

## WHA Meeting Minutes

July 11, 2022

### Board Member Attendance:

<b>President</b>	Scott Adams	P	<b>Activities</b>	Sharon & Brian Kinnick	A/A
<b>Vice President</b>	Paul Jansen	P	<b>Grounds</b>	Judy Rouhselang	P
<b>Treasurer</b>	Brian Peterson	P	<b>Membership</b>	Lisa McCoy	P
<b>Secretary</b>	Mandi Adams	P	<b>Pool</b>	Josh Linderman	P
<b>Clubhouse</b>	Ross Sexter	P	<b>Tennis</b>	Greer Trapkus-Harris	P

Quorum is obtained when at least 6 Directors are present. Nine members are present and quorum is obtained.

Class A members: 420. Class C eligible: 327. Currently have 28 Class C members who paid 2022 dues.

**Guest Attendance:** Larry Rich, Laura Behrle, Amy Fletchall, Diane Behrle, Nathan Robison

**President** At the request of the President, the meeting was held on Monday, July 11, 2022. Scott Adams called the meeting to order at 7:32 p.m. and welcomed all Board members and special guests. Scott gave the floor to the Swim Team.

Laura Behrle, from the Swim Team, stated they had a fabulous year. There are 78 swimmers this year and last year, the swim team had 58 swimmers. There are 47 families, 8 families attending are sponsored families. The sponsored families do not live in neighborhood but are family members and/or associated with members. At least 6 of our families, the parents swam on the swim team. Somehow, they found their way back to the neighborhood and want their children to have the same experience that they had growing up. Our swim team finished 5 overall out of 8 teams at the invitational. We had a winning seasonal record. 8 Individual swimmers were high point winners. Overall, all the hard work that was put into this has been worth it to see the joy on all the kids faces. Judy asked about their expense report. Scott will forward that information to Judy. Laura B from the swim team stated they sold spirit apparel and swim caps. There are swim caps still available and they plan to continue to sell those for years to come. Laura also stated there are checks that have not cleared in the account and a check written to Laura for about \$1,400 is outstanding as of present.

Judy had a process question. Josh, we had our attorney update the waiver. Did you receive all the waivers back from the swim team? Josh stated he received all from swim lesson attendees, but not the swim team. The swim team had separate waivers. Judy said ok, but whatever waivers were signed by the swim team, the HOA needs copies of that. Laura from the Swim Team stated that all waivers are signed online thru their software. Josh said he and the swim team leaders are working on how to get those documents. Judy said that our attorney advised that the HOA needs to have copies of all waivers to protect the HOA legally. The HOA attorney advised the HOA to have the waivers digitized. Josh has some ideas on how to streamline that process going forward. Laura from the Swim Team said they can help by exporting some of that data. Judy shared with the board that our attorney reviewed the previous waivers and that we now have an updated version. Josh stated he would like for the swim team and board to meet throughout the year, so everyone is on the same page.

Laura Behrle shared with the board that all members of the swim team paid \$88 to be a part. That charge was used to pay for the coaches. This is not the actual cost of running the swim team. The cost would be \$125 per swimmer. The swim team chose to subsidize the cost this year, but next year the cost will need to increase. The Swim Team bank account will have a balance of approx. \$2400. Judy noticed it shows a larger amount, but Laura stated there are some checks that have not been processed yet. Scott asked the swim team leaders if the cost went up from \$40 this past year. Yes, it was raised to \$88 and will need another increase to avoid subsidizing the cost. Lisa McCoy asked the swim team leaders if there were any Class C members on the team. Their response was yes, at least one to two.

Scott Adams said he thought this is good information for the board to know and would like to discuss it further because we, as a board, want to make sure the swim team feels support, but the board does have a responsibility to work out budgets. Again, Scott stated this was all valuable information and would like for the board and swim team to meet again.

Laura B, from the swim team stated that from December to mid June of this year, they did not feel supported. She would like, going forward, to set up parameters and meetings with the board so everyone is all on the same page, especially with finances.

Scott shared that the board does value them and all the hard work that they do for the swim team. As a board, we would love to meet again and hear all your ideas. We can create an outline for us all so there are no surprises.

Larry Rich, guest, shared with all that he is not a member on the board, but he does attend all meetings as a member of the HOA and he is interested as a member.

Scott thanked the swim team leaders for coming and speaking with us. He said he would like to have them back in September to participate on the board meeting and that we are looking forward at moving forward all together. Lisa McCoy added a big Congratulations to the swim team for their incredible year.

Scott introduced the board to Nathan Robison. Nathan is a member of the HOA, does the video equipment set up for Activities and is an owner of a sound system company. Nathan thanked Scott for the introduction. Nathan offered his services to the board to improve the sound system around the pool. Estimated costs for pool deck sound systems range \$600-\$2400. Lisa McCoy asked Nathan what the benefit would be. Nathan responded that the pool would have music at all angles and would have a nicer appearance. Nathan did the sound system and tv set up at Ale Emporium.

Scott changed up the agenda to introduce our new Facilities Managers, Betsy and Blake Abshire. The board went around the table and did introductions. Lisa McCoy asked Betsy and Blake how they heard of the open position. Betsy knows Brittany thru church and was Brittany's daughter's preschool teacher. Both Betsy and Blake presently live in Anderson. Scott shared with the board how fortunate we were to have had so many wonderful applicants who applied during the specific set time frame. The best were Blake and Betsy. Blake is a firefighter, and both were lifeguards. Blake will be staying on at the Anderson Fire Department until an opportunity arises around our area. Betsy works from home as a personal finance educator. Both will be moved in on August 1, 2022. Scott took a long moment to celebrate Brittany. We are lucky to have had her as

Facilities Manager. She continuously went above and beyond for our neighborhood and will be sorely missed. Scott asked Brittany if she had any updates for us all. She shared that the carpet cleaners would be in to clean the carpets in the apartment. She does have someone lined up to assist with cleaning the clubhouse. Brittany has been able to train Betsy. Betsy has access to the website and calendar. She is good to go.

Scott opened the floor for the Secretary.

**Secretary** Mandi Adams opened up that she would like to quickly address the Acorn. This was her first Acorn and feels that there are some steps that can be eliminated to make this process easier going forward for all the secretaries that follow. One step would be the elimination of deliveries of the Acorn. She says this because she reached out several times to gain access to the database with names for deliveries. She also reached out to the volunteer coordinator whom helps deliver the Acorn. Mandi was not able to get in touch with those individuals and ended up having to leave the Acorn at the Clubhouse for members to come pick up. Mandi had another board member try to access the database and they too were without luck opening the database. Once the Acorn was completed, she felt as though she let many neighbors down because of all the obstacles and extra steps that she could not get thru. Mandi suggested we eliminate the handing out of the paper Acorn. This would save money on printing as we printed off 125 copies of the Acorn that were not able to be distributed. Judy stated that a mail chimp was sent out to the neighborhood and it said that the paper Acorns could be picked up at the clubhouse. We ended up with 80 Acorns sitting around. Brittany had a suggestion. She suggests we invest in a mailbox of sorts, like what realtors use at homes, for our Acorn. It could be stationed by the front Sign for neighbors to walk by and pick up. She did find some online but did not make the purchase. The cost for a set is \$70 and they are metal. If we did two, she suggested one could be used for the Acorn and the other for clubhouse rentals.

Lisa McCoy stated that some folks who have requested a paper copy be delivered is they may have mobility issues. Some neighbors have marked off on a membership form they would like a paper copy. Lisa said the form is a bit confusing. The new membership form is easier to understand and 10 more neighbors have been added to the delivery requests. Ross Sexter also said that a lot of our elderly neighbors would like a paper copy since they are not on the computer checking mail chimps. Judy then stated that yes, ultimately like Mandi said, the process is broken and takes too many steps involving multiple people. This is an opportunity for improvement like many other business processes that have been reviewed, simplified, and improved. Mandi then shared that of course she understands there are elderly neighbors and folks with mobility issues wanting a paper copy. However, there are too many people have small pieces that are imperative to getting the Acorn out. When no one responds, that puts Mandi in a tough spot. Lisa said she didn't understand why Mandi could not access that google document. Mandi replied that she needs permissions and that was never granted to her. Scott asked what the cost would be to have a printing company handle the distribution. Judy shared that at one point in time, the HOA did that before. At an annual meeting, a member made a motion to discontinue that to save us all money through delivery. Scott said he would circle back up with Mandi about this. Mandi shared she would be up for whatever will streamline this process and make it easier, not just for her, but other secretaries to come. Scott asked Mandi if there was anything else she would like to discuss. Mandi said, yes.

The motions and actions spreadsheet has many outstanding actions that are not filled in as completed. She asked the board members to review the spreadsheet and to send her the dates of completed actions and any info that would pertain to these and she would update the spreadsheet.

**Treasurer** Brian Peterson shared the account information with the Board Members:

NBI Checking: \$5,774.41

NBI Savings: \$196,090.10

Chase: \$5,158.45

PNC: \$5,708.96 Once all outstanding checks clear, total should be approximately \$2,400

Brian shared with the board that the accounts are where they should be at. He is interested to hear the thoughts and ideas that the board is going to do with the pool company. As per last meeting, he has not paid Aquatics for the 7/1/22 bill. Paul asked if he or Lisa knew how many Class C members have signed up. Lisa responded that we have 28 Class C members and that 7 new Class C members signed up thru the postcard mailer. The postcard mailer has more than paid for itself. Brian said the total income for Class C members is just over \$12K. Lisa would like to send the postcard mailer out next year.

Brittany revealed the pool company has been using our supplies. Scott and Paul shared with the HOA that they have had a pretty direct conversation with Aquatics. Scott said we will start getting a monthly credits.

Scott will also follow up with Brian to make sure we are receiving the credits from Aquatics. It was shared with the board that Aquatics has also changed chlorine companies, which has contributed to some of the issues.

Paul recommended we pay the July bill and to add a note to remind Aquatics and Brian of the credits due to us. The credits is due to Aquatic being unable to provide 3 lifeguards as our contract states. Brittany feels 2 guards are the best for our numbers of attending residents who use the pool. She is concerned that having 3 guards would create boredom within the guards. Judy spoke with Woodland Springs. They too are feeling the pains of not having the number of lifeguards they would like. Judy does believe what we have now will be sufficient for the remainder of July as most folks travel in July. Paul stated we contractually have 3 guards. Two are for the pool and one for the gate. Ross believes we should keep 3 guards. He would like to see one at the deep end, one stationed at the shallow end and the last to be a floater/roamer that would help with breaks. Typically, guards should have 20 mins in a chair, at a time. This would keep our guards' minds sharp and alert. Lisa asked if the board was up for changing that. Josh said it was up to Aquatic. This year has been a challenge for guards sitting for 45 mins straight with a 15 min break. Judy shared with the board that income from guest fees in the budget forecast is \$750. Last year's actual income was \$1,343. YTD income from guest fees is at \$261.92 compared to income of \$856 at 7/9/2021 last year. Seems apparent that people are not paying guest fees and the "honor system" doesn't work. She believes having an attendant at the gate in previous years to check members and their guests did make a difference and compelled the payment of guest fees.

**Activities** Sharon and Brian Kinneck were not present but sent along their notes to be shared by Judy Rouhselang. Judy said that the Independence Day event went very well and Sharon received a lot of positive

feedback. Also, a big thank you to Larry, Mike, Linda Withrow and Judy for helping Sharon. This week, a MailChimp reminder for the August 12 Back To School event from 5pm-7pm will be sent out. Nathan Robinson has offered his services for another pool movie night or one in the fall on the lawn. This is in addition to the December movie night. Lastly, the Kinnick's will be paying the remaining deposits to the vendors in the next few weeks.

Grounds- Judy Rouhselang shared with the Board that the Lake had an extra treatment last week for the mat algae. Our lake is looking better but the water is low, and you can see the algae lurking just below the water. This is likely something they will treat all summer. At least we don't have the blue green algae that Woodland Springs is struggling with that can be toxic. They have had restrictions now for several weeks. As for the grounds itself, a dead tree was removed last week by Victor. A large tree limb came down by the pool heater last week in the Thursday rain and Mike cut it up. Thank you, Mike!! A few dead trees along the creek on Lakeview Drive side of the property will have to be removed in the fall when the levels are down. The small tree in front of the chimney is dying. Judy is going to have Mr. B's remove this and the bush next to it. She has a quote for \$500 if the roots come out easily. If they do not, the cost would approx be \$650. This work is in the Grounds budget. Judy may not replant anything until later. As for the parking lot, it will need to be re-stripped next year (Spring). The previous quote (9/30/21) was \$3,536. Regarding the Dam, Mike sprayed weeds and poison ivy about two weeks ago and is keeping up with this. A neighbor family did construct the "riprap wall" that appeared on the dam this spring. The was impeding the flow of water on the spillway. This was at least 15 feet wide and a foot tall. This has caused likely several thousand dollars of damage because it caused the small riprap to be washed off the ground and other rip rap to be washed towards the exit channel. Also, it caused ground erosion where you can see that the earthen portion of the dam was washed onto the remaining riprap. It is very barren in the front portion. They recently tried to dismantle the wall they built. Judy investigated pricing for signs as we had discussed during the previous meeting. The signs discussed last meeting were "Private Property" signs for the HOA grounds because we have had some vandalism issues (tennis courts, boats, dam and pool). Similar to the signage that Woodland Springs has. Judy has a quote from Signco who did the Woodland Springs signs. \$4,608 for 3 signs. 2 signs would be \$3,072. Scott would like for us to discuss this further at our next meeting.

**Pool - Josh took the floor to discuss Aquatic. Lisa asked what the general consensus on Aquatic is. She personally feels a sense of community at the pool with the guards. Josh said that overall, he is not pleased with their performance but is optimistic it can turn around. Greer shared that she feels guards are more professional and actually work compared to previous years amd guards. In more pool news, Josh shared that the pool gate works. Only one child's code did not work and that was due to him being at the wrong pool. Lifeguards have new codes. They will have access to the pool one before opening and one hour after the pool closes. He stated that a new process is needed for our newest Class C members. Paul asked if the gate will open without a code. Josh said it will not. Ross asked if Josh was tracking multiples of addresses a day. Josh is not on a regular basis. He does get notifications and does not believe anyone is abusing the codes. Greer asked if temporary codes would be available. Josh said No. She also asked Josh if codes can be**

changed. He answered, "No." Lisa brought up that when homeowners change, we will need to come up with a resolution for new move ins and codes. Ross recommends we use the last 4 digits of phone numbers rather than addresses. Scott said once this season is over, he would like to dive back into this discussion. Josh said that the tennis coaches do not have a code so they are not able to get in the gate to use the restrooms. In the future, he can also set up access for tennis coaches during lessons. Josh wonders if the gate/codes should be managed by the Facilities Manager. Due to wifi, it makes more sense to him to have that Manager handle them. Ross will investigate remote capabilities for Josh so he is still handling. We can circle back to this during our next meeting. Josh recommends we paint the steps on the pool deck. There was an injury to a guest during a swim meet who had difficulty seeing the steps. Overall, we would like for that to not happen again. Josh is going to reach out to Aquatics to see if they can come up with a quote for painting the steps. Josh shared we need two new umbrellas for the pool deck. Swim Team items is a topic to discuss with Betsy and Bake. He would like for the three of them, along with the Swim Team, to help organize that area.

**Tennis** Greer Harris began by thanking neighbors Mike and Larry for helping with the lining of the courts for pickleball. We were fortunate to have one outdoor net donated for open Pickleball. Tennis lessons are in their 2<sup>nd</sup> session for 2 weeks. We have 28 regular lessons. Financially, tennis is breaking even (income from lessons has covered 100% of the expense for the tennis instructors), which was the goal. Greer did ask to what extent are we going to subsidize for lessons? 25% of session 1 lessons were nonmembers. 50% of session 2 were nonmembers. Judy shared that ideally, tennis should pay for itself, income should cover the expense of the tennis instructors. Our tennis instructor is quite popular and has brought folks from outside our HOA over for lessons. Scott asked do you feel if we raised cost for non-members, would these folks return for more lessons? Greer believes they would.

**Clubhouse** Ross Sexter welcomed the new Facilities Managers. He shared with the board that the siding on the clubhouse has been looked at and repaired. The cost of the repair was \$2500. Some issues were found during the repair. There is termite damage. He has also arranged for a roofing company to come out and inspect the valleys in the roof. Ross has noticed concrete issues around the pool area. He has witnessed water in the basement and crawlspace. Ross has seen a drop in the concrete in the basement where it has separated from the building. These issues will need to wait until the pool closes. Plus, there is a concrete shortage. Neighbors Larry and Mike have fixed the gutter guard and it is doing well now. Ross would like to see a deep clean happen at the Clubhouse. We would need to look into equipment that would reach the top of our high ceilings. The men's bathroom quote will come when we get closer to the time to do anything with it. Judy would like to see something happen with the baby pool as this is a priority as she knows there are lot of parents who would like to have it functioning one again.

Brittany added that the big pool has chipping at the bottom and has had to have the guards put the hose in the pool several times to fill the pool with water. Without doing that, there is a film on top of the water.

**Membership** There has been a total of 14 home transactions as of lately. She would like to have someone who can update the HOA website and add more specific information that the Title clerks and companies need

contact her/membership. Judy said she will update the website and asked Lisa to send her the language she needs added. Lisa would also like to have the homeowner forms digitized and asked if someone from the Board can help with this and get this done.

**Vice-President** Paul Jansen shared his thanks to all the board members.

**President** Scott Adams adjourned the meeting.

**The next Board Meeting will be held on Monday August 8th at 7:30 p.m., in person, at the Clubhouse.**