

BED BUG INSPECTIONS TO CONTINUE

Bed bug inspections, which began in 2016, will be continued this year.

Every unit will be inspected twice during 2017.

If you suspect that your unit may have bed bugs, please call the office. Please do not come into the office to make your report. We can deliver bed bug monitors to you.

Devices designed to detect bed bugs are available free at the office to members.

The detectors are designed to be placed under mattresses and other bed bug spots. The bugs are trapped in adhesive and are easily detected through a clear window.

Highleah Townhouses, Inc., has a zero-tolerance policy for bed bug infestations.

Here is the policy.

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 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.

DATES TO REMEMBER

AUGUST 21 Board Meeting
Open session at 6 p.m.

SEPTEMBER 4 Labor Day
Office Closed

SEPTEMBER 19 Annual Meeting
Election of Directors
Bridger Middle School

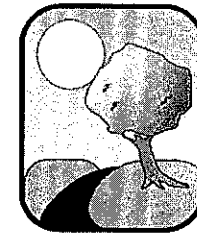
Christi's Sitting Services

I will care for your children in your home and work around your schedule.

I am a member of Highleah Townhouses and have certifications in first aid, cardiopulmonary resuscitation and automated external defibrillation.

I care for children of all ages.

Call Christiana Calkins at 816-666-0364.



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 2016)

Andrea Thompson
Vice President (Elected 2014)

Tina Windhausen
Treasurer (Elected 2015)

Jordan Baze
Secretary (Elected 2015)

Diane Pulford
(Elected 2016)

If you have pet complaints,
please turn them in to the office.

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
913-808-3372**

**Hours: Noon to 7 p.m.
Tuesday through Friday
11 a.m. to 6 p.m.
Saturday and Sunday**

UTILITIES: 6/8-7/10
Water/Sewer: \$14,268.29

BOARD MEETING, July 17, 2017 NEWSLETTER MINUTES

Board members present: Martha Ramcke, president; Andrea Thompson, vice president; and Jordan Baze, secretary

Board members absent: Tina Windhausen, treasurer; and Diane Pulford

Staff present: Gina Zukel, office manager; Linda Thompson, assistant office manager; Kevin McQuade, maintenance superintendent; and Bill Fitzgerald, assistant maintenance superintendent

Also attending: Dudley Leonard, cooperative attorney; Melva Linville, property manager, and Betsy Kilker, administrative assistant, with Linville Management Services, Inc.

Martha called the meeting to order at 5:05 p.m.

Minutes of the June board meeting were approved.

Open Session

Ten members signed in. Martha welcomed them and called the session to order at 6:05 p.m.

She reminded members that the next board meeting is August 21 and that the annual meeting is September 19.

Gina gave the office report.

There have been 44 statements of credit, 52 statements of charges due, one attorney referral and 46 defaults. Two installation permits have been received and approved. There have been three exterminations, one animal violation, six vehicle violations, two yard/common area violations and one towing.

Six two-bedroom units are on the market.

Kevin presented the maintenance report.

In June, there were 203 requests for service received and 195 completed. There were three move-outs and one move-in. Nine rehabs are underway.

Palmer Lawn Professionals mowed four times in June and applied grub control and fertilizer. Bushes on the side of the clubroom and in front of the office and maintenance shop were trimmed.

Martha opened the floor to member comments.

Betsy gave the managing agent's report for Linville Management Services, Inc.

One application has been denied, three final statements completed and one final statement pending. Processed in accounts payable for June were \$179,991.76. June financial reports were mailed to the board on July 13.

Viola Solary won the door prize drawing.

The open session ended at 6:30 and the meeting was adjourned.



PET WASTE MUST BE PROPERLY COLLECTED FOR DNA TESTING

Last year, members of Highleah Townhouses began participating in a program called PooPrints.

The purpose of the program is to keep the grounds clean, sanitary and safe for everyone to enjoy.

The rules require that dog waste on the property be tested for a DNA match. The waste must be collected by the authorized Highleah representative only. No one else can collect the waste and turn it in.

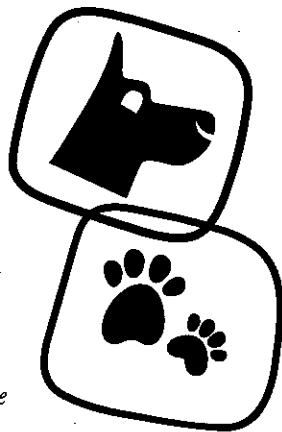
HERE'S WHAT THE RULES SAY:

"9. Any dog feces reported on the property will be tested for a DNA match. All samples must be collected by the Highleah representative.

"10. The fee for clean-up the first time will be \$100; the second time, \$125; and the third time, \$175 with a loss of pet privileges and a letter from the attorney."

Three violations per dog will be allowed in a rolling 24-month period. If a household has two dogs, each dog will be allowed three violations of the pet-waste rule.

We thank all members who are complying with the rules to clean up after their pets.



ANNUAL MEETING IN SEPTEMBER

Please remember that the annual meeting is the third Tuesday in September, the 19th.



Two seats will be open on the board of directors.

If you are interested in running for a board position, please submit a resume to the office. All resumes will be published in the September newsletter.

Members in good standing who care about our community are encouraged to run for office.

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.

In order to vote, a member must be present either in person or 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.

CHANGES TO UNITS REQUIRE APPROVAL, PERMIT

Improvements or physical changes to the exterior or interior of a townhouse must be pre-approved.

An Installation/Alteration Permit must be completed, submitted to the office and approved before any work begins.

When approved alterations are completed, the work must be inspected by the maintenance superintendent.

An improvement is defined as any permanently affixed addition or enhancement made to a unit which was not originally in the unit and which changes the structure or the appearance of the unit in some way.



TIPS FROM THE TOOL SHED

PREVENTING GARBAGE DISPOSAL BREAKDOWNS

Garbage disposals should be used for food waste only.

Do not dispose of grease, rice, pasta, bones, egg shells, coffee grounds, corn cobs or stringy vegetables and fruit such as asparagus, lettuce, celery, cole slaw, potatoes and banana peels.

Use cold water only.

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.

WANTED

I want to buy a Digital Television Tuner with remote control in order to receive TV reception without cable or satellite services.

If you have one to sell, please call 816.257.1982.



Highleah board president Martha Ramcke presents a \$25 gift card to Viola Solary. Viola won the door prize drawing at the July open session.

HOW PAYMENTS ARE APPLIED

When you make a payment to Highleah, the money is applied to your account in this order:

attorney fees are paid first, filing fees next, then late charges, work orders and finally, carrying charges.

The money is applied to the work order unless you are on a payment agreement plan.

Carrying charges are due on the first of every month. 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.

Payments can be made by check, money order, cashier's check or the Resident Portal. Any payment made for carrying charges after the 10th of the month must be made by a cashier's check, money order or the Resident Portal. No personal checks will be accepted after the 10th of the month.

Cash payments are not accepted at any time.

REFERRAL BONUS AVAILABLE FOR MEMBERS

Members of Highleah Townhouses receive \$200 checks as referral bonuses when an applicant they recommend becomes a member.

We thank our members for their vote of confidence in our cooperative and for helping us attract qualifying new members.

Word-of-mouth recommendations are our best source of new members. When you tell others to consider Highleah for their new home, it means that you enjoy living here and that you know someone else who would be a good neighbor for us.

The referral should be mentioned at the time of application.

The referring member will receive \$200 after the applicant moves in.