



## DATES TO REMEMBER

**MAY 16** -- Board Meeting  
Open session at 6 p.m.

**SEPTEMBER 20** -- Annual Meeting  
Election of directors

**SEPTEMBER 25** -- Bylaws Picnic  
Vote on updated bylaws

## Reminder

The office will be closed on Monday, May 30, in observance of Memorial Day.

**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.

### Furnace filters

### Grass seed

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.



Martha Ramcke, board president, recognizes Riley Benavides with the Spirit of Highleah Award during the open session of the April 18 board meeting. Riley was recognized for helping to keep Highleah clean.



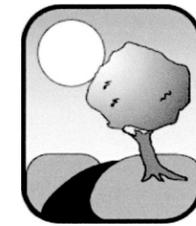
Tina Windhausen, board treasurer, awards the door prize to Dave Johnson. He received a \$25 gift card in a drawing during the open session of the board meeting.

# YARD SALE

## June 3-4

Look for bargains throughout the cooperative on Friday, June 3, and Saturday, June 4.

Those are the dates for the annual cooperative yard sale.



# 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.

### 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: 3/9 - 4/7**  
Water/Sewer: \$11,157.31

## Highleah Graduating Senior Awarded Education Grant



Monica Braun holds the certificate awarding her an Educational Grant of \$1,000. Monica, a graduate of William Chrisman High School, will apply the grant toward continuing her education at the University of Central Missouri in Warrensburg.

Monica Braun was selected for the \$1,000 education grant awarded by Highleah and Linville Management Services, Inc., to a deserving graduating senior.

Monica was recognized at the April 18 board meeting. She holds a 3.75 grade-point average at William Chrisman High School and plans to attend the University of Central Missouri in Warrensburg this fall.

She was selected by application based on an essay, a high school transcript and letters of reference.

In her application essay, Monica wrote that her plan was to major in English because she loves to read. Her career goal is to work at a publishing firm as an editor.

"I will read and critique manuscripts," Monica wrote. "Words have so much power."

Monica said she was encouraged to believe in herself and in her writing skills by her fourth-grade teacher.

"My drive to be as intelligent as I can be is a promise to you that this grant money will be used wisely with immense appreciation," she wrote.

The grant award was presented to her by the Education Grant selection committee. Diane Pulford, board member, chaired the committee. The other members were Marilyn Nevils and Debbie Seneff.

## Revised Bylaws Provide Funds to Protect Members

If your furnace needs to be replaced, you know that a new furnace is only a work order away.

Maintenance will install a new furnace if yours becomes unsafe or no longer heats your unit the way it should.

But what if Highleah Townhouses, Inc., didn't have the money to replace such things?

Why is it members can take these things for granted? Because Highleah sets aside money in a reserve fund to make necessary repairs and replacements.

The new bylaws guarantee that the money will be there.

New bylaws mean much more than merely removing references to the U.S. Department of Housing and Urban Development.

The new bylaws protect members by requiring that a savings account be maintained.

Because HUD is no longer involved in the operations of Highleah, the HUD requirement to fund savings accounts is no longer in effect. When Highleah had a HUD mortgage, the cooperative was required to set aside some in savings to cover emergencies as well as routine upkeep and replacements for roofs, furnaces and other major expenditures.

To make sure the money is there for repairs and replacements to members' units and to the property, the board voted in 2011 to retain reserve requirements and require that a Replacement Reserve Account and a Miscellaneous Improvement Reserve Account be created and funded.

The board wants to assure members that prudent reserves will be maintained, no matter who serves on the board in the future. The bylaws govern the management of Highleah. Board members and the property manager are legally bound to abide by them.

Since the bylaws were revised in June of 2011, three attempts have been made to pass the new bylaws at the annual meeting. But attendance has been too low to hold an election.

This year, a separate meeting will be held on September 25 to vote on the bylaws. Passing the revised bylaws requires 51 percent or one more vote than half of the members.

The revised bylaws are the only protection members have that the money will be there when they need a new furnace or their building needs a new roof.

Please plan to attend the September 25 meeting and vote to adopt the revised bylaws.

## BOARD MEETING, April 18, 2016 NEWSLETTER MINUTES

### Open Session

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

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

Gina gave the office report. In March, there were 22 statements of credit, 27 statements of charges due, 36 defaults, seven installation permits approved, two exterminations, six animal violations, seven vehicle violations and four yard/common area violations.

The fourth round of bed bug inspections was completed and no infestations were found. The next inspection is May 5 of 83 units. The spring garage sale is June 3 and 4.

There is currently one two-bedroom unit on the market.

Kevin presented the maintenance report. In March, there were 215 requests for service and 191 completed. There were two move-ins and one move-out. JC's Lawn Service completed one leaf removal and clean-up and started cleaning out the gutters.

Palmer Lawn Professionals started mowing and mowed once in March.

Seven rehabs are in various stages of completion.

Critter Eliminator removed 32 squirrels, 11 moles and a bird's nest in March and sealed and proofed four buildings.

Betsy presented the managing agent's report.

Three applications were approved. Two final statements were completed. Financial reports were mailed to the board on April 13. Linville Management processed \$280,525.83 in accounts payable for the month.

The education committee presented Monica Braun of 1905 Pembroke Crescent West with the educational grant award of \$1,000. She plans to attend the University of Central Missouri in Warrensburg.

Members of the committee were Diane Pulford, Marilyn Nevils and Debbie Seneff.

The Spirit of Highleah Award was presented to Riley Benavides for helping to keep Highleah clean.

Dave Johnson won the door prize drawing.

## Updated Bylaws to Vote on September 25



In June of 2011, the board of directors met to update the bylaws of Highleah Townhouses, Inc.

Because the Federal Housing Administration and the U.S. Department of Housing and Urban Development were no longer involved in the operations of Highleah, references to FHA and HUD were removed from the bylaws at the meeting in 2011.

Five other changes were made to the bylaws at that time. These were revisions governing:

- (1.) the removal of a director - adding a stipulation for removal due to excessive absences from board meetings
- (2.) transfer on death registration - adding that as an option for members
- (3.) transfer values - establishing values for the different unit sizes
- (4.) proxies - allowing a member to appoint a proxy
- (5.) notification of meetings - adding electronic mail

Bylaws govern the operations of the cooperative, which is a corporation. The bylaws define the purpose of the corporation -- nonprofit housing -- and the duties and responsibilities of owning and managing the corporation.

The board will hold a vote on the updated bylaws on September 25.

## Bed Bug Inspections Underway

Bed bug inspections continue.

The fourth round of inspections was completed in April and no bed bugs were found.

The next inspection will be of 83 units on May 5.

Inspections repeat 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.

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.