

**Windermere Homeowners Association**  
Minutes of the Meeting of the Board of Directors  
July 18, 2022  
Approved August 15, 2022

**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 Earl Wellborn called the meeting to order at 7:02 P.M. Also present were Directors Urcha Dunbar-Crespo, Dennis Messex, Jill Castro, and Wilbert King. Goodwin Property Manager Melissa McWilliams was in attendance. Vice President Paul Urban and Director Scott Miller were absent.

**2. Open Session for Homeowners Concerns/Comments**

Homeowners joined the video meeting. Participant information and comments are available in the Property Manager's file.

- a. A homeowner complained about on-going violations for fences, trash, and junk in front of houses and tall grass. They are concerned that the rules are not being followed or enforced. The homeowner was advised that violation notices are being sent and fines are imposed. The Property Manager explained that the Compliance drivers submit information on violations they observe, and she receives information and photos from the homeowners. Homeowners were assured that action is taken in response to all violations. It was noted that 80% of the violations are resolved by homeowners after the first notice. The remaining 20% are issues primarily with tenants; some of whom are not familiar with the rules. The help of homeowners in reporting violations is very effective and appreciated. The homeowner also commented that many of the fences on Picadilly lean to the outside, have missing planks, or are poorly repaired.
- b. A homeowner requested a special accommodation to allow a trash container to be out an extra day every three weeks because the resident is a first responder (fire fighter) who works a revolving schedule. The homeowner also asked that \$170 be waived for fines related to the trash container being out an extra day. In addition, the homeowner expressed concern over the communications flow and wanted to know the best way to reach the Property Manager. This request was deferred to Executive Session.
- c. A homeowner expressed concern over communications being sent to the wrong address and requested a waiver to the fines. According to the homeowner, no notices were received regarding the violations about their trash container; however, they did receive the notices of fines. The homeowner was advised to send an email to the property manager with the reasons for the requested waiver for Board consideration.

**3. Approve Board Meeting Minutes (approved minutes are on [www.windermerehoatx.org](http://www.windermerehoatx.org))**

- a. The June 20, 2022, Board Meeting Minutes were reviewed. Director Messex made a motion to approve the minutes; Director King seconded, and it passed unanimously

**4. Property Manager Report**

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

- a. Financials: The June 2022 financials were summarized. The HOA is in a good, financially healthy position. The HOA also has the reserves required by standard accounting practices. These reserves cannot be touched except for certain types of capital expenses (e.g., a tornado hits the pool.) There are several capital improvements that need to be addressed including the pool

and some landscaping enhancements. Reports are available in TownSq at <https://app.townsgq.io/login>

- b. Violations: Details are maintained in the Property Manager's file. In summary, the number of violations is going down. The largest categories continue to be landscaping (e.g., tree trimmings); rubbish and debris; unsightly and vehicles (e.g., disabled vehicles, vehicles with no tags, paper plates or out of state plates, most are commercial vehicles and it's difficult to trace). Homeowners have been very helpful in getting the issues resolved.
- c. Mailboxes: Pflugerville has experienced City-wide mailbox vandalism. Homeowners were reminded to report all vandalisms to the local Post Office because mailboxes are owned by the U.S. Postal Service and are not maintained by the HOA.

#### **5. Discuss Old Business/Committees**

- a. ADT Cameras: One camera was moved by the last big storm. ADT fixed the connectivity issue caused by heat and will be redirecting the camera. The equipment also needs to be moved to protect it from the heat etc. ADT will provide options including an environmental cabinet to house the equipment.

#### **6. Discuss New Business**

- a. 2023 Budget: Discussions will start next month.
- b. Windermere Entry Signs: The sign at Grand Ave and Picadilly is getting in poor shape; the paint is fading, and the stone is looking dirty. The sign at Edgemere also has a missing letter.
- c. Exterior Fence and Pillars on Picadilly: Responsibility for maintenance of the fence and stone pillars (which are beginning to lean) was discussed. The fence is the homeowner's responsibility. The Property Manager will research to see who is responsible for the maintaining the stone pillars between the properties. An email with details and a photo will be sent to the Property Manager.

#### **7. Executive Session - The Board moved into Executive Session at 7:51 P.M. and reconvened at 8:23 P.M. After reconvening, action was taken on the following items.**

- a. A motion was made by Director Messex to approve a variance for the homeowner (firefighter) every three (3) weeks to keep the trash container out for one (1) extra day and to forgive the \$170.00 in associated fines. It was seconded by Director Castro and passed unanimously.
- b. A motion was made by Director Messex to not refund the fines to the homeowner on Edgemere. It was seconded by Director King and passed unanimously.

#### **8. Adjournment**

Director Messex made a motion to adjourn at 8:28 P.M., Director Dunbar-Crespo seconded, and the motion passed unanimously.

Submitted by: Secretary Urcha Dunbar-Crespo