

The Highlands, Inc.

OPEN BOARD MEETING MINUTES FOR 2021

Note: Letters read at open board meetings are not identified in these minutes. Any owner may request a copy of any letter read at open board meetings.

The Highlands, Inc.

OPEN BOARD MEETING

January 20, 2021

10:00 a.m. Clubhouse

Call to Order (Please silence all phones)

Roll Call

Present: Craig Bennett, Linc Keilman, Bernie Lee, Bill Bohrer, Mary Rausch, Jamie Horst, Morris Coville

Absent: Bob Beck, Kent Hinds

The President, Craig Bennett, announced that this is an Open Board Meeting.

Please practice social distancing. Attendees are not required to be here. Your attendance is at your own health risk.

Pledge of Allegiance/ Moment of Silence

Revisions to Agenda

Approval of December minutes as posted:

- *Motion to approve made by Rausch, seconded by Horst. Unanimous. Motion passed.*

Correspondence: No correspondence

President's Report: Craig Bennett: The pool is open. It did take a long-time weather and COVID were problems. Applause for maintenance and Donato and recent hire Javier. Javier is being trained how to handle the pool. Pump house is new and fixed. Deck has been resealed. The Member Annual meeting will be Feb. 5. Traditionally that would be our regular monthly meeting. Are doing it differently, because there is only two weeks between. Feb 5 at 1:00 will announce who voted in and nothing else unless severe business that needs to be taken care of. Will have another normal meeting 3rd Wednesday like normal so we have more time to put things together. Since AZ has passed recreational marijuana there are some revised statutes. Marijuana or vaping will not be allowed in common areas in The Highlands, Inc. Will be new signs stating this.

Vice President Report: Linc Keilman

Gave an update on the election. Ballots are coming in. Right now, we have 117 returns so that figure confirms it is a legitimate election. Encourage everyone to send in as soon as possible. By our CC&R's THI needs to have an in-house election. It will be Feb 5th from 8-10 a.m. Counting will start at 10. By 1:00 results will be in.

Treasurer – Assist. Jamie Horst

2020 was an excellent year financially since there was not much going on past Feb. Looking at a reserve plan specialist to advise us on full-funding or another alternative. Will discuss throughout year and later in this meeting.

Profit and Loss is looking very good for 2021. Surplus was moved over to regular and legal expense fund. Some bills did not come in in 2020 so they will need to be paid in 2021. Do not seeing any issues with this. Aging accounts – there are 2 accounts that make up almost 70%. One of those will be done by January end and the larger one is in probate.

Maintenance: - Bernie Lee

Craig has filled you in on what is being accomplished. The gate at the RV lot is now operational. It is closed from 9 p.m. to 6 a.m. If leaving early in the am would be better to take your vehicle out the night before and park at your home. One thing discovered when locking up the Clubhouse at night find the screen door in the library is sometimes open heating the outside. Requested everyone please close the sliding door to the library.

Compliance – Bill Bohrer

Everyone is doing great job on yards. There is a lot of remodeling and new homes. Park looks better all the time. Appreciate when members turn in request even if not sure if it is needed. Compliance will let you know if it is needed, THI then has a record of it.

Social Committee: - Jamie Horst

Still planning to have an Outdoor Craft Fair the first Sat in March. Hoping this takes place depending on weather. It will not open to the public outside of The Highlands. If interested in being a part of the Craft Fair please speak to Mary Rausch or Cindy Bennett. It will be in announced in the February Fling there will not be a community sale or the white elephant. Will have the large dumpster in RV lot the week of Feb 22. In the Fling will also say what cannot go in the dumpster. If pass the test by Hughes Sanitation would like to do the dumpster again. If find material in there that should not be THI will have to pay a penalty and the dumpster won't happen again.

Old Business:

- **2021 Budget** – Have the budget in hand for two months. Haven't heard any issues with Budget. There are a couple of items to discuss with Maintenance Directors. Discussion held on need to have some funding in Swimming Pool Equipment budget for 2021. Horst amended motion to include funding for that line item. *Motion made by Horst to approve 2021 Budget with \$800 added to Swimming Pool Equipment. Seconded by Keilman. Unanimous. Motion passed.*
- **Accessible bathrooms** - Nothing new to report. We feel it is a substantial project, but getting someone to come in and look it has been very difficult because it is seen as a small project.
- **Policy and Procedure Review** –
 - **RV Storage policy** – clarify an item from last month. Read Item #8. Do feel THI wants to be able to accommodate when a renter has a guest who brings an RV when visiting. Discussion was held on renters having the ability to use the spot however they want once they are renting and THI's ability as the owner of the property to have rules and restrictions for renting. *Motion made by Keilman: Add to Item #8 (This does not apply of a visitor to The Highlands, Inc. during the time they are visiting. Seconded by Horst. Votes: Ayes: Coville, Horst, Lee, Rausch, Keilman. Naes: Bohrer*
 - **Rules for Reasonable Accommodation of Service or Assistance Animals** – Review committee noticed that there is a difference between the CC&R's wording that refers to medical doctor and the policy that refers to physician. *Motion made by Rausch to: Change the wording of the last sentence in first paragraph to: The Highland's Inc. form must be accompanied by a statement verifying the necessity for the animal, signed by a medical doctor, as well as a picture of the animal. Seconded by Horst. Vote: Unanimous. Motion passed. Motion made by Rausch to change the word physician in General Rule #5 and #9 from physician to medical doctor. Seconded by Horst. Vote: Unanimous. Motion passed.*

- **Maintenance Director Spending Limit:** Discussion was held regarding fact that this has always been an unwritten rule and has only been increased by \$50 since 1996. Board member Rausch discussed feeling that this was more appropriately handled as part of the Budget. That, once the Budget is passed the Board has okayed the spending in each of the line items on the Budget and that Board members should work on planning for what they will need during the calendar year. Further discussion was held on this policy has been a way to keep members informed about spending and keep the Board from having no checks on spending, especially on larger ticket items. *Motion made by Rausch to discontinue the Maintenance Director spending limit, unwritten rule, and remove from the Policy Manual. Seconded by Horst. Votes: Ayes: Rausch, Keilman, Coville, Horst, Lee. Naes: Bohrer. Motion passed*
- **Clubhouse WIFI** - Had a request for a resident for WIFI at the Clubhouse. Board member Keilman contacted Century Link to see what they could do same thing as in office. Discussion was held on which is the best way and what options are there to have WIFI in the clubhouse. Discussion held on the concern about losing landline service at the pool in the case of emergencies, even though most everyone has a cellphone. Member discussed appointing committee to look into options and report back to Board so a well-informed decision could be made. *Motion made by Keilman to removed phone service at the pool. Seconded by Horst. Motion withdrawn; no vote taken. Motion made by Rausch to create committee to research WIFI in the clubhouse. Seconded by Horst. Votes: Unanimous. Motion passed*
- **Speedbumps** – President Bennett discussed that a lot of people are complaining about speeders. Appears stop signs are suggestions. We don't have any sidewalks or pedestrians should be walking against traffic. What we are doing is requesting more police presence asking them to be extra diligent. Continuing to ask vendors to slow down. If member sees vendors driving through write down company, with time they saw them and let us know so we can call their office to complain. If a number of people do it, it becomes more believable to the police. If have problem with speeder do not confront them. Call the police and inform them who they are.
- **Survey RV storage area:** Talking to guy who was going to do. Morris got an email back that we will be here on the 25th to do it and then Morris will put the CAD drawing together.

New Business

- **Treasurer Resignation:** President Bennett informed members that he had received a resignation letter from Bob Beck's decision to resign as THI treasurer. *Motion made by Rausch to accept resignation of Bob Beck as Treasurer and Jamie Horst to be Treasurer for duration of term. Seconded by Linc. Votes: Unanimous. Motion passed.*
- **FDRS contract:** Treasurer Horst discussed that when he was asked to be assistant there are 76-line items in the reserve plan, which seemed like a lot. This consultant would look at what fully funded vs. 70% funded. Should all the line items be in the reserve plan or should some be cost of doing business. There are big ticket items that should be in a reserve plan that we have to plan for. What do we have to plan for each year? Trying to keep \$58 a month as long as possible. *Motion made by Horst to approve contract for \$300 to hire FDRS to help with the reserve plan for 2021 calendar year. Seconded by Keilman. Votes: Unanimous. Motion passed.*

Chaise Lounges for pool area: Have prices that vary from \$200 - \$300. People have said they like higher seats (18-20") with straps. Looking to purchase 15 chairs. Also looking to buy additional glides for the bottom of the chairs (4 to a package at \$2/package) have 2 dozen glides on hand. There is a limited 3-year guaranty. Discussion was held on the reason for the number of chairs. Concerns that we don't need to have that many chairs and they become a hazard for the people who are covering the pool because they have to move them. Also, if too many are purchased and people don't like them, we are stuck. Discussion was held on the reserve plan fund currently has money set aside for pool furniture and should stay within that dollar amount.

Motion made by Lee to purchase 15 chairs at \$5,935 and 6 packages for replacement guides at \$2/package. No vote because of the lack of a Seconded. Motion made by Keilman to purchase 5 strap chaises, 20" high at \$319 each and 6 packets of glides. Seconded by Horst. Votes: Unanimous. Motion passed.

- **Wireless Microphones and amplifier for clubhouse:** Board member Keilman discussed that this is to increase our ability to have more microphones for meetings. It would match what we currently have and only need the amplifier to get them all to work. *Motion is to Approve \$350 to purchase another 4 wireless microphone and the accompanying pre-amp. Seconded by Horst. Votes: Unanimous. Motion passed.*

Open Forum

- Member asked that next time chairs were purchased to look at ones that have wheels.
- Member asked where the purchase of the microphones is in the budget? Answer: Clubhouse Telephone/WIFI and Clubhouse equipment
- Member commented on speed bumps and the need for them in some places. Also, that all homeowners at one point voted to have them removed. Only put in one or two and see how they work.
- Member requested having a plastic wind break by the shower since there is not a third wall in that space.

Motion to adjourn made by Horst. Seconded by Keilman Vote: All Ayes Motion passed.

Adjourned 12:05

The Highlands, Inc.

ANNUAL OPEN BOARD MEETING

February 5, 2021
1:00 p.m. Clubhouse

Call to Order (Please silence all phones)

Roll Call

Present: Craig Bennett, Linc Keilman, Bernie Lee, Bill Bohrer, Mary Rausch, Jamie Horst, Morris Coville

Absent: Bob Beck, Kent Hinds

The President, Craig Bennett, announced that this is an Open Board Meeting.

Please practice social distancing. Attendees are not required to be here. Your attendance is at your own health risk.

Pledge of Allegiance/ Moment of Silence

Revisions to Agenda

Approval of January minutes as posted:

- *Motion to approve made by Keilman, seconded by Horst . Unanimous. Motion passed.*

Reports

President – Craig Bennett :

- 2020 was a very difficult year. COVID has put a twist on everything we've done. Along with COVID we had high temps and no rain. In November started work on pump house, a major undertaking. Replaced two heaters, replumbed everything and a new roof. Thank you to Bernie, Morris, Donato for all their hard work and hours they put in. At least weather was bad during time pool was down. Two new employees were hired this year, Georgia in the office and Javier as back up maintenance person. Welcome to both
- Had a few, if any social events. Have been doing our wellness parade on Thursday.
- There was a meeting with Oro Valley on the wash. Oro Valley is going to submit a request to FEMA for grant money to improve the wash. Oro Valley will require THI to deed over the wash unless THI wants to pay for all the improvements. More information to follow. When we get more information, we will pass on.
- Board is doing everything to prevent speed bumps. Please do your part to stop at stop signs and slow down. Oro Valley police is increasing patrols.
- Next meeting will be on February 17th at 10:00 at Clubhouse.

Maintenance: Morris Coville

- Survey is complete. There is a lot of land up there that we didn't realize we had access to. We have done a CAD drawing to see what we could actually use. Now we will take a tape measure and map things out. After that we will be checking on cost of having equipment brought in to clear some of the space.

Treasurer: Jamie Horst

- Just gave year-end financials in January. Since then, did capture a couple of items. That information will be available in the office and at the February 17 meeting. Gave net numbers on both reserve savings and regular savings.
- Will have some adjustments because pump house monies that were projected in December will now be spent in January.
- QuickBooks will allow us to have some specific graphs and charts to show spending. Maintenance spending overall is not that large and is hard to keep below \$250. The larger spending is from Reserve spending. As new Board comes on will probably go back and readdress the spending limit, but will probably be more focused on Maintenance Reserve spending.

Old Business:

Policy and Procedure Review – Mary Rausch

- No Cash Policy: This policy was enacted in 2017. No records were found of a vote taken on this policy. Recommendation from our attorney in these cases were to ratify a policy such as this so that future Board's have a baseline. Discussion was held on past Petty Cash and that office staff currently has no change for copies and faxes. *Motion made by Keilman to Ratify the current No Cash Policy, adding to it \$5 will be available to make change. Seconded by Horst. Unanimous. Motion passed.*

Clubhouse WIFI – Mike Cook

- The committee has completed its work. Gave their findings to the Board and asked that the Board read it over for discussion at Board meeting on February 17.

Open Forum:

- Linc wanted to thank everyone who helped with elections: Cheryl Stafford as Chairperson, Helen Keilman, Steve Horst, Sandy King, Judy Weber, Reggie and Myrna Wenaas, Dan and Terry Wojdyla. Thank you for help
- Jamie Horst – Have been coming out here for many years, never had to worry about locking homes, sheds, etc. Now if you leave your home make sure you lock things up when you are leaving. Have had a couple more thefts in parks. Very disturbing. Is an ongoing thing.
- Craig Bennett - Have two board members whose terms are done. Bill Bohrer thanks for 6 years on compliance. Always met with residents with an open mind. Appreciate all your hard work.

Linc Keilman stepped in to fill open Board position. Linc took on election committee and done an exceptional job. Has documented process so next person has step by step procedures to follow. Thank you Linc.

Election Results – Craig Bennett

- This was a valid election. We had 253 eligible voters; 183 ballots were cast with 0 voided ballots.
- Changes to By-Laws Article III, Section 2: 160 yes, 13 nos
- Changes to Articles of Incorporation, Article VII, Section 2: 160 yes, 13 nos
- Board Member results:
 - Craig Bennett 142
 - Jimmy Clark 142
 - Sara Danville-Gelhaus 167
 - Rich Staska 62
 - Lash Loughridge 1
 - Linc Keilman 2

Motion to adjourn Keilman, Horst second. All ayes

Adjournment 1:30

Submitted by:

Mary Rausch, Board Secretary

The Highlands, Inc.

OPEN BOARD MEETING

March 17, 2021

10:00 a.m. Clubhouse

Call to Order (Please silence all phones)

Roll Call

President Bennett informed Members that THI office person Georgia Pfleiderer died of a heart attack on Monday night and the office would be closed until we are able to find a temp person to fill in until a permanent employee can be found.

Present: Craig Bennett, Bernie Lee, Jimmy Clark, Mary Rausch, Jamie Horst, Morris Coville, Kent Hinds, Sara Danville-Gelhaus

Absent: Bob Beck

Pledge of Allegiance/ Moment of Silence

Reading of Protocols

Revisions to Agenda

Approval of February Open Board Meeting minutes as posted: *Motion made by Lee, seconded by Horst. Ayes: Lee, Hinds, Clark, Coville, Horst, Rausch. Abstain: Danville-Gelhaus. Motion passed.*

Correspondence: Two letters were read

- Member requested info. from Neighborhood Watch be in Fling each month. Secretary Rausch informed Members that Neighborhood Watch is separate from THI Board. Secretary Rausch did inform Members that Elizabeth Hinds, Neighborhood Watch member, said she would be willing to have put a small item in the Fling when there is information Members should be made aware of.
- Member asked if reimbursement was given to Marilyn Staley for cards and postage. Treasurer Horst said THI currently reimburses Marilyn for both postage and cards. .

President's Report - Craig Bennett: No report

Vice President Report – Sara Danville-Gelhaus: No report

Treasurer – Jamie Horst

- Treasurer Report was provided to all members present and can also be requested in the office. Treasurer Horst informed Members that finances are in a good state.
- He, Board Members Beck, Coville and Lee will continue to go through items on reserve plan Will cover in more depth later in meeting.
- No comments on profit and loss.
- Stated that THI Board will continue to look at expenses over \$250. Will continue to look at through Fall so by end of year Board will make recommendations on what will continue to track moving forward. This is used right now for where items are being sent to line items.
- Budget right now is over on several line items This is because of items that weren't charged out in 2020, came due in 2021. Will be moving money from other line items to cover these.
- Thanked Bernie and Morris to take care of safety issue, but need to continue to make sure Board is aware of monies that are being spent. They are following everything they need to do to make THI safe.
- Aging accounts had 19 greater than \$100 down from 23. Had seven letters sent out those that were over \$175. All accounts over \$175 have been made whole as of Monday.

Maintenance: Bernie Lee

- We are still working on RV lot. We have more property than we realized from survey. Will have a full report next month. Found out THI needs to get a permit to move dirt because of Oro Valley hill ordinance.

Compliance: Jimmy Clark

- Had an active month 4 concrete driveways and one concrete walkway, one wheelchair ramp and one request to move awning supports within property line.
- Asked if people have a copy of the CC&R's, read them and have signed a copy of the CC&R's and it is in their file (Members raised hands). A couple comments from residents is reason he brought this up.
 - Speeding down Matterhorn. Not vendors or visitors It is residents Please Slow down.
 - THI has a no pet policy. There are rules for people requesting reasonable accommodations for service or assistance animals. They are required to provide documentation – please do so. No cars, trucks, vehicles may be parked on any street overnight. Any vehicle in RV lot must have current plates and valid registration

Contracts: Sara Danville- Gelhaus – no report

Social Committee – Cindy Bennett

- Reported on the craft fair. Vendors and shoppers liked being outside. Probably will try to stay outside.
- Have social committee meeting this Friday at 9a m

Old Business

Policy and Procedure Review – Mary Rausch

- Procedure to remove money from laundry facility – Bernie Lee: Board member Lee read the procedure currently in the Policy manual and the Procedure being proposed to replace it. (new procedure attached) *Motion made by Lee to remove the current procedure and replace with the proposed Procedure – Removing Money from the Laundry Facility. Seconded by Horst. Unanimous. Motion passed.*
- Policy regarding size of homes in THI. – Mary Rausch: Board member Rausch read the current policy and also read the current CC&R dealing with size of homes. *Motion made by Horst to remove the policy from the Policy Manual and revert to our CC&R's. Seconded by Lee. Unanimous. Motion passed.*
- Board member Rausch did inform Members that there was restriction of mobile or manufactured homes only in the Policy, but it was unenforceable because there is no such restriction in THI CC&R's. THI is zoned SDH6 which only allows for moved on site residences.

Clubhouse WIFI Committee – Sara Danville-Gelhaus

- Thanked committee members Kris, Mike Cook, and Bob Beck. Informed Members this is a complicated and multi-faceted issue. She would like to have the WIFI committee, herself and Board member Beck meet to go over all questions and come back to Board with recommendations.
- Portion of the committee recommendation dealing with the phone in clubhouse and by pool could be considered and voted on right away. Members were informed THI is paying a monthly fee for a clubhouse telephone. Proposed solution involves one time purchase of CoolPad Snap phone and a Panasonic phone with two extension that will connect to cell phone, then a substantially less monthly fee. Approx. \$70 savings per month. Lengthy discussion was held on with various questions from

Members and THI Board on how this system would work; including can the current phone number be used, how would THI prevent someone taking phone, is there limit to service, why is there a phone at the pool, do the phones have batteries, is there law on type of phone at pool, can you get just a 911 phone, will 911 know where call is coming from? *Motion made to authorize the purchase of Cool Snap phone and Panasonic Phones for \$116.95. Once THI makes sure if works, discontinue Clubhouse service through Century Link. Seconded by Horst. Motion withdrawn for further study of issue.*

- **Northeast run off – Kent Hinds**
 - Will have a full report next month
- **Handicap accessible bathrooms – Reed Snell**
 - The committee had previously had 3-4 builders look at project all with different input. Committee is now to a unisex bathroom in men's room along with remodeling the men's restroom. Morris has completed a CAD drawing that committee can now go to contractors with specific job requirements to get detailed figures.
 - Discussion was held on limitation of \$25,000 spending limit per project. President Bennett had previously submitted question to attorney..." Is wording in governing docs such that THI can do more than one project up to \$25,000 in one year?" Our attorney said yes. This Board will stay committed to limit of one project per year. Hope to put on ballot to update wording.

New Business

- **Hughes Sanitation – Jamie Horst**
 - Follow up to questions from last meeting
 - Asked about truck that was in here. The pick up was in shop that is why small truck was used. It had a very small area for recycling. Please continue to mark bag recyclable.
 - Dumpster was a great success. No issues on items that went in there. No fine, however it was discouraging to see people tossing things beside the dumpster even though it was full. It was not the correct dumpster
 - Found out yesterday we are currently not under contract. We will be in the process of getting a three-year contract. Now on a month-to-month basis. Will bring in April for approval.
 - Hughes is very accommodating. They never charge THI clubhouse or maintenance for trash. If we ever loose Hughes because of non-payments. Couldn't get \$39/quarter. Checked with other companies (assuming they have the right truck). They charge one time tote fee \$37, if a Member goes home for Summer, they charge you \$35 each time leave and come back. Waste Management is the same.
- **Outdoor Recreational Activity Committee – Craig Bennett**
 - Maintenance was looking at work needed on outdoor rec areas and starting to do one at a time. We would like to form a committee to look at the pieces and come up with a potential overall plan. *Motion made by Rausch to form a committee to look at all the Outdoor Recreational Activity Areas and to report ideas to the Board of Directors. Seconded by Danville-Gelhaus. Unanimous. Motion passed.*

- **Updated Appraisal of THI common areas – Jamie Horst**
 - This topic came up because of an inquiry...has THI had common areas properly appraised?
 - Brittany at THI insurance provider recommended not getting an appraisal as that sets a number the insurance company will use to pay out if there is a claim. They currently look at values each year and increase for inflation.
 - Discussion was held on importance of making sure things are appraised high enough. If do get appraisal THI owns that and doesn't have to provide. Are insurance companies fair with appraisals?
 - *Motion made by Danville-Gelhaus. Seconded by Lee. Motion withdrawn to look at topic more in-depth. Vice President Danville-Gelhaus will look into and bring information back.*
- **Reserve Plan Review – Jamie Horst**
 - Board members Coville, Lee, Beck and Treasurer Horst have sat down for several hours and went through all components of Reserve Plan. Looking for items that should be in maintenance schedule. Found 17 line items that need to be pulled out of reserve plan and put into budget. These items totaled 4% of total Reserve Plan.
 - *Motion made by Rausch to update 2021 Budget and 2021 Reserve Plan with numbers provided by Treasurer Horst. Seconded by Danville-Gelhaus. Unanimous. Motion passed.*
 - *Motion made by Rausch to approve sending updated Reserve Plan information to FDRS to complete the study. Seconded by Danville-Gelhaus. Unanimous. Motion passed.*
- **Reserve Plan Projects 2021 – Bernie Lee**
 - Board member Lee explained there are three Reserve Plan projects that are scheduled for 2021 that the maintenance directors would like to get approved and get to work on. Detailed information on quotes provided are available in the office.
 - The three items are:
 1. Replace billiard windows with UV windows, as was done 4 years ago with pool room. This would also include new sheeting and insulation. Reserve plan set aside is \$1,350 for windows Installation would be in-house.
 - a. Obtained 2 prices: Home Depot and Lowes
 - b. Use Lowes quote \$300 cheaper
 2. Replace felt and bumpers. Reserve Plan set aside is \$1100
 - a. Billiard only one company would quote
 3. Replace Flooring office with click and lock vinyl plank flooring, which is waterproof and durable. Installation would be done in-house. Reserve Plan set aside is \$3,900
 - a. Obtained 2 prices: Home Depot and Lowes
 - b. Was scheduled for 2020 and was pushed back until this year.
 - c. Approx. 1,200 sq. ft.
 - Discussion was held on all topics. Did the windows include replacing the lower portion of the windows? Billiard table – is it needed. Yes, felt is tearing. Flooring – does it need other material to complete. No, it is click and lock with pad already attached. Is this for both rooms in office, Yes?
 - *Motion made by Danville-Gelhaus to approve Lowe's quote of \$1,058.17 to replace windows in billiard room with total cost no more than \$1,400 for total project. Seconded by Coville. Unanimous. Motion passed.*
 - *Motion made by Lee to complete refurbishing of pool table felt and bumpers with total cost of no more than \$1,100 for total project. Seconded by Horst. Unanimous. Motion passed.*

- *Motion made by Lee to approve Home Depot cost of flooring for with a total cost of no more than \$3,900. Seconded by Horst. Unanimous. Motion passed.*

- **Swamp Coolers – Bernie Lee**

- The swamp coolers have not been used in the past year. One of the major problems with them is they use a lot of water and are designed to put humidity in the air. They also cost a lot to maintain.
- Suggestion was to sell the swamp coolers and only use the air conditioning.
- Discussion was held including: how much electricity is swamp coolers vs. air conditioning. When they are removed who will redo the roof. There are caps to put over area until the whole roof needs repair. Resident felt cooler would not have done any good this year. Now that they haven't been used it would take a lot to get them going again.
- *Motion made by Lee to have swamp coolers removed and sold with understanding buyer would do removal and repair roof to THI approval. Seconded by Horst. Unanimous. Motion passed.*

Open Forum

- Member had concerns about accessible bathroom being the only bathroom being done and people would only use it. Another member noted several years ago majority voted against because don't need and expense of it. Could we check a handicap accessible port-a-pot to be put outside?
- Member felt an audit should be done every 4-5 years. Treasurer Horst stated that the annual review hadn't been done for a number of years. That has now been corrected and a through independent review is being done each year by Clearview.
- Member wondered if THI still had medical equipment available for use by Members. Yes, it is on a first come first serve basis. Suggestion to put reminder in the Fling.
- Member had done quick research on 911 on phones relating to WIFI committee info. Problem is that no number is associated with them so emergency personnel have no way to know where the call is coming from

Motion made by Horst to adjourn, Seconded by Rausch. Unanimous. Meeting adjourned at 11:50 a.m.

Submitted by

Mary Rausch, THI Board Secretary

The Highlands, Inc.

OPEN BOARD MEETING

April 21, 2021

10:00 a.m. Clubhouse

Call to Order (Please silence all phones)

Roll Call

Present: Craig Bennett, Bernie Lee, Jimmy Clark, Mary Rausch, Jamie Horst, Morris Coville, Sara Danville-Gelhaus, Bob Beck

Absent: Kent Hinds

Pledge of Allegiance/ Moment of Silence

Reading of Protocols

Revisions to Agenda – addition of RV Lot

Approval of March Open Board Meeting minutes as posted: *Motion made by Danville-Gelhaus, Seconded by Horst. Unanimous. Motion carried*

Correspondence: None

President's Report - Craig Bennett: Informed Members that there was a lot of things to go over at this meeting. Please try to keep things moving and make any presentations brief.

Vice President Report – Sara Danville-Gelhaus: None

Treasurer – Jamie Horst:

- Stated that THI is still financially in good shape. (Monthly Treasurer's Report available in office.)
- Informed Members that the Reserve plan that had been submitted to FDRS was returned. Board members Horst, Beck, Lee and Coville will now go over on what FDRS has sent us back. Will have more comments on that in the future.
- Reminded Members that if they have a light pole they are to get a credit, checks will not be sent out. Statements will reflect the credit so Members with light poles are asked to please deduct that credit from their payment.
- Clarified the four ways to address any end of year overages on budget line items. He emphasized the Board would be assessing and making those decisions in the final quarter of the calendar year. (chart available in office)
- Aging accounts were reduced from 19 to 7 with most on one account that has a lien on the property.

Maintenance: Bernie Lee:

- Flooring in the office is complete.
- Morris Coville: Had a problem with the outtake so some overflow went into the area around pool. Also had a break in supply line in hot tub. Still looking into the float, should have it fixed tomorrow. Will not keep the pool from being used. Hope to have hot tub repaired today. Weren't sure how pipe in hot tub broke. Were able to review camera and see what happened.

Compliance: Jimmy Clark

- Thanked everyone for responding so quickly to taking care of all the weeds. He asked Members to please fill out a home improvement requests. If request deals with boundaries, please find your boundaries. Without it makes it difficult to approve. Please review the CC&R's.

Contracts: Sara Danville- Gelhaus – no report

Social Committee – Mary Rausch, Craig Bennett

- Starting May 1st Thursday parade will go from 4:00 pm to 6:00 pm.
- Told Members that the plan is to have a Fall Craft/Art show the Saturday after Thanksgiving. Suggested people interested please make things over the summer.

Old Business:

Policy and Procedure Review: Mary Rausch

- Compliance Policy: Board member Rausch explained that there was different compliance policy information in THI records so the Compliance Directors took all the information and consolidated it into one comprehensive Compliance Policy. Past Compliance Director Keilman did go over Attachment A, explaining closing in of existing carports/sheds. (Policy available in office.) Comment: Think about letting Members make improvements on existing structures as long as not changing footprint. *Motion made by Clark to accept new Consolidated Compliance policy dated 4/21/21. Seconded by Lee. Unanimous. Motion carried.*
- Sign Policy: Mary Rausch, Board member Rausch read the current Sign Policy. Read current CC&R's and response from THI attorney, in which he said current policy cannot be enforced because it has a restriction that is not in the CC&R's. *Motion made by Danville-Gelhaus to remove Sign policy from Policy Manual. Seconded by Horst. Ayes: Lee, Beck, Horst, Rausch, Coville, Danville-Gelhaus. Nae: Clark. Motion carried 6-1.*

Clubhouse WIFI Committee: Sara Danville-Gelhaus

- Board member Danville-Gelhaus went over why the WIFI committee is looking into the phone at the Clubhouse. She explained the phone is there for emergency use, particularly for the pool. Current cost of service is \$75.93/month. Committee recommended replacing that with a phone in the Clubhouse that will have cell service through Tello and have a 2nd handset at the pool able to call 911. Up front costs would be necessary to purchase the phones and \$16/month for cell service. This would also have the potential to have internet service via a Hotspot at the Clubhouse. Both the main phone base and cell phone would be locked up.
- This change would also enable internet service at Clubhouse via a Hotspot. Having this could help move to virtual Board meetings.
- Questions/comments from Members included, how can Members use the internet service? A sharable password would be posted. What range would the Hotspot have? Would have normal WIFI range. Is there a charge for cancellation of current service? No. How many people can use at one time? Possibly ten people should be able to use. Convert password to a simple and easy to use and remember, do same in office. Could post in Fling. *Motion made by Danville-Gelhaus to purchase a Panasonic phone for \$49.99, purchase a cellphone for \$99. Agree to a \$16/month cell phone fee, once confirmed system is working,(approx. 2 wks.) discontinue current service. Seconded by Horst. Unanimous. Motion carried.*
- Selection of virtual meeting platform: Board member Beck will be investigating which platform will be the best and most cost effective for THI, may have to pay for test meetings. *Motion made by Danville-Gelhaus to Fund up to \$100 to do experiment on telecommunication systems for future virtual Board meetings. Seconded by Beck. Unanimous. Motion carried.*

Northeast Runoff Committee: Kent Hinds, Not present

Accessible Bathroom: President, Craig Bennett

- Explained that while getting bids for bathroom, it was found that architectural drawings stamped by an Architect registered in Arizona are required for most work to be done on Clubhouse, now and in the future. Committee members have researched and looked for drawings without success, including searching with Pima County, Oro Valley, and City of Tucson. Copies of these drawings would be given to City of Oro Valley and Pima County which is necessary for permits. In 2018 an estimate for this type of drawings was \$6,900. THI will need to pay to have these drawings done. It will likely be more

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- expensive now than in 2018 and more expensive in future if don't do them now. Not having can also delay any necessary work, now and in the future.
- Reed Snell, Committee chairperson: Has spoken to 7 architects and engineers to try to get someone out to look at building, very hard to do. Must have drawings to do anything. Need to get drawings done so can move forward. Has meeting on May 6th with company that looked at building in 2018 and gave estimate of drawing costs.
- In Sunday's paper there was an article regarding a home in Tucson built by Lusk that just received a Historical designation. Lusk was also the developer who built THI Clubhouse. President Bennett will be working to contact the people who worked on this designation to see if they possibly uncovered any documents of THI Clubhouse and if Clubhouse could receive a Historical designation. There are pros and cons of such a designation. Con: can't change looks of the side of building facing pool. Would need to go through more approval if need to update. Insurance on building may go up slightly. Pros: Could open up possible Grant monies for any necessary updates. Could make harder for Oro Valley or anyone to try to make major changes to THI community.
- Board member Beck requested information from Treasurer Horst on impact from budget standpoint if spend money on drawings. Treasurer Horst remarked that based on our financial situation today it is very possible to do.
- Extensive discussion and questions including: Survey was done 3 years ago, bathrooms and drawings were voted down. Board member Rausch went over details of survey including minutes from 2/2018 where Board indicated survey was not a vote, just thoughts from Members. Also, minutes from 3/2018, that only 79 Members out of 279 (28%) responded to question regarding drawings, only 152 out of 279 responded regarding bathrooms. Comments from Members: 1. this isn't a house, it is a commercial building and the drawings need to be done. 2. This is a 55+ community and handicap bathroom is needed. Need to get the plans. 3. Try to exhaust research into Lusk before spending money.
- *Motion made by Clark to budget up to \$10,000 to have architectural drawings of Clubhouse. Seconded by Lee. Unanimous. Motion carried.*

Outdoor Recreations Committee: Sheryl Haggard:

- The office name of the committee is Highlands Outdoor Recreational Activities Committee The members of the committee are: Ron Weihl, Cheryl Haggard, Brian Tomac, Jane Force, Mark Heilbron. Craig Bennett, Board Liaison
- After first meeting the committee felt the best way to find out what THI members/residents wanted was to do a survey. They put a survey together and requested the Board approve the survey and up to \$200 to spend on sending the survey out. They will also be distributing the survey to any household still in the part, utilizing emails of any Members who are available via email. Could bring back recommendations in Fall.
- *Motion made by Danville-Gelhaus to allot up to \$200 to Highlands Outdoor Recreational Activities Committee to do survey so they can provide the Board with recommendations. Seconded by Horst. Unanimous. Motion carried.*

Hiring of Lynne Jordan: Mary Rausch

- Explained that at passing of Georgia Accountemps was called to find a temporary person. That person in THI office has a variety of duties and a well-qualified person is necessary. On 4/20/21 Board met in Executive Session to vote on hourly wage and hours. Now need to approve hiring of Lynne and paying

of finder's fee of \$6,864 to Accountemps for their efforts in finding a qualified person. A finder's fee has been paid in the past by THI.

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- Discussion was held on where money would come from? It would come out of reserve, set aside, or savings. That decision will be made in Fall. Board member Beck stated paying a finder's fee is good business practice as you are allowing an organization with expertise and resources to help find the correct person. *Motion made by Rausch to hire Lynne Jordan as permanent employee and pay \$6,864 finder's fee to Accountemps. Seconded by Danville-Gelhaus. Unanimous. Motion carried.*

Washing Machines: Member Dan Wjoydla

- Stated he came in early November. They usually use the laundry machines once every three weeks, normally all four washers. First time one next to wall was overflowing. Let Donato know, Dan noticed in early April that washer was still broken. By April notified Board member Beck Bob. Learned it was under reserve Plan, but there is no contingency that falls under the repair.
- Board member Horst reviewed income numbers from 2014 until present which shows the usage trend for the laundry facility is declining. So far in 2021 it is \$67.50. Would need to have \$531 annually just to pay for the washers. That doesn't include water, utilities, or maintenance.
- Donato tried to repair the broken machine and determined it could not be fixed. If have a repair person out would not be worth it as machines are old.
- Comments: It is a valued service to Members. No one is trying to eliminate, but if have 3 working keep going with 3 and wait to see what happens.
- Broken washer will be removed and disposed of.

Hot Tub Electrical Panel: Bernie Lee

- Reported two weeks ago where the motor on the spa that creates the bubbles wasn't working. Donato took motor to be repaired and found there was nothing wrong with motor. Board member Lee talked to Jim Coffee (retired electrical engineer), who checked it out. He felt panel needed to be replaced. It is blowing and melting the circuit breakers. Two estimates to replace panel. *Motion made by Lee to replace electrical pool panel for up to \$1,500. Seconded by Danville-Gelhaus. Unanimous. Motion carried.*

New Office Furniture: Mary Rausch

- Stated that new office furniture was in Reserve Plan in both 2019 and 2020 and was not completed. The current furniture is in disrepair and inadequate for the functions necessary in THI office.
- Three examples were presented with similar characteristics, warranties, materials. Favored option was to purchase from Anderson Furniture based in Tucson, product produced in Phoenix. Able to order exact specifications and have installed.
- Board member Beck clarified Reserve Plan amount was \$1,600.
- Comments: What is the useful life in Reserve Plan. Board member Rausch responded 5 years, but would recommend changing to min. of 10 years as that is warranty. *Motion made by Rausch to purchase U-shaped Case product from Anderson Furniture for \$2,138.77. Seconded by Danville-Gelhaus. Unanimous. Motion carried.*

Hughes Sanitation Contract: Sara Danville-Gelhaus

- Stated THI learned didn't have a contract with Hughes. Reached out to Hughes to continue service with new contract. Presented 3-year contract effective 5/1/2021-5/1/2024. There are a few changes to the contract want to make everyone aware of. Monthly fee will go from \$13 to \$13.50/month. There is a clause that if gas prices go up to \$4 there is a monthly surcharge of \$1/month. Last change in contract has to do with sharing services. New contract states that THI (Association) shall notify that the sharing

of services by 2 or more residents is prohibited. If caught sharing Hughes can get back payments and a \$100 fine. Suggested changes be put in Fling *Motion made by Danville-Gelhaus to sign the contract*
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with Hughes Sanitation with the contract changes dated 5/1/21 – 5/1/24. Seconded by Horst. Unanimous. Motion carried.

RV Lot: Bernie Lee

- Board members Lee and Coville found THI had to contact Oro Valley to do any work on the RV Lot. Met with Oro Valley representatives a week ago. THI will need to submit a drawing and also require a permit to move any dirt. The permit is \$600.
- Comments: What will this accomplish? Should allow for min. of 10 more spaces. What is the payback time frame? Potentially approx. 3 years. How will it be accomplished? Move dirt back from hillside opening up more spaces in the middle. How many on waiting list? 7. Will spots be smaller. No *Motion by Lee to approve sending a check for \$600 to Oro Valley for permit on moving dirt in RV Lot. Seconded by Clark. Unanimous. Motion carried.*

OPEN FORUM

- Member has concerns regarding March vote on removal of evaporators. Recalled previous Board minutes from 11/2018, 2/2019 and 11/2019 in which Board at that time had plans to retain and maintain evaporators. President Bennett replied that we have new information since those meetings. The A/C has proven to be more efficient on a continuous basis and easier to maintain than the evaporators.
- Member had question on if AC unit is now able to handle the heat as it was not for the 4th of July last year. Board member Lee replied that the situation was fixed and they are now able to handle it.
- Member recalled 4 new mics being purchased and suggested 4 new tabletop mic stands also be purchased.
- Board member Clark: Dumpster was such a success would like to see more of them. Feels it would help the compliance of keeping homes cleaned up. President Bennett suggested he get more details and bring up for discussion at future meeting.
- Board member Clark has concerns about people in community with pets not being considerate of people's property. Member suggested there are HOA's in Tucson that do not allow pets to be walked in the community. It was suggested to get more information from those HOA's and bring to Board.

Meeting adjourned 12:20

Submitted by:

Mary Rausch, THI Board Secretary

THE HIGHLANDS, INC.
OPEN BOARD MEETING
OCTOBER 20, 2021
10:00 A.M. Clubhouse

Call to order (Please silence Phones)

Roll Call

Present: Craig Bennett, Kent Hinds, Morris Coville, Bernie Lee, Sara Danville-Gelhaus, Jamie Horst, Bob Beck.

Absent: Mary Rausch

The President, Craig Bennett announced that this is an Open Board Meeting.

Pledge of Allegiance/Moment of Silence

Reading of Protocols

Revisions to the Agenda: Bernie Lee would like to add topic of Pool Covers to New Business.

Approval of April 21st, 2021, Open Board Meeting minutes as posted: Motion *made by Horst, seconded by Danville- Gelhaus. Unanimous. Motion passed.* Approval of Emergency Executive Meeting. Motion by Horst, Seconded by Danville- Gelhaus. Unanimous. Motion passed.

Correspondence: Two letters were read

- Jimmy Clarks resignation from Board of Directors, stating personal reasons. Dated June 26th, 2021.
- Member requesting consideration from the Board of Directors for automated doors at both the east and west entrance of the clubhouse.

REPORTS

President's Report- Craig Bennett:

- Update on architectural drawings of clubhouse. Updates on drawings by Reed Snell. Drawings were contracted by Paul Reimer. Met with Paul Reimer regarding plans for the accessible rest room and accessible corridor and two handicap parking spaces. Paul can get drawings within a month at a cost of \$6400. (*Note: Reed Snell later confirms the drawing cost \$4600.00, not \$6400.00*).
 - There were that were broken and some that were removed.
Board Member Bernie Lee: There were problems with the trees breaking and creating havoc on the pool. Four times a year they would bloom and blow into the pool and create a lot of problems, filling up the skimmers and what not. A Decision was made to get rid of them. Will discuss new trees at next meeting.
- The hot tub re-wiring, Board Member Bernie Lee: Electrician found that the panel needed to be replaced.

Vice President Report- Sara Danville Gelhaus: No report

Treasurer- Jamie Horst:

- Specific Information and reports available at front office.
- As a reminder Treasurer Reports are available in the spring and every month in the summer.
- The overruns in the budget we had cost from the pool pump house that didn't get completed in 2020, we rolled into 2021, that money was put back into general savings, that will be taken out to pay for that.
- The unplanned expense was the broken water pipe in the office. After talking with Bob, we plan on taking that out of reserve plan.
- Utilities for the year likely will be underbudget by a couple thousand. We have payroll expenses that will be over. Approximately 25% of the overage was the amount that the Board choose for the buyout of Lynne Jordan. The balance would be for maintenance labor that was unplanned for 2021.
- Have no comments on Balance Sheet or Expense over \$250.00.
- There are 4 balances greater than \$100.00, most comes from one property. Will report when sale is completed.
- Asst. Treasurer, Bob Beck will be having informational meetings sometime in November regarding the accessible restroom and Reserve Account planning. The date and time of the meeting will be posted.

Maintenance- Bernie Lee: No Report

Compliance- Kent Hinds: No Report

Contracts- Sara Danville- Gelhaus: In reviewing the contracts for The Highlands, there was a contract labeled Voice Stream back in the early 2000's. Voice Stream was taken over by T-Mobile and is the contract we have now. The contract for Voice Stream is null and void since it's been subsumed by the T-Mobile contract.

Social Committee- Cindy Bennett:

- We have had a few things happening, Kaffe Klatsch, potlucks, social hours.
- Check your calendars for November, we have two different Tia Chi classes, two different yoga classes.
- Chess on Tuesdays.
- Five Crown on Fridays.
- Halloween at 2:00 we have bingo. Bring your dollar bills and a dabber as we have paper bingo cards. Bring dollar bills. A sheet has three bingo cards on it, and we will play 10 games.
- Thanksgiving potluck coming up, on Thanksgiving Day. You will need to sign up, plus we do need about 4 volunteers to cook the turkeys. We will bring them to you, thawed out in a roasting pan and a bag. Potlucks on Thanksgiving and Christmas at 2:30.
- At the last social meeting, the social club decided that they want to purchase new round tables and would like to let the Board know that we will be ordering these.

Old Business:**Policy and Procedure Review**

- **Light Pole Policy-** Jamie Hors: The Annual Light Pole Credit Policy, Horst reads old Light Pole Policy dated: August 22, 2014. Would like to purpose a new Annual Light Pole Credit Policy. Horst reads the new proposed Annual Light Pole Credit Policy, both policies available to review at front office.

Motioned made by Horst to replace existing Annual Light Pole Policy with new proposed policy, Beck seconded the motion. Unanimous. Motion passed.

- **Employees who are residence of The Highlands:** President Craig Bennet:
 - Residents of The Highlands can not be employees of THI., this is an unwritten policy. Policy states that it is in the employee handbook, have not been able to find stipulation in the Employee Handbook. Also, unable to find record of motion. Minutes in April 1997 and mentioned again in November 2013, but no action was taken.
 - Corresponded with the THI attorney, and he said it would be legal and non- discriminatory for us to have this restriction.
 - Vice President Danville- Gelhaus suggest changing verbiage to “No one who is a resident of the Highlands can be office administrator of The Highlands Inc., Nor May someone who is a resident of The Highlands be a contractor or vendor of the Highlands Inc.”

Motion by Beck to revise Employees Who are Residents of the Highlands Policy, seconded by Horst, Votes: Hinds, nae. Lee, Aye. Corville, Aye. Danville- Gelhaus Aye. Motion Passed.

- **Update on Virtual Board Meeting Capabilities:** Bob Beck
Capability to have virtual board meetings, which means that members and Board members can be offsite and can participate in board meetings.
 - Committee is made up by Sara Danville- Gelhaus, Chairperson, Terry Reagan, Chris Baumbach and Bob Beck.
 - During the summer the committee ran several experiments that resulted in unacceptable sound quality due feedback.
 - Used an USB connective Sound Mixer costing \$60.00 to solve the issue.
 - Had a problem with the free teleconferencing ap JITSI and used Zoom for our testing. Still have issues with JITSI that need to be dealt with.
 - To avoid running out of data, Committee would like to propose to the board to increase Wi-Fi services to \$40.00 a month.

Motion made by Beck to increase Wi-Fi service to \$40.00 per month, Horst seconded. Unanimous. Motion passed.

Northeast Run-Off: Kent Hinds, unable to reach Pepper-Viner, nothing to report.

Accessible Restroom: President Craig Bennett: Speaks about handicap accessibility into the clubhouse through the library entrance with automatic door. Restroom to be unisex. Commercial size stackable wash and dryer to replace ones taken out for rest room. Proposal for drawing of the Clubhouse Accessible Entry and Rest Room. Reed Snell announces that cost would be \$4600.00, not \$6400.00 as stated earlier. Cost will not need motions since it is within the \$10,000.00 budgeted for project drawings.

Outdoor Recreational Areas Committee Update:

- Outdoor Recreation Committee has been formed Mark Heilbron, Jane Force, Cheryl Haggard, Ron Weihl, Brian Tomac.
- Committee to research outdoor recreation area, how it is being used, how much its being used and the functionality.
- HORAC survey was distributed, deadline of June 1st, 106 surveys were received out of 255. Results are available at office for viewing.
- Committee will be meeting again after November to present recommendations to the board.

RV Lot Update: Bernie Lee: Next step would be excavation and solid blocks that would be insert in ground with stainless steel number to mark lot numbers. Visible lights, pole, cameras, and canvass marking tape. Looking up to 90 spots which is quite an increase to what is already there. We have had Office Administration contact lot renters to get the size of existing vehicles. This would be phase one, which would cost \$5700. Horst informed that this was not a 2021 budgeted item. *Motion rescinded by Lee.*

New Business:

2022 Elections, Craig Bennett: Vote Coming up for Board Directors next year. Received one resume. Four positions open. Jimmy Clark's position and three that will be off the board, Jamie Horst- Treasurer, Mary Rausch -Secretary and Morris Corville- Compliance. We must have the Treasurer, Secretary and President or we are not a Board, at which point, if we don't have those positions, if we don't have at least five, we must go to our attorney and tell him that we don't have it. He will then go to the courts to consider us to no longer have a board, then the courts would assign someone to handle our management, an outside management company.

Clubhouse WIFI and Pool phone reliability: Bernie Lee: Need to work on pool phone, Donato checked and was not working like it should be.

President Craig Bennett: Add phone check to Pool Maintenance Log. Needs to be checked daily. Needs follow up.

Chaise Lounges for Pool: Bernie Lee: Purchase of Chaise Lounges would be taken out of reserve fund. Asst. Treasurer Bob Beck: Chaise lounges were to be purchased in 2024, moving those adjustments to this year will require adjustments to the reserve plan.

Bernie: Proposing 10 chairs at \$3812.82. It will take 16 weeks before we see them. *Motion by Lee to purchase Chaise Lounges up to \$4000.00, seconded by Horst, unanimous. Motion passed.*

Pool Covers: Bernie Lee: One company that had one available. The cost is \$780.49. Covers are needed for the center of pool. *Motion by Lee for \$850.00 pool cover purchase, Seconded by Horst. Unanimous. Motion passed.*

Open Forum:

Member: Social Committee

- Five Crown will be moving to Fridays at 1.00.
- Please sign up on the birthday list for the Fling.
- Veterans sign up.

Member: Would like to propose blinds for the upper club house window. Cost to be around \$1000.00. Craig Bennett suggested a request in writing.

Motion to adjourn by Danville-Gelhaus, Seconded by Horst. Unanimous. Motion passed.

Meeting adjourned at 12:24

Submitted by Mary Rausch

The Highlands, Inc.

OPEN BOARD MEETING

November 17, 2021

10:00 a.m. Clubhouse

Call to Order (Please silence all phones)

Roll Call

Present: Craig Bennett, Bernie Lee, Mary Rausch, Jamie Horst, Morris Coville, Sara Danville-Gelhaus

Absent: Kent Hinds

Pledge of Allegiance/ Moment of Silence

Reading of Protocols

Revisions to Agenda

Approval of October Open Board Meeting minutes as posted: *Motion made by Horst , seconded by Danville-Gelhaus Ayes: Lee, Beck, Coville, Horst, Danville-Gelhaus. Abstain: Rausch. Motion passed.*

Correspondence: No correspondence

Reports:

President's Report - Craig Bennett:

- we have a vote coming up . We lose three Board members every year. This year we will be down four Board members. We will only be at a quorum if we don't have new members. If anyone leaves the Board next year, we will have to have a management company come in to take care of things. It would be very expensive. THL is required by law to have at least 5 Board members. Not that difficult to do if we work together as a team. Consider it, talk to members. Changing the Board every year has been a difficult thing. Working to create a transition help for new Board members. Have two resumes. Need at least four.

Vice President Report – Sara Danville-Gelhaus:

- Emphasized what Craig regarding the need for people to run for the Board and asked for everyone's help

Treasurer – Jamie Horst:

- If haven't gotten copy of agenda or Treasurer's report it is up front.
- Highlighted a couple of things.
- At end the meeting, members will be able to take copy of first draft of 2022 agenda. (copy available at office)
- Still no completed sale on Matterhorn. When ready to complete they will receive an invoice on lien at their signing.
- Good news, have completed independent study and have received an "A" from Clearview on 2021 financial records.
- Still operating a loss for 2021. Will continue to address so that we are okay at end of year. Will pull things from general savings to make sure we are okay. We have tried to increase 3-5% to cover some of the inflation. Not sure those will cover all areas.
- Aging accounts. End of Oct. was 15 accounts, now down to 8, which differs from report

Maintenance – Bernie Lees,

- Received pool covers and should have them taken care of in the next week or so

Compliance – Morris Coville:

- So far, it's been good. Quite a few people have applied for things to be done and they have all been approved.

Contracts – Sara Danville-Gelhaus - nothing

Social Committee – Cindy Bennett, Chairperson:

- Check Fling having a Potluck on Thanksgiving. Sign up in Clubhouse

- Craft Fair at Clubhouse from 9-1, Saturday, November 27
- Friday Dec. 3 decorating Clubhouse inside and outside. Please come and help. Men and Women are needed
- December 5 having Christmas parade. Social after parade. Parade starts at 4. Linc will bring Karaoke to sing Christmas songs at social after the parade.
- Teaching class for \$20 to make a Christmas block, December 8, Clubhouse 1-4 Carol Coville will be teaching. Pictures are available to see what the project will look like.
- New Year's party from 8-Midnight at Clubhouse. DJ will be providing music. See Bernie Lee or Cindy Bennett. \$20/person

Old Business:

Policy and Procedure Review – Nothing this month

Update on Virtual Board Meetings Capabilities – Bob Beck

- Have a week's more work and then will be ready to have remote participants in Board meetings via smart phones or computers.

Northeast Run-off – President Craig Bennett

- Questions have yet to be answered. There is money from Melcor set aside. Has some been used? Run-off is behind Mt. Blanc all the way to the wash. How much money is remaining, what can be done with it.
- Going to be asking Sara to look over all the information.
- Going to table until future meetings until have answers to give

Accessible Bathroom Update – Reed Snell, Committee Chairperson

- Last Board meeting commissioned Architect to do plans. The plans are done in two phases. Phase 1 will be converting laundry to bathroom. Plans will be in office if want to look at. Phase 2 will be entrance at library by raising a little and putting accessible door. There are couple things that can do that we will have flexibility on. Plans need to be approved and the architect paid for plans.
- Board decided to take time before moving forward on approval as they had just received the plans that morning. Go over again in December.
- Reed – Reviewed that have the plans that Board said to move forward with are the plans that are done. He would like to have them approved so he could start on bids.

Outdoor rec committee

- Three members of committee are not back. Nothing to report

RV Lot – Craig

- Will be tabled until have a plan to have something to vote on
- Jamie did talk to Bernie and Morris. They believe they can tweak things and move some things around so they get some of the vehicles off properties.
- Morris confirmed that there will be no cost to expand to get people in right now that are on the waiting list.

Clubhouse WI/Pool Phone reliability

- Craig – having Donato have a record of each time he checks the phone. Checklist to be done every day so that THI can show that the phones were working each day.
- Bernie has confirmed that checklist is done and phones are working.
- Craig would like to have a red sign put up that state Emergency Use Only and simple instructions on how to work phone.
- When it rained water got on phone and rusted the contacts. Bernie confirmed that problem had been solved

New Business

New Trees at Clubhouse

- Some trees were damaged and then removed. Trimmed to ground level. There were concerns voiced. The idea was that when we did trees, we wanted them now. They create a maintenance mess. They don't put up with strong gusts.
- Going to get estimates from professionals on what type of indigenous trees and shrubs and what can we do when existing ones come down there will be a plan. The plan will meet the criteria: (a) see them and enjoy the trees, (b) don't grow so much they block the view, (c) want to make info available to residents so we can all make the decision.

- Won't happen overnight. This topic won't go away until is resolved
- People have asked about donating. Will be possible to make donations once trees are selected.

Proposed changes to the CC&R's

- Will be having informational meetings to explain what the changes are
- Board is working to try to clarify our CC&R's to make sure they mesh with all other docs.
- **\$760 membership Fee goes in Capital Improvement Fund.** Explained when put in CC&R's intent was to have go into separate account. *Motion made by Horst to put on ballot \$760 membership fee will go into a capital improvement fund, seconded by Danville-Gelhaus Unanimous. Motion carried.*
- **Spending limit increase** – Current amount was put into place in 1999 with no inflationary factor. Currently allows for more than one project to be done.
 - Changes suggested are: (1) Increase spending limit to \$35,000 (2) Have inflation factor based on Federal inflation index (3) Only one project can be done each year

Board member Beck had concern about limiting the ability of future Boards to only one project that may only be a small amount, which would then keep another small item from being done later in the year. Discussion was held on this point.

Motion made by Danville-Gelhaus to put on ballot: a. increase spending limit to \$35,000, b. have inflation factor added based on Federal inflation index, c. allow only one major project in a calendar year. Seconded by Horst. Unanimous. Motion carried

- **Maintenance fee payments can only be quarterly, semi-annually, or annually** – Beginning 2/28/22 any new homeowners won't have the option to make quarterly maintenance fees on a monthly basis is no longer available, payments will be quarterly, semi-annul or annual. *Motion made by Danville-Gelhaus to put on ballot as of 2/28/2022 all maintenance fees will be paid quarterly, semi-annually or annually. Seconded by Horst. Unanimous. Motion passed.*

Proposed changes to By-laws.

- By-Laws don't state clearly that a homeowner who has multiple properties they only get three votes. Currently works that way, but has some ambiguity. Keep any one person from having too much power in voting. *Motion made if anyone owns more than three homesites in The Highlands they are only entitled to three votes. Seconded by Horst. Unanimous. Motion passed.*

Expansion of Office Administrator Position – Mary Rausch

- Gave overview of the current deficiency in the hours to complete the tasks necessary for THI administrative side. Including the difficulty during the transition period for new THI Board of Directors. Proposed expanding the duties of the office staff to assist in communication with community members and THI Board members, increase office hours open to community members from Oct. 1-April 30. Motion made by Rausch to Expand office position to Office Administrator/Member and Board Liaison. Increasing hours during Oct 1 – April 31 to 40 hours/week. Seconded by Horst. Unanimous. Motion passed.

Speed bump committee: Jamie Horst.

- Board member Horst received a packet from a member with a variety of speed bump options. He would like for someone on Matterhorn or Highland Drive to take packet and get a few people together, look at cost and options, possibly put in a few samples. Motion to form speed bump committee. *Motion made by Horst to form a committee to look at speed bumps. Seconded by Danville-Gelhaus. Unanimous. Motion passed.*
 - Member agreed there is speeding. They felt every time speed bumps are done people fall on bicycles and motorcycles. Main things he sees in the delivery trucks that don't slow down.
 - Sign up will be in Clubhouse for this committee.
 - Packet was given to George Tanner

Budget first draft: Jamie Horst

- When get sheet on front will be expenses. On the back will be the income. (Copies available in the office) No changes to the income, expect the one just voted on the membership fee. That now will be something that has to be covered some other way.

Open Forum:

Member would like to suggest regarding new trees for Clubhouse that we form a volunteer standing committee (landscape committee) that would recommend suggestions to Board for changes. They would work with the professionals. Like to see broader scope than just trees. On southeast corner have variety of cacti that don't require much water and maybe expand cacti, instead of trees. President Bennett: in bringing in professionals wasn't just to talk trees, would something else be more appropriate.

Member who lives on Matterhorn: when they came back this Fall her view is blocked. Was told there is an agreement somewhere with Desert Springs they would not block our views. She would like the Board to explore that. The pool covers. She is volunteer, and wondered if the covers would be the same type. Board member Lee responded: The one that is coming will be the same type. There will be a sign up. President Bennett responded: Board will look into if there was any agreement with Desert Springs

Member Curious about parking spots for RV. Adding all those spaces seemed to be a money maker and now it seems to be off the table. If have 90 spaces total that would be income on ground that would be otherwise useless. What is going to be done to those that are on the list. Vice President Danville-Gelhaus responded: if create a lot of spaces have no assurance that all will be filled, so not assured of extra income. President Bennett responded: reason tabled it is because we are going to stay as is without a plan. As soon as we have a plan that is specific will discuss. Board members Morris and Lee responded they will make sure minimum cost that people on list will have a place to park. Focusing on now opening up space that we can take care of people that need it.

Member: brought up issue landscape and trees behind Matterhorn that is Desert Springs. Someone last year trimmed trees too much. Desert Springs became unhappy. President Bennett responded: Desert Springs is not a THI Board issue. If you come to an agreement with them, get it in writing.

Linc Keilman, Election Committee: Election coming up: First Friday in February. CC&AR's say ballots have to go out around the middle of December. The election committee needs time to print things so everything has to be done by the first of February. Doesn't have to have a whole lot on it. Please get resume together.

Motion to adjourn made by : Danville-Gelhaus, Seconded by Horst. Unanimous. Motion passed

Adjourned at 11:45

Submitted by,

Mary Rausch, THI Board Secretary

THE HIGHLANDS, INC.

OPEN BOAD MEETING

December 15th, 2021
10:00 a.m. Clubhouse

Call to order (Please silence phones)

Roll Call

Present: Craig Bennett, Kent Hinds, Morris Coville, Bernie Lee, Sara Danville-Gelhaus, Mary Rausch

Absent: Jamie Horst (Hinds left at 11:30)

Pledge of Allegiance/Moment of Silence

Reading of protocols

Revisions to the Agenda:

President Craig Bennett- Final budget will be discussed in January's meeting when Treasurer, Jamie Horst will be at meeting to present.

Approve Minutes of November meeting as posted:

Motion by Danville- Gelhaus to approve minutes of Novembers open Board meeting as posted, seconded by Lee.

Unanimous, motion passed.

Correspondence: None

Reports

President's Report- Craig Bennett:

- Election Ballots will be sent out his week. There are three topics on the ballot. Most changes are to clarify language to the existing CCR's. There will be informational meetings on 12/17/21 at 1:00 and on 1/5/22 at 1:00 at the clubhouse.
- President, Bennett announces that there will be 7 candidates on the ballot: David Cruz, Dianne Jacobson, Yvonne Kuhlman, Lashley Loughridge, Richard Staska, Gary Wilkinson and Richard Vertel. The process will be that the 3 candidates with the most votes will be appointed 3-year terms. The 4th candidate will take over the 2-year term that was vacated after a board member resigned.
- We have not found a written agreement with Desert Springs in regards to shrubbery trimming. If there is problem regarding the shrubbery from Desert Springs, please contact them directly. This is not an issue the Board of Directors can get involved in.

Vice President Report- Sara Danville- Gelhaus:

- Thank you to the 7 candidates running for the Board of Directors.

Treasurer Report- Asst. Treasurer Bob Beck for Jamie Horst:

- Bob Beck read Treasurer Report comments from Jamie Horst. The Highlands property whose fees have been delinquent for the past 5 years is scheduled to close escrow tomorrow. We should receive over \$5000.00 from the escrow account for unpaid dues and delinquent fees.
- The funds that were to be transferred from general savings to checking for office pipe repair and the pump house renovations in 2020, will be transferred and will be reflected on Januarys Treasurer Report. This will remove the existing negative balance. Full Treasurers Report is available in the office.

Maintenance- Bernie Lee:

- Pool covers are in place. Please call Louise Bohrer to sign up for pool covering.

Compliance- Bernie Lee: No report

Contracts- Sara Danville- Gelhaus: No report

Social Committee- Cindy Bennett:

- New Year's Eve tickets still available.
- In January, there will be a soup and salad potluck and dinner & Karaoke.
- Dinner and live country music by Clear Country will be on 01/22/22. Tickets are \$15.00 per person.
- Social hour every Friday at 4:00 at the clubhouse.

Old Business:

Policy and Procedure Review- Secretary, Mary Rausch

- **Employee Reviews:** There was very little adjustment. It has always been the procedure that THI employees are reviewed after Decembers Board meeting in a closed Executive session, where pay increases and such are discussed and effective January 1. *Motion made by Rausch to approve adjustments to Employee Review procedure, Seconded by Danville- Gelhaus. Unanimous, motion passed.*
- **Vacant Lot Survey Policy:** Policy is redundant, policy written in CCR's. *Motion made by Danville-Gelhaus to remove policy on Vacant Lot Survey because it is redundant and is in the CCR's. Seconded by Lee. Unanimous, motion passed.*

Update on Virtual Board Meeting Capabilities- Bob Beck

- Project is at a standstill until WI-FI issues are solved. Board Member, Danville- Gelhaus to research Comcast contract to negotiate WI-FI in clubhouse.

Accessible Restroom Update- Reed Snell:

- Architectural plans are finished, waiting on engineering plans. The only change on the plans is going from separate washer and dryer to one stackable washer and dryer. If stayed with separated washer and dryer, it would mean changing the plan to include a new tankless water heater and additional cost. Also, added to the plan to include a pedestal and automatic door closure at main entrance to club house. Architect did mention the concerns of handicap accessibility with the stackable washer and dryers. Engineering plans will be finished within 2 weeks. Board member Kent Hinds voiced concern over the accessibility of the stackable washer & dryer. *Motion by Lee to proceed with original plans with stackable washer dryer, seconded by Beck. AYES: : Lee, Coville, Rausch, Danville-Gelhaus, Beck. NAES: Hinds. 5 to1 Vote, motion passed.*

Outdoor Recreational Areas Committee Update: Brian Tomac, Ron Wehl:

Results from Outdoor Recreation Survey are as follows:

- Refurbish clothes drying area into a covered ramada. Partition room, maintain south side as clothes drying area. Rest of area would be outdoor shaded multipurpose room for crafts, exercise, games, etc. Paul Reimer, architect proposed drawing conceptional plans, cost not to exceed \$1000.00.
- Redo mini golf area. Most Obstacles are unusable, cannot be refurbished expect Chapel and lighthouse. Painting, building new obstacles with volunteers help estimate is around \$1500.00.
- Add portable Cornhole games to have available. Can be stored in shed. Jane Force to donate Cornhole set. Additional set would be nice for tournament. Member said he would volunteer to build for approx. \$50-\$75.00.
- Bocce Ball Court is in disrepair. Either hire out or volunteer work committee to redo. If volunteers, do it estimated cost \$2000-\$2500.00. Contractor additional expense. Bocce Ball was the #1 requested activity. Cost to complete an additional, all new court with contractor could approach over \$20,000. If did with volunteers the cost would be around \$10,000-\$12,000.00.
- Scheduling outdoor events. Would like to see signup sheets for outdoor activities.

Motion by Danville-Gelhaus for \$500.00 to refurbish mini golf area and corn-hole if monies are left, motion amended to \$1,000. Seconded by Beck. Unanimous, motion passed.

Clubhouse WIFI and pool phone reliability- President, Craig Bennett:

- Bernie Lee states that Emergency Phone Instructions and Emergency Use Only signage will be done this week.

New Trees at Clubhouse- President, Craig Bennett:

- We are still looking for a professional to consult regarding suitable trees. Once we have a comprehensive plan in place, we will announce at the Board meeting form a committee, if necessary.

Speed Bump Committee- George Tanner:

- After much research, committee agrees that speed bumps are not the best solution. Concerns remain over speeding. Speed radar signs were discussed.

Final 2022 Budget: President Craig Bennett- Moved to next month's agenda.**RV Lot Proposal: Bernie Lee/Morris Coville**

- Board members were given plans of proposed lots. Lots: (15) 12' spaces, (66) 20' spaces, (5) 30' spaces and (6) 40' spaces, one vehicle per lot, 25' clearance. Lots would need to be re-arranged, dirt to be cleared by large equipment, markings. Rental fees to be discussed at later time. Cost as follows: excavating \$2000.00, markings \$1800.00, 2 additional lights and pole \$400.00, cameras \$1500.00, eliminating cameras would bring the cost down to \$4200.00. President, Craig Bennet would like to see complete plan to include timeline and processes. Vice-President Danville-Gelhaus, can we work with what we have so we can accommodate people on the waiting list? Morris Coville suggest that can be done.

NEW BUSINESS**Office administrator/Board Liaison position: Secretary, Mary Rausch**

- Last month THI Board approved this position. Discussion/interview was held with Lynne Jordan regarding the position. *Motion by Rausch to hire Lynne Jordan as Office Administration- Board/Member Liaison Position, seconded by Beck. Unanimous, motion passed.*

Club House Blinds-George Tanner:

- Morning social events are hindered by the morning sun on the east side of clubhouse. Proposed to Board the purchase of clubhouse blinds. Provided a Home Depot quote of \$612.00 plus tax for (4) blinds on roller chains, members have volunteered to install. Concerns were voiced over impeding the mountain view. A new quote will be given at next month's meeting that includes different dimensions to prevent impeding view.

Reserve Plan Status Report- Assistant Treasurer, Bob Beck:

- This report has been completed in November. A copy is available in the office, you can also have this sent via PDF. The revisions changed some cost estimates and removed 19 components from a list of 79 components that we had until this year. Reasons for removal included decisions to budget less expensive items in the annual maintenance budget and planned retirement of the swamp coolers. The results included the reduction of the 2022 reserve set aside amount from \$38,000 to \$28,000.

Maintenance Fee- President, Craig Bennett:

- Maintenance fees have not been raised for 12 years, other than when the roads were done. When the road debt was paid off, the increase was removed and the maintenance went back to what it is now, \$58.00. The inflation rate over those 12 years is substantially more to do business. . *Motion by Rausch to increase maintenance fees 10% effective, January 1, 2022, seconded by Lee. Unanimous. Motion passed.*

Open Forum:

- **Member-** They had a tour of the RV lot and noticed survey corners are only marked with wood lath, they're surveying experience tells him that we need to put tee fence post as each corner additional flagging and or orange paint. There will come a time that we be trying to locate and will need the area re-surveyed, for less \$100.00 and with another volunteer we could mark the corners so that they are permanent and easy to find. Board Member, Mary Rausch suggests that since its under \$250.00, the work can be done.

- **Member-** Would like to invite Board to Tuesday morning breakfast. Asked what was the cost per RV site? What is the payback. Board member Bob Beck said it was noted on the Treasurer Report.
- **Member-** Ran RV Park for years. Suggested working with the lots that we have.
- **Member-** Can the Comcast contract be negotiated for members? Board Member Sara Danville- Gelhaus said she will be dealing with that contract.
- **Member-** Do not put in tankless water heater, it will not provide enough hot water, also member would make Corn Hole set for community at their cost. First Karaoke in 2 years, January 16th. Please sign up in clubhouse.
- **Member-** When streets were done a few years ago, they never filled cracks, when will this be done? Board Member. Bernie Lee said the cracks are scheduled to be repaired in 2022.

Motion to adjourn by Danville-Gelhaus, seconded by Rausch. Unanimous. Motion passed. Meeting adjourned 12:30 p.m.

Submitted By:

Mary Rausch
Board Secretary