

Willow Creek Swim and Tennis Association Board Meeting Minutes

Date: June 19, 2025 **Time:** 7:11 PM **Location:** Willow Creek Community

Attendees: Glenn Paige, Joanne Whittington, John McGee, AJ Bloomquist, Jessica Clare, Kori Wardlow, Lauren Thacker, Roger Heil, Kelsey Geist, Terri Wigley

The meeting was called to order at 7:11 PM, with a quorum present.

Approval of Previous Minutes

The May 6, 2025, minutes will be reviewed at the next board meeting on July 17, 2025.

Finance Report

Joanne Whittington reported the financial standings as of May 30, 2025:

- **Checking Account:** \$178,658.74
- **Money Market (Reserves):** \$76,815.91
- May 15th was the due date for annual dues. There are currently 24 significant past due balances totaling **\$19,180.47**, with one account currently in bankruptcy
- Expenditures Over YTD Budget in Pools, Grounds and Social are all expected, given this is the time costs are the highest and the budget is allocated evenly over 12 months. Utilities Clubhouse is over budget because the expense is going here but the budget all went to the Common Area account.
- Joanne addressed concerns about the time it takes to get vendors paid and the need for a volunteer to assist in communicating with vendors to obtain their feedback regarding the payment processes and to gather feedback on their experiences with the association's current payment process.
- Joanne announced changes to the reimbursement request format and routing.
 - Subject line - include name/vendor, date, amount
 - Send request to Roger and he will forward it to Joanne so she can track it.

Pool Operations

Jessica Clare and Kori Wardlow are co-managing pool operations. They met with Will and the owner of United Pools.

- **Creekside Pool:**
 - Jessica reported that there are ongoing issues with sand accumulation in the pool due to broken laterals in the filtration system. She explained that the laterals, which are responsible for filtering the water, are likely broken, causing sand to escape into the pool.

- The estimated cost for replacing the laterals is around **\$2,000**, depending on how many need to be replaced. If the filters themselves are damaged and require replacement, costs could escalate to **\$4,500**.
 - The flow meter currently indicates that water is being turned every **nine hours** instead of the required **six hours**. This lack of proper circulation could lead to compliance issues with health regulations. Jessica emphasized the importance of addressing this issue promptly to avoid potential shutdowns by the county.
 - It was suggested that a third-party engineer be consulted to assess the situation, with the assessment costs estimated between **\$1,200 and \$1,500**. The engineer could provide insights into whether the flow meter needs recalibration or if there are other underlying issues affecting water circulation.
 - Long-term concerns regarding the Creekside Pool include the need for deck repairs and re-plastering. Jessica noted that re-plastering could cost over **\$50,000** in the future, and the pool may require cosmetic treatments in the interim.
- **Overlook Pool:**
 - Jessica reported that two additional chlorine barrels were added to Overlook to ensure adequate chemical levels.

Roger has met with a network security specialist (WC Neighbor Billy Detweiller) regarding a comprehensive 7-camera system for both pools. The system can be purchased for about \$2,500, including license plate readers and 40-day recording capacity. We will have to do the installation with Billy's help.

- The Current system is at risk due to shared network between cameras and Seahawks, requires VLANs to provide secure connections for both.
- This solution would allow us to provide free wi-fi to members in a safe and effective way.

Quality of Life

- **Electronics Recycling Event** will take place this Saturday, June 21st in the Overlook parking lot. Kelsey said next year she would like to incorporate fundraising for a local charity, possibly even the Seahawks,
- **Block Captain Kick-Off:**
Kelsey reported that she has had three volunteers sign on and interest from several others.
- **Community Partnerships & Volunteerism:**
Kelsey is working with the Women's Club on shared initiatives:
 - Welcome Kits for new residents
 - Neighborhood-wide volunteer events. "Willow Creek Make a Difference Day" in partnership with an organization like SmileUp, which allows volunteers of all ages - an excellent way to involve kids in community service.

Communications

- A.J. discussed the ongoing efforts to revamp the community website, aiming for a launch by the end of July. He highlighted the need for the website to be user-friendly and focused on enhancing member communication.
- The group discussed the importance of effective communication methods, including the potential implementation of a texting system to provide updates to members. This would ensure that all members, regardless of their preferred communication method, are kept informed about important announcements and events.
- The pros / cons of the WC Facebook page were discussed. While not an official board vehicle for sharing information, it was agreed that a significant number of neighbors find value.

Vice-President's Report

Lifeguard and Maintenance Services

- **John** emphasized the necessity of drafting a Request for Proposal (RFP) for pool management and lifeguard services, with a target completion date before the end of July. The contract with United will auto-renew in September if we do nothing. He noted that while the current service provider, United, has been satisfactory, exploring other options could yield significant cost savings.
- The discussion included the need for the RFP to specify deliverables clearly, ensuring that expectations from service providers are well-defined and proposals from bidders can be more easily and accurately evaluated.

President's Report

Annual Meeting and Bylaw Changes

- Roger proposed changing the annual meeting date to November to allow for a smoother transition for new board members starting January 1st. He suggested that dues be due on January 1st instead of April 1st to align with the budget cycle.
- Concerns were raised about potential pushback from members regarding the timing of dues, especially around the holiday season. It was suggested that perhaps the changes could be phased in over time to ease the transition.
- Glen reminded everyone that both annual meeting schedules and dues deadlines are mandated by the bylaws and will require membership vote to change.
- Roger concluded the meeting by thanking everyone for their contributions and encouraging continued communication regarding the issues discussed. He reiterated the importance of collaboration in addressing the challenges faced by the community.

Adjournment

The next board meeting is scheduled for **Thursday, July 17, at 7:00 PM**

The meeting was adjourned at 9:02 PM.

ACTION ITEMS

AJ

- Update website with recycling event information and pool photos coordination
- Complete website redesign targeting end of July launch
- Set up neighborhood Venmo account for small payments and reimbursements with Joanne (Complete)
- Contact Tally to update payment information for Duda website hosting invoice

Jessica & Kori

- Test Creekside pool water tonight due to no testing since Monday
- Meet with Will to examine Creekside pool flow meter and circulation issues
- Coordinate with AJ for updated pool photography for website
- Contact Will about flow meter calibration and replacement at Creekside
- Assist John with preparation of RFP document
- Develop a short-, medium-, and long-term plan for Creekside pool algae remediation.
- Open Items:
 - Pull Hourly headcount information (from May Mtg)

John

- Prepare RFP for pool services to be completed and distributed by end of July
- Request bid documents from Tally for pool services as reference
- Coordinate with Glenn and Terri on historical data scanning and cloud storage setup

Joanne

- Set up Venmo account with AJ for neighborhood payments in early July
- Find volunteer to track vendor payment timelines, specifically with Alex and Mike Lemone
- Follow up on delinquent accounts totaling \$19,000 across 24 properties

Kelsey

- Follow up with interested residents who haven't submitted Block Captain sign-up forms after the weekend
- Repost Block Captain recruitment with goal of 10 participants for initial meeting
- Email Block Captain sign-up form directly to residents experiencing technical difficulties
- Post Meeting: Membership Survey

Glenn

- Work with Roger on reserve fund poster creation for both pools
- Rubes Creek Backup with the County
- Reserve Study Commitment Letter to membership
- Assist with historical document organization and cloud storage planning

Roger

- Work with Glenn on reserve fund communication materials and posters
- Explore text messaging service options for community notifications
- Further investigation on camera system and funding
- Explore options to improve collections on past due from membership with Nowack-Howard.

Addendum to Minutes

Social Media Discussion and conclusions for developing a process document:

- a. Facebook is not a Board service or official social media account of the WCSTA Board
- b. The Board is not responsible for providing moderation or information on the site
- c. The site is currently the best way to communicate with the neighborhood
- d. The forum provides an extremely valuable service to the community and it is in the best interest of the Association to continue to use and promote the use of the Facebook page.
- e. A Board member will usually have rights to post announcements (as a public service)
- f. Anyone can be the forum moderator, but it is often a Board member, but not a responsibility of the position they hold on the board.
- g. The WCSTA website is the official platform of the WCSTA Board.
- h. The Board is open to adding text push notifications as part of an official Board Communication (specific solutions need to be identified) and this along with our current email system would provide our official “opt-in” method of notification to our membership.

Respectfully Submitted:

Terri Wigley



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