

MINUTES

Memorial Northwest Homeowners Association

17440 Theiss Mail Route
Klein, TX 77379

Special Meeting of the Board of Directors Meeting

Friday, March 6, 2020

PRESENT

Greg Schindler, President

Jay Jackson, 1st Vice President-Contracts

Jake Kretzschmar, 3rd Vice President-ACC

Victor Carranza, Treasurer

Joy Hemphill, Secretary

Art Bryam, Area 1

Sarah Mueller, Area 2

Gerome D'Anna, Area 3 (Arrived at 6:14)

Vera Atkinson, Area 6 (Arrived at 6:50)

Absent: Ryan Aduddell, 2nd Vice President- Security

Rebecca Talley, Area 4 Director

Bryan Thomas, Area 5 Director

Michelle Rodriguez, Area 7 Director

Open Session Before the Board and Homeowners (6:04 p.m. – 8:06 p.m.)

A Quorum of Directors Was Established. One MNW homeowner was present.

The Special Meeting of the Board was called in response to the recent resignations of the MNW Community Center manager and handyman to discuss interim operation modifications/changes of the Community Club so as to continue providing value and services for MNW homeowners.

CCMC Chair Addresses the Board.

Ms. Mueller, committee chair of the Community Club Management Committee (CCMC), outlined some of the work, discussions, and actions that she has already taken since her appointment to the committee three days ago on March 3, 2020 as well as immediate plans for going forward. These included:

- 1) Informing that the handyman had resigned on March 4th and the office manager resigned on March 5th.
- 2) Ms. Mueller educating herself on past documents and transactions of the CCMC. In this vein, Ms. Mueller indicated that she had reviewed the CCMC minutes for the past 18 months.
- 3) Familiarization with events already scheduled at the community center and implementing plans to carry forward.
- 4) A decision to honor all events already scheduled for the community center, but not to commit to any new events for the near future until work plans can be implemented.
- 5) A review and analytical measurement of activities compared/contrasted to results.
- 6) Implementation of labor timekeeping to more accurately reflect hours worked.

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- 7) Discussion with Kristen Wells, who has historically been responsible for the Community Club operations on Fridays and Saturdays, regarding working more hours (20-30 per week) and how best to accomplish needed services for homeowners (such as access-control registrations) during these hours. It was suggested that homeowners could make appointments for fingerprinting and access registrations. Ms. Wells indicated she had a good relationship with the resigning community center manager and felt that she would bring her up to speed on the full aspects of her job.
- 8) A discussion with SCS regarding a referral they have for a part-time handyman for janitorial to light maintenance and repairs, possibly at 20 hours a week on Mondays, Wednesdays and Fridays. It is the intent to use vendors for higher-level tasks.
- 9) Ms. Mueller indicated that she has been working diligently on opening the pool for homeowners' swimming and had anticipated this occurring within the next two weeks; however, the dominate focus will now be on a smooth transition for club management and then pool opening, hopefully by the end of March.
- 10) Initiating actions to change email passwords at the CCMC.
- 11) A planned inventory of all Community Club equipment and implementing a cloud-based work order system to identify assets.
- 12) Ms. Mueller suggested to have the resigning community center manager replaced immediately as opposed to working a two-week notice as well as to start fresh with all new members of the CCMC. After discussion, the Board unanimously agreed with these suggestions.

MNW HOA President Addresses the Board.

Mr. Schindler addressed the Board as a whole, encouraging the Board to step up its oversight of the community operations. In summation, he indicated that one gets what they expect when they inspect. Mr. Schindler detailed the following:

- 1) The need to recognize and assist possible struggling employees.
- 2) Focusing on the "value" provided to the homeowner for their homeowner assessment.
- 3) Comprehending and communicating, especially in any dialogue we may have with homeowners, that our pool is designated a **Class C** pool, which is any pool intended for use by apartments, condos, property owners' associations, hotels and motels (also referred to as a "semi-public pool"). This is in contrast to a Class B pool, which is any pool intended as a public recreational pool (generally referred to as a "public pool"). In a Class C pool, there is always an assumption of swim at your own risk.
- 4) The need to create a checklist for periodic inspections to find and report conditions requiring repair.
- 5) Identifying required planned maintenance and corrective maintenance activities, and ensuring that required regulatory work is accomplished and documented.

Mr. Schindler indicated that a pool inspector was coming to our pool on March 16th, 2020. He also indicated that the head of lifeguards for 2020, Ms. Haley Parker, will report to Ms. Mueller as head of the CCMC.

There being no further business, Mr. Jackson motioned to adjourn the meeting, with a second from Ms. Mueller. All agreed. The meeting was adjourned at 8:06 p.m.