

March 2021



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 Board Meeting Open Mtg via Zoom	16	17 St. Patrick's Day	18	19	20 
21	22 Attorney Referrals	23	24	25	26	27
28	29	30	31			



Highleah Highlights

Highleah Office: 816-257-0070

Maintenance Emergency: 913-894-3441

State Public Safety: 816-425-4027

Website: Highleah.com

Gas Service: 816-756-5252

Power and Light: 816-325-7930

Animal Shelter: 816-325-7207

Highleah Townhouses, Inc.
February 22, 2021
Closed 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 Betsy Kilker, regional manager for Tailor Made Property Services

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

Minutes

The board approved the minutes of the January 25 board meeting.

Reports

Maintenance summary

Kevin reviewed the maintenance report.

In January, 99 service requests were received and 120 were completed. There were two move-outs.

Palmer Lawn Professionals applied salt treatments to the streets on January 1 and 15.

Six rehabs are underway.



Homeland Security Protective Service

Hello Residents:

We wanted to introduce our company to residents at Highleah Townhouses. **Homeland Security Protective Service** is a premier security company in the Kansas City working with many multi-family housing communities, retail, business, and private properties throughout the greater Kansas City area. Beginning in mid-march 2021, our company will begin to provide courtesy patrol service to the management and residents of your community.

Our patrol officers are professionally trained and uniformed and available 7 days per week during our 9:00 pm to 5:00 am patrol shift.

We patrol your property several random times per night during the 9:00 pm to 5:00 am shift, so don't be surprised to see the patrol car pull on the property with the light bar flashing to provide a presence & deterrent to illegal activity. Our officers will also be checking the property for trespass and other issues. Please advise family members & visitors to be cooperative & provide information if approached by a Homeland patrol officer.

In emergency situations, you should always first call 911, then Homeland Security Protective Services dispatch.

In addition to the random patrols that act as a presence & deterrent, **a patrol officer or supervisor can be dispatched by calling 816-802-8020 (press zero for dispatch) during the 9:00 pm to 5:00 am shift** to respond to calls for security related issues like noise complaints, parking violations, suspicious activity, to report illegal dumping and more. Officers do patrol other properties, but will respond as quickly as possible when dispatched. Outside of our 9:00 pm to 5:00 am patrol shifts residents should contact Highleah staff or local law enforcement. Again, in emergency situations you should always dial 911 first, and then call Homeland Security Protective Service.

Please help keep crime at a minimum-don't leave valuables-GPS, cell phones, laptops, device cables or other personal items in your car. Always be aware of your surroundings and alert to the potential for criminal activity. We believe that courtesy patrols are just a piece of the puzzle that includes police, emergency services, your management, and the residents in the community to all remain vigilant & work together to provide a safe and secure environment for you and your families. We welcome your calls & input.

Sincerely,

**The Staff & Officers of Homeland Security Protective Service
For Dispatch: 816-802-8020 (then press zero for dispatch)**

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Highleah residents! It has come to our attention that as residents we must now carry renters insurance! I wanted to reach out to everyone and let you know if you're looking for a reliable, affordable

agent who is also close to home, I can take care of all your renters insurance needs as well as any other forms of insurance you may be needing. I am a Farmers Agent and my office is less than 2 miles from Highleah! Feel free to call me at 816-509-2788 or call or text at 816-405-0083. I hope to hear from you all. Travis

Bonnie Tyson
May Kay
For 30 years
Skin Care and Cosmetics
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



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Office update

Andria presented the office report.

There have been 32 statements of credit, 24 statements of charges due, one attorney referral, one abandoned unit and 44 notices to pay.

Three installation permits were received. Two were approved and one denied.

Fourteen notices were sent about violations involving animals, housekeeping, general household, towing and payment issues.

One two-bedroom unit is available.

Tailor Made Property Services

Betsy presented the managing agent's report.

Two applications were approved. One final statement was completed and one is pending.

In the month of January, \$168,558.89 was processed in accounts payable.

Open sessions will be held via Zoom.

Adjournment

The meeting was adjourned at 7 p.m.



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

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Good Neighbor Nomination

Do you have a neighbor that has gone above and beyond? Is there someone you know that goes out of their way to help others? If so, we would love for you to consider nominating them for our good neighbor award! We want to recognize individuals that strive to make our community a better place to live! They could win a \$25.00 credit on their account!

Fill out the form below and turn it in to the office. The board will re-view the submissions and vote on a “good neighbor” to be honored each month at the open session of the board meetings.

Submitting member’s name:

Submitting member’s address:

Submitting member’s phone number:

Name of the member you are nominating:

Address of the member you are nominating (if known)

Reason you are nominating this member:

From



It’s March and the first day of spring is upon us. That means the board and management will be out walking the property. Please take a look around your units and see if there is anything that needs tidied up, items stored around the air conditioner units, dead plants and weeds in garden/flower bed areas, items left on and around front porches and driveways in good condition. Oil dry is always available at the office for pick up.

Change your furnace filter!

Please be patient with your service requests. We are doing the best we can with limited maintenance staff. If you or anyone you know may be looking for employment, maintenance is hiring. Please contact the office for more information.



OFFICE NEWS

Insurance Reminder

All insurance information and signed addendums are due by **March 15, 2021**. Please call if you have questions.

We have received a lot of incomplete paperwork. We need compliance with both parts. If completed paperwork is not received by March 15th, those accounts will be sent to the cooperative attorney for non-compliance.

Email for the Board of Directors

If you have a concern or want to email the board directly without going through the office an email account has been set up. Please send your emails to htbod@highleah.com

The board will discuss any and all concerns and respond accordingly.

Monthly Board Meetings

Highleah has set up a Zoom account for our monthly board meetings. Please watch for a flyer with all the information you will need to join in to the meeting. Our next meeting will be March 15, 2021

Security

New security company starting March 15th. Please see page 11 for more information.

Board of Directors Questions/Concerns Form

The Board of Directors have agreed to continue with closed board meetings due to COVID-19. Please use this form if you have any questions or concerns you would like to address with the Board of Directors.

Name:

Date:

Address:

Comments:



Message From your Board President

Hello Everyone,
Spring is almost here!! That means the children will be out playing more, so please watch your speed and surroundings as you are driving through the property. We will be launching our first Virtual meeting in March and look forward to your attendance. Also don't forget to send your insurance info to the office, we are running out of time and many neighbors still need to be in compliance.



Billy
Our February
Winner