

Board Responses to Q&A From the June 30, 2020 Annual Meeting

Questions and answers at all board meetings after the annual meeting can be heard on the recorded zoom meetings.

The Clubhouse Staff

Q. Why isn't the U.S. Flag at the clubhouse not properly illuminated at night?

A. The developer illuminated the flag as it is now.

Q. Since staff and hours have been reduced and curtailed, then should HOA assessments be reduced?

A. No. they will not be reduced. We have incurred some additional costs related to the pandemic such as professionally disinfecting the clubhouse and payments for vendors for cancellation of Touch of Vegas party, as well as other non budgeted items such as hog trapping. Any remaining budget at year end will be moved into reserve account for future replacement of community the clubhouse assets.

Q. Did board provide monetary compensation for staff members laid off?

A. Full-time employees when put on furlough continue to receive benefits. All were eligible for additional \$600/week under the CARE Act.

Q. Why doesn't clubhouse give out face masks free?

A. not in the budget.

Q. Why are we not receiving e-blasts directly from Sterling ?

A. Contact CJ Skinner at Sterling to get problem corrected.

Q. When social distancing lets up, can we get more/new activities at clubhouse?

A. The community would welcome any new games that you might want to have. Just let the clubhouse staff know what you would like to introduce to the community. The staff will help to organize it. The party committee is always welcome to new ideas for parties. Contact them and volunteer.

Q. When will there be monthly themed social gatherings? And private events?

A. Covid 19 will dictate when this will happen.

Q. Why can't club hours be the same for all days of the week?

A. We will remain closed on Sundays and the other six days they are the same, except Wednesday when we stay open an extra 2 hours.

Q. Who washes the upper clubhouse windows?

A. We have them professionally done once a year.

Q. When will card games resume and shuffleboard and dominoes

A. As soon as it is safe to do so.

Swimming Pool

Q. When José is gone, who is designated employee or board member appointed to clean pool?

A. There is no designated employee or board member that cleans the pool daily. Greater Houston Pool cleans Monday and Friday. We would hope that pool users would help by emptying skimmers when Jose is gone. The remaining Staff will not be trained- it is not in there job description and no plans to include it.

Q. When will chairs be updated at pool?

A. The swimming pool furniture is anticipated to be re-strapped in 2022, then in replaced in 2024 with a re-strapping allowance every 4 years thereafter, which will be reviewed and updated.

Q: Can the pool be heated again?

A: No. The developer, Lennar, used the large heated pool to attract new home buyers. Lennar controlled the board but when the last homes sold, the board became homeowner controlled. Winter gas heating bills were discovered to be excessive. Early in 2009, one of the 3 pool heaters broke, the other two were in bad shape after only 3 years of use. For 2008, clubhouse gas bills totaled \$45,977. After reviewing many options, the 3 heaters were removed. The spa is heated and will remain so. For more information, please see the April 2009 WL Newsletter.

Q. Could there be a gate code on the gate that is by the parking lot?

A. There are no plans to change the access to the pool.

Q. When will the pool be open to guests and grandchildren?

A. When it is safe

Hog Cage

Q. What is it costing for the hog cage?

A. Initial cost \$1200.00 with a \$30.00 a day monitoring fee and a \$30.00 disposal fee. We were able to get a 67% discount on the monitoring fee. Total cost was slightly over \$1500.00. This cost was much more economical than having to replace flower beds and sod from continuing damage caused by hogs.

Q. Who is paying for cages and removal of hogs? How long will it take?

A. We are the HOA. The cage was removed on June 23.

Lake

Q. is it possible to add more trash cans or dog waste stations around lake?

A. There are no plans for this at this time. Most residents put their dog waste in their home trash.

Streets, Gate and Sidewalks

Q. When will the red transition sidewalks be painted or pressure washed?

A. At the present time there are no plans or budget line items for painting sidewalks or pressure washing them.

Q. When will the street cleaner/sweeper ever return?

A. We do not offer that service.

Board of Directors

Q. Over a year ago we were told that questions and answers would be posted on the website. When will this begin?

A. This board is not aware of what you were told but all of the current questions and answers will be posted on website.

Q. Can we get a list of all board committees on the website?

A. Yes, we will list names on website.

Q. What length of term will the new directors serve and what is the length of term for the remaining 4 appointed directors?

A. New director will serve three years 2020-2023

Jim Cherry and Teresa Johnson April 2021

Janet Tooman and Mary Dale Scoggins April 2022

Q. Why not use virtual or zoom for the annual meeting?

A. We have looked into the possibility. It appears to be very technical , but we will continue to look into it.

Q. Can we have a book in the library of the minutes and newsletters?

A. Yes, we have a book of the newsletters there now and will duplicate the minutes and have them available.

Monetary

Townhouses

Q. When will the Townhouse roofs going to be replaced?

A. We will begin replacing roofs early 2021. The roofing committee consisting of Buck Yates, Stan Everett, Larry Eastman, Charley Finley and Wilson Aldridge will be meeting with the board beginning late July or early August to prepare bidding requirements, determine schedule for roof replacement, and have Sterling begin the bid process. The reserve study shows a schedule for roofing replacement over a 5 year period, we planning to try and complete all roofs over a 3 year period.

Rules and Regulations

Lawn and Tree Care

Q. Not all residents have received mulch and gutter cleaning. What do you plan to do about the situation?

A. All mulch for resident homes has been completed according to Luis. Common area will be completed after gutter cleaning. Gutter cleaning is being done now. Cleaning will be done when leaves begin to fall and 3rd cleaning will be done when most of the leaves have fallen.

Q. Who do we call when we need a tree trimmed?

A. Any tree company. The HOA calls Results Tree Service.

Q. What are you planning to do about the pests that dig up the mulch in my flower bed?

A. This is a homeowners responsibility.

Q. Has the Board looked into the possibility of a small dog park?

A. We here in Windsor Lakes all have backyards where our dogs can run unleashed therefore having a community dog park is unnecessary.

Miscellaneous

Q. Can painting schedules, etc. be posted on website? Iron gate painting? Door refinishing?

A. Yes, they have been posted.

Q. Does the Conroe police drive through our community?

A. Yes twice every 24 hours.

Q. Can someone call about a turn lane on 242 to Windsor Lake Road?

A. You can call your state representative.

Q. Why isn't AT&T an option for internet service?

A. Provider companies lay cable on their own schedules and when new options are available in a specific area, then potential customers will receive that information for services. The WLHOA Board has no contract or contacts with AT&T.

Q. Can we evaluate clubhouse staff and lawn care using a survey?

A. A new WL Clubhouse staff evaluation system has been developed and will be implemented within the next few months (depending on COVID 19 regulations). If any volunteers would like to work on developing a homeowners survey for clubhouse staff or lawn service, I would be happy to work together on this project. Please contact Teresa Johnson at 936-224-5857 to volunteer to work on developing surveys. We will need a minimum of 3 volunteers to get started.