



# March 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 Carrying Charges Due	2
3	4	5	6	7	8	9
10 Daylight Savings Spring Forward	11 Late Charges Senior Event	12	13	14	15	16
17 	18 Board Meeting	19	20	21	22 Attorney Referral	23
24	25	26	27	28	29	30
31						

# Highleah Highlights

Highleah Office: 816-257-0070

Maintenance Emergency: 913-894-3441

Non-Emergency Police: 816-325-7300

Web-site: [Highleah.com](http://Highleah.com)

Gas Service: 816-756-5252

Power and Light: 816-325-7930



Highleah Townhouses, Inc.  
January 28, 2019  
Board Meeting

NEWSLETTER MINUTES

**Board members present:** Diane Pulford, president; Tina Windhausen, secretary; and Phyllis Locke, treasurer

**Board member absent:** Martha Ramcke, vice president

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

**Also attending:** Brad Constance, cooperative attorney; and from Tailor Made Property Services, Dale Jahnke, Mike Lauer and Connie Mayer, regional managers; Melva Linville, consultant; and Betsy Kilker, administrative assistant

Diane called the meeting to order at 3:30 p.m.

Minutes of the November 19, 2018, board meeting were approved.

**Open Session**

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

The Tailor Made regional managers were introduced and the board and members discussed the property management transition from Linville Management Services, Inc., to Tailor Made Property Services.

Gina presented the office report.

In November, there were 25 statements of credit, 30 statements of charges due and two evictions in process.

# Highleah High School Seniors Educational Grant

High school students who's families are in good standing can apply for an educational grant that will be presented from Highleah Townhouses, Inc. and Tailor Made Property Services, Inc. Students must complete an application and a 500 word essay. The essay must explain why the student believes they deserve the grant. Students must contact their school administrator to send an official transcript to the office. All information and applications are available at the office. Applications, essays and transcripts must be received in the office by April 19th.





Senior Event St. Patrick's Celebration  
Monday, March 11, 2019 from  
2pm to 4pm Highleah Club Room  
Wear your green and bring your  
favorite game.



East side Baptist Church  
19901 MO 78 Independence, MO  
Food Pantry, Everyone Welcome  
Third Saturday of every month from  
7:15am-8:45am



### Alarm Program

The Independence Police Department has implemented changes in their alarm program. Letters were sent out from a third party contractor, Cry Wolf Services. For more information and to register your alarm visit:  
[www.crywolfservices.com/independence](http://www.crywolfservices.com/independence) or  
questions call (855)732-9029

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In December, there were 21 statements of credit, 33 statements of charges due and 42 defaults.

Three Installation/Alteration Permits were received and approved. There were four animal violations, one extermination, two vehicle violations and one noise violation.

Currently, four two-bedroom units are on the market.

Kevin presented the maintenance report.

In December, there were two move-ins, one transfer and one move-out.

Palmer Lawn Professionals have completed fall gutter cleaning and to date, have cleaned up and hauled 15 loads of leaves.

Five rehabs are underway.

Betsy gave the managing agent's report for Tailor Made Property Services.

In November, four applications were approved and one denied. In December, three applications were approved.

Two final statements were completed in November and five in December.

Processed in accounts payable for November were \$195,751.66 and for December, \$195,346.84.

Financial reports were mailed to the board on December 7 and on January 10.

Betty Forbes won the door prize drawing.

The open session ended at 6:50 p.m. and the meeting was adjourned.

### Highleah Board of Directors

Diane Pulford, President

Martha Ramcke, Vice President

Tina Windhausen, Secretary

Phyllis Locke, Treasurer



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Highleah Townhouses, Inc.  
February 25, 2019  
Board Meeting

NEWSLETTER MINUTES

**Board members present:** Diane Pulford, president; Martha Ramcke, vice president; Tina Windhausen, secretary; and Phyllis Locke, treasurer  
**Staff present:** Gina Zukel, office manager; Linda Thompson, office assistant; Kevin McQuade, maintenance superintendent; and Bill Fitzgerald, assistant maintenance superintendent  
**Also attending:** Brad Constance, cooperative attorney; and from Tailor Made Property Services, Dale Jahnke, regional manager; Melva Linville, consultant; and Betsy Kilker, administrative assistant

Diane called the meeting to order at 3:30 p.m.  
Minutes of the January 28, 2019, board meeting were approved.  
Betsy reminded the board about the budget meeting on February 26.

Open Session

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

Diane announced that a St. Patrick's Day-themed seniors event will be March 11.

Gina presented the office report.

In January, there were 19 statements of credit, 35 statements of charges due and 48 defaults.

There were six animal violations, two vehicle violations, one noise violation and two yard/common area violations.

Currently, one two-bedroom unit is on the market.

From



Ice melt is still available at the maintenance shop.

Maintenance has reported seeing parking stalls with oil spots. All oil spots must be cleaned up by the member. Oil dry is available at the maintenance shop. Once oil dry has been used, scoop into a bag and place in the dumpster.

Spring is coming, we promise. Just a reminder to clean up all old flower pots and flower bed areas.

Maintenance would like to apologize for the inconvenience of not having furnace filters available. We lost our supplier and are in the process of securing another.

Utilities from 1/14—2/12  
Water/Sewer \$12,730.95





# Message from your President



We've had a rough winter and I would like to thank all those who have worked so hard on cleaning our sidewalks and roads. It was nice seeing neighbors helping clean driveways and cars for others. I enjoyed watching the kiddos sledding and building snowmen, but I am ready for spring. Hope to see you at the board meeting March 18th at 6:00pm.

Have the luck of the Irish

Happy St. Patrick's Day

Diane Pulford

Kevin presented the maintenance report.  
In January, there were 149 requests for service and 133 completed. There were two move-outs and one move-in.  
Palmer Lawn Professionals are in the process of cleaning up leaves. A salt-and-sand treatment was applied to the streets on January 19.  
Five rehabs are underway. Two are done and three are in various stages of completion.  
Betsy gave the managing agent's report for Tailor Made Property Services.  
In January, one application was approved and three final statements were completed.  
Seven letters of correspondence were sent.  
Processed in accounts payable for January were \$179,124.47.  
Financial reports were mailed to the board on February 21.  
Diane opened the floor to member comments.  
Samantha Hankins won the door prize drawing.  
The open session ended at 6:25 p.m. and the meeting was adjourned at 6:35 p.m.



Board Member, Phyllis  
Member, Samantha

February 2019

Dear Members,

Not too long ago, I stood on the lawn of Independence Square surrounded by board members and staffs of the housing cooperatives managed by Linville Management Services, Inc.

It was October of 2014 and we had just finished our annual Linville mini-conference and were gathered to have a picture taken. For me, it was a family photo.

The office staffs, maintenance crews and boards have been my cooperative family for 50 years.

Highleah was one of the first cooperatives to invite me to join their team in 1989 when I formed Linville Management Services.

As I retire, I am both proud and grateful.

I am proud of the property and the people who work and live here. And I am grateful as your property manager to have been part of this caring, cooperative family.

In January, Tailor Made Property Services began managing Highleah Townhouses.

You will still see familiar faces at board meetings. I will continue to attend the monthly meetings in a consulting role for a year.

I am filled with admiration for the kindness Highleah members show toward one another -- when they award an education grant to a graduating high school senior in the spring or remember older members with special activities in the clubhouse.

I feel so blessed to have worked for you all these years. And I thank the boards, staff and members for all you have done to make Highleah truly a cooperative community.

With deep love and appreciation,

Melva Linville

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Melva Linville and the boards and staffs of Highleah, Independence Square and North Brighton gather for a photo after the 2014 Linville Management Services mini-conference.

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