

WRA Minutes
August 13, 2018

President Rene Straub called the meeting to order at 7:00 pm, at the Whisper Creek Clubhouse. Directors present: Matt Brown, Bob Christenson, Martha Culpepper, Lana Freeland, Debbie Gwaltney, Mike Nist, Lynda Pace, Art Redfern, Jared Stehney, Rene Straub, and Jim Wills. Directors absent: Steve Patterson. Guests: Financial Manager Julie Shull and 8 neighborhood residents.

The July 9, 2018, Minutes were approved by email. 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.

Julie Shull presented the Financial Report, with the motion to approve made by Director Christenson and seconded by Director Brown; passage was unanimous.

1. 524 of 661 residents received their monthly invoices and newsletters via e-mail. 137 statements were mailed to residents. Additional e-mail addresses continue to come in.
2. Residents continue to be reminded that the WRA mailing address has been changed to 1724 Holden Farm Place, Ooltewah, TN, 37363. Residents are asked to update this information for any automatic payments. Financial Manager Shull has officially closed the PO box, but mail will continue to be forwarded for 12 months from the date of closure.
3. The temporary Finance Committee has been seated. Committee members include Financial Manager Julie Shull (Co-Chair), WRA Treasurer Martha Culpepper (Co-Chair), and at-large community members Clark Hodgkins, Brent Templeton, Jay Dale, Stephen Pike, and Scottie Neil. The purpose of this committee is to evaluate the current/2019 budgets, compile 5- and 10-year planning forecasts, and make recommendations to the WRA Board by the November board meeting. The first meeting of the Finance Committee will be held on Monday, August 20, 2018. Directors Freeland and Brown may attend, but will be observing only.
4. Collections:
 - a. Collection procedures using gate deactivation continues to be successful.
 - b. Canfield is still being sought out by the collection attorney.
 - c. The collection attorney has sent a demand letter to a GA resident who is in arrears \$889.77 (back dues and fines). WRA has a lien on this home, which is for sale. The realtor is aware of the lien.

No Business Manager report was given. Tim Haralson has resigned as Business Manager but is currently holding limited business hours until a new Business Manager can be found. Current office hours are 9 a.m. – 12 p.m., Monday, Wednesday, and Friday.

Unfinished Business

1. Business Manager Search:
 - a. Jody Hermann has joined the Business Manager Search Committee. The job description and posting were placed on the WRA webpage (www.windstonehoa.org), an email regarding the position was sent to residents, and an announcement regarding the opening of the position and directing individuals interested in the position to visit the website was made on the electric sign. Applications for the position were accepted until July 31, 2018; nine candidates submitted resumes.
 - b. The Business Manager's position is a full-time/1099 contracted position. As a result of feedback from previous Business Managers, a time study was completed in November, 2017, which indicated that, due to neighborhood growth and increased responsibilities, the workload of this position could no longer be completed in a part-time manner, as had previously been the case. The Business Manager is also often called to complete duties, especially those related to security or emergency events, outside the normal scope of regular business hours.
 - c. Resumes were reviewed by the committee on August 9, 2018, and the top three candidates were provided interview opportunities. As of the August 13, 2018, WRA Board meeting, two of the three candidates had been

interviewed, with one interview pending. A recommendation for the Business Manager and compensation level will be made to the full WRA Board following the completion of the interview process.

- d. Director Brown has conducted a salary survey with payscale.com, a national company which provides salary benchmarks for various positions, based upon job requirements and candidate experience. The midpoint compensation level for a Residential Community Manager is approximately \$41,000. Director Brown will speak directly to a payscale.com representative regarding the specifics of the WindStone position, and will report his findings to the committee.
2. Resident Directory:
 - a. The WindStone Directory is a printed annual publication. The directory is paid for through advertisements placed in the directory. Due to the high printing costs and lack of advertising dollars, it is no longer feasible for the WRA to incur the \$3,000-\$4,000 expense to provide the directory in its current form. Many previous advertisers have indicated that they have chosen to advertise in other publications and/or other formats, thus limiting the advertising base available to WindStone.
 - b. The information currently published in the WindStone Directory could be placed on www.windstonehoa.org, for user name/password-protected access by WindStone residents only. Non-WindStone residents would not have access to this information. Once compiled, the website administrator (currently the Business Manager) could more easily update the directory as necessary, allowing the document to be remain current at all times. Presently, any changes to the directory can be made on an annual basis only.
 - c. All information currently available in the printed directory regarding utility providers, grinder pump repairs, summary of important guidelines and regulations, etc., could also be placed in the user name/password-protected online directory.
 - d. Plain paper copies of the directory could be made available to those residents who wish to have a hard copy.
 3. Lake Haven Insurance Claim: As previously reported, the Lake Haven sign was damaged when hit by a driver. President Straub has been in contact with the driver's insurance company regarding this claim. Once she receives all invoices related to the replacement of the sign, she will submit them to the insurance company for reimbursement; the check will be made out to the WRA.

New Business

1. Landscaping:
 - a. The decorative stone tower at the entrance to WindStone appears to be leaning. Director Freeland and Former Director Greg Stewart have placed a level against the tower, and have found it to be plumb. Several bushes at the base of the tower have died and need to be replaced. This dead landscaping appears to be contributing to the illusion that the tower is leaning. Director Freeland recommends that these shrubs be replaced. Director Nist will look into the situation further.
 - b. The front gates, gatehouse roof, and portico columns will be power washed to improve their appearance. This will be done by Gary Gilbreath.
2. Yard Sale: The WindStone Fall Yard Sale will be held Saturday, September 8, 2018 from 8 a.m.- 12 p.m., in the New Heights Baptist Church parking lot. Five dollars will be collected from each booth to be donated to the church for the use of their facilities. Providence Ministries will come by after the sale to pick up any remaining sale items that sellers wish to donate. The sale will be advertised in the local papers and online.
3. Street Parking Regulations: There is no blanket ban on street parking within WindStone. Temporary street parking is permitted for residents, construction crews, guests, or service people. Restrictions were written into the C&Rs and ARBs to maintain safety and area aesthetics, and they do include banning vehicles parking on roads or lawns for extended periods, creating potential safety hazards or a cluttered appearance. The WRA does have the authority to impose no parking/tow away zones in front of repeat offending residences, but does not wish to exercise that authority at this time. Overnight parking for residents, guests, and construction vehicles should be limited to 1-3 nights, lest it be considered "offensive or noxious" behavior. Please refer to the following specifications in the ARB Standards and C&Rs for further clarification of the parking policies in WindStone:
 - a. **WindStone Architecture Review Design Standards**
 1. General Criteria, pgs. 26-27: required number of off-street parking spaces per residence.
 2. Construction Site Conditions, pgs. 30-31: Construction employee and equipment parking

b. **WindStone Covenants & Restrictions**

1. Part One, Article I, Definitions, (q): Offensive and noxious behavior.
2. Part Two, Article I, Section 5 Parking: required number of off-street parking spaces per residence.
3. Part Two, Article, Section 15, Offensive Activity: Offensive activity within Windstone
4. Part Two, Article I, Section 30, Ingress & Egress Roadways, para 3(c): placement of no parking signs.
5. Part Three, Article II, Section 4, Extent of Members Easements (e): road use, parking, and traffic regulations.

The complete **WindStone Covenants & Restrictions** and **WindStone Architecture Review Design Standards** can be found at the WRA website, www.windstonehoa.org, under the Forms and Documents tab.

4. Grinder pump: The grinder pump at 114 Meadowstone Circle is malfunctioning and leaking gray water into the yard. Director Redfern has spoken with the homeowner, who states that she cannot fix the grinder pump at this time. The WRA has the authority to declare this a safety hazard, repair the pump using Association funds, and place a lien on the house for the expenses incurred; this is not the course of action the WRA Board wishes to undertake at this time. Director Redfern filed a complaint with the Catoosa County Environmental Board (CCEB) on August 9, 2018, and they have confirmed the complaint, but not yet been out to assess the situation. If he does not hear from the CCEB by August 17, 2018, he will contact them again. The WRA will wait until hearing recommendations from the CCEB before taking any other steps in this matter.

Committee Reports

1. Lakes:

- a. Due to changes in TN regulations now requiring extensive education and licensing fees, Don Swafford will no longer be able to treat the lakes for algae. He will, however, continue to provide maintenance for both fountains.
- b. The lights on the Lake Wisley Fountain are programable via remote or wi-fi connection. The spray pattern of the fountain can also be altered by changing the spray nozzle; the additional nozzle is currently being stored in the guardhouse.
- c. The Lake Haven dam must be inspected by the state of TN on a biannual basis. The last inspection occurred in January, 2017; the next inspection is due in January, 2019.
- d. Director Brown has spoken with a representative from the TN Department of Agriculture. Together with the USDA, they can provide training on lake maintenance, and provide a list of licensed aquatic pest control applicators.

2. ARBs:

- a. The ARB Committee met on August 6, 2018. Committee members include Lynda Pace (Chair), Surf Russian, Jim Carpenter, and Danny Proctor. Questions and comments from residents in reference to upcoming projects were reviewed, and the following applications for improvements were approved:
 1. 1563 Oakhurst Drive: New Roof
 2. 9412 Lazy Circles Drive: Repainting
 3. 1859 Holden Farms Place: Replacing wood step
 4. 115 Greenmeadow Lane: New deck, new gutters, and repainting. The homeowner had already completed the deck and was one third complete in the painting process before the ARB was informed. Although not approved as set forth in the design standard guidelines, the work was approved in the best interest of the neighbors, and the homeowner was reminded that he must follow proper avenues for approval in the future.
- b. Issues still continue at 76 Hummingbird Hill. Fines against the homeowner for failure to comply in a timely fashion are accumulating, but have not yet been applied to the homeowner's account. The ARB Committee believes that they are close to resolving this matter with the homeowner.
- c. The ARB has contacted the builder of a new home on Windstone Drive by phone four times. The builder stated that he has been delayed due to weather, but anticipates being able to move forward quickly. The ARB is monitoring his progress daily. The build still remains within the timeline allowed for completion by the ARB.
- d. A new homeowner was approached by another homeowner and told that if they did not get interior work to their home approved by the ARB, they would be fined. This is incorrect information. Director Pace has spoken with the

new homeowners to clarify the regulations and apologized on behalf of the Board for the inappropriate actions of the resident. The ARB does *not* require board permission before commencing work on the interior of a home.

- e. The ARB will meet again within one week.
3. Trash: No report.
4. RV Lot/Maintenance: No report.
5. Roads:
 - a. The bid solicitation process for the Lonesome Dove culvert repair has begun.
 - b. Half of the rumble strips on Wisley Way were removed by an unknown resident. These strips will be replaced. It was suggested that any new strips stretch completely across the road, rather than have two sets of strips with space in between the lanes. The WRA Board believe that installing a stop sign at that location would not be effective in controlling traffic issues in that area.
6. C&R: Twenty-one issues have been addressed since July 18, 2018. Eleven letters have been sent to homeowners; eight issues have been resolved. See also New Business, 3 and 4.
7. Golf Course: The golf course ownership is exploring the issue of placing a stop sign at the bottom of the driveway into the golf course parking lot.
8. Landscaping:
 - a. The contract with Dixie Landscape was dissolved on July 21, 2018. Dilbeck Landscaping took over the contract on July 23, 2018.
 - b. A contract through 2019 has been signed with Dilbeck Landscaping. This contract covers all landscape related activity other than weed control and tree work. There will be a shortfall in the budget for 2018 with current liabilities. Dilbeck is in the process of completing work left undone by Dixie, but has experienced some weather-related delays.
 - c. A dead tree was reported on Briarwood Drive in the Meadowlands. The WRA is responsible for its removal because it is on common property. The job was placed for bid with CutRate Tree Service and Timberline; CutRate Tree returned a bid of cutting and removing the tree for \$250; grinding the stump would be \$100 more. Director Nist motioned that CutRate tree service be hired to remove the dead tree and grind the stump for a rate of \$350.00; Director Freeland seconded. The motion passed and CutRate will be contacted to remove the tree.
 - d. A sprinkler valve on the north side of Windstone Drive between the Guardhouse and Whisper Creek was stuck open for an undetermined period of time. This was reported to and resolved by Dilbeck. This will affect the water bill for July/August.
 - e. See also New Business, 3 and 4.
9. Special Events: See New Business, 2.
10. Security:
 - a. Committee members include Director Bob Christenson, Tim Haralson, David Brunner, Tom Freeland, and John Reeser. No committee meeting was held in July 2018.
 - b. US Security Associates are in the process of merging with Allied Universal. Currently, this will not alter the services provided to the WRA.
 - c. The mother board on the visitors' entry gate went out, and was replaced by the gate company without charge, as the item was still under warranty.
 - d. The committee received a report of one car break-in. The resident reported the incident to the police, and posted the incident on social media in an attempt to see if anyone else had video that might lead to an arrest.
 - e. Several gate issues, including a broken barrier arm at the back gate, were reported to and handled by the Security Committee.
11. Sewer System: No report.
12. Playground Committee:
 - a. Carabiners for the swings were procured.
 - b. Playground mulch was raked multiple times.
 - c. A request was made that mowing and caring for the playground be provided by Dilbeck.

Guest Speaker Peter Stapp did not attend. Director Freeland motioned that the meeting be adjourned. Director Straub seconded, and the motion passed. The meeting was adjourned by President Straub at 8:32 p.m. The next regularly-scheduled meeting is September 10, 2018, at 7 p.m., at the Whisper Creek Clubhouse.

Respectfully submitted,

Deborah S. Gwaltney, Secretary

Rene Straub, President