

# Questions and Answers for the December 15, 2020 Board Meeting

## Susie Monroe

**Q. When are you going to reschedule the townhouse insurance meeting? This was scheduled several weeks ago but was canceled and we were advised it was going to be rescheduled?**

A. (Janet) A Zoom meeting will be scheduled with our insurance carrier, Robert Rude, after the first of the year as has been done in prior years to explain and answer questions regarding the townhouse insurance coverage. Later in the year, a townhouse insurance committee will be created to discuss coverages and if any changes should be made to our policies in the future beginning with 2022. The committee's recommendation will then be presented in a Zoom meeting to all townhouse homeowners.

**Q. The door staining includes removing the door from the hinges, sanding, and multiple coats of re-staining. With re-painting and the additional cost of \$100 to the homeowner plus the paint, will that include the same type of preparation for the new paint? What kind of paint do you recommend?**

A. (Jim) Yes, I referred that question to Sturdy Doors and their reply was that they can paint doors with any approved colors by the HOA. It is slightly different from stained doors. They sand the door smooth, prime the door, and sand between coats. Then they spray the paint for a smooth finish while the door is off the hinges and the door is removed.

The recommended paint color is Sherwin Williams. The complete list is on the website at [windsorlakeshoa.org/exterior-painting/](http://windsorlakeshoa.org/exterior-painting/). They are also available at the Clubhouse.

**Q. If we have a DIRECTV satellite dish on our roof and do not want it replaced will the roofers remove it and dispose of it?**

A. (Mike) Please instruct the roofers not to put the satellite dish back on the roof and have them dispose of it. The owner has confirmed that his crew will take care of this.

## Kathy and Alton Peoples

**Q. If we do not sign the waiver, will we be banned from using the facilities at Windsor Lakes? How much will our HOA fees decrease if we are no longer allowed to use the facilities?**

A. (Don) Upon receiving this question, rather than wait for the board meeting to answer, I responded to Kathy's email. The answers I sent to her are almost mirrored by the action the board has taken tonight. With the document barriers lowered for use of Windsor Lodge and only the Covid-19 waiver, many of the reason's residents did not sign have gone away. HOA fees will not decrease due to non-use of the Clubhouse. The fact is that there were some financial savings due to staff lay-offs, yet other unbudgeted items for professional deep cleaning and sanitizing projects have been incurred. Thus, no HOA fee credits for non-use of the Clubhouse. It is an individual choice

## Bill Green

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**Q.** Inspire of the included explanation, we need a better reason why we are paying for Luis' answering service. Why can't he hire his own people?

A. (Teresa) The WLHOA is in the process of establishing successful and consistent business protocols for our law service management. We have established and adopted monitoring criteria to use in our quarterly evaluation of Luis and his crew. Thus, the use of the office staff for monitoring. Luis is committed to our neighborhood and after the board's terrible experience with a former lawn service, we are willing to "inspect what we expect."

The Board hopes that you can understand and appreciate our professional approach. It is part of our approach to use "hard data" and not emotions or hearsay, to make decisions regarding our lawn service (as we do all staff.)

### **James Eldon & Paula Sharp + Theresa Davidson**

**Q.** Could we have one person mow the front & backyards at the same time like was done in the past? This was so much nicer than having to hear lawn mowers almost every day & the whole yard looked good at the same time?

A. (Mike) Backyards are the responsibility of the residents. Please work with your backyard lawn service provider and request that they work their schedule to align with the front yard schedule.

### **Mike Harrison**

**Q.** The yard guys cleaned my gutters yesterday and left the notice of action on the front door. On that notice was instructions to call Luis if we had questions or if we felt that something had been missed. I seem to remember a recent email from the clubhouse instructing residents to direct such requests through the clubhouse. So, who do we contact? Talked to some other residents and they had the same question. I would suggest you consider addressing this in the board meeting.

A. (Mike) Thanks for the question and good suggestion. We have this posted on the website at: [www.windsorlakeshoa.org/lawn-landscaping//](http://www.windsorlakeshoa.org/lawn-landscaping//)

On the website: "A big THANK YOU to one of our generous (anonymous) neighbors who created and donated the door hangers. Great job!

Please note a change to the contact information for questions and concerns: Please contact the front desk at 936-321-1181, or email Louise at [louise@sterlingasi.com](mailto:louise@sterlingasi.com). Your questions and / or concerns will be recorded and addressed with the Windsor Lakes Lawn Service."

### **Rick Mann**

**Q.** Are the lights and construction for the pickle all courts from membership budget or are they from private funds?

A. (Mike) Please see the update on the website: [www.windsorlakeshoa.org/pickleball/](http://www.windsorlakeshoa.org/pickleball/)

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New lights for the Pickleball court have been installed! The Pickleball committee, along with residents, and through fund raising events, raised significant funds for yet another amenity enhancement available to all Windsor Lakes residents. This addition will enable residents and pickleball enthusiasts to enjoy even longer hours of play on the already crowded court. Thanks again to all who contributed to this much enjoyed, appreciated, and valued amenity improvement donated to the community.

**A little history from Kathy Raines:** In 2019, Jim Beebee, Janet Noark, and I met with the BOD in regard to forming an outdoor activities committee to provide more in the community to residents to have. We talked to them about pickleball, outdoor shuffleboard, water volleyball, washers. We had cornhole, bocce, and horseshoes available. The board gave us up to \$1500 to spend on the project. We used approximately \$799 to begin.

Donna Hinman, Janet Noark and I marked off shuffleboard and pickleball courts and painted them. You got the volleyball net going and Jim did washers. We held two family fun events to get folks interested.

To begin with we had 8 to 14 people playing on Tuesday nights on the parking lot. Then came COVID-19. Everyone was ready to get outside. The nights expanded as did the crowds. We consistently had 24 people playing and interest began for a permanent "real" court.

### Handan Sprinkle

**Q.** What are the duties, responsibilities of the board directors; president, vice-president, secretary and treasurer? Is this information documented anywhere?

**A.** The positions of Property Manager and Treasurer are pretty self-explanatory. Janet Tooman, our current treasurer also oversees the association's insurance programs. The specific responsibilities of the President, Vice President and Secretary are little more fluid. Having been through several evolutions of our board, the responsibilities have varied. When elected to the board, the board meets to vote on its officers and at that time distributes responsibility areas based on a board members experience, skills, talents, and interests.

Presently, as President, I will be playing a key role in communications, liaison to our Community Management Firm, coordinating issues and projects among board members.

Teresa Johnson as Vice President has taken on the key role of the in-clubhouse operations and system and working with the staff is a human resources kind of way.

Mike Miller as Secretary works with deed restrictions and works with the Architectural Review process and has taken on the task of re-building the website.

Ultimately, board decisions are made with all board members involved and work together as a team with all hands-on-deck.

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The question asks if this information is documented. Our by-laws do not designate any special duties for individual officers.

The responsibilities areas of each board member at any time are documented with each Board Agenda and are recorded in each Meeting minutes.

**Q.** How many doors were re-finished, stained in this phase of 193 units, 25 of which had painted doors?

**A.** Apologies... This question was missed. TBD....