

# New Policy in Place To Eradicate Bed Bugs

**Highleah Townhouses, Inc., has adopted a zero-tolerance policy for bed bug infestations. At the July 21 board meeting, the board approved a Bed Bug Policy effective immediately.**

## **Member Responsibilities**

Report any suspicion of the presence of bed bugs immediately to the on-site office.

Fully cooperate with inspectors, management and pest management professionals during the entire process of eliminating the pests.

Continue to help the cooperative by monitoring your unit for bed bugs after treatment has been made.

## **Cooperative Responsibilities**

We will take your bed bug problem seriously and will schedule a qualified inspection as soon as possible.

We will schedule inspections for adjacent units to assess the extent of the infestation and will treat all units found to be affected by the infestation.

We will pre-inspect the day before treatment is scheduled to make sure your unit is properly prepared. We will let you know if anything is not ready.

We will assist the pest management professionals in gaining proper access to all areas to be treated.

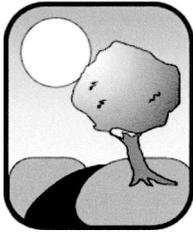
We will make any structural repairs recommended by the pest management professional necessary to eliminate bed bug hiding places. We will caulk and seal any cracks and crevices in the unit.

We will schedule follow-up treatments for your unit as necessary and recommended by the pest management professional.

We will commit to using the most effective treatment recommended for the infestation. In most cases, heat treatment when available will be used when available.

Treatment will be provided at no cost to the member as long as full cooperation is given. However, should a member fail to cooperate or to follow the instructions for eliminating the pest or should the member have repeated infestation issues in the unit, the member may be subject to charges for the treatment.

A member's failure to report suspected infestation and/or failure to comply with the necessary procedures for eliminating the pest will result in a violation of the Occupancy Agreement and possible termination of occupancy.



# 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)*

Diane Pulford  
*Secretary (Elected 2013)*

Andrea Thompson  
*Treasurer (Elected 2014)*

Angie Dyer  
*(Appointed 2015)*

Jordan Baze  
*(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: 6/3 - 7/5**  
Water/Sewer: \$11,807.12

## BOARD MEETING, July 20, 2015 NEWSLETTER MINUTES

### OPEN SESSION

**Board members present:** Martha Ramcke, president; Andrea Thompson, treasurer; Angie Dyer and Jordan Baze

**Board members absent:** Diane Pulford, secretary

**Staff present:** Linda Thompson, cooperative representative; Kevin McQuade, maintenance superintendent; and Bryan Tims, assistant maintenance superintendent

**Staff absent:** Gina Zukel, cooperative representative

**Also attending:** Betsy Kilker, administrative assistant, and Carmen Detherage, comptroller, for Linville Management Services, Inc.

Nine members signed in. Martha welcomed them and called the open session to order at 6:05 p.m. She introduced Jordan Baze, appointed to serve until the election in September.

Martha, Linda, Andrea and Bryan reported on the workshops they attended at the National Apartment Association conference in June in Las Vegas.

Linda presented the office report.

In June, there were 39 defaults, three attorney referrals, two installation permits received and approved, four reasonable accommodation requests, six exterminations and two vehicle violations.

There are no vacant units on the market.

Kevin gave the maintenance superintendent's report.

In June, 212 service requests were completed. There were three move-ins, 28 annual inspections and 20 handrails installed on front steps. JC's Lawn Service completed four mowings.

A storm on June 26 damaged many trees and personal property. A tree service will repair four trees heavily damaged by the storm.

Four rehabs are in various stages of completion.

Martha opened the floor to member comments. Pam O'Dell won the door prize drawing.

The open session ended at 6:45 p.m.

## Third Annual Meeting Picnic Slated for Sept. 15

Cooperative members will vote on new bylaws and fill two positions on the board of directors at the Third Annual Meeting Picnic on Tuesday, September 15.

The meeting will begin at 6 p.m. with a picnic dinner afterward at 7 p.m.

Door prizes will be awarded: first prize of a month's free carrying charges, second prize of \$50 and third prize of \$25. Members must be present to win.

Only members in good standing can vote. Any member with an unpaid balance of more than 30 days cannot vote. If you cannot attend, you may vote by proxy.

Members voting by proxy must appoint another member in good standing to vote on their behalf. No attending member may cast more than his or her vote plus one proxy vote.

A quorum is necessary to hold the annual meeting. The bylaws require a majority vote of the membership to pass.

## YARD SALE SLATED FOR SEPTEMBER 25, 26 AND 27

Look for bargains throughout  
the cooperative all day long on  
Friday, Saturday and Sunday:  
September 25, 26 and 27.

Those are the dates for the cooperative's  
semiannual yard sale.

## Jordan Baze for Highleah Board of Directors

To whom it may concern,

My name is Jordan Baze and I just recently moved to Highleah townhomes at the beginning of this year. I am currently a student with Metropolitan Community College-Blue River working toward a degree in radiology.

Since living here, I've noticed many things about the neighborhood I truly like! There is a diverse array of people from young to old! I've gotten to know many of these people along my street and have come to find they are great and caring neighbors! It's nice to see people of all ages interacting with each other outside of their homes. I feel as though I'm not just living in Highleah townhomes, rather that I have a community of people amongst me!

I also love the amount of parks located in the neighborhood that many young families can benefit from. As someone who lives right across from one of those parks, I enjoy hearing the laughter of children playing in the evenings. Not only are children outside (which can be rare these days with the amount of electronics at their fingertips) they play in a way which shows they feel safe in their neighborhood!

We are looking to start a family in the near future and it is relieving to know this is a safe enough community where these children can roam free and play. I'd love to be a part in a community that creates such an environment.

When I heard there was an opening on the board I was immediately intrigued.

I'd like to be involved in this community outside of my own street. It is obvious this neighborhood has longevity and I'd love to help continue building relationships for our community to take into the future. Living in such a diverse community, I understand it is important to hear the opinions of all whom live and spend their time here.

If you were to accept me on the board, I would be great at not only listening to the members of this community, however, coming up with solutions to create an environment where everyone is satisfied and heard. It's apparent living in any community that teamwork is a must!

Prior to moving here I was the customer service manager for a growing company. My job was to bring those on my team closer together and create a pleasant and efficient staff for the company. I oversaw 25 employees and was able to build a team that held strong and is still working well together today.

I hope you will see me as an asset to this board and this community. I appreciate you taking your time to review my letter and hope you consider making me an addition to this board for our community!

Sincerely, Jordan Baze



## Merry (Tina) Smith Windhausen for Highleah Board of Directors

*Jordan Baze awards the July door prize to Pam O'Dell.  
Jordan was appointed to the board at the July meeting.*

My name is Merry (Tina) Smith Windhausen. I have lived over on Reading Place for 23 years.

Before that, my mother worked in the office and lived on Stafford in the '70s. I have an aunt who also lived here. I raised my children here: a son, Beau, and a daughter, Becca, that I'm very proud of.

Highleah is a great place for families! Whether you're just starting out and saving for a house or spending your golden years here, Highleah is the best value for the money we pay in terms of space and environment.

As far as work goes, I have a degree in English from the University of Missouri-Kansas City. I'm retired now but besides writing, I have worked in several service industries. These include driving people with developmental disabilities in Jackson County and working as a customer care representative at Caremark. While there, I received several "I got caught caring" awards.

I want to serve on the board of directors because I love Highleah. I want to help keep it a nice, safe place to be and your voices as members to be heard. Let's work together so that Highleah remains "the best kept secret" for years to come!

Respectfully, Merry "Tina" Smith Windhausen

## Services for Sale

### Get Organized NOW

I will turn your Chaos into Clarity.

What I do . . . Office space, Living space,  
Kitchen, Basement, Laundry rooms, Bed-  
rooms, Closets, Bath and Garage.

\$12 an hour

I declutter, streamline . . .  
create simply storage . . .  
label and alphabetize.

### TT's Home Organizing

*"Do Away with the Mess for Less Stress"*

Contact me at **816.536.9314**  
or at [tiffany.hallmon@gmail.com](mailto:tiffany.hallmon@gmail.com)

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