

# *University Park Homeowners Association, Inc.*

## **Board of Directors Meeting Minutes**

### **By Telecommunications (Zoom)**

**April 24, 2024**

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The meeting was held by Zoom and was called to order at 3:03 PM. Present were as follows:

Lloyd Nordhausen	President
John Smith	Vice President
Nancy Bunker	Secretary
Jim Forman	Treasurer
Janet Butts	Director at Large
Ray Hendershot	Director at Large
Judy Walton	Director at Large
Derek Patterson	Property Manager
Ken Caskey	Regional Vice President, RowCal

The purpose of this Zoom meeting was twofold:

1. To conduct a brief RowCal performance review that the Board scheduled for three months after the January meeting between the Board and RowCal.
2. To discuss and confirm the process for appointing members to the Bylaws review committee.

#### **RowCal review:**

The floor was opened to review RowCal's performance with Mr. Ken Caskey, Regional Vice President of RowCal, as a follow-up to the January review meeting. It was noted that Mrs. Walton, from the UPHOA Board, had received complaints that when owners call in, a live person is not answering the call (you get options for leaving a voice message), which was reported to have been occurring for several weeks.

It was noted that Ms. Pam Vann at RowCal has been great at answering the door since the last meeting, but the current sign on the door gives the impression that no one will answer the door unless an appointment has been made. It was requested that a second sign be installed, noting you can ring the bell for service.

Mr. Caskey said he would call the RowCal office to investigate the phone system and the Care Team's response. It was noted that the April call log shows that calls are being answered and addressed.

Mr. Caskey will also provide an update (as soon as possible) on finding a new office location that would hopefully accommodate handicapped access, a possible open/unlocked door during business hours, and a possible front reception area.

A follow-up Zoom meeting will be called in a month to share information regarding what is found with the call-in concerns.

Mr. Caskey was excused from the meeting.

#### **Bylaw Committee process discussion:**

15 community members have volunteered for the committee.

The Board discussed appointing committee members based on their geographic locations within the community.

A motion was made to appoint three members geographically, and two members being appointed at large from the remaining 12 volunteers. The motion passed 7-0 in favor. (5 owners and 2 Board members will make up the committee). It was further agreed to use a ballot voting system to choose the volunteers for the committee at the April 29th Board meeting.

Mr. Patterson will have a booklet printed for the Bylaw Committee with the documents needed for their review work.

There being no further business, the meeting was adjourned at 4:26 PM.

Respectfully submitted

A handwritten signature in cursive script that reads "Nancy Bunker". The signature is written in black ink and is positioned above the typed name.

Nancy Bunker,  
Secretary