

Meeting called to order 10:00 AM

Transition from CMS

- Two boxes of documents provided from the previous management company (CMS) were presented to the entire board. **Third was due to be picked up by Febin later in the week.**
- Board members looked at a sample set of the contents of the two boxes.
- Board will spend time identifying what documents will and should be scanned from those boxes first. All paper files will be scanned at some point. (Still need to establish a hard deadline).
 - Out sourcing the digitization of documents to will Iron Mountain would cost 1357.00.
 - They would be searchable and stored on an encrypted USB Flash Drive.
 - The board decided that they will scan the important files first on our own and store them on flash drives. Scan the documents little by little.
- **The board has an action item to purchase two 32GB flash drives. Using one for a backup of the data. (Daniel)**
 - Decided that we were not going to get a dedicated laptop for the board
 - **Hiram to buy and load Windows OS on loaner laptop to install Linear gate software.**
 - This will not cost the HOA any money and the loaner laptop will remain with Hiram if he were to separate from the board for any reason.
 - Optionally gate software could be loaded on board members personal laptop
 - This would result in the gate database needing to be transferred and imported to any other personal laptop for each board member administering the gate key fobs to contain the updated database of key fob data.
 - Gate administration policy/documentation/guidelines or instructions to ensure that key fob data does not get overwritten when using multiple laptops when administering key fobs.
 - Gate administration will be online once the gate access control boards are upgraded.

PayHOA

- Board reviewed status of resident participation as of (1/16/2019)
 - Discussed how many residents logged in
 - 75 have logged in and 55 have not
 - Discussed how many residents on payment plans (4)
 - **Daniel to documentation on how this was derived**
 - How many residents paid versus have not paid.
 - **Daniel to documentation on how this was derived**
- **Daniel has an action item to pull reports on the above statuses and present them to the board**
- **Daniel to document the reports pulling process so that other board members can pull the same reports accurately and consistently.**
- **Daniel to pull monthly reports and add them to a folder named "reports" to be available to residents for them to review**
- **Daniel to derive policy on how invoices will be formatted and stored in PayHOA.**
- **Daniel to restore full access to all board members by Thursday (1/16/2019) if the custom permissions limits those board members from more than paying bills.**

- All contracts need to be added to PayHOA in a folder for contracts and read access enabled to that folder for residents.
- **The “Budget” read access option needs to be enabled in PayHOA for all residents, so the board promotes transparency and residents can see a high level of what the current budget looks like real time.**

Communication

- P.O. Box
 - There are 2 free keys. The other two keys will be handed over to Febin and Jacob
 - **Daniel to change the email for the P.O. Box from his own to the board@waterhillhoa.com so that all board members get related P.O. box notifications.**
- HOA Phone
 - Using Google voice number. That forwards any calls to 4 of the 5 board members. (the secretary (Hiram) is excluded from receiving these calls to his phone since he already had a google voice number and this prevents him from tying a second google voice number to his phone)
 - Phone number (713.487.6482), related Gmail email(removed), and password (removed) for the google voice account was handed out
 - 4 of the 5 board members had their personal phones setup to receive the calls
 - Board members need to use the google app to call out to mask personal their number
 - Each board member will need to setup a separate ring tone so that you know the call is to the HOA google number
 - First one to answer, gets the call
 - The design, and the purpose of the email mailing list, were explained in depth and presented via a power point presentation outlining that information.
 - **Power point will be added to the Waterhill HOA website for residents to view under a protected page (Hiram)**
 - **Hiram to setup an example of the contact form in relation to the mailing lists for the board to see**
 - Facebook deemed not the official means to communicate with residents and will be used to allow residents to communicate freely amongst each other without interference from the board.
 - **Daniel to grant all board members admin access on the FB group.**
 - **Daniel to remove the requirement for approval when any resident post to the FB group.**
 - **Hiram to derive policy on how communication with residents will be conducted**
 - Email mailing lists versus PayHOA.
 - **Hiram to derive vendor communication policy**
 - There can be one person as the point of contact, but all communications with vendor(s) require cc'ing the board@waterhillhoa.com email address
 - Points of contacts for all contracted vendors or service providers needs to be stored in a location for the board to reference if needed.

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- Entire board needs point of contacts for:
 - Current Landscaping company
 - Current Trash and Recycling company
 - PayHOA
- Communication policy includes how bids will be obtained
 - RFP
- Communication policy includes how onsite walk throughs are conducted with vendors
 - At minimum 2 board members are required to be present to ensure the conversation is conducted ethically
- Communication policy includes how that information is conveyed to the board.
 - Requires 3 bids when the costs > 500
 - < 500 only one bid needed
 - All bids require 3/5 vote
 - Anything that cost money calls for a 3/5 vote
- **Hiram to continue getting verification that the board has a good contact for every residential owner**
- Any phone conversation with a resident, needs to be communicated out to the rest of the board using the board@waterhillhoa.com email so that the entire board is aware of the situation.

Written policies

- Policies should be steps or bullet points
 - **To be populated in the template provided by Febin**
- Written policies are needed for:
 - **Febin were you assigned a policy to write?**
 - **Communication with vendors (Action for Hiram)**
 - **Communication with residents (Action for Hiram)**
 - **How invoices will be formatted and stored (Action for Daniel)**
 - **Deed restriction policy (Action for Jacob)**
 - Collect/approve/notify/enforce
 - List of deed restrictions
- Policies will be stored on both the PayHOA access portal and/or the HOA website
- Any policy derived needs to be filed with the real property records department
- Segregation of duties
 - President and VP derive the agendas for meetings
 - Secretary to upload the meeting minutes to PayHOA and the community Website and inform the residents.
 - **Hiram to investigate signs that can advertised the community meetings and be hung on the gates.**
 - Next community meeting, Feb 18, 2019 7:00 pm
 - Board to meet on Tuesday Jan. 29, 2019 to get status updates from 1/13/2019 board meeting and discuss deed restrictions?

Accounts and payments

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- **Febin and Jacob to go to the bank on Friday (1/16/19) to setup having signatures from at least 3 board members before money can be withdrawn.**
- **Febin and Jacob to inquire about obtaining a credit card for reoccurring charges such as hosting meetings via Amazon Web services Chime.**
- **Daniel to document how to create monthly budget summary and send them out to the resents every month.**
- **Procedures in walking the property for Deed Restrictions (Action Item for Jacob)**

Cameras

- **Need to get additional bids for cameras (Daniel and Hiram)**
- **Will have a decision by Q2 6/30/2019 on a camera provider**

Meeting Adjournment 12:00PM 1/16/2019