



SUN	MON	TUE	WED	THU	FRI	SAT
					Carrying Charges Due 5-7pm	
					1	2
3	4	5	6	7	8	9
10	Late Charges	12	13	14	15	16
17	Board Meeting	19	20	21	Attorney Referrals	23
24	25	26	27		Office Closed	30



2019

Highleah Highlights

Highleah Office: **816-257-0070**
 Maintenance Emergency: **913-894-3441**
 Metro Public Safety: **816-436-0401**
 Web-site: **Highleah.com**
 Gas Service: **816-756-5252**
 Power and Light: **816-325-7930**
 Great Plains SPCA: **816-621-7722**

Highleah Townhouses, Inc.
October 21, 2019
Board Meeting

NEWSLETTER MINUTES

Board members present: Shaunn Flannery president; Kathleen Hill, vice president; Jane Leonard, secretary; Samantha Hankins, treasurer; and Donna Cates

Staff present: Andria Knapp, on-site manager; Linda Thompson, assistant manager; Kevin McQuade, maintenance superintendent; and Bill Fitzgerald, assistant maintenance superintendent

Also attending: From Tailor Made Property Services, Marlene Dau, president; Melanie Phillips, vice president; and Mike Lauer and Betsy Kilker, regional managers; and cooperative attorney, Brad Constance.

The board convened at 4:30 p.m.

Board members signed the board of directors code of ethics and a confidentiality agreement.

Board members elected officers: Shaunn, president; Kathleen, vice president, Jane, secretary; and Samantha, treasurer.

Minutes of the August 19 board meeting were approved.

Open Session

Eight members signed in for the open session. Shaunn welcome them and called the session to order at 6:05 p.m.

Andria presented the office report.

There have been 35 statements of credit, 39 statements of charges due, one attorney referral, two installation permits received and approved, three exterminations, 16 animal violations, nine vehicle violations, 16 yard/common area violations, 15 household violations and four vehicles towed.

One two-bedroom unit and two three-bedroom units are currently on the market.

Kevin presented the maintenance report.

From



Ice melt will be available in the office or maintenance shop. Please bring a container with you to put the ice melt in.



With winter upon us, yes already, please clear your porches so that maintenance can shovel. They are not responsible for broken items.



If you have a pool outside make sure that is put inside for the winter. Also garden hoses need to be detached and brought in for the winter months.

Please shut water off to outside faucets.



Clean flower bed areas from old flowers and weeds so it will make it easier when the leaf pickup begins.

OFFICE NEWS

Bulk items are still being left by the dumpsters. You will be charged if maintenance has to remove an item and taken to the storage lot. The office has a contact for old appliances, so call and we will be glad to give you that information.



From,
Maintenance, Office &
Your Board of Directors



Pure local honey for sale,
and delivery is FREE!
Text me at 816-965-3589

Highleah Board of Directors
Shaunn Flannery: Board President
Kathleen Hill: Vice President
Jane Leonard: Secretary
Samantha Hankins: Treasurer
Donna Cate: Board Member

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During September, 122 requests for service were received and 127 completed. There were three move-ins and one move-out.

Palmer Lawn Professionals mowed four times and trimmed bushes.

Seven rehabs are in various stages of completion. Of these, four have move-in dates.

Betsy presented the managing agent's report.

In August and September, eight applications were approved, one final statement was completed and two final statements are pending.

Tailor Made processed \$211,582.27 in accounts payable for the month of September.

Financial reports were hand-delivered to the board tonight.

Shaunn opened the floor to member comments.

Edna Carver won the door prize drawing.

The open session ended at 6:20 p.m. and the meeting was adjourned at 7:15 p.m.



Shaunn, President
Edna, Member

On the next two pages are the Board Member Code of Ethics and the Confidentiality Agreement that all new board members have signed. These were signed as the October meeting began.

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BOARD MEMBER CODE OF ETHICS

As a member of the board team, I will:

- Listen carefully to my teammates
- Respect the opinion of my fellow 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 co-op 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 cooperative is well-managed, not to manage the co-op
- 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 fellow board members of 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 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 (Co-op 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.

Confidentiality Agreement

Any employee or Board Member of Highleah Townhouses, Inc. working directly or indirectly with client / member / resident information of any kind is expected to maintain a high standard of professionalism, confidentiality and ethics in regards to their knowledge of such information.

A Board Member / employee authorized to have access to such information shall competently and with due regard keep all matters that pertain to the business at hand as they relate to the operation of Highleah Townhouses, Inc. or Tailor Made Property Services, Inc., AMO, strictly confidential.

Any Board Member / employee found to have revealed, reported, published, disclosed, communicated or misrepresented any client, employer, employee or member’s personal information to any unauthorized party will be subject to disciplinary action up to and including termination from their employment.

I have read, understood, and received a copy of this agreement.