

# The Park at Woodland Oaks

## Owners Association

- 1) Board of Directors meeting 04/03/24- Call to order at 6:00 PM
- 2) Open Session: Quorum – Kim Drake, Jennifer Hickman, and Steven Worley were in attendance. Mike Diaz provided a proxy to Kim for the meeting.
  - a. Five owners were also in attendance as well as Thomas and Tracy Bean from TT Bean Management, LLC.
- 3) Approval of meeting minutes from Board of Director's meeting held 2/24/24 - Steven motioned to approve the minutes, Jennifer seconded the motion
- 4) Accomplishments since last meeting – website, tax package was submitted to CPA firm, RE tax check reimbursement received from Woodland Oaks, management certificate was recorded and filed with the Texas real estate commission, and the QBO online payment is working
- 5) The mailboxes were broken into over Easter weekend. Kim provided a summary. There are a total of 18 clusters, 8 of them have been affected, 10 of them are ok. Owners must go to the post office to pick up their mail if they are in one of the affected clusters. The unaffected clusters are still getting their mail. Repairs are being investigated as well as replacement.
  - a. Jennifer to provide information concerning the previous board's recommendations on replacing the equipment. Jennifer and Morgan (Spectrum property manager) went to the clusters last spring and Jennifer set up a table and took pictures. Some of the clusters were blank and not being used. We had more boxes than we have residents. Mailboxes were viewed and the consensus was they were all in the same condition. The thought was to decide how many actual mailboxes we need to replace the existing clusters. Morgan was going to coordinate with the post office to determine how many we had versus how many we would need.
    - i. The boxes have previously been broken into.
  - b. We will need to investigate if mailboxes are considered real property to find out if we can add them to our insurance policy. Policy cost increase versus saving the money ourselves to replace them in the future is being considered.
  - c. Steven was looking into lighting and cameras for the mailboxes. Two of the clusters are currently illuminated by a streetlight. Lighting would need to be solar. Deer and trail cameras are an idea but unsure who would do the upkeep and monitoring of them.
  - d. HOA does not have the funds to replace the mailboxes. It would require a 2/3 vote of members of good standing (live in the neighborhood and paid their assessments) for a special assessment. It may be somewhere around \$300.00 per home for the special assessment. Owners can also pay \$222 per year at the post office to rent one of their PO boxes.
  - e. Comment was made that fixing the mailboxes would be throwing good money after bad. Research done today indicated that these mailboxes are so old you can't even get replacement parts for them. The manufacturer was contacted, pictures were taken and sent to determine a list of the parts that need to be replaced. What replacement costs would be and if we could get them is unknown at this time.
  - f. It is going to be a while before we have mailboxes. The affected owners are going to have to pick up their mail at the post office for a while. Whether we replace them or repair them it is going to cost money.

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- g. Owner questioned what other HOAs have done and stated there may be financial avenues we can explore to obtain funding. The federal government is responsible for delivering the mail. Kim stated there is a HOA in Austin that is suing the post office over their change of policy. The sides of the mailboxes state property of the US Postal Service, but they state their policy has changed and they are not responsible to replace the mailboxes. It is up to the individual homeowners or the homeowner associations. Kim and Tracy discussed earlier today to contact the police department and see if there was a victims assistance fund. It takes time to find funding and Kim stated the owner was welcome to join the board as a member-at-large to help us with that.
  - h. Owner stated he was considering getting a PO box for the duration while the mailboxes are unusable. Forwarding the mail to another location is an option, but not all mail will be forwarded, an example given was a credit card and a debit card will not be forwarded.
  - i. Steven was wondering if we could just replace the boxes that were damaged. Kim stated it would still require a 2/3 approval vote. The vandals broke into the bigger boxes and the little ones were not affected. The dimensions and replacement of new mailboxes is unknown if they will fit, needs to be investigated.
  - j. People can fill out a proxy if they don't want to attend the special meeting to discuss the special assessment. If we do not have a quorum by a proxy or by someone in person we can't vote on the special assessment.
  - k. Greenshore replaced their mailboxes. The property manager sent the information concerning the company they selected. Two companies stated our mailboxes were too old and there weren't any replacement parts for them, another company didn't sell parts, they only sold the new units. It is going to take time to get pricing. We need to know how many units we need to replace, if we can get the affected mailboxes repaired or if they must be replaced.
  - l. HOA is looking into getting volunteers to install the new mailboxes as a DIY project, but liability is an issue. Mailbox Works stated it would cost \$725 per unit (cluster box) for installation only and does not include the cost of the cluster box itself.
  - m. Project must be coordinated with the Postmaster. He wasn't there on Wednesday, and no one answered the phone. The property manager went to the post office and knocked on the door. One of the postal workers stated this was the second time that she knew that our mailboxes had gotten broken into. Pat, our mail deliver person, stated five of the mailbox clusters were broken into. It was all four of in our neighborhood and one in Woodland Oaks.
- 6) Owner asked how long it would take to get out of the hole financially. Assessments bring in \$18k a year, then we have expenses that must go out. For every one of the owners that do not pay their homeowners dues we have to send out a certified letter, which costs approximately \$12 to go out. We currently have about 75 people who have not paid their dues. Even if everyone paid their dues it would take us approximately 4-5 years to get up and going.
- a. Board can increase assessments each year by no more than 10%. The board decided to increase the dues by \$5.00. It was less than the 10% maximum allowed by the bylaws. Our assessments went out late this year, and there were challenges with the previous board and the management company. We will have to raise the assessments again for 2025 another \$5.00 or up to the full 10%.

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- 7) In the last 22 years there has never been a special assessment for anything. That is not a unilateral decision by the board. The board can bring it to the membership, and it requires a 2/3 approval vote by the members in good standing.
- 8) An owner asked if an association has gone out of business. The board was not aware of any cases, but Kim stated it has probably happened. The board is working hard to put this HOA back together from a financial and administrative standpoint. Our HOA is a registered Non-profit organization, and you can't just throw up your hands and say that's it. You must get 2/3 vote to disband the HOA. Even if two-thirds of the membership wanted to disband the HOA it would take an attorney to close it, which means we need money to pay the attorney. The HOA needs money to be a going concern, so either way we need the assessments. The assessments go a lot further without the attorney than with it.
- 9) Kim was the president of the HOA about 15 years ago and we had over \$30k in the bank. We are trying to figure out what happened to all the assessment money between then and now.
- 10) Final topic of open discussion is architectural review board. There was one volunteer on the architectural control committee. By-laws state we should have a committee of three. An owner offered to volunteer on the committee. Question was raised about color and who was going to make sure it matched. New structures can't exceed 10% of the house square footage. Requests will be reviewed on a case-by-case basis as to the reasonableness of the design by the committee and by the board. Committee should make reasonable and rational decisions based on the request.
- 11) Kim stated that information has been lacking over the past few years. Information was provided with the invoices that were sent out this year. Our goal is to be transparent, and our goal is to keep the property values up and the homes looking nice in the neighborhood.
- 12) Executive Session:  
HOA financial information was reviewed and discussed.
- 13) Suggest a few dates for Annual Meeting between April 20 – August 20, per Bylaws
  - a. Actual date will depend upon library availability. Kim liked the June 20<sup>th</sup> date so we will try and book a conference room for that day.
  - b. We will need the GVEC conference room to hold the annual meeting. Meeting room 1 in the library will not hold a lot of people.
  - c. Zoom or stream board and annual meetings? Kim would like to hold the meetings in person and collect proxies if necessary. Steven stated we have 78% of the contact information for the owners in the neighborhood. Unfortunately, the information provided by Spectrum may or may not be valid. Tracy has called people, and their phone is disconnected or someone else answers the phone and says the other person no longer has this number.
  - d. We will try and have the mailboxes and the revised governing documents discussed at the annual meeting.
- 14) More information is needed before we can hold a meeting concerning the mailboxes.
- 15) Revised governing documents discussion
  - a. Jennifer stated she only had the one email that she forwarded concerning the governing documents.

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- b. votehoanow was paid \$700 but not used
  - i. Steven contacted the company, and they stated the contract was for a year. The reason they will not allow us to renew it is because they had to set it up and build it in their system, but it was never used. If we want to use them again, we will have to pay them again if we want to use that service for the revised documents.
  - ii. Include revised documents in annual meeting notice, or post on website and refer the owners to the website to read them and deliver hard copies if requested?
- 16) We are still following the three-day response rule for the board and the management company.
- 17) Jennifer was concerned she was holding the board back. She was confused during the financial discussions and is considering resigning.
- 18) Adjournment at 7:53 PM.