

Windermere Homeowners Association

Minutes of the Board of Directors Meeting

September 18, 2023

Approved October 16, 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 6:09 P.M. Present were Directors Dennis Messex, Wilbert King, Urcha Dunbar-Crespo, Jill Castro, and Harrison Bell. Goodwin's HOA Property Manager Melissa McWilliams was also in attendance. Director Joe Clonan was absent.

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 LeAnn requested a waiver of her fine for an overgrown yard. This item was addressed in Executive Session
- b. Homeowner Holly believes that nighttime and weekend compliance drives are more effective than daytime drives. This item was addressed in Executive Session.
- c. Homeowner Yasmeen requested that fines be refunded for a violation related to a trash can being left out. She received a second and third notice and stated that she did not receive the first notice. These violations are months apart and she believes they should be treated as individual violations. This item was addressed in Executive Session.
- d. Homeowner Peter asked about the number of compliance drivers and questioned how good they were doing. There are so many violations, some of which have been on-going for years.
- e. On-line chat items:
 - i. A question was asked about the trash cans being left out at the pool, which is closed. Will they be kept at the pool or picked up? This item was addressed in Executive Session.
 - ii. Homeowner Holly asked about VRBOs (Vacation Rentals by Owner) in the neighborhood. The Property Manager is working on this. This item was addressed in Executive Session.
 - iii. Homeowner Matt asked if the next neighborhood garage sale would be in October. This item was addressed in Executive Session.

3. Approve August Board Minutes (approved minutes are on www.windermerehoatx.org)

Minutes from the August 21, 2023 Board Meeting were reviewed. Motion to approve Minutes by Director Messex, 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 August 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, rubbish and debris, and unsightly (e.g., tires stacked on side of home, disabled or inoperable vehicles, fencing, commercial vehicles and trailers). The Property Manager advised that there are two (2) compliance drivers who drive the neighborhood a full day. She also works with homeowners to avoid fines escalating. Homeowners were reminded to contact her if situations come up that affect their ability to correct violations.

- c. August Completed Projects: The first draft of the 2024 budget was completed; the urinal in the men's restroom at the pool was replaced; and the pool was closed for the season.
- d. Pending Projects: Repairs to the pool security system; upgrade to the Windermere entrance sign (received final estimate); ongoing landscaping improvement proposals at the park, monument entry, and common areas; received proposals for Christmas lighting in common areas - working on competitive proposals; reviewing proposals to upgrade turf around the playscapes; obtaining estimates for solar lighting at the mailboxes and the entry monument; working with the CPA firm to complete the 2021 audit and to do the 2022 audit; and working with the porter service to winterize pool area.
- e. Presidents HOA Website Report: The President gets a metric report on the redesigned HOA website, e.g., who is using it, how it's being used, popular sites etc. In August, 229 people logged onto the website: 85% were new visitors, 15% returning visitors. The most popular page is HOA documentation. Top uses were the Documentation Section, About, Events, Amenities and City events. The top post was the National Night Out kickoff which was cancelled (due to weather). We've never had this information before and will use it to enhance the website. Homeowners were encouraged to continue using the website and TownSq to know what is happening in the community.

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 7:03 P.M. and adjourned Executive Session at 8:22 P.M. After reconvening, the below motions were made. Additional discussion highlights are also provided.

- a. Homeowner LeAnn - a motion was made by Director King to not waive the violation fines for the lawn. It was seconded by Director Messex and passed unanimously.
- b. Homeowner Holly – No action was needed regarding nighttime and weekend compliance drives.
- c. Homeowner Yasmeen - A motion was made by Director King to not refund the fines. The homeowner needs to talk with her renters. It was seconded by Director Messex and passed unanimously.
- d. Homeowner Londa asked if the HOA fees could be waived, these are hard cost to the HOA and cannot be waived (e.g., certified mail fees).
- e. Trash cans at the pool - the waste management company will be asked to remove both trash cans and bring them back in the Spring before the pool opens (April timeframe).
- f. Community wide garage sale - will be held on October 21, 2023. Notices will be posted in the newspaper and signs will be posted in the neighborhood.

8. Adjournment

Director Messex made a motion to adjourn, Director Castro seconded, and the motion passed unanimously. The meeting was adjourned at 8:26 P.M.

Submitted by: Secretary Urcha Dunbar-Crespo