

# Windermere Homeowners Association

Minutes of the Board of Directors Meeting

August 21, 2023

Approved September 18 2023

## 1. Call to Order

Tonight's meeting was conducted using Zoom, a web-based video conferencing tool, through Goodwin & Company, the HOA Property Management Company. Details are in the Property Manager's file.

President Paul Urban called the meeting to order at 6:02 P.M. Present were Directors Wilbert King, Urcha Dunbar-Crespo, Joe Clonan, Jill Castro, and Harrison Bell. Goodwin's HOA Property Manager Melissa McWilliams was also in attendance. Director Dennis Messex was absent. Note: Director Castro lost her connection during the meeting and was not able to rejoin.

## 2. Open Session for Homeowners Concerns/Comments

Homeowners joined the video meeting. Participant information and comments are available in the HOA Property Manager's file. The following concerns were raised:

- a. Homeowner Roger expressed concern over a fine for his yard that is cut every two weeks. This item was addressed in Executive Session.
- b. Homeowner Ed requested waiver of a fine for a car barely parked over the sidewalk. He has removed one of the cars from the driveway and the sidewalk is clear. This item was addressed in Executive Session.
- c. Homeowner Holly asked about violations that appear to not be taken care of; if there were any HOA restrictions on selling homes to investors; and whether compliance drivers could walk the neighborhood instead of driving it because you can see more violations walking. The violations process was explained to the homeowner; she was advised that the HOA, by law, cannot limit the sale of homes to investors; and that Compliance drivers cannot walk the neighborhood because there are almost 1,900 homes. Homeowners are asked to send photos of violations with addresses to the Property Manager. The President also stated that the HOA Board will be reviewing and updating the HOA governing documents.
- d. Homeowner Jarita requested waiver of fines related to her fence which has been completed. This item was addressed in Executive Session.
- e. Homeowner Gwen received a citation to remove the cover from her car in the driveway. She asked if she could keep the cover over her classic car to protect the vinyl top from heat damage. This item was addressed in Executive Session.
- f. Homeowner Raja requested waiver of fines and late fees. He has sent documentation to support his request to the Property Manager. This item was addressed in Executive Session.
- g. Homeowner Peter asked for an update on safety related issues (e.g., fencing, hanging branches); it appears that nothing is being done. He was advised that violations are issued, and that the HOA is bound by the governing documents and the law. He also asked for guidance on what has to come to the ACC.
- h. Homeowner Matt – expressed concern that the number of houses with violations appears to be getting worse; the irrigation at the pool is bad, some sprinkler heads need to be turned off; and there is a storm drain near the pool that is full of leaves. He has notified the Property Manager. President Urban advised that the Board is working on resolving issues with community property as well as homeowners.

3. **Approve July Board Minutes** (approved minutes are on [www.windermerehoatx.org](http://www.windermerehoatx.org))  
Minutes from the July 17, 2023 Board Meeting were reviewed. Motion to approve Minutes by President Urban, seconded by Director King and it passed unanimously.

4. **Property Manager's Report**

There are 1,871 homes in the community. Property Manager Melissa McWilliams provided the Property Manager's report. Details are maintained in the Property Manager's file.

- a. **Financials**: The July 2023 financials were summarized. Reports are available in TownSq at <https://app.townsgq.io/login>
- b. **Violations**: The majority of the violations are for landscaping and rubbish and debris. Tree trimming has not been pushed because of the drought to avoid killing the trees. Compliance drivers are taking photos and the property manager is working with the homeowners on extensions for landscaping because of the heat. The City is running behind on bulk pickups; homeowners are asked to stay current on the City's pickup schedule and to store items out of sight until pickup can be made.
- c. **July Completed Projects**: President Urban asked the Property Manager to add a new feature to highlight activities going on in the community. One event was the "Under the Stars Party" that was very successful. Proposals were received for landscaping enhancements at the swim center, some have been completed. Proposals were also received for additional landscaping (e.g., tree replacements and general overall landscape enhancements). The Board will review proposals and determine what can be done now based on the budget. Multiple plumbing repairs have been made in the pool restroom. The emergency phone was installed at the pool and is operable.
- d. **Pending Projects**: Repairs to the pool security system; painting the building and updating the bathrooms; upgrading the "Windermere" entrance signage; working with the Social Committee on the Labor Day Weekend Pool Closing Party (the Social Committee is looking for volunteers); ongoing landscaping improvements at the park (have proposals for upgrading the turf for the Board to review); proposals received for Christmas lighting in the common areas; looking at solar lighting for the mail boxes; engaged a CPA firm to do the 2022 audit, they are also working on completing the 2021 audit; and working with the City of Pflugerville on National Night Out.

Email: President Urban advised that Board members and the Property Manager are expected to respond to emails related to HOA issues within two (2) business days.

5. **Discuss Old Business/Committees**

- a. Old business was discussed with the Property Manager's Report. There was no additional old business.

6. **Discuss New Business**

- a. New business items were discussed in the Executive Session.

7. **Executive Session** – The Board moved into Executive Session at 7:12 P.M. and adjourned Executive Session at 8:45 P.M. After reconvening, the below items were discussed.

- a. Homeowner Roger - a motion was made by Director King to waive the violation fines, but not the HOA certified mail fees, and explain to him about the length of his weeds versus the length of his grass. It was seconded by Director Clonan and passed unanimously.
- b. Homeowner Ed - A motion was made by Director King to waive the violation fees, minus the HOA hard fees, for the car that was barely parked over the sidewalk but has been moved. It was seconded by Director Clonan and passed unanimously.

- c. Homeowner Jarita - A motion was made by Director King to waive violation fines and late fees related to the fence that has been completed. It was seconded by Director Dunbar-Crespo and passed unanimously.
- d. Homeowner Gwen - A motion was made by Director King to allow car covers for homeowner Gwen and one other homeowner to protect their vehicles from the sun and to waive fees (minus the HOA hard costs). It was seconded by Director Bell and passed unanimously.
- e. Homeowner Raja - A motion was made by Director King to remove the HOA hard costs and waive half (1/2) of the remaining fines provided that payment is made by a certain time frame (to be determined by the Property Manager). If payment is not made by the time frame, the fines would increase back to the original amount. The homeowner will be advised that this is a one-time waiver. Director Clonan seconded, and it passed unanimously.
- f. Homeowner Peter – A request was made by Homeowner Peter to add an additional poop station in the neighborhood. A motion was made by Director King to not add any dog poop stations and to table the request until a recommended location can be identified. It was seconded by Director Bell and passed unanimously.

**8. Adjournment**

President Urban made a motion to adjourn, Director Clonan seconded, and the motion passed unanimously. The meeting was adjourned at 8:56 P.M.

Submitted by: Secretary Urcha Dunbar-Crespo