

Kevin presented the maintenance report.

In September, there were 166 requests for service received and 149 completed. There were two move-ins. Nine rehabs are underway.

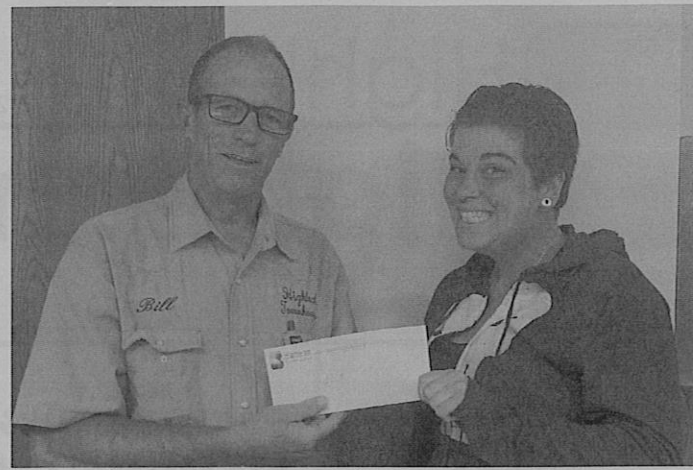
Palmer Lawn Professionals mowed four times in September.

Jordan reminded members that November 20 is the last board meeting of the year. A senior tea party is being planned.

Jordan opened the floor to member comments.

Dorothy Hansell won the door prize drawing.

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



Assistant maintenance superintendent Bill Fitzgerald presents a \$25 gift card to Dorothy Hansell. Dorothy won the door prize drawing at the October open session.

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."

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



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.

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.

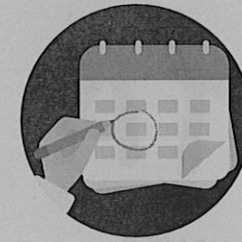
When you write a check to pay the cooperative, you need to make sure that funds are in your account at that time.

January, February Meetings

There is no board meeting in December. The first board meeting of the new year is January 22, 2018.

The February meeting will be on the 26th.

DATES TO REMEMBER



NOV 20 Last Board Meeting of the Year
Open session at 6 p.m.

NOV 23 & 24 Thanksgiving Observed
Office Closed

DEC 25 & 26 Christmas Observed
Office Closed

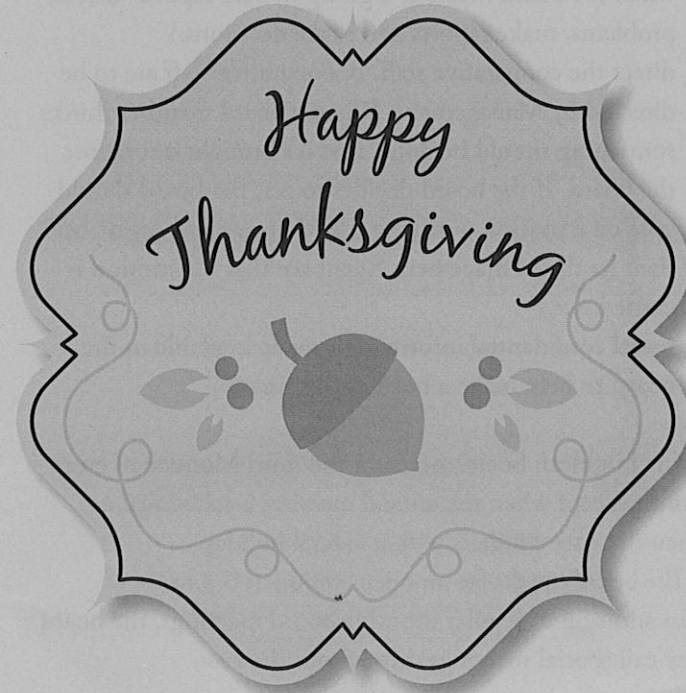
HOUSE AND GROUNDS REMINDERS

Please store all toys inside your unit or back patio area. No toys should be in the front yard areas.

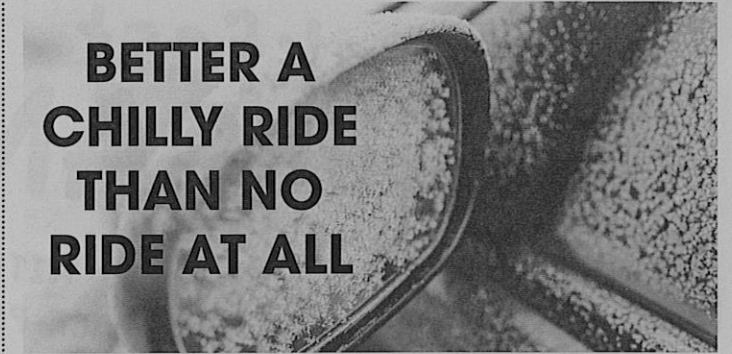
Remember to drain and shut off outside faucets and detach garden hoses.

Raked leaves should be placed in yard-waste bags and left at the door of the maintenance shop.

Please bring flower pots and planters inside.



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.

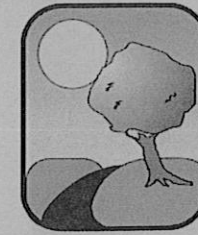


Breakfast with SANTA

ENJOY PHOTOS WITH SANTA, PANCAKES, FACE-PAINTING, CRAFTS, AND KIDS IDENT.

FREE
9-11:30 a.m.
Saturday, Dec. 9

Beacon Heights
Community of Christ
19402 E. Holke Rd.
Independence



Highleah Highlights

2001 Pembroke Crescent West • Independence, MO 64057

PHONE (816) 257-0070 • FAX (816) 257-2639
www.highleah.com

BOARD MEMBERS SIGN ETHICS AGREEMENT

All board members signed the code of ethics at the October board 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.

Board of Directors

Jordan Baze
President

Andrea Thompson
Vice President

Martha Ramcke
Secretary

Diane Pulford
Treasurer

Tina Windhausen

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**

BOARD MEETING, October 16, 2017 NEWSLETTER MINUTES

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

Staff present: Gina Zukel, office manager; Linda Thompson, assistant office manager; Kevin McQuade, maintenance superintendent
Bill Fitzgerald, assistant maintenance superintendent, joined the meeting at 4:30 p.m.

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

The board convened at 3:30 p.m.

Minutes of the August board meeting, September 5 grievance hearing and September 19 annual meeting were approved.

Betsy distributed copies of the audit to board members. There were no findings.

Jordan read aloud the board member code of ethics. Board members signed individual copies and a copy with all board member signatures on it.

Open Session

Members signed in. Jordan welcomed them and called the session to order at 6 p.m.

Betsy gave the managing agent's report for Linville Management Services, Inc. Three applications have been approved, two final statements completed and seven letters mailed.

Processed in accounts payable for September were \$198,781.61.

September financial reports were mailed to the board on October 12.

Linda gave the office report.

There have been 31 statements of credit for August and 21 for September, 36 statements of charges due for August and 25 for September, one attorney referral and 36 defaults for September and 40 for October. One installation permit has been received and approved. There have been four exterminations, one animal violation, seven vehicle violations, three yard/common area violations, two housekeeping standard violations and one towing.

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