Willows COA Executive Committee Meeting 10/1/2026 Minutes

Agenda

1. Management
2. Special Assessment - General Director Breeckner
3. Review of the finances - Treasurer Veliz
4. Emergency Protocols
    a. Water shut off map
    b. Emergency numbers
    c. Call tree
    d. Internally published owner contact list?
5. Administrative Protocols
    a. Mailroom replacement FOB/Key procedure - Secretary Corrigan
    b. Violation Procedure & Ownership
    c. Maintenance Procedure & Ownership
    d. Communication Management
    e. Adding President, Vice President and General Director to the email account
6. Foreclosures/Legal
    a. Current foreclosure proceedings that were underway
        i. Owners reporting improper accounting and issues with resolution
            1. D302
            2. F301
            3. C208
    b. Legal Fees for prior actions
7. Construction projects
    a. Siding
    b. Roofs
    c. Balconies
    d. Others
        i. Dr Siddiqui - Treasurer Veliz
8. Community Needs
    a. Landscaping
    b. Maintenance
    c. Grounds cleaning
    d. Front Gate
9. Committee formations
    a. Security
    b. Office
    c. Outreach
    d. Others
    e. Construction
10. Review of last week's minutes - Secretary Corrigan

Meeting Opens 2:40pm

Attendance: President Oliveraz, Secretary Corrigan, Treasurer Veliz, Vice President Jackson, General Director Breeckner, Gary Breeckner.

Treasurer motions to address the presence of Gary Breeckner in the room, highlighting the meetings were voted to be closed. President, Secretary, General Director and Vice President voted his presence at this meeting was not something to take issue with at this time so long as he remained in an observational capacity.

Agenda Item 1: Management

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Casa has retracted their proposal. Donna expressed some personal issues had arisen for her over the weekend and their capacity to service The Willows has diminished. First Commercial has agreed to stay on in a reduced, interim capacity to at least collect dues and pay bills until another management company can be retained. The scope of their work needs to be clarified.

Secretary highlights that there are no small firms left to work with. The firms that handle COA management based out of Tulsa have been tried unsuccessfully, smaller firms such as Beacon Management were contacted and they do not handle condos at all, citing they are referring their previous COAs to Strida management, based out of OKC. At this juncture, our only option is to sign with a larger firm based out of OKC which would be equipped to handle the workload of our community. OHP and Strida have both been confirmed as being interested. OHP only does full-service, Strida offers full-service and limited service.

The conversation of self-management was started by General Director Breeckner, highlighting it would be a way to conserve funds in this time of economic distress. Secretary rebuts that per the Declarations, we would need 67% of ownership in a room to vote on such a matter, we would then need to choose a SAAS system, like Appfolio or Buildium, to manage payments, maintenance requests, etc, and an office admin who was familiar/could be trained on those systems. The alternative would be to make a similar move as with NTV Management where we hire a dedicated on-site COA Manager to work out of the office, which would require a job listing, interview, and then a similar process with onboarding a management software etc.

President Motions that the contracts need to be reviewed and a decision should be tabled to next week. Unanimous agreement, decision is tabled.

Action Items: President to reach out to First Commercial and get scope of services. Secretary is to collect the contracts and email them to the other directors for review.

Agenda Item 2 & 3: Special Assessment and Review of Finances.

General Director Breeckner called for the special assessment to be on the meeting agenda, wanting to review its necessity. Secretary motions to include the review of the finances to establish if there is an easily found basis for the special assessment. Treasurer Veliz, Treasurer, has been working with First Commercial to obtain current financials and delinquency ledger. In review of the last month's income and expenses, it is stated that our total expenses in September was 108,476. Special Assessment collected $17,973, Dues collect an average of $41,195, and our base operating expenses were roughly $35,000. The end of August saw heavy expenditures in insurance, attorney, and construction fees.

Considering our operating is approx $35,000 and our dues collection if everyone was paying would be roughly $50,0000, cause is established for the special assessment given the repair and reconstruction needs of the community.

Agenda Item 4: Emergency Protocols

Secretary proposes the need for clear, defined policy and accessible information for owners to know what to do and who to call in case of an emergency, as exampled by C208 over the weekend and similar known incidents in recent years. Lack of information is causing residents to scramble for help, calling upon the wrong people and delaying assistance. Additionally, any changes to the Cox Business account to update the outgoing message is locked behind Vicki Leach's personal information. A form needs to be submitted to designate a singular person as the point of contact.

It is motioned for Secretary Corrigan to be the Account Holder for Cox Business. Motion is approved by unanimous vote.

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Discussion highlights useful items for emergency protocols would be a map that has the locations of all water building shutoffs and a water key in office, a clear list of city resources for who to contact in the event of an emergency, an owner directory made available so owners can call each other, and a designated cellphone that can be traded off amongst directors or potential committee members until such time there is a maintenance technician that can service emergency calls. Secretary remarks there are services such as Mint and Visible where basic cellphone service is $15/month.

All items are agreed by unanimous vote.

Action Items: Vice President to work with Jimmy on creating the map of building shut offs. Secretary to create and publish a list of emergency resources and who/when to call.

Cellphone to be revisited when financials are more concrete.

Agenda Item 5: Administrative Protocols

Mailroom/box
Secretary brought to vote the existing mailroom/fob handling procedure: Each owner was granted one key and fob per unit when the mailboxes were first installed. The existing policy is owners need to collect themselves and furnish leases and all replacement FOBs are a $20 fee and replacement keys are $50 to cover the cost of materials and time needed to make replacements. It is motioned to add in the owners can sign a release to allow a tenant, manager, or trusted person to collect it.

Policy and additions are approved by unanimous vote.

Violation Procedure and Ownership
Secretary brought for vote a procedure for addressing violations. Violations will be on a written complaint-only system, proposing not going “hunting” for violations, but taking them upon complaint. Violations will need supported evidence (i.e. audio, video, or more than one complainant) that can be confirmed upon being noticed and/or attested to. Residents can submit potential violations via email or the contact form on the website. Upon confirmation, a notice of violation will be drafted and posted, emailed, and mailed wherein the unit is tenant occupied. The process will be followed from there per Dec 14.3. As this is largely administrative, Secretary Corrigan will remain in ownership of this until such time a manager or office admin can step in.

Policy is approved by unanimous vote.

Ed asks for clarity on units that have damaged the common elements or are otherwise producing habitability issues for surrounding units. It is noted that the board is empowered by several sections of the Declarations to make repairs to damaged elements (Ref Dec 7.12) or abate habitability issues (Ref Dec 7.7) and charge the cost of such against an owner, but there is a process to be followed as well as the funds available for such. However, these are not “fineable violations” as referenced above because the Declaration requires that to levy fines when an owner is committing a violation of the documents, it must first be noted what the fine for the violation is (Ref Dec 14.3.B.3).

Maintenance Procedure & Ownership
Secretary proposes as Maintenance is largely an administrative process, she will assume ownership of that as well. Maintenance items will be reviewed for responsibility (i.e. COA or Owner), all COA items will then be assessed for priority and cost. It is discussed to temporarily retain Jimmy as a maintenance technician for the property until such time as the COA can sign a management company and determine if maintenance will be handled internally or externally.

Secretary is approved by unanimous vote to handle maintenance.

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In the interest of time, items 5d and 5e are skipped.

Agenda Item 6: Foreclosures/Legal
Lindsey Kaiser has begun submitting her notices of withdrawal from existing foreclosure action. The association has 30 days to decide if these are foreclosure actions they wish to pursue and retain an attorney to do so, or if other means can be established to resolve accounts without garnering additional legal fees. The current actions are against: F204, D303, F205, I101, F208, F112, and C208.

Secretary notes the owner of F205 is deceased. This is a unit she is aware the previous board was looking at acquiring from the owner's sons for $5,000, a deal she negotiated that was halted do to her previous resignation and stalling by the previous board. Proposes that is something to consider when reviewing units.

Ed proposes reaching out to Jim Harris to get his cost of pursuing action. Secretary dissents stating the accounts need to be reviewed and owners contacted to determine if there is any basis for dispute. In her personal conversations with owners, she talked to more than a few who had issues paying their dues in general or getting disputes resolved, such as D302 and F301 (emailed), and foreclosure C208, stated attempts at resolution with Kaiser and First Commercial that went unresponded to.

Secretary proposes Treasurer reaches out to the owners currently in foreclosure and determine if there is any support for dispute of the amount attested to being owed or if they can resolve accounts without further legal fees.

Item is tabled until the next meeting.
Action Item: Treasurer to reach out to owners currently in foreclosure, where they are alive.

Agenda Item 7: Construction Projects*
* was included in with conversation regarding Maintenance
President addresses the potential completed and outstanding construction projects, highlighting a list she received from Robert Bardell. It is noted the list is the same as that which was emailed by First Commercial a couple weeks ago and no invoices were provided. Secretary knows there is some information in the existing email account and in the previous computer files, but has not gone through it yet. Item is tabled until the next meeting

Action Item: Secretary will go through records and get invoices from existing to create a window on what work has been done and what is outstanding.

Meeting is adjourned at approx 5pm

<u>Summary Action Items</u>

1. President to reach out to First Commercial and get scope of services.
2. Secretary is to collect the contracts and email them to the other directors for review.
3. Vice President to work with Jimmy on creating the map of building shut offs.
4. Secretary to create and publish a list of emergency resources and who/when to call.
5. Secretary will go through records and get invoices from existing to create a window on what work has been done and what is outstanding.
6. Ed to reach out to owners currently in foreclosure, where they are alive.