

Chandler Woods Board Meeting

6:30pm March 23, 2026

Attending: *Ricardo Castro, Anya Fisher, Qing Hao, Dave Winter, Tom Whisnant & Cyndi Whisnant*

Summary

The first meeting of the new Chandler Woods HOA board took place with board members Anya Fisher, Ricardo Castro, and Qing (Sunny) participating along with management representatives Tom and Cindy from TRAC. The meeting focused on reviewing current operations, discussing landscaping concerns with the current contractor Ramirez, and establishing communication protocols. Key topics included the need for a new landscaping contract, improvements to community communication methods, addressing maintenance issues like peeling mailbox stickers and a gravel path near the garden that needs paving, and establishing clearer processes for reporting violations and maintaining community standards. The board discussed the importance of more frequent meetings initially to address the numerous topics and decisions needed, and agreed to set up a shared Google Drive for document management and collaboration.

Next steps

- Tom: Send the current year's budget and relevant contracts (including landscaping and other vendor contracts) to the new board members.
- Ricardo: Set up a shared Google Drive folder for board documents and share access with all board members and management.
- Ricardo: Share compiled landscaping quotes with the board via the shared Google Drive.
- Tom: Upload all relevant board documents (including ARCs, landscaping information, budget, contracts, and past meeting minutes) to the shared Google Drive.
- Tom: Check and, if possible, set up or confirm a shared board email address/alias for the new board members.
- Tom: Send a community announcement email regarding the results of the board election.
- New board members (Anya, Ricardo, Qing): Draft and send a follow-up introduction email to the community, including thanks to former board members.

- Tom: Apply graphite to mailboxes as preventive maintenance and assess condition of mailbox stickers/numbers; plan for replacement as needed.
- Ricardo: Start a draft of a community survey to assess preferred communication channels and collect resident contact info.
- New board members: Review and prioritize issues and documents in the shared Google Drive, including reviewing past meeting minutes and the budget.
- New board members: Decide among themselves and communicate the assignment of board officer roles (President, Treasurer, Secretary).
- Tom: Provide exact numbers or details on the frequency of violation letters/notifications to the new board if requested.
- New board members: Schedule and plan for more frequent board meetings during the initial phase, as needed.
- New board members: Discuss and plan the spring newsletter, including a resident survey and call for volunteers.
- Tom: Acknowledge receipt of resident complaints and provide status updates moving forward.
- New board members: Review the paving quote for the gravel path and discuss potential next steps (e.g., community vote).

Chandler Woods Board Meeting Introduction

The first meeting of the new Chandler Woods board took place with board members Tom, Dave Winter, Anya Fisher, Ricardo Castro, and Qing introducing themselves. Qing expressed interest in fostering community activities for children, noting the family-oriented nature of the neighborhood. The group discussed the need to establish board roles, including president, treasurer, and secretary positions, with Tom explaining that bookkeeping is handled by the office and an outside service, providing monthly and quarterly reports to the board. The conversation ended with a discussion about approving the budget, though this process was not completed during the meeting.

Budget and Landscaping Contracts Discussion

The meeting focused on discussing the budget and landscaping contracts. Tom acknowledged that the approved budget had not been shared yet and promised to send it immediately. Ricardo inquired about historical landscaping quotes from 2022 and

confirmed with Tom that they were for comparison purposes only. The group discussed the current landscaping contract with Ramirez, which expired in January 2025 and had not been renewed yet. Tom mentioned that decisions about the contract would be part of the board's discussion.

Landscaping Maintenance Responsibility Clarification

The group discussed landscaping and maintenance responsibilities, focusing on mulch and pine straw installation. Tom presented a quote for these materials but noted concerns about previous high costs. The discussion clarified that different areas have different maintenance responsibilities, with Triangle Ponds handling pond areas, the Community Land Trust managing townhome areas, and Ramirez handling common areas. The group identified the need to clearly define maintenance responsibilities and scope to avoid confusion, particularly regarding abandoned areas and pathways that require periodic maintenance.

Budget and Maintenance Review

The group discussed budget line items for maintenance and groundskeeping, expressing confusion about the differences between various maintenance categories including general maintenance, miscellaneous grounds, and pond maintenance. Tom clarified that some items like snow plowing had never been used and could potentially be removed from the budget. Ricardo raised concerns about the current landscaping service provided by Ramirez and announced that his wife had obtained quotes from alternative vendors, suggesting they should evaluate different service providers rather than renewing with Ramirez.

Landscaping Services Transition Planning

The group discussed transitioning landscaping services and agreed to give 30 days notice to the current provider. They decided to review existing quotes and potentially put out a request for proposals (RFP) for landscaping services, with a focus on including pre-emergent fertilizer treatment. Ricardo offered to set up a Google Drive folder to share documents, and the group discussed creating a shared board email address using their community domain to improve communication.

Community Communication Strategy Discussion

The team discussed community communication management and contact information collection. Tom explained they currently use a Google distribution list based on QuickBooks contact information, but acknowledged this may not reach all residents, especially those who don't monitor billing emails. Anya suggested going door-to-door to

collect contact information directly, while Ricardo proposed conducting a community survey to determine preferred communication channels beyond email, including tools like WhatsApp. The discussion also revealed that while the management company has contact information for property owners, they don't maintain lease agreements for tenants, making it the owner's responsibility to convey community bylaws to their tenants.

Community Rental Restrictions Discussion

The group discussed rental restrictions in their community, with Tom explaining that while some communities have rental caps in their bylaws, these have not been legally enforceable due to property owners' rights to lease their homes. Tom noted that while one community has a rental cap, it hasn't been challenged legally. The discussion also covered communication with community members, where Tom indicated they receive mostly questions about dues and garden spaces, with relatively few complaints. Anya suggested implementing lease agreements requiring tenants to acknowledge their responsibilities, particularly regarding property maintenance.

Property Violation Enforcement Discussion

The board discussed property violation enforcement and community communication processes. Tom explained that violations are reported by residents through letters and photos, with the management team following up with owners rather than directly with tenants. He shared an example of successfully resolving a serious neighbor conflict on Valley View that had escalated to threats of lawsuits through direct intervention and mediation. The group identified a need to create clearer communication channels and establish well-defined community expectations based on the bylaws, as current standards appear unclear to residents.

Neighborhood Issues and Maintenance Updates

The board discussed ongoing neighborhood issues and communication processes. Tom confirmed that previous conflicts had been resolved and explained their current approach to handling complaints, which includes site visits and follow-ups. Ricardo requested more proactive communication with the new board about complaints and suggested posting meeting minutes. The group also addressed maintenance needs, including peeling mailbox stickers and sticking locks, with Tom agreeing to address these issues. Finally, they discussed a potential gravel path paving project, with quotes ranging from \$4,000 to \$12,000 for different options.

Board Meeting Updates and Planning

The board discussed recent paving quotes for a pathway, with Ricardo presenting a new quote that was lower than previous estimates. Qing suggested increasing meeting frequency beyond quarterly meetings to better address immediate needs, and the group agreed to meet more frequently initially before returning to quarterly meetings later. The board also discussed plans for a spring newsletter, including ideas for a volunteer survey and involving middle and high school students in the design process. Tom and the management team agreed to send a formal announcement about the election results and board introductions, while the new board members will determine their own positions and responsibilities among themselves.