

<b>MINUTES</b>		<b>Action Items</b>																																																																																																																																																																	
TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)																																																																																																																																																																			
TIME/ DATE	6 PM – TH, Dec. 9 <sup>th</sup> , 2021																																																																																																																																																																		
LOCATION	Bossier Central Library																																																																																																																																																																		
MISSION	Provide Resident driven representation to the Tiburon & Village HOA in an advisory role to streamline communication and facilitate future transitions between residents and both HOA administrators.																																																																																																																																																																		
<b>I.</b>	<b>CALL TO ORDER</b> <b>1810</b>																																																																																																																																																																		
<b>II.</b>	<p><b>ROLL CALL</b></p> <p><b>**Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive**</b></p> <table border="1"> <thead> <tr> <th>Meeting date→</th> <th>7/22/21</th> <th>8/12/21</th> <th>9/9/21</th> <th>10/14/21</th> <th>11/10/21</th> <th>12/9/21</th> </tr> </thead> <tbody> <tr> <td>Total Members→</td> <td>12</td> <td>11</td> <td>12</td> <td>10</td> <td>10</td> <td>10</td> </tr> <tr> <td>Total Present→</td> <td>11</td> <td>9</td> <td>7</td> <td>8</td> <td>6</td> <td>7</td> </tr> <tr> <td># Needed for Quorum→</td> <td>1st Intro. Meeting</td> <td>6</td> <td>7</td> <td>6</td> <td>6</td> <td>6</td> </tr> <tr> <td colspan="7"><b>Tiburon</b></td> </tr> <tr> <td>Colbert, Kimberly - KC</td> <td>P</td> <td>A</td> <td>P</td> <td>Z</td> <td>Z</td> <td>P</td> </tr> <tr> <td>Cole, Amanda - AC</td> <td></td> <td>P</td> <td>A</td> <td>A</td> <td>A</td> <td>A</td> </tr> <tr> <td><del>Foster, Ty - TF</del></td> <td><del>P</del></td> <td><del>P</del></td> <td><del>A</del></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Harshfield, Heather - HH</td> <td>A</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Hickey, Patrick - PH</td> <td></td> <td>A</td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> </tr> <tr> <td>Lewis, Stephen - SL</td> <td>P</td> <td>P</td> <td>A</td> <td>P</td> <td>P</td> <td>P</td> </tr> <tr> <td><del>Miller, Paul - PM</del></td> <td><del>P</del></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tice, Hilary - HT</td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> </tr> <tr> <td colspan="7"><b>Village</b></td> </tr> <tr> <td>Berney, Bobby (Bob) - BB</td> <td>P</td> <td>P</td> <td>A</td> <td>A</td> <td>A</td> <td>A</td> </tr> <tr> <td><del>Cousler, Elaine - EC</del></td> <td><del>P</del></td> <td><del>P</del></td> <td><del>A</del></td> <td></td> <td></td> <td></td> </tr> <tr> <td><del>Hamilton, Eddie - EH</del></td> <td><del>P</del></td> <td><del>R</del></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lambert, Lisa - LL</td> <td></td> <td></td> <td>P</td> <td>Z</td> <td>Z</td> <td>Z</td> </tr> <tr> <td>Pettengill, Sarah - SP</td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> <td>A</td> <td>P</td> </tr> <tr> <td><del>Vonman, TJ - TV</del></td> <td><del>P</del></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><del>Whitten, Rhonda - RW</del></td> <td><del></del></td> <td><del>P</del></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Wise, Misty - MW</td> <td></td> <td></td> <td>P</td> <td>P</td> <td>P</td> <td>P</td> </tr> <tr> <td>Wissmiller, Kathryn (Kat) - KW</td> <td>P</td> <td>P</td> <td>P</td> <td>Z</td> <td>A</td> <td>A</td> </tr> </tbody> </table>	Meeting date→	7/22/21	8/12/21	9/9/21	10/14/21	11/10/21	12/9/21	Total Members→	12	11	12	10	10	10	Total Present→	11	9	7	8	6	7	# Needed for Quorum→	1st Intro. Meeting	6	7	6	6	6	<b>Tiburon</b>							Colbert, Kimberly - KC	P	A	P	Z	Z	P	Cole, Amanda - AC		P	A	A	A	A	<del>Foster, Ty - TF</del>	<del>P</del>	<del>P</del>	<del>A</del>				Harshfield, Heather - HH	A						Hickey, Patrick - PH		A	P	P	P	P	Lewis, Stephen - SL	P	P	A	P	P	P	<del>Miller, Paul - PM</del>	<del>P</del>						Tice, Hilary - HT	P	P	P	P	P	P	<b>Village</b>							Berney, Bobby (Bob) - BB	P	P	A	A	A	A	<del>Cousler, Elaine - EC</del>	<del>P</del>	<del>P</del>	<del>A</del>				<del>Hamilton, Eddie - EH</del>	<del>P</del>	<del>R</del>					Lambert, Lisa - LL			P	Z	Z	Z	Pettengill, Sarah - SP	P	P	P	P	A	P	<del>Vonman, TJ - TV</del>	<del>P</del>						<del>Whitten, Rhonda - RW</del>	<del></del>	<del>P</del>					Wise, Misty - MW			P	P	P	P	Wissmiller, Kathryn (Kat) - KW	P	P	P	Z	A	A	
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<b>III.</b>	<b>APPROVE MINUTES</b>	Approve minutes from 11/10/21 RAC meeting: members approved the minutes with the following adjustments: HT submitted a spelling correction for the following item in section VI.1.d. very last sentence, ‘issues’ should be ‘issue.’	HT to post approved minutes to Tiburon FaceBook (FB) & Tiburon/Village HOA Space.																																																																																																																																																																
<b>IV.</b>	<b>APPROVE AGENDA</b>	Vote not obtained, but no objections were made to the draft agenda submitted to members via email 11/24/21.																																																																																																																																																																	

V.	<b>RECOGNITION OF GUESTS</b>	Carol Burkett (CB), Tiburon/Village Office Manager: Present	
VI.	<b>UNFINISHED BUSINESS</b>		<b>ACTION ITEMS</b>
<p><b>1. Door to door neighbor effort:</b></p> <p>a) block assignments: CB sent out updated block assignments recently but one member on the Village side requested that they be redone; CB is currently attempting to accommodate this request by analyzing viable options but there is a low probability that significant additional changes can be implemented; no changes to the Tiburon side are anticipated; once the block areas are defined, they will be set and new members rotating on to the RAC will be assigned to cover an existing established block rather than needing to adjust the block areas with changes in RAC membership.</p> <p>b) implementation strategies*: this item was tabled since it is an evolving issue; however, some discussion ensued which included the feasibility of having 100% of the RAC members agree to or support visiting all households assigned to them, especially since Village RAC member blocks are significantly larger than Tiburon blocks; CB confirmed that the HOA &amp; Resident meeting is still scheduled for Apr. 2022 and there are plans to introduce the RAC members during this meeting; SP suggested that in the interim between now and the Apr. 2022 meeting the HOA utilize supported social media websites to reinforce and support the RAC members to the community; CB mentioned that she will redo the information posted about block captains on the HOA Space websites as they do not reflect changes in membership that have occurred; CB suggested that block captain information can be emailed out to residents as well; SP &amp; SL discussed &amp; suggested incorporating block captain name and number information into the invoices that are emailed out as well as those being sent to residents receiving physical letters due to a lack of availability of email contact information; SP suggested that block captain information be reinforced to residents throughout the winter running up to the Apr. 2022 meeting in hopes that residents will begin utilizing their block captain; CB mentioned that she has reached out to LL about a family in her assigned block so that the family can be offered support during a difficult situation they are facing; PH requested that his submitted suggestion for the implementation strategy be withdrawn; members continued to support the use of ‘push’ cards containing HOA &amp; RAC member information; CB shared that new residents will be provided with a card in the introduction packet they receive from the HOA office; CB mentioned that RAC members will be able to present their assigned territory during the Apr. 2022 meeting; CB mentioned that unit 9 on the Tiburon side might be the last unit developed on the Tiburon side; discussion ensued questioning whether if unit 9 is the last unit than would the HOA be transferred to the Tiburon residents before the Village side; the Village side is projected to have 5-6 more units developed and therefore transfer of HOA responsibilities to the Village side will take a lot longer; members discussed/questioned what plans are in place for the land between Tiburon unit 9 and the</p>			<p>*CB to incorporate block captains contact information into the invoice letters (online and hard copy)</p> <p>*SL to contact Mr. Jon Black regarding signage</p>

future Winnfield road extension and CB was unsure what plans are being considered; CB reinforced that this information is subject to change as Mr. Jon Black has not made any final decisions.

- c) timeframe: members unanimously agreed to initiate this Mar. 2022
- d) questions for excel document\*: this topic was also tabled since it is an evolving process; however, SP suggested that CB could potentially ask these of new residents moving into the development; CB suggested she can put the questions on the residents sign-up sheet.
- e) naming the RAC member resident blocks\*: members unanimously decided to stay with using the term 'block' for captain's coverage areas.

**2. Signage:** CB mentioned that one structure was ordered and when it was received it did not meet the expectations needed for its intended use; CB also mentioned that Mr. Jon Black suggested putting the sign in the median before the bridge as one exits the development; SL voiced concern that residents will be moving and may have problems viewing the sign in this location; MW felt that Tiburon residents would be at a disadvantage to view the sign in that location over Village residents; the members favor having the sign near the stop sign at the exit and built where information can be changed out easily; SP asked what Mr. Black's preferences are for this structure and CB indicated that he is wanting something to blend in with the current lighting and other structures used in the development; CB stated that the HOA is currently trying to get one from Corner Collections; SL reinforced that the sign should be made out of materials that can withstand landscaping upkeep, weather and be of the same material of the other entryway structures; CB mentioned that the HOA is trying to get bids to redo the bridge and if a company can be found then they could be solicited to build the signage structure; SL asked if he could contact Mr. Jon Black to discuss his thoughts on the location and materials of the sign in which CB approved of him doing so; CB clarified whether SL thought the structure would resemble the call boxes, and SL confirmed that is a good example of what the structure may/could look like.

**3. New member newsletter bios update:** There are 4 new members that were not involved in the generation of the initial bios placed in the Tiburon and Village newsletters nor the lanyards provided to members; CB will follow up with the new members to get this information; CB asked if anyone had viewed the alternate HOA website submitted for consideration to replace HOA Space; HT acknowledged viewing the website and stated a preference for it over HOA Space; members were in support of changing to something more user friendly than HOA Space; CB stated there was no difference in cost between the two platforms; once the new platform is initiated, CB will slowly transfer data from HOA Space to the new platform and mentioned that she thought the new platform has the capability to receive HOA dues payments from the residents as well; SL suggested that CB solicit help from the

	<p>community to help facilitate and improve efficiency in the new websites' implementation; it was mentioned that MW's daughter may be able to help as she is knowledgeable in website construction.</p>	
<p><b>VII.</b></p>	<p><b>REPORTS</b></p>	
	<ul style="list-style-type: none"> <li>❖ Social Media: KW; KW was not present to give a report; however, there was some discussion of items related to this area; KC made comments indicating that FB posts/conversations might need to begin being moderated more forcefully again; CB mentioned that some resident members have blocked Kat and Carol from seeing their posts so they are not always aware of improper posts being made; one resident in particular has bullied KW at her son's daycare; members commented about instituting FaceBook jail where offenders would be prohibited from FB for making infractions; SL motioned to institute FB jail, SP seconded the motion; SP suggested that the social media committee should be used to address these issues and SL reminded committee members of the excellent service SP provided in this area before the RAC structure was adjusted; SP indicated she may be willing to take on these duties again if there is interest from CB &amp; the committee; CB asked committee members to send her any offending FB posts and she will address them</li> <li>❖ SP asked CB if there were any concerns from the HOA about posting the RAC minutes to the social media websites; CB said there are no concerns and the minutes do not need to be approved by the HOA but consideration to where the minutes would reside is currently hindering the posting of RAC minutes; CB and HT suggested that minutes be posted in the 'files' area in FB and in a folder titled 'RAC' in the document area of the Tiburon and Village HOA Space websites; CB supported having HT post the RAC minutes to these areas of social media websites and providing administrative capabilities in HOA Space to allow her to do so; CB requested that HT inform her of when minutes are posted; there was a brief discussion of what the Tiburon and Village HOA structure would look like on the new HOA website and CB was ultimately unsure how it would look but reiterated that the HOA websites between Tiburon and Village would need to remain separate.</li> </ul>	<p>*Members should send CB offending FB posts that need to be moderated.</p> <p>*HT to post RAC minutes to FB and Tiburon and Village HOA space websites, and inform Carol of when they are posted.</p>
<p><b>VIII.</b></p>	<p><b>POTENTIAL PENDING/NEW BUSINESS</b></p>	
	<ul style="list-style-type: none"> <li>❖ Open forum: SP noted inconsistencies in attendance by some members, this is concerning because this may lead to them not being adequately informed of issues the RAC is addressing but can also lead to them not being able to appropriately represent their assigned block residents; members discussed the potential to reinstate the original attendance guidelines mandating regular attendance; however, concern for this approach was voiced by several members since it was, and may, hinder the ability of the RAC to retain and recruit members; HT suggested that the side-by-side comparison of attendance (i.e., the attendance log) could be placed on social media sites which may incentivize regular attendance by RAC members; the members supported this with the adjustment to include the attendance log in the</li> </ul>	<p>*HT to include the attendance log in meeting minutes to be posted to the social media sites.</p>

<p>meeting minutes posted to the social media websites; CB invited and reminded the RAC members of the Christmas parade scheduled for 12/16 and shared information about several businesses and individuals that would be participating; SP had to leave the meeting at 7 pm; members then discussed their preferences for having the Jan. 2022 meeting and what agenda items would be included; SL mentioned he had a conflict with attending the Jan. meeting, PH stated a preference to cancel the meeting and CB felt that updated financials would not be ready for review and discussion for the Jan. meeting; for these reasons, a motion was made by PH to cancel the Jan. meeting which was seconded by SL &amp; MW, a vote was called and all 6 members still in attendance voted in favor of canceling the Jan. meeting. Members also discussed the Feb. meeting and felt it would be an appropriate time to discuss the financials; SL requested that the meeting be scheduled for 2 hours; CB offered to invite Jodie, the accountant, to the meeting; SL requested that members be provided with copies of the financials 1-2 weeks before the Feb. meeting; CB offered to ask Mr. Hunter Black if he would allow the RAC to use the HOA building on the Village side to better accommodate Jodie’s attendance but SL stated a preference to keep the meeting scheduled at the Bossier Central library and no other members made comments to support moving the location to the HOA building; CB asked the committee whether they would support the HOA hiring a handyman (not sure if the position would be part-time or full-time) for the development who would address smaller jobs needing attention; PH asked if that would increase HOA dues and CB stated it would not; HT mentioned that SP has brought this up to the RAC previously at least twice; members were in favor of supporting this effort being brought forward to the Blacks; SL mentioned that the oak trees in the entry need to be pruned &amp; CB added that a tree in the Village entry area needs to be removed as well. There was a brief discussion between members and CB of violations being seen in the community.</p>			
IX.	<b>ANNOUNCEMENTS/ AGENDA SOLICITATIONS</b>	**Future Meeting Dates 2022: <del>Jan. 13 (RC)</del> , Feb. 10 (RC), Mar. 10 (RC), Apr. 14 (RC), May 12**: HT mentioned that RC stands for room confirmed	*HT to inform members the Jan. 2022 meeting is cancelled, and that the Feb. 10 <sup>th</sup> meeting will be scheduled for 2 hrs to allow adequate time for financials to be discussed. CB to invite Jodie to attend the 2/10 meeting.
X.	<b>ADJOURN</b>	<b>1912</b>	
<p><b>Key: * = see appendix, RC = Room Confirmed</b>  <b>Attachment(s): 0</b></p>			

## Appendix:

### Submitted neighborhood visit implementation strategies

Person submitting	PH	LL	SP	HT
Comments made	<p>As far as introducing ourselves to our neighbors, I suggest a basic letter with our picture, address, bio, and email address or something like that.</p>	<p>I think there needs to be some choice in what each member does as people have different comfort levels with social interactions. Here are my suggestions.</p> <p>Door to Door is great ~ There needs to be some way for us to be identifiable to our block members. Flyers can be left when no one is home.</p> <p>"Block" Party meet and greet in the RAC members front yard.</p> <p>Monthly "office hours" where neighbors could contact block captains via zoom, or other electronic means to express concerns or ask questions.</p>	<p>1) post a letter on each resident's door with contact information and encourage to reach out.</p> <p>2) in said letter, offer a block meet and greet that is COVID responsible. not a block party, but a meet and greet where you can gather resident information.</p> <p>3) go door-to-door. Post on social media and have email sent giving residents a heads up of us coming</p> <p>4) office send out an email with each member's contact information and which areas they represent and encourage residents to reach out.</p> <p>5) I don't think we will be able to get contact information for everyone, but a majority.</p>	<p>1) Before door-to-door visits occur, hold a RAC group meet &amp; greet with the community at the front entrance in conjunction with a Food Truck night; could try to get input from the community on their preferences &amp; interest in individual door to door visits +/- survey responses at that time</p> <p>2) Each RAC member could hold an individual group meeting with their assigned block either via zoom or at the Tiburon Office or Bossier Library History center conference room with zoom as an option; KW?, RAC chair?, others with zoom experience? could help schedule and facilitate zoom meetings with block advisors/captains; during the meeting, block advisors/captains could request that the residents complete the survey questions posted to HOASpace &amp;/or FaceBook, either on paper or electronically and submit them to the RAC block advisors/captain to compile and send to KW.</p>

**Submitted RAC resident block names:**

<b>Person submitting</b>	KW	HT
<b>Comments made</b>	Area of Record (AOR=TAOR/VAOR)	<p>Assigned Resident Coverage (ARC=TARC/VARC)  Resident Area of Coverage (RAC=TRAC/VRAC)  Area of Resident Representation (ARR=TARR/VARR)  Advisors' coverage enclave (ACE = TACE/VACE)  Advisors' district (AD=TAD/VAD)</p> <p>If an acronym is not desired by the RAC but a different word other than 'block' is preferred then the following terms could be used: district, precinct, section, sector, territory, tract, region, zone</p>

## RAC previous discussion on questions to include in neighborhood visits

Questions 1 thru 14 below are the last submitted list of questions the RAC discussed to include in the neighborhood visits. During the time this discussion took place between 7/23/21 – 7/27/21 there were 9 out of 12 positions filled since the committee lost 3 members quickly. Out of these 9 members, six members made comments, other than clarification comments, pertaining to the project. A 4<sup>th</sup> person resigned minutes before the August 12<sup>th</sup> meeting started but they did not make any comments related to this project. Most members who took part in the discussion felt that questions 11-14 may be too intrusive to ask during an introductory meeting. They felt that if questions 11-14 were included then they should be presented as optional. Members also felt that including questions about potential HOA dues' increase should be held until the RAC members can establish rapport with the community. A survey could be sent to the community about HOA dues increases later.

KW stated the following with regards to generating and compiling information for a spreadsheet. "Once we decide and agree on information to include or not to include I will add it to a Excel Spreadsheet and send everyone a copy. Once everyone gets the information for their zone/AOR/block they can email it to me and I will compile the complete list of all residents from both sides so we have a working database (I will add tabs between Tiburon and Village) and then send it back. If it is easier for Carol I can compile the list in Google Docs when complete so that it is a real-time working copy, I also do not mind continuing to keep up with the database going forward."

1. Last Name (self-explanatory)
2. First Name (self-explanatory)
3. Email Address (self-explanatory)
4. Phone Number (self-explanatory)
5. Own or Rent (Yes or No)
  - Owners Information (
6. Social Media (Yes or No)
7. Registered with HOA Space (Yes or No)
8. Form of Communication (social media, email, newsletter or multiple --- we might want to be careful with the advertisement of a newsletter to all though because printing can incur an additional cost)
9. Copy of HOA Covenants (Yes or No)
10. Front Office Number (Are they aware of the number to contact the front office)
11. Do you have children/ages
12. Birthday (doesn't have to be dd/mm/yy if they aren't comfortable giving that information can just be month... I'd like to start showing appreciation and doing monthly birthdays shoutouts on all the communication channels?)
13. Military (I know Carol had expressed making Tiburon a more military friendly community and possibly doing welcome home posts/signs for deployed members. Not to mention it would be beneficial information to know if a spouse deploys and the left behind spouse is needing assistance)
14. Number of occupants (this can become beneficial when trying to clean up the FB Page because all members will have to be cross referenced with the Assessors page and if only 1 person is on the deed but the spouse or other adults residing in the home request to be on the page we can quickly reference our spreadsheet)

### **Other comments/decisions discussed:**

Request that Carol send an email out to the residents shortly before visits occur.

Produce contact/push cards (size of a business card) to hand out during visits; these can include names of HOA members on the front or back with contact information and then members of the RAC on the opposite side. Cards handed out on Tiburon side will list Tiburon RAC members while those handed out on the Village side will list Village RAC members. These cards can/should contain information on accessing the covenants.

Websites that the HOA/RAC determine will be the official websites for the community should be included on the contact/push cards.