

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 an open session at 6 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.

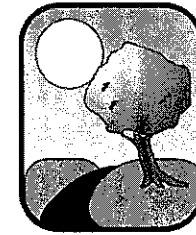
Board Member Code of Ethics

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 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

Regional Animal Shelter
**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: 7/10-8/7
Water/Sewer: \$12,863.13

ANNUAL MEETING SLATED FOR SEPT. 19

Cooperative members will vote to fill two three-year positions on the board of directors at the annual meeting on Tuesday, September 19.

The meeting will begin at 7 p.m. at Bridger Middle School, east of Highleah at 18200 East Missouri 78 highway. Please enter through the back door on the north side of the building.

Door prizes will be awarded: first prize of a month's free carrying charges, second prize of \$50 and third prize of \$25. Members must be present to win.

In order to vote, a member must be present either in person or by proxy. Members voting by proxy must appoint another member in good standing to vote on their behalf.

No attending member may cast more than his or her vote plus one proxy vote.

A quorum is necessary to hold the annual meeting.

BOARD MEETING, Aug 21, 2017 NEWSLETTER MINUTES

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

Board members absent: Diane Pulford

Staff present: Gina Zukel, office manager; Linda Thompson, assistant office manager; Kevin McQuade, maintenance superintendent; and Bill Fitzgerald, assistant maintenance superintendent

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

The board convened at 5 p.m.

Minutes of the July board meeting were approved.

Open Session

Eleven members signed in. Martha welcomed them and called the session to order at 6:05 p.m.

She reminded members that the annual meeting is Tuesday, September 19. Two positions on the board are open.

Gina gave the office report.

There have been 44 statements of credit, 52 statements of charges due, two attorney referrals and 34 defaults. Four installation permits have been received and approved. There have been three exterminations, three animal violations, eight vehicle violations, one noise violation, eight yard/common area violations, six housekeeping standard violations and one towing.

Six two-bedroom units and one three-bedroom unit are on the market.

Kevin presented the maintenance report.

In July, there were 172 requests for service received and 182 completed. There were two move-ins. Twelve rehabs are underway.

Palmer Lawn Professionals mowed three times in July.

Kevin presented the Spirit of Highleah awards to Olivia and Isabella Betterton of 2003 Pembroke Crescent West for helping to clean up branches and storm debris on the grounds.

Betsy gave the managing agent's report for Linville Management Services, Inc.

One application has been approved, one final statement completed and two letters mailed.

Processed in accounts payable for July were \$153,014.39.

July financial reports were mailed to the board on August 8.

Martha opened the floor to member comments.

Joyce Arni won the door prize drawing.

The open session ended at 6:20 p.m.

HOW PAYMENTS ARE APPLIED

When you make a payment to Highleah, the money is applied to your account in this order:

attorney fees are paid first, filing fees next, then late charges, work orders and finally, carrying charges.

The money is applied to the work order unless you are on a payment agreement plan.

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.

An 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.

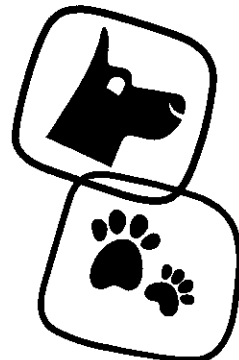
The purpose of the program is to keep the grounds clean, sanitary and safe for everyone to enjoy.

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.

JORDAN BAZE FOR HIGHLEAH BOARD OF DIRECTORS

My name is Jordan Baze and I am completing my second full year as a member of the Highleah board of directors.

I am asking for your vote so I can continue listening to your concerns and working to create a community where everyone's voice is valued.

Since I moved here in January of 2015, Highleah has come to mean much more to me than simply a place to live.

I enjoy my neighbors and the diversity we have. It's nice to see people of all ages interacting with one another outside of their homes and to hear the laughter of children playing in the evenings. Living in such a diverse community, I understand it is important to hear the opinions of all who live here.

Serving as secretary on the board has brought me closer to other members. In 2016, I attended classes at the Midwest Association of Housing Cooperatives conference and I learned so much about the responsibility the board has to you, the members, and to the success and future of the cooperative.

Education plays an important role in my life. In December I will graduate with an associate degree in nursing from Metropolitan Community College-Penn Valley. In 2019, I will complete a bachelor of science in nursing from the St. Luke's College of Health Sciences.

Currently, I am working as a nursing assistant at St. Luke's East in the Intensive Care Unit and I intend to continue my nursing studies at the graduate level.

Before moving here I was the customer service manager for a growing company. My job was to bring those on my team closer together and create a pleasant and efficient staff for the company.

Teamwork, I have learned, is a must in a board setting, too. I have applied those skills to my service as a board member to help create a community where everyone is satisfied and heard.

Please vote for me at our annual meeting on September 19.

ANDREA THOMPSON FOR HIGHLEAH BOARD OF DIRECTORS

Cooperative experience

- Elected to Highleah Townhouses board of directors in 2014. Nominated from the floor at annual meeting.
- Currently serving as board vice president.
- Attended National Apartment Association conference in 2015. Participated in board and management courses and workshops.
- Attended Midwest Association of Housing Cooperatives conference in 2016. Successfully completed new board member training.

Qualifications

- Three years of continuous service on the Highleah board of directors.
- Member of Highleah for nine years
- Grew up here and have lived 35 of my 37 years here

Work history

- Since 2006: Lab technician, St. Luke's Health System

Education

- 2002 graduate of William Jewell College - Earned a bachelor's degree in psychology
- 1998 graduate of William Chrisman High School

I want to serve on the board because:

For three years, I have worked with the other board members to support our affordable housing mission at all levels.

This year, we are holding rules review meetings every month to update and improve the rules that keep our cooperative safe and affordable. We are rewriting carefully with the feelings, comfort and privacy of all members in mind.

As a member of the board, my goal is to improve the quality of life for all who call Highleah home.