out owners' and renters' contact information to create separate listservs. Access to the email account is tabled until after HOA elections to see what action the new board would like to take.

9. Community Open Forum

No issues were raised.

10. Next Board Meeting: Wednesday November 11th 6:30 pm.

11. Adjournment at 8:02