

# Board Members Sign Ethics Agreement

Serving on the board of directors is a responsibility and privilege. The Highleah board meets on the third Monday of every month. Meetings begin with a closed session at 3:30 p.m. In addition to regular monthly board meetings, the board may call special meetings throughout the year. Once elected, all board members are required to sign the Board Member Code of Ethics.

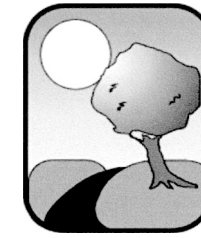
## Board Member Code of Ethics

### *As a member of the board of directors, I will*

- \_\_\_ listen carefully to my teammates.
- \_\_\_ respect the opinion of other board members.
- \_\_\_ respect and support the majority decisions of the board.
- \_\_\_ recognize that all authority is vested in the full board only when it meets in legal session.
- \_\_\_ keep well-informed of developments relevant to issues that may come before the board.
- \_\_\_ participate actively in board meetings and actions.
- \_\_\_ bring to the attention of the board any issues that I believe will have an adverse effect on the cooperative or those we serve.
- \_\_\_ attempt to interpret the needs of those we serve to the cooperative, and interpret the actions of the cooperative to those we serve.
- \_\_\_ refer complaints to the proper level on the chain of command.
- \_\_\_ recognize that my job is to ensure that the cooperative is well-managed, not to manage the cooperative.
- \_\_\_ represent all members and not a particular court or interest group.
- \_\_\_ consider myself a ``trustee'' of the cooperative and do my best to ensure that it is well maintained, financially secure, growing and always operating in the best interests of its members.
- \_\_\_ always work to learn how to do my job better.
- \_\_\_ declare conflicts of interest between my personal life and my position on the board, and abstain from voting when appropriate.

### *As a member of the board, I will not*

- \_\_\_ criticize other board members for their opinions, in or out of the board room.
- \_\_\_ use the cooperative for my personal advantage or that of my friends or relatives.
- \_\_\_ discuss the confidential proceedings of the board outside the board room.
- \_\_\_ promise how I will vote on any issue before a meeting.
- \_\_\_ interfere with the duties of the administrator or undermine his or her authority with staff members.
- \_\_\_ act as a director outside of board meetings unless so authorized by the board. (Outside the board meetings, the board member is just like any other member and his or her status as a board member is restricted to times when the board meets as a group to hear reports, discuss problems, make reports and make decisions.)
- \_\_\_ direct the cooperative staff. (Cooperative staff are to be directed by Management. When a board member thinks something should be done, first it's brought out before the board. If the board decides to act, the board should vote on a motion notifying the Managing Agent, and then let the Managing Agent see that the motion is carried out.)
- \_\_\_ reveal confidential information made available to the board to help make a business decision.



# 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: 5/4 - 6/3**  
Water/Sewer: \$10,852.66

## BOARD MEETING, June 15, 2015 NEWSLETTER MINUTES

### OPEN SESSION

Martha Ramcke, president, welcomed members and called the open session to order at 6:05 p.m. Also present were Andrea Thompson, treasurer, and Andrea Dyer.

Others attending were Gina Zukel and Linda Thompson, cooperative representatives; 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.

Gina presented the on-site manager's report. In May, there were 42 defaults, 36 statements of credit, 25 statements of charges due, three attorney referrals, six exterminations, three animal violations, three vehicle violations and two yard/common area violations.

Two installation permits were received and approved.

There are no vacant units on the market.

Kevin gave the maintenance superintendent's report.

In May, 147 work orders were completed of the 155 received. There were two move-ins and two move-outs. JC's Lawn Service completed four mowings. Seven rehabs are in various stages of completion.

Sixteen annual inspections were completed. Critter Eliminator trapped 55 squirrels in May and animal-proofed and sealed seven buildings for a total cost of \$7,870.

Martha opened the floor to member comments. Phyllis Locke won the door prize drawing.

The open session ended at 6:25 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.

### Free Grass Seed for Members

Grass seed is free to members who want to plant grass in bare areas in their lawn.

Please bring a bag or a container with you to the office to pick up the seed.

Maintenance superintendent Kevin McQuade recommends putting the grass seed in the freezer 24 hours before planting. Then, sow the seed and water it.

## Emergencies Redefined at June Board Meeting

At the June board meeting, board members reviewed and revised situations in which members need to contact the maintenance staff after hours. Here is the new list of emergencies.

### EMERGENCIES

After-hours emergency number to contact maintenance is (913) 894-3441 and is to be called for conditions defined as follows:

- A. Furnace not working in winter.
- B. Air conditioner not working, when it creates a health menace to member or the household, or outside temperature exceeds 90 degrees F.
- C. Commodes in one-bedroom and two-bedroom units inoperable.
- D. Hot water tank inoperable.
- E. Electrical or plumbing problems that cannot wait until next business day.
- F. Sewer back-up.
- G. Lock-outs (see below).
- H. Broken windows (not merely cracked), under severe weather conditions or extreme circumstances.
- I. Refrigerator stops working.
- J. Roof leaks and water damage
- K. Oven not working. If you smell gas, call the gas company.

### LOCK-OUTS

If a member of the household is locked out of the unit, the head of household must authorize the maintenance department to unlock the door. There will be a charge for this.

Lock-out fees are currently \$15 from 8 a.m. to 5 p.m. Monday through Friday and \$30 after hours, on weekends and holidays.

## Door Prize Drawings Awarded at Open Sessions



Board member Andrea Thompson presents the door prize to Phyllis Locke at the June meeting. Locke won a \$25 gift card in the drawing at the open session.

## 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.”

## Summer Fun for Highleah families

Board member, Angie Dyer, has planned activities and events for everyone to enjoy this summer.

### Wednesday Wake up and Walk: 8:30 a.m. Wednesdays

Meet at the front office to walk the neighborhood.

### Under the Stars: 8:45 p.m. on Friday, July 31

Outdoor family-friendly movie night. Bring a lawn chair or blanket and meet on patio area behind the office.

### Arts and Crafts:

### 10 a.m. to noon on Saturday, August 8

Craft day at the office.

## Annual Meeting in September

Please remember that the annual meeting is the third Tuesday in September, the 15th.

Two will be elected to the board of directors for three-year terms.

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

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

## SEMI-ANNUAL SALE IN SEPTEMBER

Look for bargains throughout the cooperative on Friday, Saturday and Sunday:

**SEPTEMBER 25, 26 AND 27.**

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

## Board Adopts New 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.*

## Candidates Resumes Published in Newsletter

If you are interested in running for the Highleah Board of Directors, please submit a resume to the office.

Candidates whose resumes appear in the August “Highleah Highlights” will be allowed space again in the September newsletter but such resumes will be limited to no more than a half page.

If you want to publish a resume in the newsletter, here is an easy format to follow.

You don't need to use every category.

Please limit the length to one typed page.

Here is a format you can use to prepare a resume.

**Name:**

**Cooperative experience:**

**Qualifications:**

**Family:**

**Work history:**

**Education:**

**“I want to serve on the board of directors because:”**