

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.

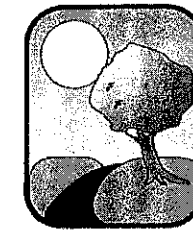
We will make any structural repairs recommended by the pest management professional necessary to eliminate bed bug hiding places. We will caulk and seal any cracks and crevices in the unit.

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.



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

Great Plains SPCA
**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: 12/9 - 1/12
Water/Sewer: \$13,842.69

BOARD MEETING, January 23, 2017 NEWSLETTER MINUTES

Board members present: Martha Ramcke, president; Andrea Thompson, vice president; Jordan Baze, secretary; Tina Windhausen, treasurer; and Diane Pulford

Staff present: Gina Zukel, office manager; Linda Thompson, assistant office manager; and Kevin McQuade, 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 3:35 p.m.

Minutes of the November 21, 2016, board meeting were approved.

Open Session

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

Gina gave the office report. In November, there were 23 statements of credit, 28 statements of charges due and one attorney referral.

In December, there were 26 statements of credit, 32 statements of charges due, one attorney referral and 51 defaults.

In January, there were 54 defaults, one eviction and two attorney referrals. There have been three installation permits received and approved and four reasonable accommodation requests. In December and January, there were seven exterminations, five animal violations, one vehicle violation, one noise violation, one housekeeping violation and two yard/common area violations.

Currently on the market is one two-bedroom unit.

Kevin presented the maintenance report. In November, 164 service requests were received and 134 completed. In December, 144 service requests were received and 139 completed.

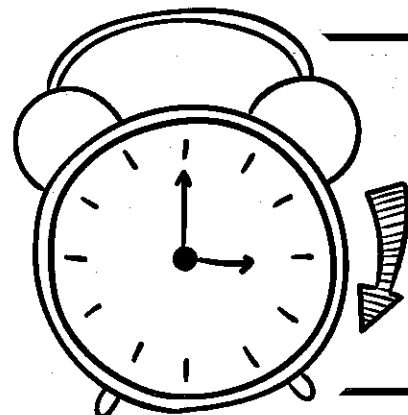
There were three move-ins in November and two move-ins in December. Five rehabs are in various stages of completion.

All gutters and downspouts have been cleaned. Palmer Lawn Professionals applied a salt and sand treatment to the streets of Highleah on December 17, 2016.

Betsy presented the managing agent's report for November and December.

Six total applications were approved. Seven final statements were completed. Financial reports were mailed to the board on December 7 and on January 12.

In November, Linville Management Services, Inc., processed \$199,988.78 in accounts payable and in December, \$182,466.55.



Daylight Saving Time Begins on March 12

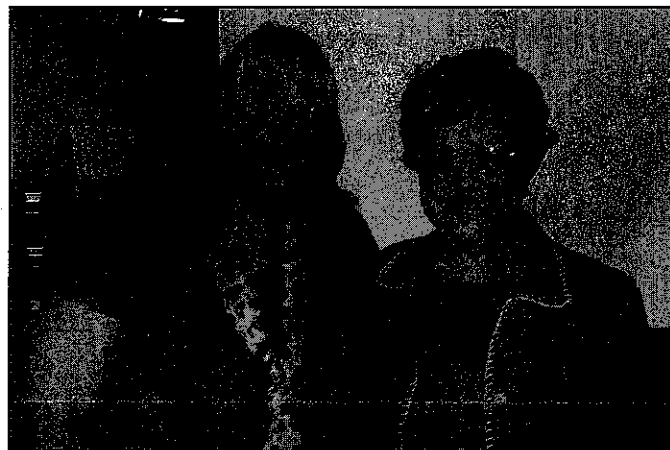
It's that time of year again. You'll lose an hour on Sunday, March 12. That's when Daylight Saving Time kicks in. So, set your clocks ahead one hour. For example, if you get up at 6 a.m. on Sunday, move the time up to 7 a.m. You get your hour back in November.

Diane discussed the education grant awarded in the spring to a graduating high school senior. Sharon Poltz has volunteered to serve on the application review committee with Diane.

Martha opened the floor to member comments. She announced that the next board meeting is Monday, February 27.

Edna Carver won the door prize drawing.

The open session ended and the meeting was adjourned at 6:15 p.m.



Martha Ramcke, board president, awards the door prize drawing to Edna Carver during the open session of the January board meeting. The prize is a \$25 gift card.

BE ON TIME: PAY ONLINE

Your carrying charges are due the first day of every month.

Paying is even easier now that members can make their payments online through the Resident Portal.

Carrying charges become delinquent on the 10th of the month and unpaid accounts are sent to the attorney on the 20th of the month.

The checks you write to Highleah Townhouses are being deposited the day they are received.

An accounts receivable program allows the checks to be cashed immediately.

When you write a check to pay the cooperative, you need to make sure that funds are in your account at that time.

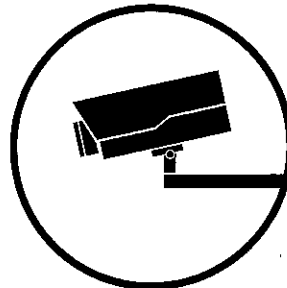
Security Alarms Require Installation Permit

Security alarms are considered improvements.

Members are required to submit an installation/alteration permit before an alarm system is installed.

The office must have your alarm code to allow maintenance to enter the unit in the event of an emergency.

For maintenance to handle work orders during working hours, members must disarm the alarm system or submit to the office a maintenance code for the alarm.



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.

PET WASTE MUST BE PROPERLY COLLECTED FOR DNA TESTING

In July, 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."

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



Board Meets Monday, February 27, 2017

The February meeting was changed to the fourth Monday of the month to avoid a conflict with Presidents Day, a federal holiday.

The office will be closed on February 20 in observance of Presidents Day.

Here are the board meeting dates for 2017.

- February 27
- March 20
- April 17
- May 15
- June 19
- July 17
- August 21
- September 18 closed
- September 19 annual meeting
- October 16
- November 20

The open session begins at 6 p.m. Please join us.

High School Seniors Can Apply for \$1,000 Education Grant

This spring, Highleah Townhouses, Inc., and Linville Management Services, Inc., will award a \$1,000 education grant to a deserving graduating senior.

Students and their family members must be in good standing at Highleah. The grant is awarded to high school graduates who will be attending an accredited

college, university or trade school in the summer or fall. Students must complete an application, write a 500-word essay and comply with all requirements. The essay must explain why the applicant believes he or she deserves the grant.



The student also must make arrangements with a high school administrator to send an official student transcript to the office.

An information sheet and application form are available from the office. Applications, essays and transcripts must be received in the office no later than March 17.

Please send to the attention of:

Education Grant Committee
Attn: Diane Pulford
Highleah Townhouses, Inc.
2001 Pembroke Crescent West
Independence, MO 64057

Grant selection committee

Selecting the grant recipient will be the responsibility of a committee of at least two and no more than four Highleah members and the board of directors.

Members who want to participate in the student selection process should submit a letter of intent. The member must be in good standing at Highleah.

The letter must include the reason the member wants to serve on the committee, an address and phone number. Please send to the attention of the board of directors by March 17.