

## **Willow Creek Swim and Tennis Association Board Meeting Minutes**

**Date:** October 7, 2025 **Time:** 7:00 PM **Location:** Willow Creek Community

### **Attendees:**

**Board Members Present:** AJ Bloomquist, Jessica Clare, Michele Floyd, Kelsey Geist, Roger Heil, John McGee, Jennifer Miller, Glenn Page, Joanne Whittington, Terri Wigley

**Non-Board Members Present:** Melissa Hammond, Kori Wordlow

The meeting was called to order at 7:09 PM, with a quorum present.

### **Approval of Previous Minutes**

September minutes were reviewed and Roger asked for any corrections or objections. The financial report was amended to reflect accurate membership numbers. Glenn suggested reformatting attendees to list Non-Board Members in attendance as well absent Board Members to provide accountability and transparency. Joanne made a motion to accept the amended minutes, seconded by Jennifer and approved.

### **President's Message**

Roger thanked everyone for their efforts on the Reserve Initiative, which did not pass due in large part to insufficient voter turnout.

Annual meeting scheduled for **November 9th at 6:30 PM** at Hope Presbyterian Church

- Presentation will include year-in-review from key departments, financial reports, board elections, and governance policy discussions.
- Board preparation meeting scheduled for **November 6th at 7:00 PM** for presentation review and coordination.

Security camera system upgrades are progressing. Seven (7) of the eleven (11) total cameras planned between both pool locations have been installed. Secure server racks will also be installed to prevent tampering and unauthorized access.

Telecommunications cost reduction measures will be implemented in February/March 2026, at the expiration of the current Xfinity contract.

- Replace Xfinity with Verizon 5G service at \$40/month
- Replace traditional landline with 911-only emergency phone service at \$35/month
- Total monthly cost reduction from current levels to \$75/month

Installation of a safety fence at Overlook Greenspace was approved for approximately \$800. Fence will be wood and wire construction style, and will be scheduled for completion before December 31st using current year maintenance budget.

**Non-Meeting Actions** – none

## **Finance Report**

Financial standings as of September 30, 2025:

- Checking Account: \$117,766
- Money Market (Reserves): \$77,097
- Venmo Report (Petty Cash) \$694
- Delinquent Dues: \$12,664
- Delinquent Homeowners 13

## **Financial Planning and Budget Approval**

- 2026 operating budget was approved after John made the motion and it was seconded by Glenn. The budget reflects a 15% expense reduction
  - 5% dues increase will be implemented
  - Civic/club expense segregation implemented to comply with covenant requirements
  - Insurance costs will be reassigned to civic category recognizing equal protection benefits for all members regardless of club status
- Reserve fund utilization strategy
  - Motion made by Glen with a second from Jennifer and approval passed for \$59,000 capital expenditures from current \$77,000 reserve balance
  - Pool infrastructure prioritized given safety concerns and potential pool closure without repairs

## **Pool Operations and Major Maintenance**

Creekside pool rehabilitation reserve fund expenditures

- Pool replastering project at \$27,500 addresses structural integrity issues where concrete gunite is showing through deteriorated plaster surface
- Skimmer replacement at \$4,500 includes two new units and underground plumbing repairs for leaks discovered during professional assessment
- Lateral system repairs will be \$1800 per broken sand filter lateral. It is unknown how many are broken until the system is opened.
- Pool fence restoration at \$6,000 includes pressure washing, welding repairs, finial replacement and complete repainting to address rust damage
- TWO pool vacuums at \$1700 each to prevent damage from transport between 2 pools.
- Chaise lounge refurbishment at \$5,000 for 24 chairs using professional restoration service at 50% of replacement cost
- Table and chair restoration at \$1,200 including pressure washing, sandblasting and repainting for improved appearance
- Color consultation planned between Michelle, Jessica and Jennifer for heat-reduction alternatives to current black finish

## **Old Business**

### **Management Company Performance Issues**

Deficiencies with Tolley Property Management need to be addressed in a meeting with Roger and Jeff Tolley to address issues.

- Zero training provided during transition despite promises of comprehensive onboarding support
- Poor responsiveness - phone calls/emails frequently going unanswered for days
- Collections not being performed according to established timelines and procedures
- Monthly statements unavailable despite requests, prevents accurate member communication re: outstanding balances
- Calendar year vs fiscal year confusion creating accounting complications and reporting difficulties.

### **Community Engagement and Communication**

- Newsletter transition to digital format for significant cost savings while maintaining community connection
  - Final physical newsletter planned for November including annual meeting notice and email subscription drive
  - Email distribution system already operational through MailChimp with existing subscriber database
  - Potential hybrid approach considering periodic physical newsletters for major announcements while maintaining digital primary communication
  - Sponsorship opportunities explored for offset printing costs through local business advertising partnerships
- Successful community event
  - Blues and Booze evening had overwhelmingly positive feedback on venue, entertainment and atmosphere
  - Potluck approach rather than catered options reduced costs and increased participation

## **New Business**

### **Board Composition**

Board restructuring discussion that would focus on membership management, amenities coordination and covenant enforcement and use of committees to improve efficiency and volunteer engagement.

- John will step down as vice-president having contributed much time to document destruction/retention review and policy.
- Jennifer will step down from social director position after eight years citing system transition challenges
- David Ittner has been identified as potential board candidate

### **Covenant Enforcement and Policy Development**

- Comprehensive policy framework initiative addressing decades of inconsistent enforcement and unclear procedures
  - Member survey planned to determine the desired level of covenant enforcement for restrictions on things like RV parking, metal fencing, and unauthorized paint colors
  - Fine structure needed with legal framework supporting enforcement actions
  - Previous board attempts at a formalized process have not been successfully implemented
  - Leverage Tolley's enforcement capabilities and legal support through Nowak law firm
- Records management and governance policies for organizational continuity and legal compliance
  - Records retention policy development addressing document preservation requirements and CMA record destruction issues
  - Creation of a Conflict-of-interest policy to establish guidelines for board member business relationships and vendor selection.
  - Previous policy attempts identified. but no evidence of formal adoption or implementation found in historical records

### **Adjournment**

Next board meeting is scheduled for November 17, 2025, at 7:00 PM

The meeting was adjourned at 10:08 PM

## **ACTION\_ITEMS:**

**Michelle:** • Proceed with Overlook fence repair at approximately \$800 • Complete tree removal at Jamerson entrance before December 31st • Meet with Hudson landscaping contractor for bid evaluation • Inspect Overlook wall and fence condition with Mike and report findings

**Roger:** • Contact Melissa Bauer regarding E-Newsletter management transition • Prepare annual meeting presentation • Submit approved 2026 budget to Tolley for accounting system setup • Obtain additional pool replastering quotes for comparison • Confirm gate service contract pricing and monthly program details • Provide Excel budget file with formulas to board members

**John:** • Draft records retention policy and conflict of interest policy for board review • Continue document organization and scanning project (ongoing)

**Jennifer:** • Submit Blues and Booze event expense documentation to Tolley • Process pumpkin event expenses through established approval workflow

**Joanne:** • Collaborate with Roger on annual meeting financial presentation • Continue expense report approval process following established three-step workflow

**Entire Board** • Recruit additional candidates for November board elections • Schedule performance review meeting with Tolley Management Company • Develop membership survey regarding covenant enforcement preferences