

October 2024 Open Board Meeting Agenda

Woodlands Winding Brook HOA

November 14th,, 2024 @ 7:00 pm

Location: Zoom (<https://iu.zoom.us/j/9202320239>)

Zoom Meeting ID: 9202320239 (no password)

(Time frames below are for efficiency purposes)

- ❖ Homeowners present: Keith Mize, Peggy Billeck, Cindy Johnson, Connie Beckwith, Jeff Cupp, Jean Piat, Shelley Taylor
- ❖ Board Members present: Kris Kuntz, Jeanette Clausen, Li Meuser, Cathy Brown, Valerie Grim
- ❖ Professionals present: Frank Eberly
- ❖ Notetaker for the meeting: Li Meuser

- **Call To Order / Welcome / Recognition of Attendees ~ Kris + Other Board Members**
 - *Recognition of attendees (homeowners, board member, professionals and notetaker)*
 - **We will do our best to have 30 minutes of reports/guest speakers, 30 minutes of new board business, and 30 minutes of homeowner comments (as time permits).**
We may deviate from this schedule based on the needs of items and time.

- **Land Acknowledgement & Grounding Exercise ~Li**
 - We recognize that our neighborhood and all of Bloomington sit on Native land – on the traditional homelands of the Miami, Delaware, Potawatomi, and Shawnee people and we acknowledge they are past, present, and future caretakers of this land.
 - We also acknowledge that much of the economic progress and development in Indiana and specifically Bloomington resulted from the unpaid labor and forced servitude of People of Color - specifically enslaved African labor.
 - We acknowledge that this land remains home to and a site of gathering and healing for many indigenous and other people of color and commit to the work necessary to create and promote a more equitable and just neighborhood and Bloomington.
 - We move forward knowing and acknowledging our rich, complicated, and sometimes painful past so that we can learn from it and create a true land of opportunity.

- **Diversity Items ~ Li**
 - Diversity Commitment**
 - The HOA board is committed to diversity, equity and inclusion
 - Racial, homophobic, gender or any discrimination words or actions will not be tolerated
 - If anyone ever experiences being a victim of a slur being towards them, they may file a homeowner request immediately
 - Value the racial, gender, age, and other types of diversity in this board and community.
 - The HOA board commits to ensuring accommodations are updated regularly for older residents and residents with different abilities
 - Current ADA accommodations: closed captions turned on in Zoom meetings, microphones checked before Zoom meetings, ADA path to pond area deck being reviewed
 - Hate speech**
 - Strive to adopt a good will approach
 - Zero tolerance policy for use of derogatory slurs

- Victims of hate speech may report incidents (include documentation if possible) so they may be formally documented by the board
- Value inclusivity and consider addressing the use of hate speech in the neighborhood an important issue

- **Approval of Minutes Kris**

- Open Board Meeting minutes from last month **Action:** Kris made a motion. Li second. 5-0 no discussion, no abstaining.

- **Guest Speaker**

- Frank Eberly from First Insurance Group*

Action: *Kris is making a motion to accept the Insurance coverage policy for next year as received from Frank Eberly. Kris made a motion, Jeanette second. No discussion. All in favor 5-0.*

- **Report Board decisions made since the last monthly meeting**

Discretionary Monthly Approval (DMA) ~ Property manager has \$1,500 per month per their contract.

Please note:

- Board AWM:
 - voted to approve BlueStone quote for new tree removal. \$9895.00 total.*
- Executive meeting decisions:
 - discussing changes in meeting schedule for Board/Admin*
 - Liens/Foreclosures/payment plans signed by homeowners
 - Broad HOA values and structure

Notes:

Time limitations: the HOA board is responding to homeowner requests to have more speakers at our meetings and more homeowner comment period time. This leaves us with less time to review contracts and The Woodlands has a large amount of external and common area maintenance work that must be contracted to meet the board's obligation to repair and maintain these areas. Please note that we review as many contracts as we can at open board meetings, but sometimes time limitations and confidential legal items limit this process.

"Action without a Meeting" (AWM) is business that is voted on by the board via the board email, which is standard practice for the board between meetings. Voting by email must be a unanimous vote by the entire board for the vote to pass. This is a standard and proper procedure and necessary for the large amount of maintenance that is required from a property as robust as The Woodlands.

- **Executive References**

- Executive meetings**

- 10/15/24 (with AT)
- 10/22/24 (with AT)
- 10/29/24 (with AT)
- 10/30/24 (Board Only - various discussions)
- 11/5/24 (with AT)
- 11/12/24 (with AT)
- 10/14/24 (Monthly Executive)
 - Arrearages, confidential matters, legal items, HOA requests, correct policies/procedures, contract/vendor discussions

Note: The board cannot comment publicly on pending legal

- **Lawsuits/Legal Updates:** You can look up the public legal cases online
 - mycase.in.gov , or <https://public.courts.in.gov>
 - Currently NO legal cases outstanding against the HOA.
 - General info regarding previous lawsuits:
 - 2017-2023 (does not include 2024 costs)
 - 11 cases (8 involving HOA and 3 involving Directors Liability)
 - 5 Litigants total for those 11 cases**
 - \$10,000 paid out to litigants
 - \$88,248.99 costs for litigation (paid by insurance companies)**
 - Helpful link to see up-to-date info in your neighborhood:
 - <https://monroein.elevatemaps.io/>
 - Cases that are private and can't be shared with homeowners: Bloomington Human Rights Commission, Indiana Civil Rights Commission and Protective Order Cases.
 - Please consider meeting with the board and then mediation before filing cases like these, as legal costs are shared by all homeowners.

- **President's Report**

- New/Updated Items:

- **2025:** Anticipated \$100 monthly raise in fees + \$1500 Special Assessment. Insurance also may go up at least 20%.
- **2024 Projects Large:**
 - Drainage Basin - Nearing completion!!
 - Replacement of Siding on all buildings (7+ years to complete)
 - Foundation drain & Stormwater drain repairs for all buildings & waterproofing based on need (7 years to complete)
- **2024 Projects Medium:**
 - Governing documents re-recorded (no changes), PDF document put onto the HGD & Website. More ADA compliant version, easier to read for homeowners who use assistive reading technology (old version scanned in and hard to read).
 - HOA Request system: now used for contractors and committees to submit documents (improving tracking, payment time and report responses)
 - **Looking at all contracts & vendors to see where changes should be made to preserve funds but also keep stable/upgrade the community.**
 - Yearly Maintenance Schedule (YMS)
 - Committee structures and procedures
- **Board Positions:**
 - Welcome Cathy Brown, Keith Mize and Donna Davis as our new Board members from 2025-2027.**
 - 2 open board seats for 3-year terms starting in 2026.
 - Please submit candidate nomination form on the website:
 - <https://www.woodlandshoa.net/get-involved/>.
- **Calendar:** Please check the calendar regularly for updates and events (Homeowner Google Drive)
 - Spring garage sale

- October annual meeting with budget review/approval
 - Chimney inspections
 - Fall Community Volunteer Event Saturday
- Operations Report** ~ Kris
 - Property Manager Report
- **Treasurer's Report** ~ (Kris)
 - Financial manager documents:** Emailed to homeowners and uploaded to the *Homeowner Google Drive* monthly
 - 2024 Financial Trends:** See financial manager info (sent monthly & in HGD)
 - Arrears:** collecting on arrears (Oct. 31st arrears \$18,844.63, down from \$22,453.06 in August) Current CD (4.73% interest) matures in December.
 - Total account balance \$356,758.98** (see financial reports for more details)
 - Quarterly Internal Audits:** In progress for the new year, satisfactory for 2023
 - Q1 and Q2 are done and available on the HGD
 - **HOA Payments:** can be made on the website: <https://www.woodlandshoa.net/payment/>
 - Please check the “current financial manager procedures” for data and all correct procedures being taken by the board to ensure financial safety.
 - Please note that current fees and yearly costs to homeowners can be found on the website
 - Delinquency Policy Resolution (DPR):**
 - Effort for fair process to collect HOA fees (i.e., arrearages)
 - At 90 days late, FM sends 1st & 2nd written notices, then the account goes to legal. Please see the website for more in
- **Committee Reports:** ~ Kris
 - **Current Committees (Committee Chair in bold):**
 - Grounds Committee: Blair Beavers, Susan Seitzinger, **Jeanette Clausen**
 - Finance Committee: Cindy Johnson, **Kris Kuntz**
 - Outreach Committee (Outreach, Welcoming, Recreational & Social Gathering Committee): Peggy Billeck, Sam Troxal, **Cathy Brown**
 - Buildings Committee: Connie Beckwith, Jeff Cupp, **Jeanette Clausen**
 - Notes on how to get involved
 - Put in a homeowner request on the website indicating what committee you would like to join, and the board will vote on it.
 - Homeowners wanting to be more involved ~ this is a great opportunity!
 - **Committee Reports:**
 - Grounds Committee ([Board Member Assigned or Committee Member])
 - Finance Committee: ([Board Member Assigned or Committee Member])
 - Outreach Committee: ([Board Member Assigned or Committee Member])
 - Buildings Committee: ([Board Member Assigned or Committee Member])

Quarterly Homeowner Feedback Survey

- The board aims to put out a quarterly homeowner feedback survey to homeowners, as we value your participation and feedback towards making important decisions for The Woodlands
- Homeowner Feedback Survey Link: <https://www.woodlandshoa.net/get-involved/>

- 2024 Q1 & Q2 Homeowner Feedback survey reports:
<https://drive.google.com/drive/folders/1A4CHfGRqO-8uL7j1eCCDCf-Vsmnlw2XP>
- Next town hall meeting:TBD 2025 7-8pm on zoom (meeting ID 9202320239)

- **New Business**

Note: Board members are volunteers who were voted in by the homeowners and/or other board members. We listen to professional advice, consider homeowner input, and ultimately make the decision that we think will be best for the entire neighborhood.

- New Business: **Bat issue**
 - Data: Bat prevention on the exterior is needed to prevent bat infestations on the buildings
 - Current bat infestation (with possible bat bugs): HOA taking care of external building item (all homeowners in that building responsible for the cost to do their attics)
 - Rough estimates of prevention \$2500-\$3000 per building.
 - Screens need to be put up on the chimney caps and ends of buildings (over soffits) to keep the bats from finding homes on the outsides of the buildings
 - Discussion: Board approved remediation on 2 buildings and is waiting for bid on additional buildings.

Action:

- New Business: **Deck repair, power washing, staining**
 - Data: Decks last inspected & cleaned in 2017
 - Reason for Action: Needed for preservation of the decks
 - Professional Advising provided:
 - Cost/Benefit Analysis (budget):
 - Discussion: Motion:
 - Next steps: Next steps: Jamar is in week 2 of deck inspection and hopes to be done soon. Please make sure to contact them and set up a time for your inspection if you haven't already.

Action: Motion:

- New Business: **Removal of Woodchip Trails per City of Bloomington Request**
 - Data: City Ordinance does not allow wood chips as ground cover outside of limited planting areas
 - Reason for Action: during inspection of basin they requested removal
 - Action: Currently looking to ask for a Variance for the trail between the Court and Circle. will also ask for time to do several homeowner cleanup days in March-May next spring to remove the remaining trails and plant grass.
- New Business: **Dog Cleanup Costs**
 - Data: Costs for 2023 = \$1715.00. Through July 2024 costs are \$2777.50 Has our dog population gone up by that much? Do we need to look at different options?

- **Homeowner Comments.** *As time permits (15-30 minutes at the end of meeting)*
 - Logistics: Homeowner comments are for questions and feedback to the board only
 - No derogatory language in general or disparaging comments of board members or property manager/contractors (considered meeting disruption)
 - 1st rule violation results in a warning, 2nd violation results in loss of speaking privileges during homeowner comments.
 - Board feedback will be given after each round of homeowner comments ~ no time limit, i.e., following procedures of city council meeting and response to multiple homeowners warrants it.
 - *Civil behavior must be conducted at all times. Attendees will receive a first warning, then will be muted for the remainder of the meeting.*
 - Please save specific questions about items (i.e. detailed invoice questions) or data for a homeowner request. All board members have access to this data but can't be expected to know it off the tops of their heads.

- **Announcement of Next Meeting**
 - Next open board meeting January 2025 date TBD 7-8:30pm on zoom
 - Next Town Hall Meeting TBD 2025, 7-8pm on zoom
 - Monthly open board meetings are the second Thursday of the month from 7-8:30pm on zoom (n open board meeting in December over the holidays)
 - Zoom information: Meeting ID: 9202320239 (no password)

- **Adjournment Time:**

Board Member Documents in Review (on the homeowner Google drive):

- Board Calendar (open board meetings/exec/town halls) ~ *subject to change*
- Property Manager Report
- Buildings & Grounds Committee Report (other committee reports as added)
- Agenda

Board Member Documents in Review (confidential ~ on board Google Drive)

- Multiple bids (other misc.)
- Meeting Minutes for review

The Woodlands HOA Website: <https://www.woodlandshoa.net/>

Homeowner Request link: <https://www.woodlandshoa.net/homeowner-requests/>

Homeowner Google Drive Access: <https://drive.google.com/drive/folders/0AInrI5OycSUwUk9PVA>

STANDARD GENERAL INFO ITEMS NOT DISCUSSED AT BOARD MEETINGS

Meeting Logistics

- *Logistics reminders*
 - **Time frame:** *Open board meetings 7-8:30 (with a 6-7 exec meeting prior).*
 - **Frequency:** *Open board meetings 2nd Thursday of the month from 7-8:30pm (no December meeting)*
 - *Zoom meeting ID: 9202020239 no password*
 - **Purpose: Open board meeting purpose:**
 - *Professionals & board reports information to homeowners (provides education when time allows)*
 - *Discussion and information sharing between homeowners to facilitate collective decision making and community building*
 - *HOA Board publicly votes on non-confidential, non-urgent new items of business.*
 - **Comment Period:** *Please hold all general homeowner comments for the “homeowner comment” period at the end of the meeting (last 15-30 minutes, as time allows). Topic specific feedback will be solicited on items before voting. We welcome homeowner comments, as it provides valuable feedback for the board’s decision-making process to help the community.*
 - **Conduct agreement:**
 - *No disparaging/derogatory written or spoken comments allowed. As a community, we will work to remind one another to refrain from personal or social identity attacks and focus instead on solution building*
 - *Once a discussion or decision is over, we consider that discussion/decision dead and will not dedicate monthly meeting time to rehash it. We may talk about past discussions or decisions as they relate to future HOA actions or decisions to be made. Our focus is on moving HOA business forward.*
 - *Disagreements are necessary and important. All disagreements should be voiced in a respectful and constructive manner. Assume goodwill of your fellow neighbors and HOA partners.*
 - **Conduct violations:**
 - *1st violation = warning*
 - *2nd violation = lose speaking privileges during homeowner comment periods (possible removal for meeting disruption)*
 - **Technology:** *Chat bar purpose: for technical issues, discussion time (same procedure as above)*

Homeowner Request Process

- All homeowner requests and communication must go through the HOA request page on the website.
- Homeowner Request link: <https://www.woodlandshoa.net/hoa-requests/>
- Including: maintenance, financial, documents, etc. (all requests MUST go through this system)
- Requests can be submitted on a computer or phone.
- Call Jamar Property Management if you need help.

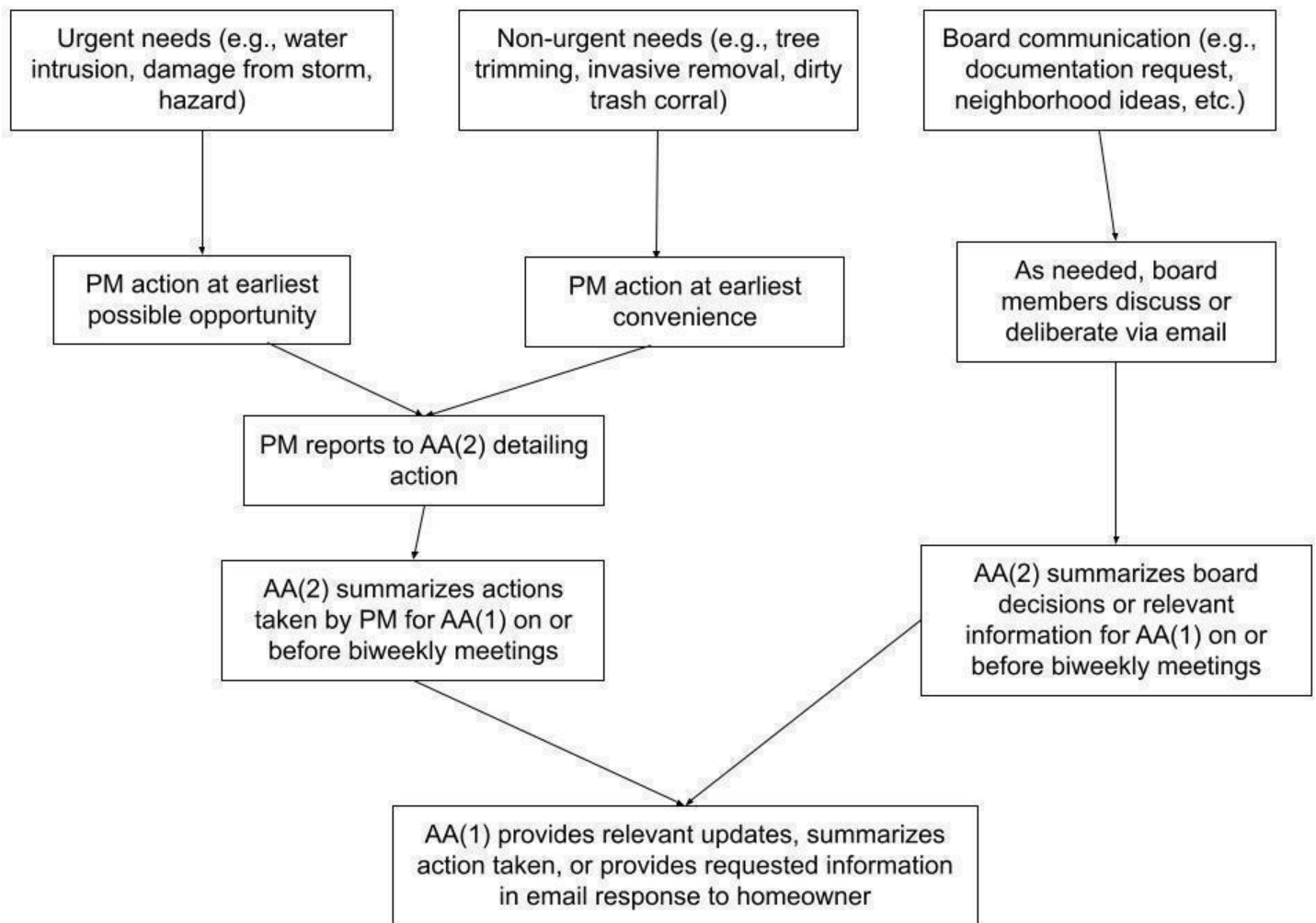
- We have a documented spreadsheet that we will have forever, and we are constantly aiming to fairly respond to the enormous number of requests that we receive, with the help of our admin assistant and property manager.
- Requests are responded to in order of urgency/severity. For items not taken care of by professionals, it may take the administrative assistant (with board member guidance) anywhere from weeks to months to respond accurately, which is still a reasonable amount of time (after the professionals like our property manager and appropriate contractors have already responded to the issue).
- If you are a homeowner in current litigation with the board, we CANNOT meet with you until that legal matter is officially resolved.

Dispute Process & HOA Request System (*Homeowners vs HOA Disputes*)

1. All **HOA requests** and communication **must** go through the HOA request page on the website: <https://www.woodlandshoa.net/hoa-requests/>
2. Including: maintenance, financial, documents, complaints, general questions etc.
3. Requests can be submitted on a computer or phone.
4. Call Jamar Property Management if you need help or would like for them to submit for you.

Dispute Process:

- 1. HOA request submitted on the website; homeowner unsatisfied with response.
- 2. A homeowner may ask the board for a zoom meeting if you feel that your request has not been resolved (use the HOA request portal on the website). Please do this **before** moving to legal action, as legal action costs all homeowners money and puts our insurance at risk. The meeting will be with one homeowner only and all board members must be invited.
- 3. If after a homeowner's zoom meeting with the board they feel their issue hasn't been resolved, a homeowner may ask for a mediated zoom meeting with the board through non-profit organization CJAM (homeowner must initiate).
- We must change the culture in our neighborhood to use an internal Dispute Process to save on legal costs, as this helps us avoid using legal methods for disputes. Legal action puts our whole neighborhood at risk and could potentially severely impact our homeowner fees and property values.
- If you are a homeowner in current litigation with the board, we CANNOT meet with you until your legal matter is resolved.



Standard Items:

- **Top priorities for 2024 board:**
- Reminder of a large issue that many HOA's face: People abusing discrimination protection agencies by filing false disability discrimination claims over small board items (i.e., getting free legal help from these organizations) and the HOA's legal team must then fight these baseless claims. If you don't have a legitimate discrimination claim, please refrain from litigation and instead, request a meeting with the board. *Litigation costs all homeowners.*
- Fall 2025 Next board member election cycle. Homeowners in good standing (up to date with HOA fees) may run for the board. Elections info and voting ballots are mailed by our property manager (Jamar) with easy voting procedures for all homeowners: Homeowner ballots can be mailed, emailed, or delivered in person to the property management office. (No election voting will take place on Zoom meetings) Next election cycle: Fall 2025. Three board seats will be open for 3-year terms ~ 2 positions open for 2026-2028. We seek strong and creative leadership for these elections to help move us toward more sustainable, efficient, and productive procedures.

Financial/Treasurer Info

- Reserve/RSI study 2024 Updated Report on the Homeowner Google Drive

Standard Items:

- 2024 Fees on website: Units without a garage-\$385, units with 1 garage-\$400, units with two garages-\$415

● Current Financial Manager (FM) Procedures

- FM sends financials via email (monthly) to all homeowners & puts on the Homeowner Google Drive in the “Financial Statements Public.” This includes a report of invoices/receipts and checks for the month.
- FM puts the signed contracts once a month in the “Contracts.” *HGD after a board member and the contractor sign them and email them to the FM/PM/Board*
- FM adds any insurance information for new contractors to the *Homeowner Google Drive*
- FM adds the public contact list once a quarterly in “Contact List” with a reminder from the Admin Assistant via the YMS and emails those lists the PM & Board
- Board members continue to add reports and studies to the homeowner Google drive as received (property manager, committee reports, meeting minutes and other)
Homeowners have access to documents within a reasonable amount of time.
- **HOA Board Approval:** HOA board business is approved by the board either by open board meeting, exec meeting when appropriate, action without a meeting over email or property manager allowed approval allocation (\$1,500 per month).
- **Payment Approval:** Invoices are approved by two board members via the HOA Request system on the website before a check(with a Board member signature stamp) or online payment is made.
- **Debit card purchases:** are approved by the board or property manager before use and have an invoice/receipt.
- **Monthly Financial Statement Review:** Each month the financial statements are reviewed by the admin assistant and board prior to being sent out. The financial committee then gives feedback on these statements.

Committees

- Purpose of committee creation: Committees are being created to encourage participation and to get all members involved in this community. Broad participation will help us get to know each other and will help this board provide the best services in addressing the needs of the WWBHOA as per policies and practices. The committee structure is designed to improve community and strengthen stakeholder relationships by engaging homeowners to ensure the work of the WWBHOA gets done on behalf of the homeowners. We want to encourage homeowners to contribute to their association.

General Homeowner Information

- Common Area Privacy Fences: don't let any plants grow up the sides/back/fronts of buildings or on decks/fences, plants damage the external buildings and make it difficult for building maintenance to be done, any plants growing up the buildings/decks must be removed for regular building maintenance.
- Common Area Reminders: keep personal items clear of the wood chip trails, pick-up after your dog around this common area, please do not disturb or move items in the common area like benches, picnic tables or hammock, please do not plant or put personal items in the common areas, as they belong to all homeowners to enjoy.

- Dumpster area reminders: Trash must be properly put into a securely tied garbage bag, garbage bags must be put into the dumpster with the lid close don top, no disposal of large items or furniture (all homeowners get charged extra for this), please keep the dumpster lids closed, please check both sides of the dumpster if full (back side being left empty), thank you for feedback, as we continue to improve the trash areas!
- Dog bag stations: dog waste must be properly put into a dog waste bag (available at all dog bag stations), dog waste bins are for dog waste only (please use regular trash bins for other types of waste, please be courteous and dispose of your dog waste promptly and don't let it sit outside for long periods of time, upon homeowner request the neighborhood now has 6 dog bag/waste stations, which should help keep our neighborhood clean and be convenient to all homeowners and renters, still having issues with some homeowners leaving dog waste a foot or two by the dog stations, please make the extra effort to clean up after your dog and check that your kids are doing the same!
- Quarterly newsletter via USPS, email, website and Homeowner Google Drive!
- Reminder that these common areas are for all homeowners to enjoy so please keep them clean and keep them free of personal items!!!

Meetings/items happening with Operations.

- PM: meeting with all our contractors & city officials, negotiated bids/contracts.
- FM: improving procedures for streamlined processes, all financial procedures.
- Tech: HOA request portal work, HGD items, website maintenance
- Legal HOA: Rules updates/enforcement, arrearages/DPR, prevent new lawsuits, HWA.
- Landscaper (R&S): Cedar mulch (natural bug repellent), picking up tree branches/sticks, as needed additional support.
- Tree Professional (Bluestone): Tree report, injections, trimmings & removals.
- Engineer (Abrams & Moss): updated drainage & obsolete pond area reports to help with city of Bloomington possible funding, drainage design, schematic, soliciting bids, education and project management.
- Handyman: Monthly trash area cleaning, gutters/downspouts, misc.
- Trash: Changing to trash dumpsters with lids, no recycling for the court (2 dumpsters needed).
- Chimney inspections (Julie Todd Cleaning LLC). Plan to schedule for October 2024 (well ahead of time for homeowners). Use form to request specific date or ask to be present: <https://forms.gle/9JqxdN2HAtuXcAvp8>
- Unit Keys ~ Property manager has (homeowners must provide them a copy) ~ homeowners must give a copy of their keys to the property manager.
- Permits: set-up a board civic access account for online permit applications: https://energov.bloomington.in.gov/energov_prod/selfservice#/home
- Community Building Items
 - Homeowner Conversation Google Group (run by the board). Link to be added: <https://forms.gle/wYs8443ZVokpf2x7>
 - 2 yearly volunteer events: spring & fall (run by Buildings & Grounds Committee) ~ on hold until next Fall
- **Yearly contracts to Review**
 - External Insurance policy First Insurance Group 12-month contract (review & sign in Nov 2024)
 - Landscaping R&S 10-month Contract March – Dec 2024 (3 year contract 2024/2025/2026)
 - Legal Contract: McAuley Law LLC, signed on 04/05/2023 (ongoing).
 - Property Management Jamar Contract 1/1/24-12/31/26 ~ (3 year contract 2024/2025/2026)

- Trash Corral: cleaning/hose/mend 14-month contract Sept 22- Dec 23 (review & sign 2024)
 - Gutter/Downspout Cleaning (Fall/Spring schedule & spot in winter)
 - Tree Report spring (2023 with Bluestone)
 - Tree trimming/removal (fall), invasive removals/treat (spring), tree injections/care (spring)
 - Decks power wash & stain (spring/summer every 5 years ~ last done 2017 summer)
 - Chimney Inspections: Julie Todd Cleaning LLC ~ (cleaning homeowner responsibility). Completed 2024, board pays the inspections, homeowners assessed for the required cleanings.
 - Invasive management/The Woodlands common areas and external building areas (2023/2024/2025 with bluestone, Woody Invasive Management Contract).
- **Follow-up items from the meeting (timelines and items due by next open board meeting)**
 - Signing of contracts and distribution to financial & property manager
 - Approved meeting minutes uploaded to the board Google Drive & Website
 - Put new meeting minutes on the board-partner Google Drive
- **Current Administrative Task list: (what tasks can professionals/board/community take?)**
 - Updating the homeowner google drive yearly with 2024 categories ~ AA2
 - Monthly Financial Tracking Live Budget `Cathy
 - HOA Request data review & report out ~ Admin Assistants & [Cathy]
 - Quarterly surveys & additional needed surveys for homeowners ~ [Cathy]
 - Adding people to the google groups, homeowner google drive (email updates) ~ [AAT]
 - Email FM with updated emails for the contact list updates: All board member
 - Meeting Minutes ~ Li / Administrative Assistant
 - Communication ~ Administrative Assistant / Property Manager (depending on task)
 - Board Announcements ~ Administrative Assistant
 - HOA request replies ~ Administrative Assistant
 - Monthly Newsletter creation & distribution ~ Administrative Assistants
 - Documentation proofing ~ [Board Member Assigned](as time permits)
 - Project manager ~ 1st point of contact Pending
 - Financial Manager year end budget review ~ pending
 - Budget creation ~ Pending
 - Quarterly internal audits ~ Pending
 - Set and create agenda for meetings ~ [Cathy]
 - Tech work on systems ~ Admin Assistants / [Board Member Assigned]
 - Update website quarterly ~ Pending
 - Upload meeting minutes and documents to website quarterly ~ Pending
 - Update and upload documents to the Homeowner Google Drive Pending
 - Meet with contractors (landscaping, handyman, engineer, city officials) Pending
 - Correspondence and meetings with legal ~ Board members (point of contact Pending)
 - Respond to homeowner requests via board decisions and rules ~ Admin Assistant
 - Update Board HOA calendar & upload to Homeowner Google Drive ~ Pending