

Cambridge Heights Homeowners Association
Board Meeting Minutes
Date: July 22, 2025
Time: 6:00 p.m.

Location: <https://us06web.zoom.us/j/86157054057?pwd=WogaVL9QcaT0Vp7sGaaMJLFWYeG9KI.1>

Action Items

- ☐ **Steve:** Investigate suspicious activity near the men's bathroom via 7/12 security footage.
- ☐ **CAM:** Forward Warren's email about extending camera access beyond 7 days to Steve.-Done
- ☐ **CAM:** Confirm with Ralph on men's stall hardware status and paint options. -Done
- ☐ **Steve:** Schedule/coordinate new pool furniture delivery.
- ☐ **CAM:** Contact wheel supplier before tomorrow's pay run to order 2 pool-furniture wheels. -Done
- ☐ **CAM:** Obtain updated quotes for pool and porter services for the extended season. -Done
- ☐ **CAM:** Resolve the creek-area trash responsibility with City of Pflugerville. -Email sent.
- ☐ **CAM:** Calculate % of resident email addresses on file.
- ☐ **Trish:** Coordinate upcoming community events.
- ☐ **CAM:** Request CenTex landscaping estimate at Pecos River trail entrance. -Done
- ☐ **Stacy:** Add the HOA website link to Vantaca email- This can only be done as they are sent.
- ☐ **Stacy:** Send Owner the ACC request form (backyard shed).-Done
- ☐ **Steve:** Draft and send pool updates email to Board for review by Friday.
- ☐ **Steve:** Contact Nextdoor support to adjust the community boundary using property map.
- ☐ **Stacy:** Verify scope differences between ABC Pest Control and Bug Arrest contracts.
- ☐ **Stacy:** Follow up with Ramiro for a quote on the damaged tree near the pool (Marfa Lights).-Done
- ☐ **Stacy:** Send another community notice recruiting Finance Committee volunteers.-Done
- ☐ **CAM Team:** Implement peer review process for community-wide communications. -Done
- ☐ **Board:** Review and decide on ~100 accounts needing AR adjustments.
- ☐ **CAM Team:** Streamline email comms using weekly summary format (or clearer subject threads per discussion). -Done
- ☐ **CAM Team:** Check insurance renewal dates before sending quotes to the Board. -Done
- ☐ **CAM Team:** Bill \$1,000 each for gate and collections extra work.-Done
- ☐ **CAM Team:** Review fines/collection costs for potential adjustments.

Summary

Attendees

- ☐ **Board:** Tiffany Howard, Cheryl Johnson, Jonathan Gould
- ☐ **Community Association Management:** Stacy Knispel, Melissa & Jack Baker
- ☐ **Committees:** Steve (Pool Committee), Trish (Social),
- ☐ **Guests:** Members of the community were also present.

Meeting Called to Order

Tiffany Howard called the meeting to order at 6:00 p.m. A quorum was established with all three Board members present.

Approval of Prior Meeting Minutes

- Tiffany moved to approve the minutes of the **June 24, 2025**, meeting.
 - Cheryl seconded the motion.
 - **Minutes approved.**
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Reports & Discussion

1) Pool Maintenance and Furniture Updates

- Gate repair and security camera access were reviewed.
- Men's restroom: one stall repaired; additional rust issues noted; Ralph to install new hardware and review paint options.
- Donation of old pool furniture to Georgetown flood victims approved; new furniture arriving and storage options discussed.
- New pool furniture delivery coordination set; wheels will be ordered for select items to improve movement.

2) Pool Operations & Maintenance Review

- Chemistry stabilized: chlorine line fixed; phosphates reduced to an acceptable range.
- Board will revisit extending pool season (September–October) in August after updated pool/porter cost estimates are received.
- Lifeguard budgeting for next season noted (prior quotes \approx \$28.50 per hour) to be considered during budget prep.

3) Training & Social Event Planning

- System training: Steve is comfortable; others may benefit from a quick tour; challenges reaching Warren/Sebastian noted.
- Pool rules edited from Steve/Corrina tabled for later review.
- Social events: Pool Movie Night (Aug 8), Teen activity at ninja course, Rock the Block (Aug 15). Interest in restoring quarterly in-person meetings.

4) Pool Area Maintenance & Updates

- Pool area cleanup: remove redundant signage; potential equipment relocation.

- Make a copy of the display case key for Trish to decorate.
- Pool deck may be under warranty; team to file claim and evaluate purchasing a power washer.
- Steve to draft a board/resident update email covering pool items and upcoming events.

5) Neighborhood Watch & Creek Cleanup

- Neighborhood Watch: begin with email/Nextdoor/website signage instead of mailers; Steve to contact Nextdoor to adjust the boundary between CHOA and the neighboring HOA.
- Creek trash: City responsibility for park portion to be confirmed.

6) Tree, Financial & Administrative Items

- Ongoing tree removals: an additional tree with trunk damage near the pool on Marfa Lights needs a quote.
- Finance update: concern about missing water bill payments; verify billing processes.
- Pest control contracts (ABC Pest Control vs. Bug Arrest) to be compared for scope alignment.
- Collections enforcement policy and AR adjustments to be queued for board review (~100 accounts).

7) Gate Project & Collections—CAM Managers' Concerns

- Melissa & Jack reported >50 hours logged by Stacy (Mar–Jul) on gate/collections; requested discussion on approach and billing for extraordinary workload.
- Board acknowledged complexity inherited from prior management; confirmed Cam Managers are focusing on ~200 problematic accounts, not all 667.

8) Past Collection Practices Review

- Need to clean up fees/delinquencies from previous management; letters should be for overdue assessments only.
- Transition challenges recognized; process improvements to continue.

9) Fob Distribution Process

- Access device replacement proved more time-intensive than expected; blanket distribution would have been more efficient.
- Team to communicate proactively when requested services will require additional time/cost.

10) Streamlining Communication & Operational Efficiency

- Reduce back-and-forth emails and typos; use clearer subject threads; implement peer review for community-wide notices.

- Improve prioritization for maintenance requests and timing for insurance quotes; review website errors; adjust billing for recent extra work.

Homeowner Concerns

None currently

Adjournment

- There being no further business, the meeting was adjourned
- The Board then moved to Executive Session.