

Highleah Highlights

2001 Pembroke Crescent West Independence, MO 64057

PHONE (816) 257-0070 FAX (816) 257-2639
www.highleah.com

Board of Directors

Martha Ramcke
President (Elected 2013)

Dee Dee Swanson
*Second Vice President
(Elected 2014)*

Diane Pulford
Secretary (Elected 2013)

Andrea Thompson
Treasurer (Elected 2014)

Angie Dyer
(Appointed 2015)

If you have pet complaints,
please turn them in to the office.
The House and Grounds
Committee handles only violations
of the pet waste disposal rule.

Handy Phone Numbers

Highleah Office
816-257-0070

Maintenance Emergency
913-894-3441

Non-Emergency Police
816-325-7300

Security
911

**The dispatcher will send
an officer to Highleah*

Natural Gas Company
816-756-5252

Power & Light Service
816-325-7930

Citizens Information Center
816-325-7000

Regional Animal Shelter
21001 E. Highway 78, Independence
816.621.7722
Hours: Noon to 8 p.m.
Tuesday through Friday
11 a.m. to 6 p.m.
Saturday and Sunday

UTILITIES: 2/6 - 3/5
Water/Sewer: \$10,032.32

BOARD MEETING, March 16, 2015 NEWSLETTER MINUTES

Martha Ramcke, president, called the meeting to order at 3:30 p.m. Also present were Diane Pulford, secretary; DeeDee Swanson, second vice president; and Andrea Thompson, treasurer.

Others attending were Linda Thompson, cooperative representative; Kevin McQuade, maintenance superintendent; Bryan Tims, assistant maintenance superintendent; Dudley Leonard, cooperative attorney; Carmen Detherage, comptroller, and Betsy Kilker, administrative assistant, with Linville Management Services, Inc.

Minutes of the March 13 executive session, March 13 budget meeting and the February 23 board meeting were unanimously approved.

OPEN SESSION

Martha Ramcke, president, welcomed members and called the open session to order at 6 p.m. Also present were DeeDee Swanson, second vice president; Diane Pulford, secretary; and Andrea Thompson, treasurer.

Others attending were Linda Thompson, cooperative representative; Kevin McQuade, maintenance superintendent; Bryan Tims, assistant maintenance superintendent; Dudley Leonard, cooperative attorney; and Carmen Detherage, comptroller, and Betsy Kilker, administrative assistant, with Linville Management Services, Inc.

Eight members signed in.

Martha reminded members that the next board meeting is April 20.

Linda presented the on-site manager's report. In February, there were 37 defaults, two exterminations, one animal violation, one noise violation, three yard/common area violations, two housekeeping standards violations and two vehicle violations. No units are on the market at this time.

Kevin gave the maintenance superintendent's report. In February, there were 172 requests for service and 156 were completed. There were four move-ins and 36 annual inspections.

Two rehabs remain. Both units have been sold.

Palmer Lawn Professionals applied a salt and sand treatment on February 16.

Martha opened the floor to member comments.

Doug Hallmon won the door prize drawing, a \$25 gift card.

The open session ended at 6:30 p.m.

Members Welcome at All Open Sessions of Board Meetings

Open sessions of monthly board meetings begin at 6 p.m. on the third Monday of the month.

The sessions involve the board of directors, the on-site manager, the maintenance superintendent, property manager, cooperative attorney and other corporation advisers.

The sessions are open to all members of Highleah Townhouses.

Minutes of open, closed and executive sessions are a record of what is done or decided during a board meeting. Minutes are not a record of what is said.

If you are interested in hearing the complete discussion of an open session, you are encouraged to attend the sessions.

Door Prize Drawings Awarded at Open Sessions

Attending open sessions of the monthly board meetings is a good way to stay informed about activities at the cooperative.

Your appearance at the Highleah open session also may win you a \$25 gift card.

All members who attend the open session will be eligible for the door prize drawing. Doug Hallmon won the door prize drawing at the March open session.

The winning members' tickets will be drawn at the end of the open session -- and you must be present to win.

All open sessions start at 6 p.m.

Board Adopts Office Policies

Two traditions were entered into official policy and a new financial agreement plan was introduced at the March board meeting.

The board approved the way charges are assessed for late fees and for service requests (work orders) to the maintenance staff. Here are the policies.

Carrying charges must be in the drop box by 8 a.m. the next business day after the 10th of the month or a late fee will be assessed on any amount owed.

Payment plans and other financial arrangements must be determined by the board of directors or by the cooperative attorney.

Members are allowed to carry a total of \$200 in maintenance service requests (work orders) up to 12 months. Members will be required to sign a financial agreement plan to make a minimum payment of 1/12th the amount owed every month.



Referral Bonus Available for Members

Members are reminded that a \$200 referral bonus will be paid when a member of the cooperative refers a qualifying new member.

The referral must be mentioned at the time of application.

Tips From the Toolshed

LABELS CAN BE MISLEADING

Think before you flush.

Highleah's maintenance staff recommends disposing of wipes and anything else that's not toilet paper in the trash can.

Products labeled "biodegradable" or "flushable" can still clog pipes and sewer lines.

Moist, disinfecting or cleansing wipes eventually break down, but they can cause problems before they do. Disposable wipes do not dissolve like normal toilet paper. Flushing them can cause pipes to clog and could lead to a sewer back-up in your unit.

Products marketed as "flushable" may pass through your household plumbing but could contribute to clogging if a tree root or other obstruction is in the way. These can also cause problems in the city sewer mains.

Diapers, disposable toilet cleaner heads, feminine hygiene products, diapers and disposable wipes are just some of the products that can cause a back-up in your home plumbing.

Cleaning a sewer back-up can be messy, costly and inconvenient.

WASHING MACHINE ODORS CAN BE PREVENTED, ELIMINATED

Washer odors usually are caused by leaving the washer lid closed when not in use.

Leaving the lid closed does not allow air to circulate and dry out the moisture remaining in the tub area. The air and moisture mixture becomes stagnant and creates an odor.

When the washer is not in use, leaving the lid up for air circulation will help prevent odor.

Here are some steps to get rid of odors inside washing machines.

1. Fill the washer with hot water. Set at regular speed and the longest wash cycle.
2. Add 3/4 cup of a water softening additive which can be found in the laundry detergent aisle. Baking soda also can be used.
3. Allow washing machine to complete entire wash and rinse cycle.
4. If odor lingers, repeat the entire process.

Off-Duty Police Patrol Property

The security provider for Highleah is off-duty officers from the Independence Police Department.

The officers will be driving marked police vehicles when they are on our property. They will enforce all city ordinances and state laws as well as our Rules and Regulations.

If you are in need of assistance from the police, please dial the emergency number: 9-1-1. If it is not an emergency but you still need assistance from the police, dial 325-7300.

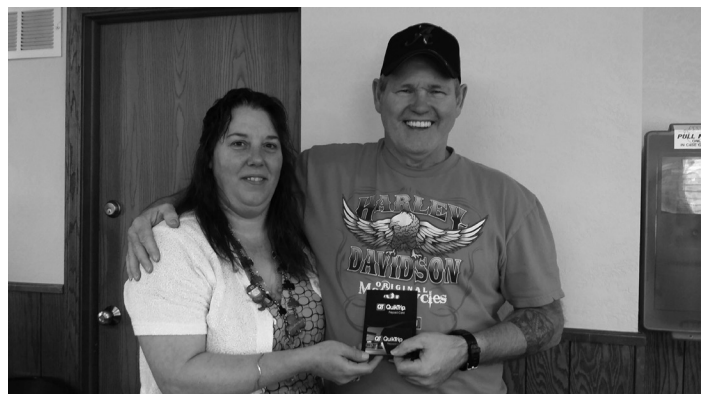
If the police are on the property, the response time should be less than three minutes. If they are not currently on the property, the response time could be much longer because emergencies take priority in the city.



New Rule for Patio Furniture

The board considered specifications for outdoor deck storage boxes and approved an addition to the rules.

"Outdoor deck storage boxes can be placed only on patios and can be no wider than 60 inches, no higher than 36 inches and no deeper than 25 inches. The storage boxes must be no closer than two feet to the air conditioning condenser unit."



Martha Ramcke, board president, awards a \$25 gift card to Doug Hallmon, winner of the door prize drawing.



Pet Registration

All members must file a statement whether or not the member has a pet on the premises at the time of move-in and every year at the time of recertification.

REGISTRATION

All pets kept on the premises must be registered with the Cooperative Office within 10 days after move-in or acquisition of the pet.

The following forms are required:

1. Pet registration form
2. Signed Pet Rules and Regulations form
3. Proof of current vaccinations in accordance with City of Independence animal ordinances
4. Current weight of the pet
5. Current photo of the pet
6. Written proof of spaying or neutering
7. A one-time, nonrefundable fee of \$50 per pet

PET PRIVILEGES

Pet owners may have two (2) dogs, two (2) cats or one (1) dog and one (1) cat per household.

Any of the following also are allowed:

- a. One (1) aquarium up to 50 gallons for fish. Members will be responsible for any water damage to the unit from the aquarium.
- b. Two (2) birds in cages kept indoors inside the unit.
- c. Two (2) hamsters or gerbils kept indoors inside the unit.