

**Heritage Lakes
Board of Directors Meeting
Minutes from July 19, 2006**

Meeting was called to order at 6:40 p.m.

Attendance:

Barbie Chandler, HOA Board President
Laurie Rilling, HOA Board Vice President
Roberta Bohnet, HOA Board Treasurer
Diane Rogers, HOA Board Secretary
Tony Petrone, HOA Board Member At Large
Linda Arquilla, SBB Management Company
Heritage Lakes Association Community Manager
Karen Palmer, SBB Management Company
Director of Association Communications

APPROVAL OF MINUTES OF June 20, 2006 MEETING

The Board reviewed the minutes from the June 20th meeting. The following changes will be made:

- The minutes did not reference the Safety Committee Report, which was included in the Board Packet for June. The minutes will be revised and reference to the Safety Report will be added.
 - Names and titles will be included for all references to Board members.
 - Action Item 12 should reflect that only one hammock to be ordered.
 - Management Report Item E change to reflect that Motion was approved.
 - Clarify item E on Truman Spillway as being approved. Changes to be made.
1. LESSONS LEARNED FROM 4TH OF JULY EVENT – Discussion was held on the planning, implementation and clean up of the 4th of July community event. (Attachment 1)
 2. SBB ROLE VS. BOARD ROLE – Karen Palmer, the Director of Association Communications for SBB Management, attended the meeting with Linda Arquilla, Heritage Lakes Community Manager for SBB to address questions and concerns on the part of the Board in

regards to the handling of some community issues and to establish and clarify the Board's expectations. (Attachment 2) A motion was made to sign the new SBB Management Contract, seconded, approved.

3. FINANCIAL REPORT

- a. Verification was requested on the Balance Sheet Assets and the CD deposits in transit.
- b. Expense Line Item 5105 – Website Expenses - No website expenses were billed during 2005, bill submitted upon termination of services with changeover to new community operated website.
- c. Expense Line Item 5115 – Temporary Help – Budget allowance for 2006 is almost spent. This is offset by payroll, which is under budget. Going forward part-time help will be flexed to supply coverage during events.
- d. Expense Line Item 5176 and 5177 - Legal Fees – not all legal fees billed back to residents will be collected.
- e. Expense Line Item 5460 – Clubhouse Floors & Carpet – need to have this expense reclassified into Line Item 5800 since it was part of the transition repair.
- f. Expense Line Item 5505 - Porter Service – No expense shown to date, need to establish where this expense is being classified and recode to the correct line item.
- g. Expense Line Item 5604 - Annual Color – Annual budget \$4800 with \$4,313.22 spent to date. Linda Arquilla to monitor prior to fall planting. No money has been spent from Landscape Improvements so we are under in landscaping for the year. More permanent landscaping should have been installed in the spring and less flowers. This was incorrectly installed with seasonal color rather than permanent plants.

4. COMMITTEE REPORTS

- a. Pool Committee – Roberta Bohnet, Liaison - Resident I.D. Tag Proposal being reviewed by Board. All comments to be sent to Roberta Bohnet, Liaison to the Pool Committee no later than July 31st.
- b. Communication Committee – Barbie Chandler, Liaison – The new website will contain more information in the public place (no password necessary for access) including the community calendar and monthly newsletter. With the access of the newsletter in the public area of the website, the Board asked

that that all email addresses and identifiers in the newsletter be depersonalized. An Electronic Comment Form for resident input will be established with the link going directly to SBB for action with a copy to the Communication Committee Liaison. The Communication Committee Liaison will present all issues requiring Board resolution to the Board.

- c. ACC Committee – Diane Rogers, Liaison – ACC requests being processed as received.
 - d. Social Committee – Diane Rogers, Liaison – An after action report from Fran Wilson, Committee Chair was attached as part of the Board Packet.
 - e. Safety Committee – Laurie Rilling, Liaison - A summary report of the last Safety Committee meeting was attached. A motion was made to purchase seven (7) signs asking resident to clean up after their pets, seconded, and approved. A draft of the proposed Temporary Post Orders was given to all Board members for review and comment, responses to be forwarded to Safety Committee Liaison no later than July 26th.
 - f. Golf Committee – Tony Petrone, Liaison – no report submitted.
5. MANAGEMENT REPORT – Linda Arquilla presented a management update.
- a. Vonage Phone System – It was the consensus of the Board that more user feedback on the quality of service should be obtained before switching phone providers. Many users have experienced dropped calls, poor voice quality, and line static.
 - b. Conference Room Chairs – Diane Rogers, Board Secretary will research additional suppliers and options.
6. OLD BUSINESS/NEW BUSINESS
- a. Clubhouse Facility Report – Meeting Notes from the June 28th meeting between Tony Petrone, Clubhouse Liaison, Linda Arquilla, Association Manager and Annette Jones-Rowe, Clubhouse Coordinator were presented for review.
 - b. Clubhouse Traffic – a form has been developed to monitor clubhouse traffic
 - c. Trash Cans – two additional trash cans to be purchased for the pool areas
 - d. Pool Signage is ready for installation- Roberta Bohnet, Pool Committee Liaison to coordinate sign placement with Linda Arquilla.

- e. Fitness Room – one of the new treadmills is malfunctioning and is scheduled for service
- f. Fence Painting – delayed until outside temperature is cooler
- g. Spillway Fence Repair – delayed until outside temperature is cooler
- h. Bounce House Rental – Bounce houses and water slides are not covered under the insurance policy. It is the consensus of the Board that no Bounce Houses or other equipment will be used on community property either by the HOA for community functions or by residents/renters for private functions. This is due to the high liability associated with these items and exclusion from the HOA liability insurance for coverage associated with damage from such.
- i. 4th of July Clean Up Contractor – This was a verbal agreement arranged by Anna Pfaff, with no formal contract. A motion was made to pay the \$200 invoice, seconded and approved.
- j. Golf ball retrieval – 3360 balls were retrieved from the lakes for an income of \$336. This amount to be applied to future Golf events only.
- k. Rental Request – a request was made to rent the ballroom for cheerleader practice. The Board all agreed that the ballroom was not to be used for this purpose. It was agreed that they could reserve the cabana but not for more than 4 weeks at a time.
- l. Franchise Tax Report – needs to be reviewed and approved by the Board by Wednesday, July 26th.
- m. Fountain Repair – A motion was made for repair of the fountains as required, based on the best bid received by SBB, seconded and approved.
- n. Pool/Spa – In the past weeks the pools were closed three times for fecal contamination, at a cost of \$300 each time to the HOA. The heat control for the upper spa was vandalized and a new protective cage will be purchased and secured.
- o. Pond Maintenance – Motion was made to cancel the current contract with Pond Medics and 30-day notice to be given. New contract with Magnolia Fisheries to be signed at a cost of \$600 per month with weekly, rather than monthly, inspections. Motion was seconded and approved.
- p. Animal Control Complaints – Several residents have complained about neighbor dog barking. Linda Arquilla to

provide sample resolutions for addition to the current CC&R's with reasonable rules and regulations and authorization of fines for violations.

- q. Yard Violations – There are several yards in violation of the rules and regulations for lawn care. Letters are being sent weekly by SBB. The Board would like to see quicker action in resolving these violations; with the HOA mowing and billing the expense back to the resident.
 - r. Dead Trees – several homes have trees, which are now dead. Letters should be sent advising residents that per regulations dead trees must be removed and replaced, but that due to the current drought this will not be enforced until after the summer/dry season has ended.
7. EXECUTIVE SESSION – the Board went into Executive Session to discuss individual resident violations and delinquent accounts.

The meeting was adjourned at 10:30 p.m.

The next Board meeting is scheduled for Monday, August 14th at 6:30 p.m.

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ACTION ITEMS

1. SBB to reclassify floor and carpet installation in the clubhouse from Line Item 5460 to Line Item 5800 Special Projects.
2. SBB to research where porter service expenses are being classified and reclassify them into Line Item 5505.
3. Board Members to review and provide feedback to Roberta Bohnet, Pool Committee Liaison on the Resident I.D. Proposal no later than July 31st.
4. Board Members to review and provide feedback to Laurie Rilling, Safety Committee Liaison on the draft Post Orders document no later than July 26th.
5. Diane Rogers to research purchase of conference room chairs.
6. SBB to purchase two additional trash receptacles for the pool area.
7. Roberta Bohnet and Linda Arquilla to coordinate placement and installation of new pool rule signage.
8. The Franchise Tax Report to be reviewed and approved by all Board members no later than July 26th.
9. SBB to provide sample resolutions for pet complaints used in other communities.
10. SBB to send letters to residents with dead trees advising them of regulation that all trees must be replaced, but letter will advise residents that no action is needed until drought restrictions have been lifted.