

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.

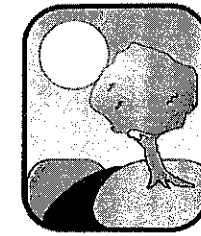
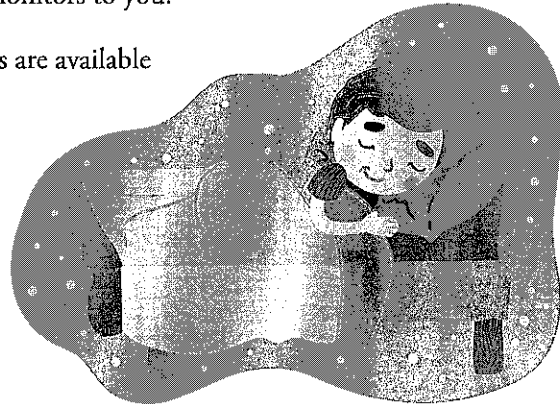
We will make any structural repairs recommended by the pest management professional necessary to eliminate bed bug hiding places. We will caulk and seal any cracks and crevices in the unit.

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: 3/10 - 4/11
Water/Sewer: \$13,733.94

BOARD MEETING, April 17, 2017 NEWSLETTER MINUTES

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

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

She reminded members that the next board meeting is May 15 and the office will be closed May 29 in observance of Memorial Day.

Gina gave the office report.

There have been 30 statements of credit, 30 statements of charges due and 37 defaults. Three installation permits have been received and approved.

There have been five exterminations, seven animal violations, three vehicle violations and one housekeeping standard violation.

One two-bedroom unit is on the market.

Kevin presented the maintenance report.

In March, there were 239 requests for service received and 233 completed. There were three move-ins and one move-out. Five rehabs are underway.

Palmer Lawn Professionals applied herbicide and fertilizer and began mowing the property the week of April 3.

Installation of all carbon monoxide/smoke detector alarms was finished on March 29 and a mortgage representative inspected on April 7 to verify the installation.

Betsy presented the managing agent's report for March.

One application was approved. Two final statements were completed. One letter was sent to a member.

Linville Management processed \$204,470 in accounts payable for the month of March. Financial reports were mailed to the board on April 14.

Diane reported that a recipient has been selected for the education grant of \$1,000. An announcement will be made in May.

Martha opened the floor to member comments.

Edna Carver won the door prize drawing.

The open session ended at 6:30 p.m.

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.



POOL RULES DESIGNED TO KEEP KIDS SAFE

Highleah allows children's plastic or inflatable swimming pools during the summer.

But members must observe the rules that are written with the safety of our children in mind. Pools can be no wider than six feet and no deeper than 12 inches.

Every day, the pool must be emptied of water and stored behind the unit. Members who leave a pool filled with water unattended are violating Highleah rules and regulations and their occupancy agreement. Violations place your membership in default.

A swimming pool full of water is a potential drowning danger to a child and can become a breeding ground for mosquitoes.

Highleah does not allow any kind of water slides.

If a pool causes damage to the property, the member is responsible for repairing the damages or for paying for the repairs by our maintenance crew.

Please observe these common-sense safety precautions. We want to keep Highleah a safe and desirable place to live.

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.

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.

A new 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.



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.

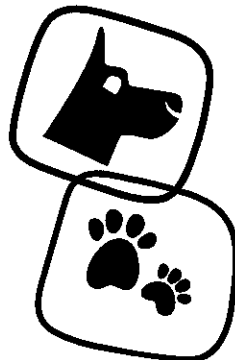
The rules require that dog waste on the property be tested for a DNA match. The waste must be collected by the authorized Highleah representative only. No one else can collect the waste and turn it in.

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."

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



Tips from the Toolshed

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.

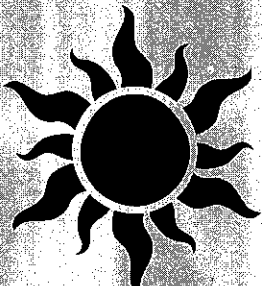
Products marketed as "flushable" may pass through your household plumbing but could contribute to clogging if a tree root or other obstruction is in the way. These can also cause problems in the city sewer mains.

Diapers, disposable toilet cleaner heads, feminine hygiene products, 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.

..... **Reminder**

**The office will
be closed on
Monday, May 29,
in observance of
Memorial Day.**




Board treasurer Tina Windhausen presents a \$25 gift card to Edna Carver. Edna won the door prize drawing at the April open session.

MEMBERS ASKED TO REPORT SUSPICIOUS ACTIVITIES

Whenever you see suspicious activities or persons on Highleah property, please call the Independence Police Department at 9-1-1.

Responding to and investigating all citizen concerns are what the police do. You can help prevent crime by being alert to strangers on the property and questionable behavior. To keep the cooperative safe for all of us, report your concerns to the police.

If it is not an emergency but you still need assistance from the police, dial 816.325.7300.

Security patrols for Highleah are off-duty Independence police officers. They respond to all calls and file reports. The nightly reports are turned in to the Highleah office the next day.

Having this kind of documentation keeps management and the board aware of incidents and helps determine whether additional action is necessary.

