

**WHISPERING LAKES ESTATE
HOA BOARD MEETING MINUTES
FIRE STATION #2, ANDOVER ROAD**

Tuesday, January 23, 2024

Board Members Present: Sara Shaw, President; Stephanie Salsbury, Vice President; Juanita Norton, Treasurer; and New Members-at-Large, Tony McMahon, Wyatt Disque, and Nikki Shirley

Board Members Absent: Outgoing Secretary, Matt Tener. Nikki Shirley agreed to take the minutes.

Guest: No longer have a contract with HOA Management Services

Other HOA Attendees: Sheryl McMahon, Vickie Pickering, Vicki Loeb sack, Dale Henley, Lynn Mowder, Larissa Disque, John Sa

Sara called the meeting to order at 6:30 p.m.

Attendees introduced themselves.

Approval of Agenda: Stephanie asked to add approval of the 2023 Annual Meeting Minutes and discussion on our Website. Under New Business, add Paperless Invoices. Juanita moved to approve the agenda as modified. Wyatt seconded the motion. Vote was unanimously approved.

Approve November 21, 2023 Annual Meeting Minutes: Nikki had emailed these minutes to the board members earlier in the day and had copies available for any attendees that wanted to see them. Stephanie moved to approve the minutes as written. Nikki seconded. Vote was unanimously approved.

Approve December 19, 2023 Board Meeting Minutes: Stephanie moved to approve the December 19, 2023 Board Meeting Minutes as written. Juanita seconded. Vote was unanimously approved.

Approve December 31, 2023 Financial Reports: Juanita reviewed the reports submitted by HOA Management Services. The high amount on postage and printing was due to our election ballots. Nikki asked again why the total expenses from Personal Touch Pools were so low compared to last year (\$1,470.61 vs \$3,439.00). Stephanie reported a late bill was finally received from Personal Touch Pools. Stephanie moved to approve the reports as submitted. Juanita seconded. Vote was unanimously approved.

Introduce the 2024 Members of the Board: Wyatt Disque, Tony McMahon, Juanita Norton, Stephanie Salisbury, Sara Shaw and Nikki Shirley

Elect Board Member to Fill Vacancy Left by Resignation of Arwa Armstrong: There was a tie between the next candidates with the highest number of votes during the most recent election of board members. Candidates were Vickie Pickering and Vicki Loeb sack. A paper ballot was distributed to Wyatt, Tony, Juanita, Stephanie and Nikki for a silent vote on which person to add to the board between these two. Sara announced the count. Vicki Loeb sack was elected three votes to two and will be our newest board member. Thanks to both of these individuals for being willing to serve.

Election of Officers of the Board: Process for election of officers was reviewed. We asked current officers if they would be willing to serve for 2024. Nikki suggested adding a new officer position, that of Assistant Treasurer since the Treasurer position is going to have more responsibilities since we will not be having a management company to do a lot of the work, and our current Treasurer, Juanita, has to be out of town a lot. Other board members agreed this new officer position would be a good idea.

Sara nominated Nikki to be Secretary. Vote was unanimously approved.

Juanita agreed to serve as Treasurer. Vote was unanimously approved.

Stephanie agreed to serve as Vice President. Vote was unanimously approved.

Sara agreed to serve as President. Vote was unanimously approved.

Nikki nominated Tony to be Assistant Treasurer. Vote was unanimously approved.

Committee Reports:

Pool: Stephanie reiterated that she wants to hand off the oversight of the pool, and Dale Henley will not be helping with the pool this year as well. Discussed pros and cons of using volunteers. Discussed the idea of hiring students as contract labor to service the pool five days a week with Personal Touch Pools servicing two days a week. Sara will look for courses these students could take to learn what they would be expected to do. In the event this does not work out, Stephanie will also ask Rob with Personal Touch Pools what he would charge to service the pool an additional three days a week. (His current contract calls for his company to service the pool on Fridays and Mondays.) Nikki feels like the pool gate needs to be locked at 10:00 p.m. at night to help discourage after hour "visitors" and she stated she would be willing to help with this.

The pool cameras will need to be kept with Stephanie.

We have other committees that need volunteers as well, so we will email all residents the positions needed along with duties for each position.

Community Report: Nothing from Arwa at this time.

Welcoming Committee: Nikki announced the following new neighbors:
Alex McManus and Priscilla Nguyen, 15309 E. Woodcreek (previously Hurts')
Casey and Brandon Amos, 15301 E. Hazel Nut Street (new construction)
Donald and Lori Roser, 15907 E. Rosewood (previously Nuliks')

Maintenance/Grounds: No chairperson.

Nikki asked if we don't still have a Pond Committee which has been chaired by Lynn Mowder? She wanted to know who will be following up on the applications we paid for last year for permits to run water into the lakes. Stephanie reported that it will be April before we hear anything, and Stephanie will get the letter. Lynn will remain a Pond Committee member.

Old Business:

Not staying with HOA Management Services and going on our own. While many items were put in place for going on our own (new checking account, mailbox, distributing HOA Assessment notices), no formal vote was taken. Nikki asked for a six-month trial and then revisit where we are. Stephanie and Juanita feel like it should be reviewed even sooner such as every three months. **Stephanie moved to not hire a management company at this time and formally review where we are every three months doing the management on our own. Juanita seconded. Vote was unanimously approved.**

Sara, Juanita, Tony and Stephanie put together a list of HOA Management Duties (list was attached to the email that went out to all residents announcing this Board Meeting and a copy will be attached to these minutes). It was agreed we need to go through the list in detail.

1. No change
2. Change last bullet point from "Property Sales" to "Coordinate with Title Companies the sale/closing of HOA properties to ensure the amounts owed the HOA are collected."
3. Tony agreed to chair the Grounds/Maintenance portion of this item. Put the Pond Committee under this section. Lynn will remain on this committee.

Sara talked about the inspection of residences to identify covenant violations. Do we not do drive-arounds and let neighbors turn in violations, or do we have a team

do the inspections? After discussion, it was decided to use a committee of the board to inspect the neighborhood every two weeks and report back to the board. The following sequence was recommended:

At the first initial contact, be that documented phone call, email or letter, the resident will be given two weeks to correct the violation or submit a plan to correct the violation.

After two weeks, if the violation is not corrected and there is no plan from the resident, an email or letter will be sent giving the homeowner one more week to correct the violation or submit a plan to correct the violation. The notification will explain that a fine in the amount of \$50.00 will be assessed at the end of the one-week extension if the violation is not corrected or a plan submitted, and additional \$50.00 fines will be assessed every two weeks until the violation is corrected.

If the violation is still not corrected or a plan submitted after the one-week extension, then the \$50.00 fines will continue to accrue every two weeks until it is decided to take additional steps such as turning over to collections and/or filing a lien on the property.

Tony moved to approve the handling of violations, including Architectural Control Committee violations, as noted above. Nikki seconded. Vote was unanimously approved.

4. Strike "Manage conflict resolution within the community" and add "Assistant Treasurer" to the Mailbox management list.
5. Add Assistant Treasurer to the first bullet point. Nikki agreed to continue as the chairperson of the Welcoming Committee.
6. Who has physical D&O and Liability/Property insurance policy? Stephanie will call American Family Insurance. Sara will call to find out how to get our annual pool license.
7. Stephanie and Tony agreed to do this one with help from Sara
8. Add "Compliance Software." Sara and Tony will begin search for this software.
9. Items such as the Bulky Waste Pick-Up Day.

Stephanie moved to approve the HOA Management Duties with changes. Juanita seconded. Vote was unanimously approved.

Ponds: Tony visited with Ryan Lawn and Tree Service and Living Water of ICT regarding the two west ponds. Sara says there may be some money available from Kansas Wildlife and Parks and Wetlands. Nikki saw a pond company featured on a television program. She

will get the name to Tony. The committee needs to meet and bring things back to the board.

New Business: The wires are fried in the electrical box for the fountain on the northwest pond. Need to check all boxes/systems this spring. Lynn volunteered to be on the Grounds/Maintenance Committee.

Next Meeting: Discussed board meetings. **Stephanie moved to schedule board meetings every month on the fourth Tuesday. No more Zoom meetings unless an emergency arises, or a Board member needs to Zoom in order to be in attendance. Seconded by Nikki. Vote was unanimously approved.** Stephanie will call the Fire Station to schedule their meeting room for all upcoming meetings. Next meeting will be February 27 at 6:30 p.m.

Open Floor to Residents:

It was noted that all our funds were received from HOA Management in the form of three checks. They have been deposited into our new checking account.

Nikki reminded the board that a copy of the approved annual budget needs to be distributed to all residents. Juanita will add the reserves to the approved budget and get a copy to Nikki who will distribute it to all neighbors with the next board meeting notice email.

Lynn checked into a lagoon person and will add this to the pond committee.

The Covenant Amendment has been completed by Attorney, Tim McLemore. We are waiting for it to be filed with the county. Stephanie will forward a completed copy to Nikki.

Adjourned to Executive Session at 8:48 p.m.

Resumed Regular Session at 9:00 p.m. Vicki Loeb sack will help with the compliance review of the neighborhood.

Meeting adjourned at 9:06 p.m.

Nikki Shirley, Secretary
Board of Director

HOA Management Duties

1. **Legal and Regulatory Compliance: (If we have something that falls outside of our covenants and by-laws we will seek guidance from legal counsel.)**
 - Understand state and local laws governing HOAs.
 - Ensure adherence to the HOA's governing documents (CC&Rs, bylaws, and articles of incorporation).
 - Stay updated on legal obligations, such as fair housing laws, and privacy regulations.

2. **Financial Management: (Treasurer)**
 - Develop and manage the HOA budget.
 - Handle dues collection, delinquencies, and financial reporting.
 - Plan for long-term financial stability, including reserve funding for major repairs and emergencies.
 - Taxes/1099
 - Liens
 - Property Sales

3. **Property Maintenance and Management: (The Board appointed individuals)**
 - Oversee regular maintenance of common areas and amenities.
 - Plan and execute larger maintenance or improvement projects.
 - Address individual homeowner concerns regarding property standards and maintenance.
 - Inspections (Checklist of things to look at monthly. Concerns can be brought to the board also)
 - Notifications (3 step processes phone call, email, and then a letter. All must be approved by the board prior to contact.)

4. **Community Engagement and Communication: (The Board)**
 - Foster open communication with residents.
 - Organize and facilitate HOA meetings and elections.
 - Manage conflict resolution within the community.
 - Mailbox management **(Treasurer, Vice President, President)**

5. **Administrative Tasks:**
 - Maintain accurate records, including meeting minutes, financial statements, and member information. **(Secretary and Treasurer)**
 - Communication for new residence: By -Laws, Covenants, Trash Service, Pool rules/code) **(Welcoming Committee or Secretary)**
 - Ensure efficient day-to-day operations of the HOA. **(The Board)**
 - Handle correspondence and official notices to homeowners. **(Secretary with board approval)**

6. **Risk Management and Insurance: (The Board)**
 - Obtain and manage appropriate insurance coverage for common areas and HOA activities.

7. **Vendor Management: (Board selected individuals)**
 - Select and oversee service providers, such as landscapers, cleaners, and repair contractors.
 - Negotiate and manage contracts while ensuring quality service.

8. **Technology and Tools: (Treasurer and appointed individuals)**
 - Utilize software for financial management, communication, and record-keeping.
 - Implement tools for online payments, service requests, and community engagement.

9. **Planning and Strategy: (Board)**
 - Develop short-term and long-term plans for the community.
 - Consider sustainability initiatives and community development projects.