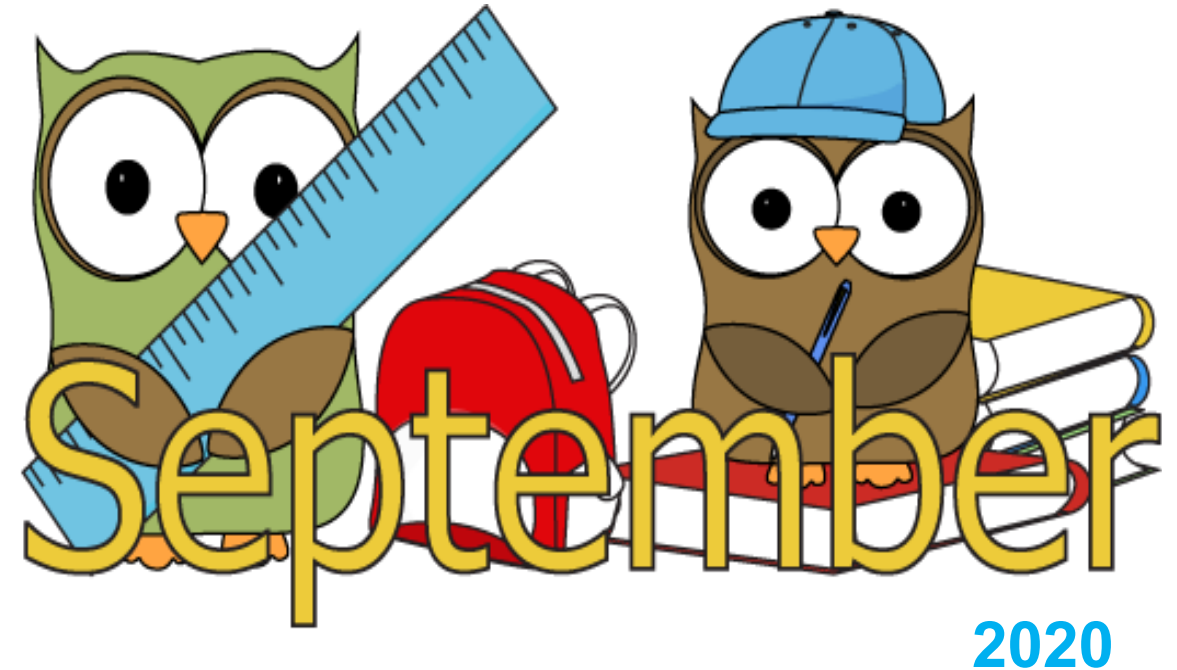


# SEPTEMBER

| Sun   | Mon                                | Tue                               | Wed | Thu  | Fri                   | Sat |
|---|------------------------------------|-----------------------------------|-----|--|-----------------------|-----|
|  | 1<br>Carrying<br>Charges<br>Due    | 2                                 | 3   | 4  | 5                     |     |
| 6   | 7<br>Labor Day<br>Office<br>Closed | 8                                 | 9   | 10   | 11<br>Late<br>Charges | 12  |
| 13  | 14                                 | 15<br>Annual<br>Meeting<br>7:00pm | 16  | 17   | 18                    | 19  |
| 20  | 21                                 | 22<br>Attorney<br>Referrals       | 23  | 24   | 25                    | 26  |
| 27  | 28                                 | 29                                | 30  |  |                       |     |

## Highleah Highlights



Highleah Office: 816-257-0070  
 Maintenance Emergency: 913-894-3441  
 State Public Safety: 816-425-4027  
 Web-site: [Highleah.com](http://Highleah.com)  
 Gas Service: 816-756-5252  
 Power and Light: 816-325-7930  
 Animal Shelter: 816-325-7207

Highleah Townhouses, Inc.  
August 17, 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, and Kevin McQuade, maintenance superintendent

**Also attending:** Brad Constance, cooperative attorney, and Betsy Kilker, regional manager for Tailor Made Property Services

Mike Lauer, regional manager, joined the meeting at 5:30 p.m.

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

**Minutes**

The board voted to approve the minutes of the July 12 board meeting and the August 6 special meeting.

**Open Session**

Shaunn welcomed members and called the meeting to order at 6:10 p.m. on the patio. Twenty-four members signed in.

Kathleen facilitated.

**Next board meeting**

The next meeting is the annual meeting on Tuesday, September 15.

**Office update**

Andria presented the office report.

There have been 36 statements of credit, 21 statements of charges due, 53 notices to pay and two exterminations.

Five installation permits were received and approved.

Seventeen notices were sent about violations involving animals, peaceable possession, yard/common area and housekeeping.

One three-bedroom unit is available.

**FOR SALE!**



Bonnie Tyson  
Mary Kay  
For 30 years  
Skin Care and Cosmetics  
[bonniejmuir@yahoo.com](mailto:bonniejmuir@yahoo.com)  
913-207-6502  
Highleah Townhouses  
Pick-up or free delivery



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



Annual Meeting  
Tuesday  
September, 15, 2020  
7:00pm

# OFFICE NEWS

The office has a request: when submitting your payment using a money order or cashier's check please make sure you are writing your address on the check. Please help us help you from delaying your payments.



SQUIRRELS, we know they are an ongoing problem. However, you cannot put poison out. That poison is a liability to the property and a risk to our children and household animals. We have spoken with trappers and services to find a solution, but at this time we have no resolution.



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

## Maintenance summary

Kevin reviewed the maintenance report.

In July, 167 service requests were received and 154 completed. There were three move-ins and three move-outs.

Palmer Lawn Professionals mowed two times and applied grub treatment and fertilizer.

Seven rehabs are underway.

## Managing agent report

Betsy reported for Tailor Made Property Services.

Seven applications were approved and two final statements were completed.

For the month of July, Tailor Made processed \$195,594.62 in accounts payable.

## Member comments

Kathleen opened the floor to member comments.

Ring doorbells, grounds rules, contractors on rehabs, insulation/soundproofing between units, windows that won't open and other individual member concerns about their units were discussed.

## Door prize drawing

Helen Howell won the door prize drawing.

The open session ended at 7:05 p.m. The board met in closed session and the meeting was adjourned at 8:05 p.m.

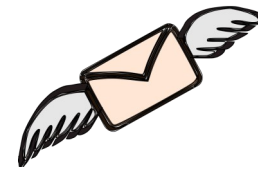


Donna, Board Member  
Helen, Member



# Annual Meeting

Highleah's annual meeting will be held on Tuesday, September 15, 2020 at 7:00pm with sign in starting at 6:30pm. The meeting will be held behind the office. We will have a tent and chairs set up with social distancing in mind. A face mask will be required. Letters have gone out to all members regarding the meeting. If you are unable to attend, please consider filling out your proxy. Instructions for proxy voting were included with your letter. There will be door prizes of one month of carrying charges, \$50.00 cash and \$25.00 cash. There is one board position up for election. The next few pages are resumes that have been submitted.



## Message From your Vice President

Recently, members of the Board have gone around the property with management. Violations and repairs were noted and turned in. Many, like myself, have been correcting their violations. These violations are per the current Rules and Regulations which were revised in August 2019

With this in mind, my fellow board members and myself have been taking a closer look into the Rules and Regulations. We need your help to make any changes or additions as needed.

We are requesting that each of you take a closer look into our Rules and Regulations with us. Please make your suggestions and ask your questions. Comments are and have always been welcome. Send them to the office in writing or via email with Attn: Board of Directors.

We will start accepting your input immediately and greatly appreciate your efforts. We will accept all input up until Monday, September 21, 2020, 4:30pm. Feel free to contact the office if you would like a copy of the Rules and Regulations.

Help us help you. After all, you elected us as your Board of Directors and we want to better serve you in the best way possible and use our time as your Board in an effective, respectful and professional manner for all whom live in Highleah. We hope to see you at this year's Annual Meeting!

Kathleen Hill  
Vice President

## 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

## 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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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



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