

<p>MINUTES: **The RAC continues to discuss/determine best implementation strategies for community resident attendance at our meetings, both virtually and in-person; therefore, this meeting will not be open for general community attendance. Once a strategy is in place to allow attendance by the general community, the residents will be informed that the meetings are open and any process/procedures for attendance.**</p>		<p>ACTION ITEMS</p>																																																																																																																																												
<p>TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)</p>																																																																																																																																														
TIME/ DATE	<p>6 – 7 PM – TH May. 12th 2022</p>																																																																																																																																													
LOCATION	<p>Bossier Central Library Conference Room</p>																																																																																																																																													
MISSION	<p>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.</p>																																																																																																																																													
I.	<p>CALL TO ORDER: 1802</p>																																																																																																																																													
II.	<p>ROLL CALL: CW attended</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="7"> <p>**Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive**</p> </td> </tr> <tr> <td style="text-align: left;">Meeting date→</td> <td style="text-align: center;">2/10/22; 1st meeting of '22</td> <td style="text-align: center;">3/10/22</td> <td style="text-align: center;">4/14/22</td> <td style="text-align: center;">5/12/22</td> <td style="text-align: center;">6/09/22</td> <td style="text-align: center;">7/14/22</td> </tr> <tr> <td style="text-align: left;">Total non-alternate Members→</td> <td style="text-align: center;">10</td> <td style="text-align: center;">9</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td></td> <td></td> </tr> <tr> <td style="text-align: left;">Total Present→</td> <td style="text-align: center;">7</td> <td style="text-align: center;">5</td> <td style="text-align: center;">9</td> <td style="text-align: center;">7</td> <td></td> <td></td> </tr> <tr> <td style="text-align: left;"># Needed for Quorum→</td> <td style="text-align: center;">6</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> <td></td> <td></td> </tr> <tr> <td colspan="7">Tiburon</td> </tr> <tr> <td>Colbert, Kimberly - KC</td> <td style="text-align: center;">P</td> <td style="text-align: center;">A</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">P</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>Eppler, Todd - TE</td> <td></td> <td></td> <td style="text-align: center;">P</td> <td style="text-align: center;">A</td> <td></td> <td></td> </tr> <tr> <td>Hickey, Patrick - PH</td> <td style="text-align: center;">P</td> <td style="text-align: center;">A</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td>Lewis, Stephen - SL</td> <td style="text-align: center;">P</td> <td style="text-align: center;">A</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td>Tice, Hilary - HT</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td colspan="7">Village</td> </tr> <tr> <td>Berney, Bobby (Bob) - BB</td> <td style="text-align: center;">A</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">A</td> <td></td> <td></td> </tr> <tr> <td>Lambert, Lisa - LL</td> <td style="text-align: center;">A</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">A</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td>Pettengill, Sarah - SP</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td>Rader, Ryin (alternate)- RR</td> <td></td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td></td> <td></td> </tr> <tr> <td>Wise, Misty - MW</td> <td style="text-align: center;">P</td> <td style="text-align: center;">P</td> <td style="text-align: center;">A</td> <td style="text-align: center;">Z</td> <td></td> <td></td> </tr> <tr> <td>Wissmiller, Kathryn (Kat) - KW</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">A</td> <td style="text-align: center;">A</td> <td style="text-align: center;">A</td> <td></td> <td></td> </tr> <tr> <td>Young, Joysaline (alternate) - JY</td> <td></td> <td style="text-align: center;">Z</td> <td style="text-align: center;">Z</td> <td style="text-align: center;">A</td> <td></td> <td></td> </tr> </table>		<p>**Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive**</p>							Meeting date→	2/10/22; 1 st meeting of '22	3/10/22	4/14/22	5/12/22	6/09/22	7/14/22	Total non-alternate Members→	10	9	10	10			Total Present→	7	5	9	7			# Needed for Quorum→	6	5	6	6			Tiburon							Colbert, Kimberly - KC	P	A	Z	P			Cole, Amanda - AC	A						Eppler, Todd - TE			P	A			Hickey, Patrick - PH	P	A	P	P			Lewis, Stephen - SL	P	A	P	P			Tice, Hilary - HT	P	P	P	P			Village							Berney, Bobby (Bob) - BB	A	Z	Z	A			Lambert, Lisa - LL	A	Z	A	P			Pettengill, Sarah - SP	P	P	P	P			Rader, Ryin (alternate)- RR		P	P	P			Wise, Misty - MW	P	P	A	Z			Wissmiller, Kathryn (Kat) - KW	Z	A	A	A			Young, Joysaline (alternate) - JY		Z	Z	A		
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III.	<p>APPROVE MINUTES</p>	<p>4/14/22 minutes discussed, HT mentioned that some minor adjustments had been made to what was previously sent out via email; SL motioned to approve; seconded by RR – minutes approved as amended unanimously</p>																																																																																																																																												
IV.	<p>APPROVE AGENDA</p>																																																																																																																																													

V.	RECOGNITION OF NEW MEMBERS/GUESTS	NA; however, this meeting will be SP's last meeting.	
VI.	UNFINISHED BUSINESS		
<p>1. Door-to-Door effort</p> <p>a) Online survey results: discussion ensued about the results, HT noting that ½ of the respondents were RAC members & projected the survey results showing 7 responses, 4 of which were RAC members. SL asked if the survey included what was submitted at the HOA meeting & HT clarified that the responses were strictly from the online survey; SL mentioned that the survey results do not support a need for the RAC members to go door-to-door; CW shared a situation in which KW attempted to complete survey questions with a new neighbor & the neighbor became confrontational; HT shared that her analysis is that the results are inconclusive and the low response rate could indicate that the community is accepting the increased communication that has been occurring with the formation of the RAC; CW and other members supported this view of the responses; SP discussed that the committee not wain on duties since the community response has been low; PH mentioned that current studies indicate that only ~5-10% of the population really gets involved unless they have an issue with procedures being implemented; SP mentioned that there has been an overall decrease in FaceBook complaints & members briefly discussed that there has not been any indication that crime increased after the yard sale event; HT summarized that the door-to-door effort would be cancelled and alternate means to reach the community could be considered. Members discussed whether there should be an adjustment made to number of meetings the RAC holds but the final outcome was to stay with the current schedule since the summer months may lead to more activity in the community and on social media sites that need addressed by the RAC; SP suggested that the RAC could plan summer activities for the neighborhood children; however, the members felt that it would be hard to implement items that would be well attended.</p> <p>b) Postcard cost and use: this item was tabled</p> <p>2. Community attendance at RAC meetings</p> <p>a) Online survey results regarding online and in-person attendance: LL mentioned that the low attendance at the HOA meeting and survey responses & response rates may indicate that the community would have minimal involvement in attending RAC meetings; the discussion then flowed into how community members could attend RAC meetings if they are interested; HT questioned whether she should be contacted directly or whether residents should go thru their RAC block captain; varying views were shared by several members ultimately leading to use of block captains as points of contact; HT requested that with block captains being points of contact whether guidelines be</p>			<p>RAC members are asked to contact HT no later than 24 hours before a RAC meeting with resident attendance requests.</p> <p>Announcement sign changes are as follows: 5/13 – SL; 5/20-RR (CW mentioned she could stick some flags in the ground); 6/3 – LL; 6/17 – LL but will need to pick up letters no later than 6/16.</p> <p>HT to remove SP & member preferred availability from affiliated tiburonic.com pages. SP removal to be made no later than Sunday 5/15.</p>

instituted so that she can compile a guest list to make sure meeting room capacity would not be broken, in which RAC members agreed and a decision was made where RAC members would contact HT no later than 24 hrs in advance of a meeting with resident meeting requests.

3. Announcement Sign

- a) Selection of messages for May & +/- 06/10; member sign-up for changing messages (Calendar)
 - HT displayed the announcement sign calendar posted to Tiburonbc.com and the committee discussed numerous message & QR code options, while maintaining a positive message; CW mentioned that she will be out of the office on 6/17 and the member changing the sign will need to pick up the letters TH 6/16; final decisions were documented on the calendar and RAC members volunteered to change the sign as follows: SL to change out on 5/13; RR on 5/20; LL on 6/3 & 6/17.
- b) Magnetic letter acquisition: completed by 4/29 change out
- c) Helpful hints/processes

4. Tiburonbc.com updates

- a) Activation of RAC committee pages: Contact the RAC & RAC Member Info. sites activated 4/30/22; HT gave instructions on how to change email contact information on tiburonbc.com; SP requested to be removed from the RAC pages since this meeting would be her last.
- b) Member profiles: preferred availability pending; members felt that preferred availability is no longer needed, and HT agreed to remove that column from the affiliated page.
- c) Updates to website/Misc.

5. HOA covenant violations guidelines for RAC members (CW): see open forum comments

6. Follow-up on formation of landscaping subcommittee: item tabled

VII.	REPORTS	
	❖ Social Media: KW/HT	
VIII.	POTENTIAL PENDING/NEW BUSINESS	MW to contact CW for business cards.
	<p>1. Develop procedures to incorporate alternate RAC members into committee proceedings</p> <p>HT prefaced the discussion by questioning the fairness of allowing only some members to be assigned alternate members where other members would not, who would oversee deciding the criteria for alternate member assignments and whether alternates would be a gift to members not meeting the obligations of the committee.</p>	<p>CW to discuss the salvia growth on the Tiburon group of 3 ponds with the Blacks.</p>

SP questioned whether alternates are needed. The ultimate decision was to eliminate these positions from the committee. The conversation turned to discussion of two members with the lowest attendance and interactions with the RAC. LL mentioned that these members are not communicating with the RAC and that their communication with their assigned coverage area would be questionable. SL suggested that KW be approached to see if she would be willing to have the RAC fill her seat with a different resident; LL suggested that KW could be given the opportunity to stay on as the social media coordinator outside of the capacity of the RAC and attend RAC meetings on an as needed basis. CW voiced concern filling these two spots if the members were removed from the RAC. HT reviewed section V. Expiration of RAC membership of the Advisory Committee Purpose document that each member signed upon agreeing to serve on the committee in which it states "Should a RAC member's conduct, attitude or dereliction of duty become an issue, and those issues have been addressed with that member on at least two separate occasions, that member may be asked to resign and a replacement found if the majority of the RAC approves." HT clarified that the committee could vote and forward on the results to the HOA for review and implementation. The committee delved deeper into the interactions BB has had with the committee and determined that he has been approached on multiple occasions regarding issues relevant to section V. A member present also indicated that BB seems to participate only when he is unhappy with decisions that have been vetted by the RAC and HOA though he did not participate in the discussions/decisions leading up to the outcome. Comments were made that the 2 meetings BB attended via zoom he did not confirm he could hear the conversation when asked by the chair, nor did he make any comments during the part of the meeting he was connected to. The RAC agreed that a vote should be taken to determine his continuation on the committee and PH volunteered to be the steward of his coverage area until a replacement could be found. SL suggested that his position be posted to social media to find a replacement and HT mentioned that JY should be offered the position first. SL motioned to remove BB from the RAC, RR seconded the motion & all those in attendance voted unanimously to remove BB from the committee. SL suggested that someone reach out to JY about the open position and CW indicated that if JY is uninterested that she would look over the new people that have moved into the community. SL then suggested that someone reach out to KW about her attendance with the RAC and RR volunteered to contact her. Members felt there could be a role for her outside of the committee, supporting her involvement in social media issues and CW mentioned that KW's expansion of foster children in her household has greatly affected her ability to participate.

- a) Voting
- b) Meeting quorum
- c) Terms/length of service

2. Open forum: revisit vote on the ACC fencing addition, particularly fencing color; landscaping issues: salvia in the ponds;

CW to discuss the outcome of the RAC discussion regarding the ACC fence issue.

RAC voted to remove BB from the committee, CW present as HOA representative. PH to serve as the block captain until a replacement can be located and HT to update the RAC committee pages on tiburonbc.com.

Someone to reach out to JY to determine if she would like to step into BB's seat.

RR to contact KW about RAC attendance and send CW & HT an email with an overview of the discussion.

	<ul style="list-style-type: none"> • SL mentioned continued wrong way street parking on Piccadilly, PH brought up a different covenant violation; CW discussed the need for police to be contacted about parking since they can write a ticket. • HT shared with MW that Tiburon business cards had been passed out to members in attendance and requested that she reach out to CW to obtain her items. • members discussed ACC issues that have involved RAC member input, mainly revolving around a request by a resident to build a fence made out of material with a 50 yr warranty and would need to be painted; CW shared previous photos of the proposal to members in the room; concerns were voiced regarding the painting that would need to be completed and trying to regulate that across the community; members discussed that the ACC would still be involved in approving paint choices; SP suggested that a color palate be made that residents would need to abide by; however, other members felt that this would be too restrictive and would garner complaints from residents; PH mentioned that styles change over the years and some leeway should be available to accommodate these changes; CW brought forward challenges that would be incurred by selecting color palates as there are endless variations available; the ultimate outcome of the discussion was to proceed with the RAC’s previous email vote on the issue. • SL prefaced the salvia on ponds discussion indicating that the group of 3 retention ponds on the Tiburon side have significant growth of salvia and asked if anything could be done about the issue; CW said she would talk to the Blacks about the issue. • SP brought forward an issue with the wooded part of a field by her house; she asked if there were plans to remove the piles of debris; CW mentioned that the contractor that used to do this is no longer providing work for the community. • SP wrapped up the meeting by asking if a Q&A or a FAC document could be posted to social media websites addressing issues commonly causing confusion or frequently asked. LL asked CW if she felt this would decrease the volume of emails she gets about issues and CW felt that it would not affect the issue. 		
IX.	ANNOUNCEMENTS/AGENDA SOLICITATIONS	**Future Meeting Dates 2022: Jun. 9 (History Center @ 6 pm), Jul. 14 (Conf. Room @ 6:15 pm)**	
X.	ADJOURN: 1927		
Key: * = see appendix; Attachment(s): 0			

Appendix:

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

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.

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

Person submitting	LL	SP	HT
Comments made	<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 & 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 & 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 &/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

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 4th person resigned minutes before the August 12th 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.