

Door Prize Drawings Awarded at Open Sessions



Diane Pulford, board member, awarded the door prize drawing to Phyllis Locke at the February board meeting. Phyllis then gave the gift card award to Cheryl McIntire.

At the February meeting, Phyllis Locke won the door prize drawing and gave the prize -- a \$25 gift card -- to Cheryl McIntire.

All members who attend the open session will be eligible for the door prize drawing.

The winning member's ticket 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.

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.



BOARD MEETING OPEN SESSION

**6 P.M.
MARCH 21**

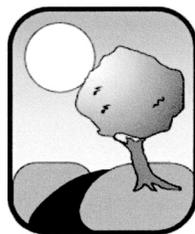


Free Community Easter Eggstravaganza

**Beacon Heights
Community of Christ
19405 E. Holke Rd.**

**Saturday, March 19
9:00-11:30 a.m.**

Free photos with the Easter Bunny • Crafts • Face Painting • All Activities Indoors
www.beaconheights.org



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)

Andrea Thompson
Vice President (Elected 2014)

Tina Windhausen
Treasurer (Elected 2015)

Jordan Baze
Secretary (Elected 2015)

Diane Pulford
(Elected 2013)

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: 1/8 - 2/5
Water/Sewer: \$11,049.87

BOARD MEETING, February 22, 2016 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.

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

Martha reminded members that the next board meeting is March 21 and that education grant applications are due to the office by March 18.

Gina gave the office report.

At the end of January, there were 28 statements of credit, 21 statements of charges due, 36 defaults, one eviction in process, one reasonable accommodation request and one installation permit submitted.

There have been five animal violations, two housekeeping standards violations, four vehicle violations and one extermination.

The second round of bed bug inspections was completed and two units were found to have bed bugs and require heat treatments. The next inspection will be of 84 units on March 3.

Independence Housing Authority will inspect four units on March 3, 4, 8 and 15. Currently on the market are two two-bedroom units and two one-bedroom units.

Kevin presented the maintenance report. In January, 148 requests for service were received and 149 completed. There were two move-ins and five move-outs.

JC's Lawn Service applied granular fertilizer to the grassy areas and has been cleaning up leaves.

On January 17, Palmer Lawn Professionals completed a sand and salt treatment to the streets. Twenty handrails have been installed.

Eight rehabs are in various stages of completion.

Five new GE refrigerators were purchased for a total cost of \$2,780.

Betsy presented the managing agent's report.

One final statement has been completed.

Financial reports were mailed to the board on February 5.

Martha opened the floor to member comments.

Phyllis Locke won the door prize drawing and donated it to Cheryl McIntire.

The open session ended at 6:20 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.

Late Fees Assessed on Any Amount Owed

Two traditions became official policies and a new financial agreement plan was introduced in 2015.

Here are the traditions that have become policies.

1. 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.

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

NEW FINANCIAL AGREEMENT PLAN

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.

March 18 Deadline for 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 18.

Please send to the attention of:

**Education Grant Committee
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 18.

Bed Bug Inspections, Treatments Underway

Bed bug inspections continue.

The second round of inspections in February found two units requiring heat treatments for bed bugs.

Future inspections will be conducted on April 7 for 78 units. Then the whole process begins again until every unit has been inspected three times during 2016.

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.

Available at the Office, FREE to Members

• **BED BUG MONITORS** These early-detection devices are designed to be placed under mattresses and other bed bug spots. The bugs are trapped in adhesive and easily detected through a clear window. The monitors can be delivered to your unit. Please call the office to request delivery: 816-257-0070.

• **GRASS SEED** Grass seed is free to members who want to plant

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.

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.

• **FURNACE FILTERS**

• **ICE MELT** Bring your own container.