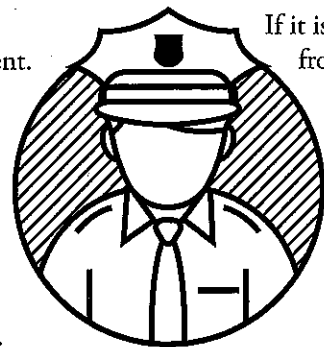


OFF-DUTY POLICE PATROL PROPERTY

The security provider for Highleah is off-duty officers from the Independence Police Department.

The officers will be driving marked police vehicles when they are on our property. They will enforce all city ordinances and state laws as well as our Rules and Regulations.

If you are in need of assistance from the police, please dial the emergency number: 9-1-1.



If it is not an emergency but you still need assistance from the police, dial 325-7300.

If the police are on the property, the response time should be less than three minutes. If they are not currently on the property, the response time could be much longer because emergencies take priority in the city.

BOARD MEMBERS SIGN ETHICS AGREEMENT

Serving on the board of directors is a responsibility and privilege.

Acknowledging this, all board members signed a code of ethics at the October 17 meeting.

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.

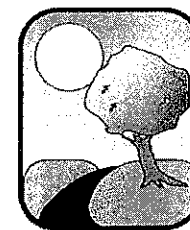
As a member of the board, I will not...

- ___ 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 Management Agent, and then let the Management Agent see that the motion is carried out.)
- ___ reveal confidential information made available to the board to help make a business decision.

The Highleah board meets on the third Monday of every month except when the annual meeting is scheduled or when the date conflicts with a federal holiday.

The board breaks for an open session at 6 p.m.

In addition to regular monthly board meetings, the board may call special meetings throughout the year.



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: 9/22 - 10/8
Water/Sewer: \$11,841.86

BOARD MEETING, October 17, 2016 NEWSLETTER MINUTES

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

Diane Pulford joined the meeting at 4:50 p.m.

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.

Martha called the meeting to order at 3:40 p.m.

Minutes of the September 19 board meeting, the September 20 annual meeting and the September 25 bylaws meeting were approved.

OPEN SESSION

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

Martha reminded members that November 21 is the last meeting for 2016 and the first meeting of 2017 will be on January 23.

Gina presented the office updates.

There have been 11 statements of credit, 31 statements of charges due, 53 defaults, three installation permits received and approved, five exterminations, five animal violations, one yard/common area violation and one housekeeping standard violation.

There are no vacant units on the market now.

Kevin presented the maintenance report.

In September, 161 requests for service were received and 158 completed.

There were two move-ins and two move-outs.

Palmer Lawn Professionals mowed four times and applied herbicide.

The platform slide for the playground will be delivered the week of October 24 and assembled on November 14.

Seven rehabs are in various stages of completion.

Betsy presented the managing agent's report.

Four applications were approved. In accounts payable for the month, Linville Management processed \$185,742.37. Financial reports were mailed to the board on October 5.

Martha opened the floor to member comments.

Sharon Conn won the door prize drawing.

The open session ended at 6:15 p.m.

Please Observe Holiday Decorations Rules

All holiday lights and/or decorations must be rated for outdoor use only and be of the fused type.

Extension cords: Must be rated for outside use only and be of the grounded type with three conductors.

Ground-fault circuit interrupter: All holiday lights and/or holiday ornaments and extension cords must be plugged into the ground-fault circuit interrupter (GFCI) at the power source. The GFCI can be of the portable extension cord type or of the permanent fixed type mounted on the outside of the unit.

Highleah will not allow the power source to come from the front or back outside light fixtures or from extension cords through the front door, patio doors or first or second story windows. It is recommended that you have a permanent GFCI receptacle installed on the outside of your unit or run the lights through the basement window and plug them into a portable GFCI extension cord.

All connections made by the lights, ornaments or extension cords on the exterior of the unit must be wrapped with electrical tape where they are joined.

Installing holiday lights and ornaments: Highleah does not allow installing holiday lights and/or ornaments on the shingles, soffits, fascia board, shutters, brick, windows or window framing, front storm doors or patio doors of the exterior of the unit.

No stapling, nailing or permanent fastening when mounting holiday lights or ornaments is allowed.

Highleah will allow you to install holiday lights only on the gutters with plastic or metal guttering hooks, on the bushes in front of your unit and holiday ornaments on the ground area in front of your unit.

Back of units: Highleah will allow you to install holiday lights and ornaments only on fencing and wrought iron railing on the patio.

Front doors: Highleah will allow you to install wreaths, holiday ornaments and battery-operated holiday lights on the front door.

These can be installed only with an over-the-top-the-door wreath hanger, suction cup hooks or adhesive mounted light clips.

Note: No nails, tacks or electrical holiday lights or ornaments on the front door.

Inside the units: Inside the unit holiday lighting and ornaments can be installed on the window glass only. The lights and ornaments must be installed with suction cup light clips or suction cup hangers.

Do not install anything on the window framing.

You do not have to use the ground-fault circuit interrupter receptacle on inside lights and ornaments but the indoor lights must be fused.

Christmas lights must be removed by Feb. 1. All other holiday lights or decorations must be removed after five (5) days of the date of the holiday.

All members must submit an installation/alteration permit to have holiday lights and/or ornaments. If an entire building has lights installed on it, the member from whose unit the electrical power is being used must submit an installation permit.

This policy has been adopted to help ensure the safety of all members, their guests and the property of Highleah Townhouses.

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.



BETTER A CHILLY RIDE THAN NO RIDE AT ALL

It takes just a few minutes to warm up a car...and even less time to steal one.

Cold weather auto thefts increased dramatically throughout the Independence area last year when owners started their vehicles and left the motor running and the cars unattended and unlocked.

Even though going to work in a cold car is uncomfortable, having your car stolen is even more bothersome. If you are going to warm up your car before leaving, consider having a spare set of car keys so you can lock it up when you go back inside.

Then, watch the car from a window or door while it is warming up.

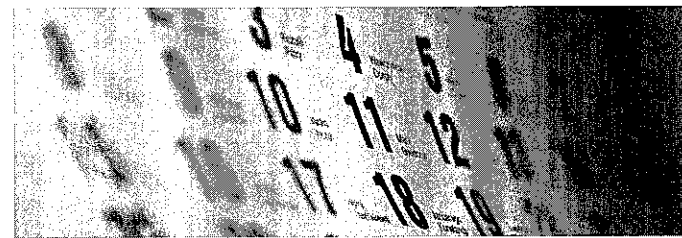
Another concern has been belongings stolen from vehicles left unlocked. The holidays are the season when thieves are looking for shopping bags, boxes and purchases left inside cars -- in addition to the usual attractions such as electronics, money and wallets.

TIPS TO PREVENT CAR BREAK-INS

1. Always lock your vehicle doors. Close windows and sunroofs.
2. Keep personal items out of view such as keys, phone adapters, chargers and compact discs.
3. Keep or hide shopping bags. Don't leave them in your vehicle. Place shopping bags in your trunk and then bring them inside as soon as you get home.
4. If your vehicle has an alarm, make sure you set it when locking your car.
5. If your vehicle stereo is removable, take it inside with you when you are home.

Please keep your eyes open for any strangers in the area. Who is that? I haven't seen that person before. Why are they walking around the vehicle? Observing and reporting such activities any time of the day or night can help keep your community safe.

If you see someone who looks suspicious, call the police. During the day, call the police and then notify the office.



NOV. BOARD MEETING

The last board meeting of the year is on
Monday, Nov. 21.

There is no board meeting in December.
The first board meeting of the new year is
January 23, 2017.

Available at the Office, Free to Members FURNACE FILTERS

ICE MELT Bring your own container.

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.