

DARTMOUTH WILLOW TERRACE HOA, CORP.
1412 WILLOW AVE., LOUISVILLE, KY 40204

ANNUAL MEETING MINUTES

DECEMBER 2, 2021

Attendees: Bob Maddox, Scott Miller, Gayle Dorsey, Susan Gittleman, Carl Tannehill, Douglas Riddle, Penny Shaw and other owners.

Agenda

Meeting called to order at 7:10pm, all Board members present. Owners present was not a quorum.

Geoff gave an overview of how to mute, unmute, raise your hand, etc. so owners who want to participate in open session at end can. Asked everyone to introduce themselves before speaking if on the phone only.

Proof of Meeting Notice:

Bob presented that notice was sent out on 11/22/21, 11/26/21 and 12/1/21.

Approval of Minutes:

Regular Board Meeting on 10/28/21, Special Board Meeting on 11/23/21, and Annual Board Meeting on 12/03/20. Charlie Raith's corrections approved for Annual Board Meeting on 12/03/20. Gayle moved to approve all three minutes; Scott seconded. All Board approved, Carl absent.

Election Results:

Emily Hosea and Ann Cobb verified the election results. Emily reported that 79.6% voted, which makes the election official. The new Board is Gayle Dorsey, Anita Henkel, Jim Hopkins, Scott Miller, Douglas Riddle, Penny Shaw, and Carl Tannehill.

Bob presented that new Board has met and appointed officers as follows: Jim Hopkins, President; Anita Henkel, Vice President; Gayle Dorsey, Treasurer; and Scott Miller, Secretary.

Financial and Budget:

Gayle Dorsey, Jim Hopkins, Julia Johnson, and Bob Cobb were on the 2022 Budget Committee. Gayle presented that the Budget Committee had unique challenges associated with the inflation spiral we seem to be in the mist of. The projected end of year 2021 income is \$840,000, projected expenses are \$721,166, \$54,000 estimated transfer to Reserves. Leaving projected cash flow of \$64,834. Have not seen November bills yet, so this is the best guess at this point in time.

In order to meet expenses and replenish Reserves, an 8% increase in resident maintenance fees was approved for 2022.

The projected 2022 income is \$907,000, projected expenses are \$774,230, estimated transfer of Reserves is \$108,000. Leaving a projected cash flow of \$24,770 for 2022.

Gayle mentioned this information is posted in the owner's corner for those who want to access it. But, if anyone has any questions or needs additional information, they can contact her directly.

Bob asked for any owner comments or questions regarding financing and there were none.

Management Report:

Building Report - Geoff presented that more than 135 maintenance work orders were completed year-to-date for the HOA. There are 37 open maintenance work orders, and more will be completed as possible by the end of the year. 12 of the large HOA Board Projects have been completed to-date this year and there are 11 open HOA Board Projects slated for 2022. There is a spreadsheet on the owner's corner for anyone who wants additional details. Those documents would probably answer most any questions that anyone would have. The documents are available at any time. If you did not save the owner's corner link, email office@dartmouth-willowterrace.com. These are living documents subject to change without notice.

Staffing Report - Geoff introduced Kate Deburger, Ready Valet Staff Supervisor. Kate oversees shift coverage and that everything is running smoothly. The two main issues currently are staffing and getting enough people onboard to work and tweaking the training process. RV is going to try to be more transparent in the training process as far as hours trained and the areas in which they are trained. Nationwide they are dealing with the shortage issues.

Geoff asked the following questions and Kate answered:

Are there checklists for staff of a map/plan for daily/weekly/monthly items? - Yes, there are checklist for the staff. The staff is not filling out as they should and that will be revisited. Kate is also looking into an online task list that would give her more of a real time view of completed tasks.

Geoff spoke up that the checklist and the training exists but with the caveat that every time the bell rings, the elevator dings, the phone rings, cars come in, packages are delivered, etc. that staff is pulled away from what may have been the perfect plan for the day. If you see an issue or have an issue let the office or Kate know. Kate will also introduce a paper form that she will check while on-site. Geoff spoke

up to the fact that the tech challenged residents are given a hard copy at doors of pertinent correspondence.

Geoff took questions – Connie Jaquith asked about the survey that was filled out about staffing and what conclusions were made. Kate spoke that there was not much participation to draw specific conclusions from, but the responses received were split. Geoff spoke up that he reviewed it and it was limited in responses. No news counts as good news as that normally means the masses are happy since most times you only hear when there are concerns. Geoff will circle back and make a note to review further and if anything to publish or draw from the limited responses received.

Officers Report:

Vice President – Scott spoke that he has served 2 years and the 3rd is coming up. 2021 dealt with Covid and we came through relatively unscathed. There were two sides for how to handle and the Board handled as best they could by having Zoom meetings, asking those to wear masks, etc. Hopefully in 2022 we can move toward open meetings, but safety needs to be addressed. In terms of the building, we tried to keep the place safe. Two big projects were completed this year and they had to be done. Recognize we have to keep the Reserves going and \$4,500 was transferred each month into it. Even though things came up, we haven't lost ground. Next year we are trying to build Reserves even more. Looking forward to Jim Hopkins being President in 2022 and he wants to have more involvement over at WT. We are one group and with more interactions we will see we have common interests. I tried to have casual meetings in WT and interactions and communications are helpful. Thank you Bob and I wish you well in your future.

President – Bob spoke that he has enjoyed his time on the Board. He feels good that many prior Board members are returning in 2022. Thanked Susan Gittleman for her service on the Board this year. Recently sent out a memo to thank everyone and reassure everyone that we are making progress and he feels it will continue to be that way. Bob said he is around if the 2022 Board has any questions or needs anything.

Bob mentioned there were several moves this year but wouldn't talk in detail about them. He asked Geoff if there were any not occupied and Geoff said there is one unit at Dartmouth on the market.

Bob mentioned that Rosita Watkins, old office manager, is deceased. If you would like to honor her, contact Connie Jaquith as she has that information.

Old & New Business:

Old Business – Bob revisited Julia Johnson, unit 24 letter request from September that Board consider a request for changes to how the HOA allocates parking spaces for the WT garage. It was tabled in October Board meeting to look into legal aspects.

Geoff reported that attorneys said that the master deed does not differentiate between a resident co-owner and a non-resident co-owner and the way that your parking rules are enforced in the handbook/rules and regulations offers no distinction between one owner or another. If the Board were

to change the handbook/rules and regulations, which they can do, it would not stick as it would be in conflict with your master deed. If you were to make a change in the way non-resident owners were treated/prioritized over resident owners, the only way to make it last is to alter the master deed. This would be expensive, long process and a super majority to alter the master deed (at least 2/3 votes). Geoff mentioned if the Board decided to do this that they may be solving one problem but creating more that they are not even aware of yet.

Bob asked the Board what they would like to do. Scott said he would leave things alone. Penny would like to follow through with Julie's motion and see where it goes. Gayle is sympathetic with Julie's concern and on Treasure/financial side is opposed to it. Carl was absent. Douglas given financial side would be a priority for him. Susan thinks owner should be given priority. Bob has a problem differentiating between a non-resident owner and a resident co-owner and is inclined to keep current regulations as close to fair as we can get. Bob said motion would have to come from a Board member. Scott agreed and that motion would have to be more specific, and the devil is in the detail. Bob opened the floor for a detailed motion from the Board concerning Julie Johnson's request. Board discussed but no motion was put on the floor by Board and proposal has died with the Board.

Heard concerns and questions from Charlie Raith and Gail Dehli regarding the same. Anita spoke up that the entire association would have to vote to make changes to the master deed. Bob confirmed that would be the case.

Further discuss was had by all after owner comments. Bob is drafting a letter for the Board to review that will be sent to Julie Johnson regarding what was discussed during Board meeting. Julia Johnson sent a message during meeting to not worry about drafting a letter. That she would investigate further.

New Business - none

Open Session:

Missy Bland – Standards Committee internal item and not for Board meeting

Connie Jaquith – Geoff spoke that Connie asked if we are aware of those that are not tech savy – Yes, we are aware and give paper copies. Please contact office if you need a hard copy of anything or know of anyone who does. We also utilize bulletin boards for pertinent announcements. Cleaning schedule question – Kate addressed and from staff standpoint we are working on getting everyone a little more accountable. Bigger cleaning comments – expecting carpet at WT to be cleaned by the end of the year and we did touch up paint in 2020. In 2021 due to staffing and vendor availability not done. Due for it and it is on our radar. We wanted a dedicated handyman on staff and have not been successful despite trying. As far as staff painting, we just don't think the quality standpoint would be there. Geoff asked for referrals for any handyman looking for a job.

Charles Raith – Geoff spoke about the questions regarding the ramp to the garage, to the patio, checking thresholds where not even, door closers, etc. The ramp to the garage into WT was done. The rise and run issues for a more permanent ramp would require real estate that isn't there and that would create aesthetic issues. They were not moved from the Project list but deferred to the maintenance general items and they still live in a document. As far as door openers, until we replace the old heavy

doors the closers must be heavy to handle the heavy doors. Will continue to look at the doors and closers, including automatic doors (which is still on the Project list but lower on the list). Charlie commented and asked that the Board make an actual plan.

UPDATE - Charles Raith, WT 89 Asked the following to be included in the minutes:

“Geoff said: "The ramp to the garage into WT was done. The rise and run issues for a more permanent ramp would require real estate that isn't there and that would create aesthetic issues." I missed hearing this response in real time while I was disconnected from the meeting. I ask that, in addition to the very general reference to my response, the minutes be supplemented to more clearly reflect my comments that day.

First, as I stated, the ramp to the garage is not "done." The aluminum "ramp" is only a welcome but temporary expedient. I have taken some rough measurements of my own and believe that there is adequate "real estate" for a code compliant ramp and landing, etc., between the Willow Terrace lobby and garage. It is feasible, and such a ramp and automatic door can be properly designed to address "aesthetic issues." We just have to be willing to tackle the problem.

I respectfully re-submit my plea to the board to make and implement a plan for accessibility in our common areas: Engage a design professional to address the specific design details and challenges of constructing a ramp/entrance door, develop a true cost estimate on the basis of that design, and then adopt a phased action plan that will be implemented in a reasonable timeframe. Please refer to my letter to the Board for the list other improvements I have also suggested for consideration. Don't leave the issue of accessibility to "eyeballed" solutions and the vagaries of the management's sliding scale priority list.

The moral imperative of equal access for residents and visitors is strong and should be addressed even if the HOA does not come under the category of "public accommodations" as defined by the American with Disabilities Act of 1990. It is my opinion that these improvements can only enhance the value of our investments as owners and the quality of life of all residents.”

The next Board Meeting is 02/17/2022 and Annual Board Meeting is 12/01/2022

Gail Dehli – Thanked Bob for all his work on the Board.

Meeting adjourned at 8:50pm.