

MINUTES OF SPECIAL BOARD MEETING
SEPTEMBER 18, 2019

A special meeting of the Twin Isles POA was held on Wednesday, September 18, 2019 at 1:00 P.M. at 725 County Road 136B, Kingsland TX. The following Board members were in attendance:

Ed Talley, President
Annette Long, Vice President
Betsy Watson, Secretary
Karen Oustad, Treasurer
Olie Buchanan
Darlene Lacy
Jill Respass

Also present were ten non-elected members of the POA. The purpose of the meeting, as stated by the Secretary, was to afford the four newly elected Board members (Annette, Betsy, Karen and Olie) the opportunity to gain a better understanding of what might be required of them in their new roles. Paper and pens were provided so non-board members could have an opportunity to provide input because discussion is limited to Board members at all Director meetings. The following topics were discussed:

1. **Complaint handling**—Historically, the Board had adopted a practice of sending out a written notice of violation as soon as an infraction of the bylaws was brought to its attention. This notice cites the violation and gives the property owner 30 days to correct the violation before further action is taken. Based on feedback from the annual meeting, the written notice given with no prior personal contact or discussion from a Board member tended to anger some property owners, and one owner had suggested the Board adopt a Code of Ethics to guide its behavior.

Action items

- a. **Code of Ethics:** It was asserted that both State law and Twin Isles bylaws section 25.02 address behavioral requirements so a separate Code of Ethics seems unnecessary.
- b. **Enforcement:** No enforcement letters have been sent since the August 3rd election of new board member who could not understand why the need to send notices was so urgent. New Board members thought the bylaws seemed unclear, and the historical context was unknown which prompted the request for a special meeting. Prior Board members thought the written notices were very professional and polite, whereas new Board members thought the written notices should be modified both in tone and content.

- 1) The Board agreed to establish a new procedure whereby community members whose properties are found in violation of bylaws would be contacted either in person or by phone (when possible) before a written notice is sent.
 - 2) Resident Board members will carry out this new procedure since non-resident directors are not readily available.
 - 3) Betsy agreed to prepare a new template for first violation letters. She will submit same to the Board by September 21st.
 - 4) Annette suggested a public reading of the bylaws as a means of ensuring common understanding of requirements; the discussion was tabled.
 - 5) Bylaws should be enforced as written in order to minimize conflict.
- c. **Beautify Twin Isles Project:** Burn piles were discussed in the context of the current burn ban. The Board will explore the possibility of a neighborhood clean-up effort that would facilitate efforts to beautify all properties in the neighborhood. Bids could be taken to have a vendor assist the cleanup or a community-wide volunteer effort could be launched for that purpose. A flyer was distributed which advertises the Llano Countywide Residential Bulk Collection Event. KMUD customers are able to take their bulky items like couches and appliances to the Llano County Annex on Saturday October 12 between 8:00 A.M. and noon.
2. **Transparency**—The Board discussed ways in which members of our community might be kept better informed about issues as they develop.

Action items

- a. **Website:** Former Board member C.J. Payne agreed to continue maintaining the Twin Isles website because none of the current Board members is prepared at present to take it over. He will delete all information concerning short term rentals. It was suggested that the Twin Isles website be modified to include photographs and contact information for all directors but not all directors agreed so the discussion was tabled.
- b. **Facebook:** Annette Long agreed to take over the Facebook page. Ed will send credentials necessary to take over page management.
- c. **Meetings:** It was agreed that the Board of Directors would meet monthly rather than quarterly to facilitate communication.

- d. **Minutes:** Going forward, minutes of all meetings will be sent to POA members by email and/or snail mail in addition to being posted on the website.
3. **Bylaws**—The Secretary informed the Board that votes are missing from several property owners who attended the annual meeting on August 3rd. The President advised that several proxy votes were disallowed because the forms were not completed properly.

Action Items

Records Review: A member who attended the meeting stated his opinion that the Secretary's report about missing votes amounted to an accusation against the Board's integrity. Citing a section of the bylaws, he requested a personal meeting with the new Secretary and the new Treasurer in order to examine the following records:

- 1) Ballot counts from the 2018 and 2019 annual meetings.
- 2) Violation letters, including sequence letters, sent to all property owners for the period January 1, 2018 through September 18, 2019.
- 3) Documentation for all deposits and receipts into the Twin Isles bank account for the period between January 1, 2018 through September 18, 2019.

4. General Operations—

- a. Karen Oustad resigned as Treasurer because of excessive demands on her schedule. Olie Buchanan agreed to serve as Treasurer in her stead.
- b. The boat ramp has been in need of repair for some time. Ed Talley said he would get bids for its repair.
- c. The next Board meeting will be held on October 26th at 10:00 A.M. in Twin Isles at 308 CR 136B.

The meeting adjourned at 2:33 P.M.