

**Whispering Lakes Home Owners' Association
Board Meeting Minutes**

Wednesday, July 1, 2015

The meeting was called to order by President, Chuck Cooper, at 7:03 p.m.

Attendees: President, Chuck Cooper; Vice President, Vickie Pickering; Secretary, Nikki Shirley; board members Mike Walker, and Steve Bartlett.

Absent: Treasurer, Crystal Light.

This was our second open board meeting and the following home owners were in attendance: Paula Shields, Jerry Mayhew, Lance Spence and Ann Kipper.

Minutes of our June 3, 2015 board meeting were sent out by e-mail before the meeting. Steve moved to accept the minutes as e-mailed. Vickie seconded. Vote was unanimous.

There was no treasurer's report due to Crystal's absence.

First agenda item: Forming a lake committee

We did not get any volunteers from the e-mail sent out to all neighbors. Chuck will call a couple of homeowners directly--Steve Guerrero, Dan Holmes and Shawn Hinkle. Ann Kipper asked what the role of the committee would be. We need to stop the erosion. The board needs to tell the committee what we are looking for. The committee needs to do the work. Ann remembered a report that went out about a lake in Kansas City and what they did. Chuck said he would try to find that report. It was suggested the committee take three months to work on the issue then come back to the board with recommendations.

Off of agenda items: Paula Shields asked to see our budget. Steve Bartlett stated Wanda Maxton will help him put together the welcome packages for new neighbors and there was some discussion about the pool. Lance Spence said the jets had stopped working but he got them working again, etc.

Second agenda item: Review the references of HOA Management Services

Chuck and I both checked the references that Rodney Wright provided for us. Chuck said the two he checked were very positive. I then reviewed the responses I received:

Teanne McKinney--Penstemon at Tallgrass--approximately 134 homes

Having a third party is "really good." Takes away neighbor against neighbor. We hired them three years ago and they are "just fabulous." They "got with the city and got our streets resurfaced." We have learned what we can and cannot do. They are always at our meetings...keep us on track. They have dealt with our "sprinkler issues/leaks." They got our lawn care bids. Some people didn't care about their lawns--developed fines. They mail checks to an HOA drop box. "Very timely" with reports and help with the budget. They pay bills and on time. They print off reports for the meetings and will even do agendas if you want. No rate increases the last two years. "Would definitely go ahead with them."

Russ Coad--The Woods--approximately 70-80 homes

"Would hire!" Have been using them four to five years. "Have done a very good job for us." They do accounts receivable and payable. Don't really need a board meeting every month. "Really pleased." They follow-up on new homes. Have a pool and they came up with a new key system. They do a monthly review for all members. They apprise the board if they have to file a lien.

Dee Manning--Harbor Isle I--approximately 59 homes (but she said they also have Harbor Isle II and III)

Started with them five years ago. We were his 32 HOA. "Amazing to watch." "Cannot say one bad thing about them." We were with another company that did nothing. Our neighborhood was going down quickly. Rodney has turned our community around--99.9% of dues are paid. Does a "wonderful job of educating you and helping you." We have had some turnover in the case managers but Rodney takes over until a new manager is trained. Always pays the bills and taxes--doesn't get behind. Prepares the board for what is coming up. Our subdivision is 18 years old. Have pulled fronts up to code and want to start working on the backs. They mail out a package with all the checks and bank statement but they also do as much as possible electronically. Most correspondence is through e-mail. They are "so prompt--have become good friends." For overdue dues, "Don't take it to collections--just put a lien on it and move on. Have to renew it every year." They do newsletters. You "will be very pleased with their services."

Angie Tejada--Tyler's Landing--400 homes

Angie was an original member of their board and served several years. Is no longer on the board. "It was such a blessing to get rid of the accounting and billing." "They stay up to date on technology." They set up an on-line payment system for dues. They host their web site--nice to have--people can get many dates--when the pool opens and closes, meetings, etc. Angie did everything at first. "They are worth every penny." "Rodney has partnered with a real estate attorney." They have had a handful of owners that would never pay. They put a lien on their property but that doesn't help much until they move or refinance. What has done better is notice that it will be going to a collection agency and there will be a check mark on their credit report every month. That seems to bring most in with a check. They don't want their credit rating affected. Or, they have taken some to small claims court--Rodney does everything. Often just that threat brings them in with a check. Assigned a case manager who comes to every meeting. The secretary even gets a break as they do the minutes of the meetings. Also do the newsletters.

Ann Kipper came to our meeting to voice her concerns about the management company. She said when she was a real estate agent the HOA company had threatened to take the covenants off line and make home owners pay to get copies. She said there were also issues with them enforcing covenants without board knowledge. She mentioned the reviews on line were not good. She "doesn't want them to be too picky" when enforcing the covenants. Lance expressed concern about having enough money to both hire the management company and take care of the lake. Mike Walker would like to see a minimum amount from the dues go into reserves each year to maintain the lake. Steve asked for confirmation that the contract with HOA

Management Services is a one year contract and Chuck confirmed for him that it is a one year contract.

There being no further discussion, Vickie moved to hire HOA Management Services. Steve seconded. The vote was unanimous.

Steve has written a letter to all home owners announcing the hiring of HOA Management Services. We will wait until after we have talked with Rodney Wright before releasing the communication. Chuck will call Rodney on Thursday.

At 8:05 p.m. Chuck moved to adjourn to executive session. Mike seconded. Vote was unanimous.

Our next meeting will be August 5. No agenda at this time. At 8:45 p.m. I moved to adjourn. Mike seconded. Vote was unanimous.

Nikki Shirley, Secretary