

WRA Minutes
December 10, 2018

President Rene Straub called the meeting to order at 7:00 p.m. at the Whisper Creek Clubhouse. Directors present: Bob Christenson, Martha Culpepper, Lana Freeland, Debbie Gwaltney, Mike Nist, Lynda Pace, Steve Patterson, Art Redfern, Jared Stehney, Rene Straub, and Jim Wills. Directors absent: Matt Brown (proxy held by Rene Straub). Guests: Business Manager LeAnn Granic, Financial Manager Julie Shull, and one neighborhood resident.

The November 12, 2018, Minutes were approved by e-mail. Guests were asked to sign-in. Comment cards were provided for guests to write down any comments and concerns, which could then be addressed by the Board. No comments were received.

Financial Manager Julie Shull presented the Financial Report, with the motion to approve made by Director Jared Stehney and seconded by Director Freeland; passage was unanimous.

1. E-mail addresses continue to come in. 582 of 661 statements were sent via e-mail, while only 79 statements were mailed.
2. Residents continue to be reminded of the WRA change of address. Several residents' payments are delayed because they have not changed the mailing address.
3. The budget work session was held.
4. Collection procedures using gate deactivation continues to be successful.

Business Manager LeAnn Granic reported on the following:

1. Maintenance/Repairs:
 - a. Ms. Granic contacted Gary Gilbreath for various sign repairs. These will be addressed in the next 10 days.
 - b. New resident Edward Rahm has volunteered street signs in the neighborhood.
 - c. Guardhouse: The heating unit in the guardhouse has continued to malfunction despite recent maintenance/repairs in which the filter was changed, the evaporative coils were cleaned, and the valve replaced. The unit is under a 10-year warranty which covers the cost of the parts, but labor. The HVAC technician was called out multiple times to address the situation. Please see New Business, Item 2.
 - d. Ice/snow removal: Ms. Granic contacted Andy Felker of Felker Landscaping regarding preparations for inclement weather road maintenance. In the past, Mr. Felker has stored and spread ice melt for Windstone, and has, on occasion, plowed the streets. If there is not enough ice melt in storage for one pass on all streets, it will become necessary for the WRA Board to approve the purchase of more product.
2. Windstone Website/Online Directory
 - a. Mr. Ed Wood has transferred all site administration privileges to Ms. Granic. The website hosting platform, Weebly, must update this information within their system before Ms. Granic has total administration capabilities. Weebly is unable to provide a timeline for the completion of this task; Ms. Granic will continue to follow-up with them twice weekly until the transfer is complete.
 - b. Ms. Granic will commence work on the Windstone online directory when she has full website administration privileges.
3. RV Lot:
 - a. Ms. Granic continues to notify individuals on the waitlist when new lots become available. One new lot registration has been completed.
 - b. Individuals who are on the waitlist who do not currently have a lot will be given priority over individuals who currently do have a lot. Residents will be given 10 days to respond from the date they are notified of lot availability. If that period expires with no response from the resident, the next resident on the waitlist will be contacted.
 - c. All vehicles in the RV lot must be tagged and operational. Ms. Granic will notify those lot holders whose vehicles do not meet these standards that they must bring their vehicles to standard, or they will be asked to remove non-tagged and/or non-operational vehicles from the lot.
4. Rear Gate:
 - a. The DVR located at the rear gate is in poor repair and needs to be replaced. This DVR fails and must be rebooted several times weekly and video footage is being lost. Ms. Granic will contact the gate company to price a replacement DVR.
 - b. Footage from a previously reported incident was reviewed. Ms. Granic is working with the resident and President Straub to resolve the resulting claim.

- c. Ms. Granic is working with President Straub and legal counsel to create appropriately worded disclaimer signs for the gates.
5. Trash Service
 - a. Yard debris removal was changed from December 5, 2018 to December 12, 2018.
 - b. There will be no trash service on December 25, 2018 or January 1, 2019.
 - c. Christmas tree removal is January 2, 2019.
 - d. Residents were provided this information through the newsletter, on the website, and on the digital sign.
6. Security: Ms. Granic reported that two residents had holiday yard decorations stolen on the night of December 5, 2018. Residents with security concerns are encouraged to install their own security measures such as motion-sensitive lights, outdoor cameras, and monitored home security systems.

Unfinished Business

1. Morris vs. Windstone: After failing to meet a Hamilton County Bankruptcy Court deadline, Mr. Morris has hired a bankruptcy attorney. WRA Attorney Phillips is attempting to have the WRA case in Catoosa County placed once again on the docket. No other information is available at this time.
2. Hummingbird Hill
 - a. Director Pace met with WRA Attorney Phillips with regard to the ARB/C&R violations at the residence on Hummingbird Hill. A letter has been sent by Attorney Phillips to the resident's attorney demanding that the section of non-compliant fencing and the asphalt driveway curb be removed. The asphalt curb must be replaced with a compliant concrete curb. There has been no response from the resident's attorney.
 - b. Per protocol, Director Redfern will be contacting the resident for the third time regarding the asphalt curb violation. If the situation is not remedied, the resident will begin to accrue fines with regard to this violation. These fines are in addition to the fines being accrued as a result of as-of-yet unresolved ARB violations.
 - c. The resident has been notified of these ongoing violations and accruing fees numerous times, both via first class mail and certified mail. All certified mail has been returned unclaimed.
3. Road Expenditures
 - a. Solutions to ongoing rainwater flow issues at two homes on Windstone are still being sought. Pavers which have provided a partial and temporary solution to these issues have been strategically placed by the homeowner. However, these pavers do not provide a permanent solution to the issue. Spears Hopkins has not returned Director Patterson's calls regarding this matter. Due to the small size of this repair, and the heavy schedule of other paving companies in the area, Director Patterson has been unable to bring in anyone else to complete this job.
 - b. The Lonesome Dove repair bid packet was received on December 10, 2018. Director Patterson will review the packet and provide a summarization of its contents to all board members. Construction contractors are requested to have their bid responses returned to the engineering firm CTI Engineers, Inc. by December 20, 2018.
 - c. Several clogged drains are causing water to back up onto Windstone roadways during recent heavy rains. Where appropriate, the WRA is attempting to work with the Windstone Golf Club to address these drainage issues.
4. Sewers: Mr. Dave Hammel of Rainbro Systems, developer and owner of the Windstone sewer system, does not generally endorse the use of the E/One grinder pump system, due to potential incompatibility of the two systems.
5. Estate Sales:
 - a. Director Redfern proposed moving the control of garage, yard and estate sales from the Architecture Review Board Guidelines (ARBs) to the WRA Covenants and Restrictions (C&Rs); estate sales are not currently directly addressed by either of these ruling documents. He provided the board with proposed verbiage specific to these changes and enforcement thereof. These changes will be reviewed by the WRA board and Attorney Phillips prior to possible inclusion in the March ballot.
 - b. Correction: It was incorrectly stated in the November 12, 2018 Minutes that both ARB and C&R amendments required passage by the WRA Membership. Only amendments to the C&Rs require Membership approval before enactment.

New Business

1. Board Nominating Committee: Director Freeland motioned to appoint Director Wills Chairman of the 2019 Board Nominating Committee. Directed Culpepper seconded this motion. The motion passed unanimously. Director Wills will

appoint two Windstone residents to sit with him on the Board Nominating Committee. The committee will be charged with identifying those individuals who wish to serve on the WRA Board, interviewing the candidates, and providing candidate biographies for inclusion in the March 2019 ballot. Residents are elected to three-year terms.

2. Guardhouse: The HVAC unit in the guardhouse has been malfunctioning. It was discovered that the thermostat in the guardhouse has been turned as high as 85 degrees F, most likely to compensate for cold air entering the guardhouse while the upper portion of the door was open. This causes the unit to improperly cycle and eventually leads to a complete lack of heat. Business Manager Granic was directed to purchase a lockable thermostat cover, to be installed immediately. Additionally, she will look into the cost of installing a sliding window that can easily be opened and closed when the guards interact with visitors. Please see Business Manager's Report, Item 1.c.
3. 2019 Budget Approval:
 - a. The proposed 2019 budget was provided to the HOA BOD via email. Board members were provided with the Financial Standings report reflecting the findings of the specially-convened Financial Committee and discussions concerning the budget were entertained at a BOD working session. Additional discussion regarding budget specifics also occurred during the December 10, 2018 board meeting.
 - b. Director Stehney made a motion to approve the WRA 2019 Budget as presented; Director Pace seconded the motion. Director Christenson opposed the motion; all remaining Directors voted to accept the motion. The motion passed.
 - c. Director Nist made a motion to increase the Homeowner dues by \$20.00 per month, effective February 1, 2019. Director Stehney seconded. Director Christenson abstained from the vote; all remaining Directors voted to accept the motion. The motion passed.
 - d. Residents will be notified of the increase in monthly dues via letter to be sent by first class mail.
 - e. RV large lot fees will be raised to \$300 annually for large lots and \$200 annually for small lots. These fees will be assessed annually, with 25% (\$75/large lots, \$50/small lots) due quarterly. Homeowners will receive official notification of this increase when RV lot invoices are mailed in February, 2019.
 - f. Late fee rates are still under discussion.
4. Rear Gate:
 - a. The rear exit gate is intermittently striking the curb when it is fully opened. This is causing the gate to swing back into the roadway and potentially into the path of exiting vehicles. Director Patterson has been asked to obtain a quote to alter the curb in such a manner as to prevent this bounce-back. Director Patterson will include this in his bid requests for the waterflow issue repairs on Windstone Drive.
 - b. Business Manager Granic will contact Pegasus Gate Company to discuss the possibility of delaying the raising of the gate arm by 1-2 seconds. This delay would allow the gate to stop moving should it bounce against the curb, before allowing vehicles to pass through the gate.

Committee Reports

1. ARB: The ARB Committee addressed the following requests during the month of November, 2018:
 - a. Tree removal was approved at the following locations:
 - i. 1843 Holden Farm Place
 - ii. 1851 Holden Farm Place
 - b. Approved additional requests include the following:
 - i. 9014 Tower Pines Cove: Deck Extension
 - ii. 9232 Loch Haven Cove: Rotten deck boards replacement
 - iii. 9505 Lazy Circles: Windows and front door replacement
 - iv. 54 Briarwood Drive: Window replacement
 - c. Two requests for deposit returns were received. Work was completed as approved, and the deposits were returned to the residents.
2. Lakes:
 - a. The Lake Wisley fountain is malfunctioning and has been turned off until it can be examined and repaired by Don Swafford. When the repairs are complete, the fountain will be placed back in service.
 - b. Lake Haven is full to overflowing due to large amounts of rain and run-off. The overflow drain appears to be working properly.
3. Trash Service: Please see Business Manager's Report, Item 5.

4. RV Lot/Maintenance: Please see Business Manager's Report, Item 3 and New Business, Item 3, e.
5. Roads: Please see Unfinished Business, Item 3.
6. C&Rs: Two new items are being addressed. Seven issues remain active.
7. Golf Course: No report.
8. Landscaping:
 - a. Tree removal in Whisper Creek is pending scheduling.
 - b. Ant hills have been removed from three landscape lights. LifeSpark has been contacted to replace a damaged light at the rear exit gate.
 - c. A request was made by the Catoosa Utility District Authority (CUDA) that the WRA pay to maintain the landscaping at the new CUDA pump station on Ooltewah-Ringgold Road. A CUDA representative stated they were under the impression that the WRA agreed to care for this landscaping when CUDA purchased the land for the pump station. Director Nist told the CUDA spokesman that the WRA was not aware of and nor could they find any record of such an agreement. Additionally, he advised CUDA that WRA Board would be unwilling to use residents' dues for this purpose. The CUDA spokesman said he would speak with the CUDA Board about allocating money for maintenance of the pump station landscaping.
 - d. Following a complaint from Catoosa County Public Schools citing school bus safety concerns, Dilbeck Landscaping removed accumulated fallen leaves from the cul-de-sac at the south end of Windstone Drive.
9. Special Events: Judging for the Holiday Decorating Contest will take place at 7 p.m. on December 16, 2018. Winners will be provided a Certificate of Recognition and a \$25.00 gift card.
10. Security Committee:
 - a. The arms on the rear gate have been replaced two times in the past month.
 - b. Director Christenson spoke with guard Supervisor Robert Weber regarding the up-keep of the guard house and employ conduct.
 - c. Pegasus Gate Company was contacted regarding an operational issue with the Visitor's Gate. The issue was resolved without a service call.
 - d. The chains on the front gates will be serviced during Pegasus' next scheduled visit.
11. Sewers: Director Stehney will consult the Hamilton County and Catoosa County governments' Geographic Information System (GIS) maps prior to discussing ongoing drainage issues with Windstone Golf Club. Please see Unfinished Business, Item 3, c.
12. Playground: No report.

Director Stehney motioned that the meeting be adjourned. Director Nist seconded, and the motion passed. The meeting was adjourned by President Straub at 8:31 p.m. The next regularly scheduled meeting is January 14, 2019, at 7 p.m., at the Whisper Creek Clubhouse.

Respectfully submitted,

Deborah S. Gwaltney, Secretary

Rene Straub, President