

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.

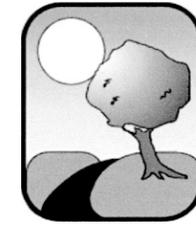
Board Member Code of Ethics

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)

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: 8/6 - 9/8
Water/Sewer: \$11,817.14

BOARD MEETING, September 15, 2015 NEWSLETTER MINUTES

OPEN SESSION

Board members present: Martha Ramcke, president; Diane Pulford, secretary; Andrea Thompson, treasurer; Angie Dyer and Jordan Baze

Board members absent: Gina Zukel, on-site manager; Linda Thompson, assistant manager; Kevin McQuade, maintenance superintendent

Also attending: Dudley Leonard, cooperative attorney; Betsy Kilker, administrative assistant, and Carmen Detherage, comptroller, for Linville Management Services, Inc.

Martha Ramcke, president, announced that a quorum was present and called the meeting to order at 6:12 p.m.

Martha welcomed members and thanked them for attending. She said enough members were present for the annual meeting but not enough to vote on the bylaws, which requires a majority of the members.

She referred to the official notice of the Annual Membership Meeting mailed to all members as proof of notice of the meeting.

Martha read aloud the minutes of the annual meeting held on September 16, 2014. The minutes were approved as read.

Martha asked for three volunteers to serve as inspectors of election. Vicky Wray, Erin Coover and Frances Chrisman volunteered.

Betsy gave the managing agent's report. She prepared a pie chart illustrating how carrying charges were spent and distributed copies to members. The cooperative's assets are \$12,201,706. Reserves are \$601,345.

Board member Angie Dyer addressed the members. She announced her resignation from the board.

Martha announced that two positions are open on the board of directors: one for a two-year term and one for a three-year term. Jordan Baze and Tina Windhausen have submitted applications for the board.

Martha asked for nominations from the floor. There were no nominations from the floor and a motion to close the nominations was made and carried.

Candidates fielded questions from the members.

Jordan Baze and Tina Windhausen were elected by acclamation.

Door prize drawings were held. Barbara Harms won \$25; Diane Pulford won \$50; and Kathy Painter won a month's free carrying charges.

Additional prizes were awarded that had been donated by merchants and vendors.

The annual meeting was adjourned at 6:40 p.m.

The board convened for an executive session.

Board Adopts Office Policies

Two traditions were entered into official policy and a new financial agreement plan was introduced earlier this year.

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.

FOR SALE

6 sets of antique white faux wood blinds for Highleah 3-bedroom unit:

3-70" width (living room and 2 bedrooms)

1-34" width (small bedroom)

2-30" width (bathrooms)

These are brand new, still in box.

Selling entire lot for \$75.00

Call 816-804-4489 for details.



Doggie Waste Disposal Bags Available On-Site

Pet waste clean-up reminder signs and stations with disposal bags have been posted on the property.

We hope to encourage all members to clean up after their pets and keep the grounds neat and clean for everyone to enjoy.

Those who fail to abide by the rule so are sent a notice and given 24 hours to clean up.

Highleah pet rules state: "7. All pet feces must be cleaned up immediately anywhere at all times when the pet is outside the unit on the cooperative grounds. Pet waste must be placed in a plastic bag and disposed of in a proper trash receptacle."

Pet waste is considered unsanitary and annoying to members of all ages who enjoy our grounds. A recent U.S. Geological Survey study of streams and creeks in the Kansas City region showed that bacteria from pet waste is the source of about 25 percent of the bacteria in local waterways.

When pet waste is disposed of improperly, water quality isn't the only thing that suffer your health may be at risk, too. Adults working in their gardens, children playing outside and family pets are at risk for infection from some of the bacteria and parasites found in pet waste.

Complying with Highleah pet waste rules is now easier than ever. Not complying, however, can get expensive.

If pet owners don't comply, maintenance then is dispatched to clean up and members are charged.

Members who refuse to comply with the pet waste rule place their Occupancy Agreements in jeopardy.

New Policy in Place to Eradicate Bed Bugs

Highleah Townhouses, Inc., has adopted a zero-tolerance policy for bed bug infestations.

At the July 21 board meeting, the board approved a Bed Bug Policy effective immediately.

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.

Daylight Saving Time Ends on Nov. 1

It's that time of year again. You'll gain an hour on Sunday, Nov. 1. That's when Daylight Saving Time ends. So, set your clocks back one hour. For example, if you get up at 6 a.m. on Sunday, move the time back to 5 a.m.

Suggestions Wanted for Passing Bylaws

Many thanks to all 100 of you who came to the annual meeting and picnic in September. We always appreciate your support and we enjoyed seeing so many of you.

While we had more than enough members for a quorum and we held our annual meeting, we fell short of a majority.

We need a majority of members at a meeting to vote on the revised bylaws. As you know, we've been trying to do this for the last five years.

Recently members were asked to share their thoughts about what can be done to draw enough members for a vote on the bylaws revisions.

Your answers will help us schedule the kind of annual meeting we need to pass the revised bylaws.

New Rule for Improvements

Earlier this year, the board expanded the requirements for improvements to units.

The new rule is "Members may upgrade to current Highleah standards with an approved installation/alteration permit and by using the approved payment plan."