

WRA Minutes
November 12, 2018

President Rene Straub called the meeting to order at 7:02 p.m. at the Whisper Creek Clubhouse. Directors present: Bob Christenson, Martha Culpepper, Debbie Gwaltney, Mike Nist, Lynda Pace, Steve Patterson, Art Redfern, and Rene Straub. Directors absent: Matt Brown, Lana Freeland (proxy held by Martha Culpepper), Jared Stehney, Jim Wills. Guests: Business Manager LeAnn Granic, Financial Manager Julie Shull, and four neighborhood residents.

The October 8, 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 Bob Christenson and seconded by Director Pace; passage was unanimous.

1. Information regarding fixed and discrete expenses was provided to the BOD. A budgetary work session will be held to discuss this information.
2. E-mail addresses continue to come in. 582 of 661 statements were sent via e-mail, while only 79 statements were mailed. 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. Collection procedures using gate deactivation continue to be successful.
4. Two accounts have liens placed against them, while payments from a previous bankruptcy case are now being received.

Business Manager LeAnn Granic reported on the following:

1. Halloween:
 - a. Four additional guards were hired to work Halloween night: 2 guards worked the front gate, while 2 guards assisted with traffic in The Overlook. These guards were briefed on procedures, provided written instructions, and checked upon several times during the evening.
 - b. 276 Halloween guest tag requests were processed/issued.
 - c. Halloween Decorating Contest winners were personally presented with "Certificates of Recognition" and gift cards on Halloween evening. Photographs of the winners' homes were placed in the newsletter and on the website.
2. Maintenance/Repairs: Broken slats on the walkway bridge in The Cattails were replaced. Light bulbs were replaced in streetlights on several roads, and issues with the Whisper Creek stop sign were addressed.
3. Guardhouse: Ms. Granic reviewed policies and procedures with the guards and their supervisor. Written policies regarding the use of tobacco products, general cleanliness/upkeep of the guardhouse and visitor procedures will be posted in the guardhouse.
4. Windstone Website: Ms. Granic is working with Ed Wood (the original designer and administrator of the Windstone website) to have administration privileges transferred to her. Due to technical issues with the online tool used to host/design the Windstone site, this process is taking longer than anticipated.
5. Windstone Directory:
 - a. An online directory accessible to Windstone residents only is being created.
 - b. Residents will create their own passwords, after which they would be able to access a "Members Only" page on which the directory and other Windstone documents will be placed. The information in the online directory will be the same as the information in the paper directory, and will be updated on a regular basis. The directory will be less expensive due to decreased printing costs, will be more environmentally friendly, and will be easily accessible to residents. A few printed copies of the directory will be maintained in the WRA office to be distributed as needed.
6. Windstone Welcome Packets:
 - a. In an effort to reduce our impact on the environment and save costs, information currently provided in welcome binders will be placed on the WRA website. This change will save the WRA approximately \$500.00 annually.
 - b. New residents will receive a "Welcome Letter", which will include information regarding important "need to know" items such as bar codes, sewer, trash, and ARB processes. The letter will direct new residents to the website, where they can access any needed forms or paperwork, as well as community updates.

- c. The welcome letter will include a form to be signed by the new resident and returned to Ms. Granic indicating that this information has been received.
7. Realtor Handouts: A handout containing general information for realtors regarding Windstone specific "For Sale" signs, general information about the WRA, and Windstone contact information has been created. This handout is available at the guardhouse or upon request from Ms. Granic.
8. RV Lot: Three lots were recently vacated and individuals on the RV lot waitlist were contacted about their availability.
9. Sewers: Literature/pamphlets regarding E/One Sewer Systems has been mailed to Dave Hammel with a request for his feedback and comments about this system.
10. Gates: Film footage of reported back gated incidents were reviewed. In one instance, the back gate bounced off the curb and swung back into the vehicle, causing scratches. The driver has not provided repair estimates, as requested by Ms. Granic. Another resident reported that, on October 28, 2018, the gate swung closed on the passenger door, damaging the side mirror. Ms. Granic was unable to locate the incident on film, and the resident has not returned Ms. Granic's messages regarding this incident.

Unfinished Business

1. Morris vs. Windstone
 - a. Mr. Morris filed Chapter 13 bankruptcy in Hamilton County, TN. The court has determined that Mr. Morris' filing was technically deficient, and he has been advised by the court to retain a bankruptcy attorney. The bankruptcy judge has given Mr. Morris twenty-one days to refile his bankruptcy.
 - b. The bankruptcy filing caused the legal action in Catoosa County to be stayed. WRA attorneys will file a motion with the bankruptcy court, asking the court to release this stay, and allow the Catoosa County proceedings to move forward.
 - c. The bank holding the mortgage on the home has approached the ARB regarding the requirements necessary to bring the home into ARB compliance. The bank has been advised by the WRA attorney that the exterior work necessary was well-defined in the order issued by the judge in February, 2018. However, this order did not address any structural deficiencies which may be found in the home; those issues will have to be addressed with the Catoosa County building inspector. Foreclosure on the property by the bank remains a possibility.
2. Hummingbird Hill
 - a. Director Pace requested clarification by the BOD regarding the main issues with the unapproved exterior changes which have already taken place. ARB infractions include, but are not limited to, the extension of the fence to the front corner of the home, the height of the fence, the driveway, and the addition of asphalt to the end of the driveway.
 - b. The WRA BOD is considering all remedies to this situation. A lien has been placed on the home for fines being assessed as a result of these ongoing issues; these amounts continue to accrue at a rate of \$25/day. The total lien amount will be updated periodically. WRA attorneys have been in contact with the homeowner's attorney and are awaiting a reply.
3. Road Expenditures
 - a. Water continues to flow into the home at 1777 Windstone Drive. This issue has existed since the road was last repaved and the level of the road was brought even to the lip of the driveway, thereby removing any barrier which previously prevented water flowing down the street from running down the resident's driveway.
 - i. API Construction has provided a bid of \$2600.00 to build up the driveway to prevent water from entering the property. They stated that they could place a speed bump at that location on Windstone Drive for \$1800. This speed bump would divert the water from 1777 Windstone, but could cause water to encroach on properties further down the street during heavy rains. Director Patterson has contacted Spears Hopkins, the company which did the last repaving, to discuss a remedy to this situation; however, he has not been able to reach anyone with any knowledge regarding this project.
 - ii. A clogged drain on Hole 15 of the golf course is contributing to the improper drainage of water from the street during heavy rainfall. Director Stehney has contacted the golf course regarding this drain, but has not provided the BOD with the results of that conversation. Director Patterson will speak with Director Stehney and the owners of the golf course in an attempt to correct this problem.
 - iii. The homeowner at 1777 Windstone addressed the BOD concerning this situation. He stated that water is actually entering his property, and that mold is developing in his basement as a result of water infiltration. He requested the aid of the WRA in alleviating the water drainage issue as soon as possible.
 - b. The Lonesome Dove repair is still in the planning stages. The costs of building a bridge over the damaged area rather than replacing the actual culverts has not yet been determined. Work on the road will probably begin in the spring.

4. Sewers:
 - a. Information regarding E/One Sewer Systems has been provided to Dave Hammel of Rainbro Sewers, who developed and owns the Windstone sewer system.
 - b. The owner of E/One Sewer Systems may address the BOD at the December 10, 2018, meeting to provide them with additional information regarding his product.
5. RV Lot:
 - a. Directors Patterson and Wills will work with Ms. Granic to draft a policy regarding the types of items which can be stored at the RV lot. Ms. Granic will provide current and future RV lot tenants a copy of the new policy.
 - b. Fees for the lots will be increasing; the amount of the increase will be determined during the budgetary process.
6. Holiday Lights:
 - a. Elite Property Maintenance will once again install and remove the Windstone holiday lights. This service will cost \$5,277.00, which is unchanged from last year. This expense is already included in the annual Special Events budget.
 - b. Lights will be installed during the week of Thanksgiving, and will be lit starting the day after Thanksgiving. The lights will remain operational until the first week of January, at which time they will be removed.

New Business

1. Estate Sales:
 - a. President Straub and Treasurer Culpepper gave permission to Life Transitions and Estate Sales to conduct an estate sale on Lonesome Dove. Life Transitions had previously been granted permission by the BOD to conduct a “test-case” estate sale, necessitated by the death of a homeowner, within the neighborhood. Specific conditions were attached to the test case, including the provision of guards by Life Transitions to help with increased traffic flow associated with the sale.
 - b. Director Redfern indicated that, as chair of the Covenants and Restrictions Committee, he was unaware that that Life Transitions had received permission to conduct a second sale. After being made aware of the sale, Director Redfern contacted Life Transitions, who stated that they had received permission to hold the sale and would follow all guidelines previously put in place, including the provision of guards to direct traffic. No guards were provided by Life Transitions; one resident stated that their mailbox and mailbox post were damaged during the sale, presumably by someone attending the sale.
 - i. Director Redfern requested clarification of the WRA estate sale policy. He suggested that the current language found in the ARB restrictions be moved to the C&Rs, with specific guidelines put into place regarding the definition of estate sales and the fining process related to garage, yard, and estate sales.
 - ii. Any changes to the ARBs and/or C&Rs must be placed for a vote during the Annual Meeting of the WRA. Verbiage for any changes/procedures will need to be approved by the BOD prior to going before the entire WRA membership on the March ballot.
 - iii. President Straub requested that Director Redfern form a committee to establish estate sale guidelines, and present these guidelines to the BOD for approval and inclusion on the March ballot.
2. Tree Removal: A complaint was received concerning dead trees behind 2019 Holden Farm Place. Per Hamilton County GIS records, these trees are located on WRA common ground, and therefore the responsibility of the WRA. CutRate Tree Service determined that one tree could be felled into the woods, one tree needed to be removed completely, and a third tree should be topped. Director Nist moved that the WRA provide up to \$750 to have these trees topped and/or removed. Director Culpepper seconded the motion. The motion passed.
3. Guardhouse: The exposed waste water pipe at the guardhouse needs to be winterized. The pipe will be wrapped in heat tape, and an insulated box will be placed over the pipe until a more permanent solution can be identified.

Committee Reports

1. ARB: The ARB Committee addressed the following requests during the October meeting.
 - a. Tree trimming, tree removal, and landscaping updates were approved at the following locations:
 - i. 28 Wild Goose Cove
 - ii. 25 North Links Drive
 - iii. 28 North Links Drive
 - iv. 9234 Loch Haven Cove
 - v. 9232 Loch Haven Cove

- vi. 65 Briarwood Drive
 - vii. 9632 Twin Cedars Circle
 - b. Approved additional requests include the following:
 - i. 116 Windsor Lane: exterior painting.
 - ii. 1303 Stonehurst Circle: application for new construction.
 - iii. 26 Herron Lane: installation of metal fence.
 - c. Two item requests were deemed to be general maintenance and therefore required no approval.
 - d. A resident on Blue Jay Parkway requested that he be allowed to clear his undeveloped lot. This request was denied. Per ARB standards, lots are not permitted to be cleared unless house plans have been submitted and approved.
2. Lakes: No report.
 3. Trash Service: No report.
 4. RV Lot/Maintenance: Please see Business Manager's Report, Item 8 and Unfinished Business, Item 5.
 5. Roads: Please see Unfinished Business, Item 3.
 6. C&Rs:
 - a. Three violations were satisfied prior to the onset of fines.
 - b. Forty-nine issues have been addressed since July. Nine issues remain active.
 7. Golf Course: No Report.
 8. Landscaping:
 - a. Dilbeck overseeded and provided fall flowers, as per their contract. They also were asked to remove a large debris pile by the RV lot, as well as a debris pile behind 9235 Shay Cove. This debris pile was left by a resident, but the identity of that resident could not be determined. Per Hamilton County GIS, this land is WRA common ground, and thus the responsibility of the WRA. These items were not included in the Dilbeck contract, and will be billed separately.
 - b. Please see New Business, Item 2, regarding tree removal behind 2019 Holden Farm Place.
 9. Special Events:
 - a. Halloween traffic was adequately controlled using the Halloween Visitors Tag policy. Winners of the Halloween Decorating Contest were given their prizes, and photos of the houses were placed in the newsletter.
 - b. Holiday Lights will be installed and removed by Elite Property Management. The lights will be lit between the day after Thanksgiving and the first week of January, 2019.
 - c. Judging for the Holiday Decorating Contest will take place after 7 p.m. on December 16, 2018. Winners will be provided a Certificate of Recognition and a \$25.00 gift card. Anyone interested in participating in the judging should contact Ms. Granic or Director Gwaltney.
 10. Security Committee:
 - a. The arms on the rear gate have been replaced three times in the past month. Two committee members have been trained to repair these arms when they are damaged.
 - b. U.S. Security Associates is merging with Allied Universal Associates. Guards will be receiving new uniforms once the merger is complete. The current contract will remain in effect. Ongoing concerns surrounding gatehouse cleanliness and open gates have been addressed.
 - c. The caution post at the visitors' gate was damaged by a visiting vehicle. The post was repaired.
 11. Sewers: No report.
 12. Playground: No report.

Director Culpepper motioned that the meeting be adjourned. Director Nist seconded, and the motion passed. The meeting was adjourned by President Straub at 8:54 p.m. The next regularly scheduled meeting is December 10, 2018, at 7 p.m., at the Whisper Creek Clubhouse.

Respectfully submitted,

Deborah S. Gwaltney, Secretary

Rene Straub, President