

<b>MINUTES</b>																																																																																																																						
TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)																																																																																																																						
TIME/ DATE	6 – 7:45 PM – TH Feb. 10 <sup>th</sup> 2022																																																																																																																					
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: 1809</b>					<b>ACTION ITEMS</b>																																																																																																																
<b>II.</b>	<b>ROLL CALL</b> **Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive** <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:30%;">Meeting date→</th> <th style="width:10%;">2/10/22; 1<sup>st</sup> meeting of '22</th> <th style="width:10%;">3/10/22</th> <th style="width:10%;">4/14/22</th> <th style="width:10%;">5/12/22</th> <th style="width:10%;">6/09/22</th> <th style="width:10%;">7/14/22</th> </tr> </thead> <tbody> <tr> <td><b>Total Members→</b></td> <td style="text-align:center;">10</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Total Present→</b></td> <td style="text-align:center;">7</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b># Needed for Quorum→</b></td> <td style="text-align:center;">6</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="7"><b>Tiburon</b></td> </tr> <tr> <td>Colbert, Kimberly - KC</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Cole, Amanda - AC</td> <td style="text-align:center;">A</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Hickey, Patrick - PH</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lewis, Stephen - SL</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tice, Hilary - HT</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="7"><b>Village</b></td> </tr> <tr> <td>Berney, Bobby (Bob) - BB</td> <td style="text-align:center;">A</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lambert, Lisa - LL</td> <td style="text-align:center;">A</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Pettengill, Sarah - SP</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Wise, Misty - MW</td> <td style="text-align:center;">P</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Wissmiller, Kathryn (Kat) - KW</td> <td style="text-align:center;">Z</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Meeting date→	2/10/22; 1 <sup>st</sup> meeting of '22	3/10/22	4/14/22	5/12/22	6/09/22	7/14/22	<b>Total Members→</b>	10						<b>Total Present→</b>	7						<b># Needed for Quorum→</b>	6						<b>Tiburon</b>							Colbert, Kimberly - KC	P						Cole, Amanda - AC	A						Hickey, Patrick - PH	P						Lewis, Stephen - SL	P						Tice, Hilary - HT	P						<b>Village</b>							Berney, Bobby (Bob) - BB	A						Lambert, Lisa - LL	A						Pettengill, Sarah - SP	P						Wise, Misty - MW	P						Wissmiller, Kathryn (Kat) - KW	Z						
Meeting date→	2/10/22; 1 <sup>st</sup> meeting of '22	3/10/22	4/14/22	5/12/22	6/09/22	7/14/22																																																																																																																
<b>Total Members→</b>	10																																																																																																																					
<b>Total Present→</b>	7																																																																																																																					
<b># Needed for Quorum→</b>	6																																																																																																																					
<b>Tiburon</b>																																																																																																																						
Colbert, Kimberly - KC	P																																																																																																																					
Cole, Amanda - AC	A																																																																																																																					
Hickey, Patrick - PH	P																																																																																																																					
Lewis, Stephen - SL	P																																																																																																																					
Tice, Hilary - HT	P																																																																																																																					
<b>Village</b>																																																																																																																						
Berney, Bobby (Bob) - BB	A																																																																																																																					
Lambert, Lisa - LL	A																																																																																																																					
Pettengill, Sarah - SP	P																																																																																																																					
Wise, Misty - MW	P																																																																																																																					
Wissmiller, Kathryn (Kat) - KW	Z																																																																																																																					
<b>III.</b>	<b>APPROVE MINUTES</b>	Approve minutes from 12/09/21 RAC meeting; motion to approve minutes made by SL; seconded by SP – minutes approved as written by all present in the room																																																																																																																				
<b>IV.</b>	<b>APPROVE AGENDA</b>																																																																																																																					
<b>V.</b>	<b>RECOGNITION OF GUESTS</b>	Jodie – Tiburon/Village Accountant; Carol Burkett (CB), Tiburon/Village Office Manager																																																																																																																				
<b>VI.</b>	<b>UNFINISHED BUSINESS</b>																																																																																																																					
	<b>1. Signage (SL):</b> *see appendix for a picture of what the sign will look like, with Tiburon specific information to be used instead of what is shown in the picture. SL corresponded with Mr. Black about appropriate structure and location, structure will be very simple with a key that opens a glass door. There is a magnetized area in it. It will be personalized for the development, ie. Tiburon at top and new HOA website																																																																																																																					

<p>address at bottom. It should be painted to match the light posts but won't arrive in the appropriate color. The approximate location where it will be placed is in the green area to the right as you exit the development. This location allows for all individuals in both developments to view it since everyone exists at this outlet. CB mentioned this has been ordered. SP suggested RAC members help Carol maintain the sign once it is in place. SL mentioned it should be CB and 1-2 RAC members responsible for the sign.</p> <p><b>2. Door to door neighbor effort:</b> tabled until 03/10/22 RAC meeting; topic areas for discussion included in appendix</p>	
<p><b>VII. REPORTS</b></p>	
<p>❖ Social Media: KW; KW stated no updates for social media: Carol was thanked for getting the new website up and running (tiburonbc.com). Carol stated that the new web address is being put on the back of her business cards and she is informing new residents that the covenants will always be available there. CB mentioned that the tiburonbc.com website will be set up where each RAC member will have their own email address for their assigned block. SP asked if this feature could be set up to send messages to personal accounts alerting when messages have been sent. CB was unsure if that feature was available.</p>	
<p><b>VIII. POTENTIAL PENDING/NEW BUSINESS</b></p>	
<p><b>1. Tiburon/Village Financials</b></p> <p>a) CB/HT to provide updated financials to RAC members 1-2 weeks prior to 2/10/22 meeting</p> <p>b) Jodie: overview of financials*; Jodie offered to field any financially related questions and shared that she is available at the HOA office every Thursday for ~3-4 hrs from ~9:30/10 am- 2 pm</p> <p>c) RAC member Q/A of financials*</p> <p>d) Address community comments/concerns related to financials*</p> <p>e) Disbursement of information to the community: is posting of meeting minutes sufficient or supplement with additional avenues?</p> <p><b>2. Discussion: handling anonymous community comments:</b> CB mentioned that anonymity is not preferred by the HOA members because they have been fielding the brunt of aggressions being made in the community; Jon likes to know who and why are they talking; SL asked if community member information was divulged if that would cause Jon to contact the person making the comment &amp; CB stated it probably would. SL felt that it would be inappropriate for a community member to submit a comment to a RAC member under disclosure and then be contacted by Mr. Black. SL mentioned that he felt it would be his responsibility to present community member suggestions in his own voice if this were the outcome. The RAC members</p>	<p>CB to send KW copies of the financials distributed during the meeting.</p> <p>SP requested that the availability of the office space for community member use be addressed at the HOA meeting and with the community after the meeting.</p> <p>RAC members can send in any talking points for the HOA meeting to CB or Jodie.</p>

involved in the discussion felt that we should be an intermediary between the community and the board, and the community should feel sheltered from disclosure if they use the RAC as their voice.

**3. Member attendance & community involvement:** there was some discussion on this issue and the group still present felt that one member should be replaced since they have not been active electronically or in-person and haven't been attending meetings; one other member was discussed but they have been more present electronically but still have missed numerous meetings; CB said she will start looking for one replacement and opened the search to RAC member involvement; SL mentioned that this could be announced at the April HOA meeting but also felt it may be more targeted if the search is focused in Tiburon itself; SL mentioned he would contact someone he knows to see if they are interested in participating;

**4. Community comments & concerns, unrelated to scheduled agenda items\*- this was mainly tabled, some discussion occurred as below:**

- a) Incorporate these into the April 2022 HOA/Community meeting and/or should RAC/HOA address this earlier?
- b) Poll community on concerns and organize concerns into levels of priority; potentially incorporate into April 2022 subcommittee duties?

Jodie made a request to RAC members to send in any talking points for the agenda about the HOA meeting. SP & SL requested that the meeting not be abruptly ended; CB suggested that RAC members be up front with the HOA members and SL/SP stated that they felt the RAC members should probably remain in the audience since we represent the community. SL mentioned there needs to be an acknowledgement of the relationship between the HOA & the RAC during the meeting; SL suggested that questions could be submitted via note cards to decrease the random question picking from the audience; CB, SP & HT mentioned using the social media websites as well; CB mentioned that soliciting for questions early would help to streamline the process.

**5. Prep for April 2022 HOA & Resident Community meeting\* - this was tabled and not discussed**

- a) RAC coordination with HOA members and community to facilitate a more organized/informative meeting in April 2022
- b) Subcommittee formation?

**6. Open forum:** SP mentioned that the RAC should probably prepare to look over the landscaping issues to see if improvement can be made; SL mentioned that the trees are scheduled to be trimmed at the entrance & CB mentioned quotes have been made; the group again discussed the potential to use a handyman; CB mentioned that she is working on new cards for the RAC members but will not finish them up until the new email addresses are in place.

X.	ADJOURN: 1956	
Key: * = see appendix; Attachment(s): 0		

Appendix:

Signage selected:



On  
 \$1,  
 Hi  
 Ch  
 EX  
 POS  
 the  
 ext  
 stor  
 ☐  
 (\$2  
 TC  
 Thi  
 We  
 you  
 Thi  
 or  
 You  
 You  
 ☐ N  
 BC  
 Th  
 We  
 You  
 You

**The following comments/concerns have been submitted by community members for review & discussion by the RAC**

1) Related to financials:

Submitted 12/29/21 by Anonymous:

“I don’t think the HOA should pay for the office or carols salary at best we should pay 40% or so as we have no access to use of the office and carol is John and hunters personal secretary not ours. Now I understand she does do some things for the community as a whole and hence a reasonable argument can be made for us to pay a portion of her salary.

I believe the savings of offloading half her salary and all of the office would leave the HOA a large profit at the end of each year and maybe we could make a real change with those savings.”

2) Unrelated to scheduled agenda items:

Submitted 12/2021 & 1/14/22:

**Covenant enforcement:** a few community members have voiced concerns through RAC representatives pertaining to perceptions of how enforcement of covenants is being handled. Community members have voiced that there doesn’t seem to be consistency in either applying enforcement to all areas of the covenants or in holding all residents to the same standards. Some examples shared include: trash cans being left out longer than what is allowed in the covenants, parking of trailers and RVs, and landscaping issues.

**Potential duties of RAC Subcommittee related to Apr. 2022 HOA, RAC & Community meeting:**

- Be points of contact between HOA, Community and RAC for the April meeting: provide progress reports to RAC
- Work with HOA members to develop an agenda (example below) for potential disbursement to community before meeting
- Work with stakeholders to coordinate availability of public address (PA) system/AV equipment at meeting site, zoom availability, etc.;
- Help disperse communications about the meeting to the community: make available/disperse 2/10/22 RAC meeting minutes chronicling the committees review of the financials (this might help alleviate the bulk of questions the community would ask during the community meeting if they can see questions already asked and answered by the RAC during the Feb. meeting)
- Develop & disperse a questionnaire to community members eliciting requests for items to be discussed/reviewed during Apr. 2022 meeting: 1) determine a timeline to obtain community input while allowing sufficient time for submission of these questions to the HOA to allow them to prepare to address the questions during the April meeting; 2) develop questionnaire: what topics/items would you like the HOA board/RAC to address during the Apr. 2022 meeting?; what questions about the financials of the community do you have that you want

addressed at the meeting?; if zoom is made available, would you attend via zoom?, etc. 3) determine how to disperse the questionnaire: online, poll random neighbors, etc.

- Help facilitate Apr. meeting: setting up PA/AV equipment, help with resident sign-in, disperse any handouts, field questions (eg. Pre-meeting 'meet & greet' of RAC members, bathroom locations, etc.), determine who will take official minutes of the meeting and how they will be shared with the community

### **Example HOA & Resident Community Meeting Agenda (obtain HOA board member input)**

#### HOA & RAC member introductions

- Introductions: HOA & RAC members
  - Location of Block Captain contact information
- Official websites of the development: ie. HOA Space & Tiburon Facebook page

#### Business:

- Brief overview of financials by Jodie (make sure community is aware of 2/10/22 meeting minutes chronicling the RAC review of the financials)
- Projected alterations to the development: Jon/Hunter Black
- Address other areas of interest collected from the RAC & community survey

#### Resident Q/A

Consider including something like the following statement:

\*Disclaimer: since previous meetings have been abruptly ended due to a few community members' inability to discuss concerns professionally, community members who attempt to degrade others or are unable to act professionally will be asked to leave rather than cutting the meeting short for other individuals in attendance.

**Submitted neighborhood visit implementation strategies; tabled until 03/10/2022 meeting**

Person submitting	LL	SP	HT
<p><b>Comments made</b></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>



## **RAC previous discussion on questions to include in neighborhood visits; tabled until 03/10/2022 meeting**

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.