



AUGUST

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



Highleah Office: 816-257-0070

Maintenance Emergency: 913-894-3441

State Public Safety: 816-425-4027

Web-site: Highleah.com

Gas Service: 816-756-5252

Power and Light: 816-325-7930

Animal Shelter: 816-325-7207

Highleah Townhouses, Inc.

July 20, 2020

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; and Kevin McQuade, maintenance superintendent

Also attending: Brad Constance, cooperative attorney, and Mike Lauer and Betsy Kilker, regional managers for Tailor Made Property Services

Shaunn called the meeting to order at 4:35 p.m.

Minutes

The board voted to approve the minutes of the June 15 meeting.

Board member terms

Due to an error on the agenda for the 2019 annual meeting, the terms of office need to be clarified. The bylaws state the board consists of five members: two three-year terms, two two-year terms and one one-year term.

Donna and Samantha were both assigned one-year terms. Based on votes cast at the annual meeting, the board agreed to extend Samantha's term to two years. She received 43 votes at the annual meeting and Donna received 42.

Open Session

Shann welcomed members and called the meeting to order at 6:15 p.m. on the patio. Twenty-five members signed in.

Next board meeting

The next meeting is August 17.

Managing agent update

Betsy reported for Tailor Made Property Services.

Twelve applications were approved and two denied. One final statement was completed and three letters were mailed.

For the month of June, Tailor Made processed \$90,265.86.

Maintenance summary

Kevin reviewed the maintenance report.

Dumpsters

We still seem to be having problems with the trash dumpsters. The dumpsters are not for your furniture or large items. There is a large dumpster for those items on Covingtontree Bend at the lot. If a dumpster is overflowing do not place your trash on the ground around the dumpster, Please take the time and go to another dumpster.



Just as a reminder with these hot summer days that water slides are not allowed here at Highleah. Pools are allowed but must be emptied daily and stored upside down.



Flower beds need love too. If you have a flower bed with a boarder you are responsible for keeping it clean. The lawn company will not weed eat or mow inside a boarder. There are a lot of areas out there that need some love.

OFFICE NEWS

Over the past week and weeks to come a member from the Board of Directors will be walking the property with management. During these walkthroughs, any violation(s) of the Rules and Regulations will be noted. A letter will be sent out to members to address the violation(s) along with ample time to correct said violation(s). Examples of items that may cause a violation are, but are not limited to the following: patios, flower beds, toys, pools, damages to window coverings or screens. A list for work orders will be opened and sent to our Maintenance team to be completed.



Hello Neighbors,

My name is Dania. I live here in Highleah on Stafford Place. I am currently looking to pick up a few cleaning contacts amongst the community. I have just over 28 years of residential cleaning experience, having ran my own cleaning business. If anyone, you or know is interested in having their home cleaned please feel free to reach out or pass my contact information on. All work will be on a cash basis. 816-877-7554.

Thank you

In June, 196 service requests were received and 197 completed. There were three move-ins and two move-outs.

Palmer Lawn Professionals mowed three times.

Ten rehabs are underway.

Office update

Andria presented the office report.

There have been 38 statements of credit, 23 statements of charges due, 57 notices to pay and two exterminations.

Three installation permits were received and approved.

Thirty-seven notices were sent about violations involving animals, vehicles, peaceable possession, yard/common area and housekeeping.

One two-bedroom unit is available.

Member comments

Shaunn opened the floor to member comments.

Squirrels, grass height, the board's response to Schwart's survey, security patrol concerns and air conditioners and refrigerators were discussed.

Door prize drawing

Andrea Thompson won the door prize drawing.

The open session ended at 7:25 p.m. The board met in closed session and the meeting was adjourned at 9 p.m.



Annual Meeting

Highleah's annual meeting will be held on Tuesday, September 15, 2020. The meeting will be held behind the office. We will have a tent and chairs set up for social distancing. Please remember to wear a face mask, There is one board position up for election. The next few pages are resumes that have been submitted. If you would like to run for a position, please send a resume to linda@highleah.com or drop off at the office by August 25th. It will be printed in the September newsletter and your name will be added to the ballot.



There are a lot of buildings here in Highleah and only a few to keep it maintained and working properly. Some of those people are being used to rehab empty units which needs to be done to keep revenue coming in. No revenue and our carrying charges go up. That doesn't sound good to me, does it you? Again, if we are responsible in taking care just by doing the right thing helps keeps cost down. That sounds much better to me.

Highleah is a very affordable place to live. We could not find what we have here anywhere else in Independence for what it cost us to live in Highleah. My hope is for us all to appreciate that and do our best to be responsible members.

With this time of unrest in our country, as a community, lets stay positive and responsible for ourselves to improve our quality of life. If we have an issue lets focus on a resolution instead of a complaint!

Respectfully,
Your Neighbor



From your neighbor

Hi Neighbors,

I decided to write this note after receiving the survey a few weeks ago and not sure what it was all about. So I asked an important question, “What can we the members do for Highleah?”

Because we live in a maintenance provided community doesn’t mean we can abuse the benefit by deliberately doing things that will cause a repair issue. There are members who are flushing wipes and other products not intended to do down the toilet. Every time that is done it is costing us all money in repair time and supplies to correct the problem. I am sure there are other actions being done that are preventable that are costing us all money. I know there are repeat offenders for all kinds of reasons that cause a repair, I just have to ask, why? Is that the fault of Highleah.

We are also blessed to have nice appliances in our unit. If we don’t take care of them why is Highleah responsible for our actions? Sometimes things just break but when it is lack of caring, that is wrong. Again costing each of us money. My point in these examples is just one piece of being a responsible neighbor. Do you keep your driveway free of oil? Do you clean tall weeds that are unsightly? Do you expect your children to ride toys in appropriate areas to save the grass? We need to show responsibility!

Resume Donna Cates

My name is Donna Cates. My husband and I have lived out in Highleah for almost 41 years. We’ve raised 5 kids. Three biological and 2 adopted. We were foster parents for 16 years through the state and private agency. I also ran a day care for 33 years.

This year was my first time serving on the board. That old saying “You’re never too old to learn,” is so true! I have learned so much. I have enjoyed working with the other 4 board members and would like to serve another year.

I believe we all worked well together and we did our best to serve you and to help make Highleah a better community to live in.

I would appreciate your vote.

Thank you,

Donna



Resume Kim Schwart

Hello Member Neighbor! I would like the opportunity to serve our community as a member of the board of directors for Highleah Townhouses, Inc. Please allow me a few minutes of your time to introduce myself.

Independence is my home town and I've lived in Highleah for the last 16 years, raising my children here. Having affordable housing has been extremely important for me as a single income family and having a safe neighborhood for my family to reside in is priceless. I am passionate for and dedicated to maintaining both safety and affordability for my family and all who call Highleah home.

I have thirty years of experience in different management roles for small business owners and large corporations. I have ten years teaching experience and I am an artist and writer with published work. I have 25 years property and building management experience with year round continuing education for housing programs and providers in Missouri and nationwide. I am an Eagle Scout mom and served as a scout leader for many years. I am an active member of my church as a youth leader, teacher, ministry organizer and volunteer, and as a mentor. I am a college graduate. I am an advocate and support person with local, private and national organizations for cancer survivors, abuse survivors, children and families, and seniors. I am a team leader, team player and advocate who is fair, consistent and compassionate and equally comfortable and confident in whichever role is necessary to accomplish the task at hand.

My extensive business and property management experience is of great benefit and makes me a valuable asset to the Highleah board of directors and our membership. My passion for advocacy compels me to be proactive in maintaining affordable and safe housing for everyone living in Highleah. My knowledge, skills and abilities will guide me in all modes of business operations to protect our individual and collective investments in Highleah Townhouses Inc., and the future success of this multi-million dollar business (corporation) we call home.

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Starting August 1, 2020 we have a new security company.

State Public Safety

They will be on property a variety of hours. Their number is on the front of this newsletter and can be found on our website. We are hoping to have magnets from them that we will be giving out at our annual meeting in September.

816-425-4027

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Starting August 1, 2020 we will have new software.

What does that mean for you?

If you have a payment setup through highleah.com you will need to go into the portal and make changes. There will be a new login and password to set up. You will need to complete the whole process to setup a new payment. If you do not make any changes your payment will not process.



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

First and foremost I have a heart for people. I am a strong, tenderhearted woman of integrity who is willing to stand in the gap asking the hard questions and be a voice for those who trust me with their story. The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected. An advocate also assists people in accessing and understanding appropriate information and services. I hope you will cast your vote for me so I will have the opportunity to serve our community as a Highleah board director. Even so, I will continue to advocate for our families and our homes in Highleah.

Lastly, I want to extend much gratitude to all of our member neighbors who have and continue to entrust me with their stories. Each person, family and experience is important. Together our collective voices can and will make a difference that compels wise, judicious and lasting change for the betterment of our community while promoting financial stability, security and protection of our vested interest in the multi-million dollar corporate business structure of Highleah Townhouses. Together we can and will become a cooperative property that lives up to our name and truly inspires cooperation between member neighbors and equally so, cooperation between members and the board. Together we can and will continue the hard, imperative work toward resolutions that will strengthen faith in our community and restore trust in the governance of our board of directors.

Thank you in advance for your consideration and your vote at the annual meeting. As a friendly reminder, members who are unable to attend the annual meeting may still cast their vote in advance and by proxy.

Sincerely,
Kim Schwart



Resume Tina Windhausen

Hi members. My name is Tina Windhausen. I've had the privilege of living in Highleah for 38 years, and before that when my Mom lived & worked here in the 70's.

I've raised my two kids, Beau and Becca here. I'm proud to say that they have gone on to become responsible homeowners, and now my grandchildren visit and play here.

While working, I've had jobs in writing/editing, as that's what my degree is in, plus I've worked in the medical field and most recently in transportation. I'm now retired.

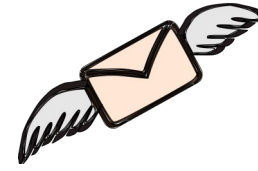
I'm asking for your vote in order to help Highleah share some of the knowledge I've gained while being on the board before.

I love the camaraderie of neighbors, the park-like atmosphere of our grounds, and the fact that Highleah is a clean, safe place for children to play.

With your vote, I'll work with Highleah and Tailor Made to keep the status quo.

Cooperatively Yours,
Tina Windhausen

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Message From your Board President

Hello Everyone,

I wanted to touch base on a few things that we discussed at our last open session!

We had a discussion about the staff and some disrespect/professionalism. The staff is doing their best to change the way we come across on certain issues.

Patios that are installed by a member, or acquired by a member upon move in are the sole responsibility of the member.

The new security company will be in place as of Aug. 1st, we look forward to a positive change.

We look forward to everyone coming to the board meetings to discuss concerns that they have, and appreciate the ones that come to give positive feedback as well.

We hope everyone is still in good health through the pandemic, and look forward to seeing you all August 17th. At the meeting

Shaunn Flannery

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