

**APPROVED
WOODLAND VILLAGE
BOARD OF DIRECTORS MEETING MINUTES
OCTOBER 27, 2010
7:00 PM**

BOARD MEMBERS PRESENT: Fred England, President
Robert Lissner, Treasurer
Dan Jurkovics, Secretary
Jacques Swain, Director
Peter Lissner, Director

OTHERS PRESENT: Susan Toy, Provisional Manager
Susan Keenan & Gavin Silberschlag, Associated Management, Inc.
Jennifer Tennis, Maintenance
Art Pugh, ESI Security Services
Homeowners per Attached Sign in Sheet

CALL MEETING TO ORDER

President Fred England called the Woodland Village Board of Directors meeting to order at 7:00 PM.

F. England said I want to move back to item number 1 because we have a new board member, Mr. Peter Lissner, who is appointed to the Board, by the Developer. He is replacing Mr. Vanderslice who is here and who has been on our Board for quite a while and I wish to thank him for his time and effort. I know he is still working with the Design Committee and we appreciate it, the Board appreciates it, and I appreciate it and I just want to thank you for your time.

ESTABLISHMENT OF QUORUM

A quorum was established with all of the Woodland Village Board of Directors present.

HOMEOWNERS COMMENTS

None

APPROVAL OF PREVIOUS MINUTES

The Board reviewed the Minutes from the August 25, 2010 Board of Directors Meeting.

J. Swain moved to approve the August 25, 2010 Minutes as written.

F. England seconded. Motion carried unanimously.

*Note to Minutes: F. England asked the Board for permission to move "item 5" ESI – Patrol Report forward before "item 4" Financials, having no objections, the Board will move "item 5" forward.

ESI PATROL REPORT

Art Pugh, Client Care Specialist and Jeff Herrera, Director of Patrol and Dispatch Division said we are here for all your problems, just call and we will take care of it. This report is from 7/16/10 to 10/15/10. We had 30 house watches, 858 reported parking violations; 799 campers, trailers, boats, 112 were at residences, 14 ten wheelers, 1 eighteen wheeler, 1 u-haul truck parking violation, 17 fifth wheels parking violations, 10 motor homes, 4 travel trailers connected to homes with electrical cords, 2 unregistered vehicles, 50 garage doors open that we checked and report any traffic so if something happens at these residences we know they left their garage door open. 85 maintenance issues; 73 lights out, 8 fences damaged; 2 broken sprinklers and 1 broken tree. 20 house watches where issues were reported or where something happened, 3 broken windows, garage doors being open or damaged, 3 lights left on and 3 nuisance reports of barking dogs at a residence or in the neighborhood. 34 reports of vandalism, 6 street lights, 10 residential properties, 2 damaged fences, 12 kids vandalizing properties, 3 picnic tables/park benches and one illegal bonfire. 9 suspicious persons reports we respond to and address the situation. One visitor lost in the community that we

guided to the correct location; 5 tagging/vandalism with spray paint reported as maintenance issues; 18 total noise complaints, 3 fireworks, 8 parties we had tell to keep the noise down, 2 juvenile complaints in the park, that included 2 noise complaints from the juveniles and 3 involving vehicles with loud music; 5 persons reported in the park after hours, 8 police/fire/ambulance calls to properties; 10 suspicious activity, meaning probable home break-ins or vandalism involving juveniles and miscellaneous suspicious activity. 3 dogs not leashed and 1 lost dog which we found. 3 reports of gun fire by the sewer plant and 1 by New Forest Drive; we responded but there was no one on the scene. 5 reports of vacant property with activity, 1 for a cracked garage window and 4 with lights left on. So, this is the activity going on in your community and the level of service we provide.

Regarding the gentleman's question earlier, our summer hours are scheduled earlier in the afternoon when kids get out of school and we need to be here. Our winter hours start around Thanksgiving and our officer will be here during evening hours. When it gets colder, and Mr. Herrera who is a former sheriff will tell you, criminals tend not to come out as much. In the summer time, it is a free for all. This is how the Board arranged our hours and it has been working. We do not have the issues other communities have. You guys are doing an awesome job out here and we love being part of your community.

A homeowner said is this an extra expense for us from 3 to 6? F. England said no, we have a specific number of hours set up each month. The homeowner said we have a deficit of \$71,000; where can we cut the budget without referring it back to homeowners? F. England said we tried to cut back; we looked at it every time we do the budget. 90% of the people that show up are in favor of patrol and the Board is in favor of it, so it is something that is going to continue. If you have a problem with them not doing something, please contact the office and let us know and we will get in touch with their manager. The homeowner said his report is not giving definite times. S. Toy said they give us a detailed report showing the times anything happens and if you want to look at those, we have them at the office. The homeowner said I am just looking at the overall picture.

R. Lissner asked what is the procedure for an 18 wheeler sitting in front of a house for two weeks, how many times would it be reported? Art Pugh said our officers report it until it is gone. R. Lissner said so we did not have 825 separate incidents? Art Pugh stated no, they have to calculate it like there are 855 separate incidences. R. Lissner asked is staff reviewing those reports and following up? S. Toy stated yes, we would send a notice. R. Lissner asked without doing an inspection? F. England advised if it is at night, yes they will send a letter. A homeowner asked if it is parked there every night, why doesn't patrol talk to the homeowner instead of waiting to mail them a letter? Art Pugh said we do approach but we are a third party, we report to you and you send the letter but we do let them know they are in violation. S. Toy said the owners have to receive a formal letter from us. F. England said if it is an 18 wheeler, they are not allowed in the Association. So, if it is here at night, we will take care of that.

A homeowner asked if people have relatives or friends with trailers and different things to park, do we tell them you cannot have your family and friends out here because it is against the rules? S. Toy said no, they would get a letter if it is parked on the street longer than 24 hours for loading and unloading. But they have two weeks in order to cure the violation before another inspection. The homeowner said so by the time they get the letter, family and friends have left. So, what happens is you agitated the homeowner. S. Toy stated we have other homeowners that will call and complain because those trailers are on the street. If we receive a call and an owner complains, we have to send a letter.

A homeowner said a lot of trees have been destroyed on the walk ways; have we ever come up with an idea of how to patrol the walk ways? F. England said they do check them and at times get out of their vehicles. But most of the trees were damage when nobody was around. We had about three or four trees vandalized by people and they basically killed the tree. A homeowner stated they destroy the trees by tearing the bark off; there were three or four right here where I live. F. England said if we can catch them, we will try and get

restitution. We have done that with some of the street lights that have been broken. We caught them, they were arrested and the parents were making restitution but some stuff happens when there is nobody around.

P. Lissner said your report was impressive; how many calls did you say overall, 800 or something? Art said yes 800 total for the parking violations. P. Lissner asked is this the same report you use at other subdivisions? Art replied yes. P. Lissner said looking at all the calls it almost makes it sound like there is a lot of trouble going on here. Is it possible for you to bring a report just like this from another subdivision so we can figure out what we are doing? Art stated I can bring out a report and let you know what is going on but actually compared to other subdivisions you are not that bad. You will see during the winter it slows down and summertime is more active. Your major violation is parking. There are not many home break-ins, burglaries, domestics or assaults out here. What we have had a little juvenile tagging; there were 5 of them; vandalism and spray paint. There was only 1 broken tree in that time frame and no vehicle break-ins. So, the crime is not here. Like a homeowner said, we are getting people coming to visiting family with campers and trailers. P. Lissner said so in your professional opinion, this is a pretty safe neighborhood? Art said this is a great neighborhood; our guys love it. This is a quality neighborhoods and I love working for you as most people out here care. You do not have that aspect in this report; it just tells what activities are going on.

When a crime actually happens, I go to my director, who has 10 years experience on the police force, and ask how we can improve our guards; what can we do to change our methods to deter these things. P. Lissner asked so what should the homeowners do in this case, where there are people walking down the paths destroying stuff? Art said they need to call so we can set up a report and get out here, do not engage; do not interact. The faster they call, the faster we get there. You have somebody on your property at all time. He is on regular with our dispatch and the minute you call he is told you need to get to this section of the property and he knows your property. P. Lissner said is there a way to set up a neighborhood watch that would work in conjunction with you guys? S. Toy advised we have tried that a couple of years ago but could not get any participation. Jeff Herrera said I was formally with the sheriff's office and neighborhood watches are very good. You get good involvement in the beginning then it becomes tedious for people because everybody is busy with their own things. But the community that comes together will be the safest.

ESI has a program called the ESI Safe Living Program; it is not a neighborhood watch program; it is a community safety program. You are entitled to these classes because you are a client with ESI and there is no charge. All we ask is that you publicize it yourself so the residents know we are going to be here and hopefully we can get the best interaction we can. I teach these classes through different community homeowner associations and apartment complexes and they are tailored to each specific area. One of the biggest things we see are residents not getting involved. A lot of people do not want to actively go out and say, "Hey you, I saw this," but they are willing to call the dispatch center and say look, "I do not want to be named in this but I want you to know this happened." The class I taught last week was on safe living, as far as taking the opportunity out of the opportunity crime. 70% of all crimes in America are opportunity crimes. Simply locking your car doors can stop a crime. There is a method of car burglaries called a puller. A vehicle will drive down the road and there is a guy on the street, and their job is to walk by the cars on the street and pull car doors. When they find one open, they rummage through. Most people do not keep much in their car but some people keep their GPS on the dashboard, their purse behind the seat and XM Radio in their car. Most people have about \$1.50 to \$3.00 in change in their ash tray or their center console. You may think there is not a lot to steal in my car but if I can go by 150 cars very quickly, it makes it valuable. I fully support neighborhood watch programs, it is a very good program but it does take some organization and some input on your part. If you can make the time available for the Safe Living class, we would like to come out and get involved. That is something you are already entitled to because you are ESI clients.

A homeowner asked ESI did you recently have two vehicles repossessed? Jeff said we had an issue with our bank. We have a fleet of twenty vehicles and every month we write one check to our bank. We had payoffs for 6 vehicles and we the exact same amount for 3 other vehicles and 2 of the vehicles had about \$4,000 less owed on them. They came and took our vehicles so we called the bank and said hey, what is happening.

They went through their process and said yeah, you guys paid all your bills, you are on time and this is an accounting error on our part. So they went and paid for our vehicles and returned them and apologized. We understand people make mistakes because we are business people too. But because of our fleet of vehicles we did not have to interrupt service because of there mistake. But absolutely, that did happen.

R. Lissner asked neighborhood watch has been around a long time, isn't there an application for that now? Seriously, people have these smart cells phone and if you had an application you could just pull up; there is something going on. Jeff stated I bet you there is but we could do the same thing if people carried a pen and a little note pad. It is not people going out and fighting crime themselves and running the streets with bats and chains; it is everybody getting involved, everybody making that call. People say hey this just does not look right, maybe it is not wrong but it does not hurt anything for us to come out and check it out and say ok that is not right or hey that is ok. But at least it is everybody looking around. A homeowner said then the homeowners bill goes up.

A homeowner a truck was repossessed down the street last week. What do you do? I mean this guy came out, the homeowner was there and he kind of gave the guy a little bit of static and he just hooked onto it and was told to get his personal stuff out of the truck. Jeff said it was at least courteous of the driver to let him get his stuff out, most of them do not. Most come in the middle of the night, hook it up and leave. Without knowing that particular case, I just could not comment on it. There is an industry out there that does that and unfortunately in the economic times right now, you will see that happen. F. England said thank you for your time, we appreciate you coming out.

*Note to Minutes: F. England asked the Board for permission to move back to "item 1" Call to Order, Welcome and Introductions, Determination of Quorum having no objections, the Board will move back to "item 1".

*Note to Minutes: F. England asked the Board for permission to move "item 6" AMI – Landscape Report forward before "item 4" Financials, having no objections, the Board will move "item 6" forward.

AMI LANDSCAPE REPORT

Gavin Silberschlag said the irrigation system has been shut down and winterize. We removed all backflow devices and stored them. The exposed pipes were wrapped with insulation to prevent any possible freezing. The final application of fertilizer has been put down using Best Product, 6-24-24 winter fertilizer. It feeds the roots during the winter and in the spring you hit it with a good high nitrogen fertilizer and it really brings the green out. The trees and shrubs are dropping leaves like crazy so the main thing is to make sure the storm and drain inlets are kept clear so we do not have any flooding. For the open DG areas, I talked to Ewing about granular pre-emergent, Oxidiozon or the Wrong Star Oxidiozon. The Wrong Star is actually a little more expensive. The Oxidiozon 2G is the generic brand and it is quite a bit cheaper. I know you use Pendulum and have for a lot of years and I am going to call him and see if it is a good time to put down the liquid pre-emergent, I will do that tomorrow. It is going to take a couple of applications a year and over the course of 2 to 3 years, it will make the ground less bearable for weed growth. I think everything is looking good but I had the crews out spot spraying today as there are some weeds along the parkway and along Aquamarine that I saw coming up in the rock areas.

Snow removal, if you run into any problems with snow removal and need assistance, we have a truck now to plow with an eight foot plow. If we get a heavy snow and you need assistance, we would be more than happy to help you out with it. Just let us know. I will call EWING tomorrow as I know you guys just bought it and see if we can use the pendulum. If it will be just as affective as the other stuff, then now is a good time to do it. F. England said OK could you let Susan know, no matter which way it is. Then she will get in touch with me and we will figure out what we can do.

R. Lissner asked are we assured we are going to get the pre-emergent down? It says here it is a good time to do it, is it for sure going to get done in the next couple of weeks? F. England said yes. J. Tennis said I have already been applying the pre-emergent. I have all the slopes cut, all the drains are cleaned, and pre-emergent/pendulum is being put down. R. Lissner said so we will get it done. J. Tennis said I am already on it. R. Lissner asked you will get it all accomplished? J. Tennis said yes, I am on it. R. Lissner said ok, excellent some years we forget.

Also, the other question Gavin is on the shoveling snow, ice melt applied, is \$32.50 an hour for one person? AMI stated yes. R. Lissner said ok are these the same people you charged us \$18.00 an hour for during the summer, why is it so much more expensive? Gavin said those are our prices for snow removal and I think it is more than that. R. Lissner stated maybe \$22.00 but no more than that. J. Swain said we have our own staff. F. England said yes, we have staff for it and if we need it we got a bid and we can get some more. I think we have a plow for one of the mules which we do the walkways with and that is really all we have to do. R. Lissner said the other question on this is the spread ice melt, sand parking lots, \$150.00 an hour, what kind of vehicle is that? Gavin said it is a Ford F250 with a Myer plow and a sand spreader. R. Lissner said OK, I understand this is a bid. If we need snow removal, do we have other bids; I do not like these prices. F. England said in the ten years we have been out here, we have never had to call somebody out. R. Lissner said fair enough, ok. S. Toy said we did not ask for this bid. J. Swain said this is just an extra. F. England said this is just something that is there if we need it if all of our maintenance staff breaks their legs and we have ten feet of snow and we need somebody to do something.

FINANCIAL REPORT

Review and Accept Current Financials. F. England said there are 3 months of financials in the Board packets. There is a problem on the bank reconciliations with the TOPS system right now and we are waiting for them to get it cleaned up. It should be fixed shortly and they will be done. As of September on the year to date, we are on budget by \$2,000. Some of the specific things that are over, insurance is high but I think we can move some things around there. We did not spend as much on stain as we thought we were going to. S. Toy said I think bookkeeping coded some of the amounts to the wrong account on the stain. F. England asked are there any questions on the financials?

R. Lissner said on page two of the statement of operations for September 30th the net year to date income of \$2,000 we are ahead of the budget substantially. F. England said what the variance is; we had budgeted as of the end of September a loss of \$41,000. We actually have a loss of \$39,000. R. Lissner said I would like to ask about three items where there is a substantial variance and that is starting with interest income. F. England said this is part of the problem with the bank reconciliation as it has not been posted in a few months. It will be caught up but it is normally posted during the bank reconciliation and we have not had a chance to do that. I need to be here during the day so I can talk to TOPS and I have not. I am hoping to do it next week. Any other questions? R. Lissner said no they are all related to the same issue. F. England said ok. If not I will entertain a motion to accept the financial reports. R. Lissner said it is kind of hard to do that motion. F. England said ok.

F. England moved to not accept financials until next Board meeting and review the 6 months and have everything up to date then.

J. Swain seconded. Motion carried unanimously

Note to the minutes: F. England said as soon as I get the bank reconciliations done, I will get copies of everything out to the Board.

OLD BUSINESS

Review and Discussion with the Developer regarding the status of Old Phase 6 & 7. F. England said R. Lissner already spoke about old Phase 6 & 7 during the Annual Meeting, is there anything else you want to add? R. Lissner said no.

NEW BUSINESS

Note to the minutes: F. England said there is one item we need to add for the new business that was missed and that is the Community Manager Contract that we need to approve. S. Toy said I don't know if you can do that because I do not have my license yet. F. England said we are going to approve it on a contingency.

ACCEPTANCE OF RESIGNATION

F. England moved to accept the resignation of Bill Vanderslice as Vice President. Although the position was appointed by Lifestyle Homes as far as the Vice Presidency, I do accept and we will move on from there. Again I appreciate your time, Bill. R. Lissner said I would like to second that. You have been very helpful and I am so glad you are staying on the Design Committee.

F. England moved to accept Bill Vanderslice's resignation.

R. Lissner seconded. Motion carried unanimously.

Discussion regarding accepting Credit Card Payments for Assessments. F. England said this is something we are going to do next year and there are six different systems we have information on. J. Swain asked are these going to be card present; are they going to walk in with the card? F. England stated yes. J. Swain said okay, so they are not going to call over the phone and say just put it on my credit card? F. England no. S. Toy said if you do the call in, it costs more. R. Lissner asked can we have a definition of what non-qualified means? J. Swain said qualified means, there is card in hand where you actually physically have the card and scan it. The mid-qualified I believe is you call it in, basically not card present but you have an address. Non-qualified is just the worst thing you can take. That is gas station credit card, where you go in and all you have is a zip code and a credit card. It is very high risk. R. Lissner asked what if it comes written on the coupon? J. Swain said it is non-qualified and it is still high risk. There is no guarantee I wrote down my credit card number. I could have written down your zip code and credit card number. So, we want to do qualified card present. R. Lissner said I disagree. You mean people have to drive here to pay? J. Swain said it is harder to dispute a qualified charge. Otherwise, they could do the whole year and then they call and dispute it and it is up to us to prove they came in and they did this because they did not sign anything. R. Lissner said I do not think we should be telling people they have to drive here. There is no other business in the world that does that. A homeowner said if they do not want to drive here, they can mail in there payment but if they want to use their credit card, they can come in and use their credit card. R. Lissner said I think we just have to accept the exposure; that is my opinion. S. Toy said the Association is going to be paying to do this. So you are talking about the budget increasing, it is going to increase our expenses to take credit card payments. J. Swain said true but it might cut down on some of our bad debt.

J. Swain said we cannot charge more for a credit card purchase by law. D. Jurkovic said I think we should try to recoup the fees because it increases our cost. Maybe charge a convenience fee for credit card payments. I think we should look into that because those couple percent add up. J. Swain said from what I have read, you can charge a convenience fee but you cannot charge more to use the credit card. You cannot say your assessments are \$35 a month because you are paying with a credit card because that is illegal. D. Jurkovic said so it will be \$34 plus a convenience fee. S. Toy said I think the bookkeeper said they did that with their company. They charge a fee for each person that paid with a credit card. J. Swain stated or you charge \$35 to everybody and say if you pay cash you get a discount of a dollar. You can do a discount, but you cannot charge more. R. Lissner said I think we have to take credit cards however they come in and not charge a convenience fee and just be like any other business. S. Toy asked what about the homeowners that pay their bills and they do not do it with a credit card? They are going to be picking up the fee of the people that do pay with credit cards. Is that fair to other homeowners? F. England said I think what we hoping for is the amount of bad debt that we have because people are not paying goes down. I do not know how much it will be used but I think it is something we do need to offer. D. Jurkovic said it would be nice to know, if we offer it, if there is any reduction in the debit because it would be nice if the bad debit was lower. We are going to squeeze the 3% out of the people that were going to pay anyway. R. Lissner said lets try this and see what happens. Let's make it as easy as possible for people and if it is really grinding us down, we will have to deal with it. J. Swain said you have to store it, so once it is charged you can see the signature. This

means you also have to secure it and that means you have got to be PCI compliant, which means you are going to be spending a fortune to have somebody write their credit card number down. D. Jurkovic said the monthly fees were not a big deal. J. Swain well if we are going to be dumping \$13 a month and nobody uses it, that is a different thing but I like the ones that do not have the contract. I like Intuit, basically. D. Jurkovic asked so there is no time limit on it? R. Lissner said we can stop using it at anytime. J. Swain said we get it free for 2 months as far as the fee goes. J. Swain asked which cards are we going to accept? F. England said Intuit takes Visa, Discover and Master Card and American Express is extra and I like Intuit. I do not know if you heard but there are some compliance issues we may run into if we take it by mail. Because we have to maintain it secure; that is my only concern. I do not have a problem with doing it by phone but if we have it mailed in to us, it could be costing us quite a bit for compliance. R. Lissner said we might get going on it and if we have terrible troubles we will stop. J. Swain said if we do take it by mail, we have to basically make a copy of it with the first twelve digits ripped out. You can just have the last four digits, then you are secured, you would not have to store the numbers

R. Lissner moved to use Intuit Payment Solutions for credit card processing with no convenience fee and we will accept credit cards however they get here.

P. Lissner seconded. Motion carried unanimously

Note to minutes – F. England stated we will get it set up to start in mid December for January assessments. R. Lissner asked when do the coupons go out? S. Toy advised they will go out at the end of November. R. Lissner stated there will be something in there about this? F. England stated yes there will be something in there about this.

A homeowner said if the card is not validated through the machine and they dispute it, 9 chances out of 10 they win the case. I use to be a credit manager for JC Penny's and I use to do research on bank cards and I would give them enough evidence but the customer insists and I do not have every little bit of detail, they won the case and we lost the money. R. Lissner said if that happens to us, then we say oh you did not pay your assessments, you get a \$25 late charge. F. England said here if it is not paid, it is going to go back and they do get assessed a \$25 late fee. It is just like a bounced check. If you pay your assessments with a check that you know is going to bounce, I charge you a \$10 fee for the bounced check and a \$25 fee for late assessments. If they dispute the credit card and I have to give it back to them, then they have not paid their assessment which means they are late and there is a \$25 late fee.

Discussion regarding Association paying for Sani-Huts for the County Parks in Woodland Village. F. England said I thought we had already made a decision on that. S. Toy said we did not have a price and it has to be voted on by the Board. F. England said I thought we already did that. S. Toy said no, because I just got this information. I talked to them because one of the girls had called and it was a different amount than what they told me. One standard Sani-Hut is \$122.72 every twenty eight days and includes service, with a \$15 delivery fee. J. Swain asked how often is service, once a month? S. Toy said I think so. P. Lissner stated it is every two weeks. S. Toy said she just said every 28 days and it includes service. R. Lissner said he thought they come out weekly. P. Lissner advised it is whatever you ask for. S. Toy asked are we going to do this in the winter time? I do not think it is needed this time of year. R. Lissner said say just when the middle school is out. S. Toy said ok, just in the summer time when there are people out here. F. England said let's postpone this until the January meeting.

Discussion regarding accepting Consulting Agreement with AMI starting after Manager is Licensed. F. England asked do we have the contract; has it come in yet? S. Toy said I do not have it. F. England said ok. S. Keenan said the Board was going to send me what they wanted covered. F. England said I thought I did that. S. Keenan said no. F. England said I know I sent something. S. Toy said I did not get anything from you. F. England said ok, maybe it bounced. I will get that out, I am sorry. S. Keenan said I will prepare it as soon as I get it. F. England said ok.

Sealed Bids for New Office Copier will be opened by the Executive Board per NRS 116.31086 – the Board will meet within 5 days to award the bid if needed. Four Sealed Bids were given to F. England, President to open. R. Lissner asked can you summarize what we asked for? F. England said what I am going to do is just open them up. We will make copies of them and get it out to the Board and then we will look at it. S. Toy said we asked to have a bid for a copier that would collate, staple, three trays required, 1 letterhead, 1 legal, 1 plain, scanning capabilities because we do not have that now; print on network with four workstations, duplex copying, black ink only, installation, setup on network and maintenance service plan. R. Lissner asked how many copies per minute? S. Toy said she does not have that on the RFP (request for proposal). R. Lissner said if she did not specify the pages per minute, we may have apples and oranges to compare. F. England advised we will have to look at it and see but we can ask for those. J. Swain asked we are not talking about this right now? F. England said there is no real way that they can because none of us have had a chance to look at the stuff. S. Toy stated you cannot look at it because they have to be sealed bids.

P. Lissner said in our office, we have found the maintenance is where they get you. So, I think we need to pay attention to the maintenance. It is huge and it makes all the difference. They give you your copier for free and then charge you an arm and a leg for the maintenance. F. England said the agenda allows us to meet five days to award the bid. My suggestion is that I will leave the bids with Susan; she will make copies and get them to everybody tomorrow. R. Lissner asked what if she went through and summarized it. Maybe make a spreadsheet. F. England stated I don't have a problem with that or do you want to do that? S. Toy said I will ask the bookkeeper to do it. F. England said we will do that and we will meet back here Monday. I will be here Monday at 6:30 and if Bob or Peter do not want to be here, we can do it via a conference call.

R. Lissner asked will you let us know right away if we got bids that can even be compared because if it is all on the map speeds, it is going to be tuff. F. England said I think most of them are fairly comparable, so we will take a look at them. In just glancing through, it looks like they are very comparable. I will have it done tomorrow and we will get it out to everybody. J. Swain said another issue that comes up is the toner. F. England said that is what P. Lissner was talking about. When you get a maintenance agreement, it is a flat fee for so many copies each month and they give you everything but the paper. So that is what we have with this one, we bought it outright and then we had a maintenance agreement. F. England said so Monday at 6:30; I will be here and if you will let me know if you are going attend or call in.

Review and Acceptance of the Employment Agreement for Community Manager. F. England said the next item on number 8, was not on the agenda is review and acceptance. I think everybody has a copy, of the employment agreement we put together for our Manager. S. Keenan said it is not agendized. F. England asked so we cannot add it on? S. Keenan said the homeowners have to be notified of what you are voting on and it is not on the agenda. F. England said ok. We will set up a special Board in 2 weeks to approve and we will get that out.

COMMUNITY REPORTS

Design Committee. B. Vanderslice said since I am going to go through the files because several owners do not have any kind of request for landscaping and stuff like that. We have too many people out here who have never put in for anything that is in their yards. F. England said I did not have to. S. Toy said you did not have to on the first four phases. B. Vanderslice asked what is the date? F. England said I do not remember when we started, if you were doing your landscaping and you looked at the guidelines and were within the guidelines you did not have to do a landscape design. If you put in a retaining wall or a fence or something like you did. S. Toy said I do not think they took pictures or anything, because I cannot find anything in some of the files. F. England said they were looked at. You are going to have to look, I know if it is the first 4 or 5 phases but I do not remember we changed that. J. Swain stated personally this might be a little more busy work than anything. You might find it but that is not helping you any because all you are going to do is upset people that are in compliance. B. Vanderslice said there is a point to consider if they are in phase such and such, they did not have to follow any guidelines. They could put anything that they wanted in. F. England said no, I had to follow the guidelines, the same as you. But if I stayed within the

guidelines, followed the book; I did not have to submit a Design Committee plan. We went back through and those people that did not follow the guidelines; like a homeowner that had too much grass, he did not put it in to the Design Committee; we went back and said you have to remove grass. So we did go back on people who did not stay within the guidelines and did not submit and had them change or submit and get it approved. There were some things you had to put in for, a fence, retaining wall but if it was just landscaping your front yard, you did not have to submit one. B. Vanderslice asked what about other objects outside in the front yard? F. England said if it was landscaping, if you were putting a wishing well in, but if it was just the standard grass, rock, evergreens you did not have to submit. S. Toy said I think Bill is right; there are homes in the older sections that do not even have evergreens in their yard. I asked about it and I was told they did not have to submit a plan in some of the earlier phases. J. Swain said compliance was doing that though. In the earlier phases, compliance would go out and if you did not submit the plan, they would say, ok because you had to be up to snuff allegedly for the rebate. F. England said that was when it was looked at. I do not know which phase it is through but if he wants to go through and look from the end back, I do not see a problem with that, but we need to find out which ones did not have to. B. Vanderslice said then you need a date somewhere, an anniversary date and we will go from there. F. England said it was by phase, if you were in this phase you did not have to, then it changed over but we have to find out. I do not know where the cut off is but it was changed.

S. Keenan said by him saying he is going through all the files, the architectural files where everybody's information is kept that is confidential. F. England said ok. S. Keenan said if you wish for him to do it, you could appoint him and ask him to keep it confidential. He could go through everybody's file and that is not right. I think you should come up with a different plan on how you are going to do it. Either drive the neighborhood and write down what you see, bring it to the compliance officer, she goes through the files. I have no problem with you Bill, it is just that all the homeowners out here, what is in this files is locked up because it is their personal information and it shouldn't be open to anybody other than the Board.

D. Jurkovic asked what if she just makes a copy of everybody's landscaping approval for Bill, so Bill has a book? S. Keenan said the compliance officers can take care of that, if it absolutely what the board wants to have done, but an individual homeowner coming in and looking at all of these neighbors confidential information is not kosher. S. Toy advised you would not be able to make a book because some of the older homes do not have anything in there about landscaping. S. Keenan said I think you have to look at the source. If there is a problem, then you research it. J. Swain said I agree with Susan Keenan. B. Vanderslice stated it creates a problem when somebody comes in with a landscape and then they say you turned it down, well so and so has it. Well, you came in a different phase. You are locking horns right there. S. Keenan said I think if you have plans submitted and you need the background information, one of the compliance officers can go to the file and get that particular information out for you. I know it seems like a drag, but you know you are responsible for people's confidential information. J. Swain said from what I am seeing it is just like we are preemptively trying to drum up compliance issues, is the way I would look at it as a homeowner. S. Keenan said if you visual see it. J. Swain said if you see it then that is one thing. Because you know what you're supposed to be looking at. I just personally think the last thing he would want to do as a Board member, is start sending out 40, 60, 100 letters to people just saying, I just noticed your out of compliance and it is also the middle of winter. They cannot do anything about it anyway. So we would have to then extend them all until April. B. Vanderslice said you are doing it anyway because Sarah is going around and she see's something and she says they are not in compliance.

F. England said right now I would rather it not get done but let's talk about it. Let's look and see if we can appoint or figure out a way to do it. If you want to drive around, but I think that Sarah and Dee are fairly good on it. B. Vanderslice stated it is just there is so much of it all of a sudden. F. England said that is good because they are starting to look then. That is fine.

MAINTENANCE

Maintenance Report. J. Tennis said we have completed 140 work orders, vandalism has gone down and graffiti is up. We had 15 graffiti removals and 34 vandalism reports sent to Washoe County Sheriff's Office, mainly lights and the graffiti. We have finished the staining; we have been touching up split rail here and there. We added a paint base to our stain for the rails that are not absorbing the stain anymore. It is going on good, it looks good, and I matched the color perfect. So a few areas we are still cleaning up. G&G has all the trees put in; replacement trees are done and our water is off. So, it will be up to maintenance to continue the watering of the new common area trees that were put in. So we have been hammering them every day with 5 gallons of water for the next two weeks and then we will continue to water them throughout the winter, just to be on the safe side. There are a lot of homeowners off Cedar View and Georgetown that their trees are in needing water throughout the winter. It seems like these two streets are where we are losing the most trees. To me and everybody I have talked to, it is due to homeowners forget that their trees need water in the winter. We do not get enough precipitation out here and when we get new trees put in because we had a hand full put in on Georgetown last year and nobody watered through the winter and we lost a quite a few. We put it in the newsletter and I have been letting homeowners know to be sure to give your tree a drink during the winter. We lost 3 trees in the wind storm on Saturday; 2 on Goose Lake and 1 on Briar snapped right at the bottom. F. England asked were they new ones? J. Tennis said no, but they are only 4 years old.

Also, we were talking about the pendulum and the pre-emergent. We have already started putting the pre-emergent down and AMI goes through Ewing which is golf course type stuff. I have been going through Crop Productions and the granular we bought last year, I did not see any difference from the years prior. Just to let you know on the walk paths, because that was pretty expensive and we bought a pallet of it; we did just the same amount of picking and weeding as we did prior. Crop Productions told me about this stuff, it is really good for fire breaks and for open lots and it is called Sahara, it is a liquid fertilizer. For us the Pendulum will work best because we are up against people's fences where there are trees and ornamentals and the Pendulum is going to work the best. As the years go by and we keep adding Pendulum, it is not going to stunt the growth or work itself against it. It is the applicator there is no bad Pendulum out there it is the application and if you know how to put it down. F. England said ok. J. Tennis said just to let you know with the granular, I didn't really see a difference. F. England said ok, I would like to see the pre-emergent completed by the end of next week. J. Tennis said well, weather permitting. F. England said ok but I will call and ask next Friday. J. Tennis said but you got to let me know; weather permitting I cannot spray that stuff in the wind.

J. Swain asked is the Sahara a sterilizing agent? J. Tennis said it is something we would not be able to use, but it would probably be in the best interest for Lifestyle Homes for the open lots. The reason is because we have to be careful about the trees and shrubs and everything else that is on the other side of the fence. From what Nate was telling me, in my situation the Pendulum is going to work the best. We can continue to use it throughout the years, it is not going to break down to where are weeds are going to be immune to it. J. Swain said I was just wondering about Crystal Canyon there is that huge DG or dirt area with a few scattered trees; because it is either completely clean or a weed fest. P. Lissner asked is that by the rock? J. Swain said yes. P. Lissner said that is a good point. J. Swain said sterilizing that ground might not be a bad idea. J. Tennis said that would be the one chunk we would be able to do. P. Lissner said I think we had some sterilization stuff in storage. I do not know if we have the Sahara or not I will have to check. J. Tennis said I have the book and I will get you a little more information on it. J. Tennis said it is a battle, it is always going to be a battle and we have a lot of homeowners that do not clean their back yards. It is not just from this guy and this guy and the desert. We are a big concentrated whole right here and we just keep feeding each other weeds.

R. Lissner said you said 34 and 15 were the number of vandalism and tagging or vice versa; in what time period? J. Tennis said this was since our last meeting; 3 months. It has gone down, it really has. I mean here and there, mostly it has been graffiti this summer. They did the trees last quarter now it is graffiti and then it will probably be lights.

COMMUNITY MANAGER REPORT

S. Toy said we currently have 114 accounts still in collections. 13 are being monitored for foreclosure by the first mortgages; 24 are in bankruptcy, 19 homes are now bank owned, and we own 5 homes in the Village now and we are renting 3 back to previous owners; the other 2 are vacant. In regards to compliance violations, we are currently fining 59 homes for various violations, from weeds to maintenance, fence staining and broken fence boards.

The coupons will be mailed out at the end of November, as required by law. The Good Neighbor Committee is still looking for a chairman, if anyone knows anybody that might be interested. We are going to pass out candy for Halloween, with Patrol and then the Holiday Light Contest will be the week of December 13th. R. Lissner asked of the 5 houses do we have somebody we had to evict and is that person out? S. Toy said not yet. I am waiting for answers from everybody and I think the last thing was to discuss it at the Executive Board. F. England said ok, we will talk about that after this. We are going to have about a 5 minute meeting.

CHAIR AND/OR BOARD COMMENTS

J. Swain said I would like to thank S. Toy for putting in the extra bit of the violations in her report.

R. Lissner said we have two letters floating around; one for our first notice and one for our hearing notice and I would like to see those put in place soon. F. England said yes. R. Lissner said like tomorrow would be a good day and I am actually proposing that. I do not think we need Board action on it but I think the Board needs to decide. F. England said I think they need to be done as soon as possible, I do not know if tomorrow is going to be as possible, but they will get done. It is not real easy to put them into TOPS because you have to put placeholders to pull information out of. S. Keenan said you have to have your merge codes set up. S. Toy said and all the CC&R codes you have to go in individually. R. Lissner said that is the way it was before, isn't it? S. Toy said it takes awhile to go through all those and take out the old letters and put new letters because you have to put it in each CC&R code individually. R. Lissner said you have a number of standard letters. S. Toy said correct but you do not understand me. Under the CC&R codes, we have a code for every violation. It has nothing to do with the letter. You have to take out the old and put in the new and you have to do that manually. There is no way to automatically take out all the old ones and put in the new. F. England said I will take a look at it and it will get done as soon as we can. R. Lissner asked could we have some sort of target date because I am not comfortable with soon, sorry. F. England said when I can get a day off from work and can come in and get it done; yes, I will give you a date. R. Lissner said I am sorry Fred, you know that this has been going on for three months now. F. England said yes. R. Lissner said I would like for us to stop sending letters out until we can do that. In fact I would be happy to come in and do it. Does that solve the problem? F. England said I do not know. I have got to look at it because I do not know what S. Toy is talking about. S. Toy said putting the letter in is simple. F. England said we are talking about two different things. S. Toy said that is what I am saying. F. England said I want to look at it so I can tell you what I think needs to get done. So, we will look at it tonight and try to get it down as soon as possible.

F. England said anything else? R. Lissner said yes, we had two different letters, are we okay on both of them? Did we hear back from the attorney? No, but the first one is her letter so we can definitely start with that. F. England said yes. And the second one I did not think it was that bad, and it is a violation and it does need to have some teeth. R. Lissner said I did not take the teeth out; I just took the annoying wording out. F. England said the first part I do not have a problem with but the rest of the Board needs to look at it to. I think it is just you and I have seen it. R. Lissner said and my attorney; who said it was fine. F. England said yes, so. R. Lissner said and he wrote the CC&R's. F. England said yes well that is where your problem is. F. England said ok, anything else? R. Lissner asked so then we are ok on the first letter and soon on the next letter? F. England said yes. R. Lissner said you have to hear back from the association attorney? F. England said yes and I am not really sure we need to hear back from her. R. Lissner asked when do we have the next batch of hearing notices going out? S. Toy said you have to give them 10 days notice for the hearing. So, I

do not know the date I would have to look at the calendar probably this Friday, maybe. R. Lissner said of this week? S. Toy said yes. R. Lissner said on Friday I thought we were closed. F. England said no. R. Lissner said then I will be out here Friday to help all day on the first letter.

R. Lissner said in the last minutes there was some conversation about three months ago or whenever we had our last meeting, about putting in some permanent trash cans for doggy waste. We were going to look into that and I am wondering if we have. S. Toy said I do not think she got back to me, I will have to check. I do not remember getting it back. R. Lissner said August 25, two months ago. So who is the she that did not get back to you? S. Toy said I asked one of the girls to do it, so she will have to check. R. Lissner said this is awkward when we tell somebody in the audience we are going to look into something and yes, we can do or look at it and see what the cost is. It is a good suggestion, we will take a look at it and see what we can do but it has fallen through the cracks. F. England stated it has fallen through the cracks and that is why you get to bring it up now and it will get done. Things fall through the cracks, yes, it should have gotten looked at and we are going to have to have another board meeting in a couple of week so we can add that to that agenda.

P. Lissner said I was looking at the minutes from the last meeting and noticed the tree bids came in. You had 1 actual bid that came in, out of the 3 you were requesting, correct? F. England said yes. P. Lissner asked so what is the recourse if you only get one bid and it is not a very good bid? Do you have to go out for 3 more or 2 more, or what do you do? F. England said we can put it out to bid again. We can get 3 bids in and say we do not like them; we want 3 more. P. Lissner asked but you have to get 3 more? F. England advised you can get 3 more, you can get 5 more; it is a minimum of 3. If you have already sent 3 out and you only get 1 back that is not good, I would still like to at least 2. The 1 we got back was 1 that we have used in the past and we have been happy with them. So, we went ahead and accepted that bid. If it was 1 of the ones that we were not happy with and that was the only 1 we got back, I would probably put out for 3 or 4 more, hoping to get at least 2 back. P. Lissner I guess you have to go through the same process or are you just hoping to get another 1? F. England said I would rather have at least 2 so I have a choice but it has still got to go back out for bid. If you do not want what has come in, you have got to ask for it again.

P. Lissner said it is interesting in these times where nobody has any work to do and they can only get 1 bid. S. Toy said they all 3 companies said they were going to bid but they never sent a bid. P. Lissner said well we told you we were going to bid too. S. Toy said but you sent me an email and said you passed because it was too big of a job. R. Lissner said well they cannot bid on a single item. S. Toy asked did you think the bid we got was not good? P. Lissner said you know I was looking at it and he did not but then I started thinking about it and actually called Chuck at Celtic and said how much are you charging, and how much is it worth to have somebody go out there and pull out a tree and put a new one in, and dig the hole properly. It looks like one hundred bucks is what it is. S. Toy said they put the stakes and the ties and all that. P. Lissner said it is a lot of work. I think the bid that we accepted was \$250. So, if you figure the tree is \$100, \$150 maybe and \$100 bucks to do it. It still seems high but you only got one bid, it is what it is. And G&G has done it before and they know the area. I was wondering why, if there is all this work to be done and we cannot get anybody to actually bid on it, it is kind of crazy. People unemployed, but you offer them work and there is nobody that shows up.

HOMEOWNER COMMENTS

F. England said we will now open it up to homeowner comments on anything you want to talk about for a limit of 3 minutes. A homeowner said lower the Association assessments. F. England said we will work on it. D. Jurkovics asked the homeowner do you have a copy of the budget? S. Toy said yes it has a copy. D. Jurkovics said if you find an individual item where you think we can do better, and then by all means let us know. If you come up with something or it is obvious we are spending too much. Another homeowner said cut back on the mail, have the lady who cruises the neighborhood and checks out all the houses, put the mail on everybody's door. D. Jurkovics said I do not think they walk on people's property. The homeowner said everybody else does, people that want to sell us stuff. S. Toy said there are requirements by law that we have

to mail letters. Just like with the hearing letters, not only do you send one certified but you also have to send a copy of that hearing letter by regular mail. There is nothing we can do about it because it is state law. A homeowner said if you get regular mail, if you do not get the flyer, the only way you are going to get it is if it is certified and registered. S. Toy said even then they do not accept them, people refuse to sign for them, but we are required by law to do it that way. There is not really too much you can do about reducing the postage.

The homeowner said it was \$26 four years ago and now we are going up again; that is 23%. Everything else is going down; property value is going down and the Association is going up. D. Jurkovic said a lot of those fees you can pinpoint. Remember one year we bought health insurance for the employees, which we should have always been doing; that is a buck or two there. The next year you got the new accounting rule and you spend \$15,000 on that. That is another buck every unit, every month. It is not that we are being wasteful it just regulations. The homeowner asked is your wage going up 23% in the last four years? S. Toy said no, mine has not just in case you were wondering. Another homeowner said I think we are doing a great job, I think it is super. Another homeowner asked then what are you doing? You are sitting there raising the Association and everything else, are we drawing people away from us? D. Jurkovic said I do not know if people will move for \$1.00.

F. England said time out; this is not where this needs to go. The budget has been approved but next year; when do we normally do the budget? J. Swain said August. S. Toy said no, we start before that we had a meeting in May this year. F. England said May-June, it will be in the newsletter and I am going to ask you to come to the meeting. That is when all of this stuff gets said, and then it is brought up to the Board. At this point in time, it is too late, unless 66% of the Association says they do not want it, it is basically set. The time to bring these things up; is at the budget meeting. So, this last year, no homeowners outside of the Board and staff showed up. I take that back, I think one did. The homeowner asked how many signatures do you want? Do you want me to go start knocking on doors and seeing how many I get? How many signatures do you want to keep it down? F. England said if you want to do that it is fine. I have no problem with that, but I need somebody to be here to help me in May or June, when we start this thing. To say okay this needs to come down because once it is done, it goes in front of the Board and they approve it, then it goes out for ratification. Once it is at the ratification point, it is too late to change a whole lot. I hear your point and I agree with you, but I need more help in May and June. If you want to take this year's out and get a bunch of signatures that says we want it dropped by 10%; then that is what you and I will sit down and try to do. The homeowner said that is fair. R. Lissner said it would be very helpful if those people that want it dropped by 10%, if you say what they are willing to give up, because we cannot just drop it. The homeowner asked what are we giving up; 4 boards and some fence or paint? S. Toy said the stain cost a lot of money. P. Lissner said that is what we would have to decide; we would have to choose something. F. England said you are more than welcome to and if you want you can get in touch with Susan, make sure she has got all of your information specifically and we will call you when we get to that point. The homeowner said we have always gotten the paint and the four boards but I mean it is like come on, 23% in four years. We have got to draw the line somewhere too, right? F. England said right now it is a done deal. The only thing I can say is please come next year. That is when we have got to work on it see if we can get it down.

ADJOURNMENT

There being no further business the Board of Directors Meeting was adjourned at 8:30 pm.

Respectfully submitted,

Susan Toy, Provisional Manager
Woodland Village

Dan Jurkovic, Secretary
Woodland Village