



## BOARD OF TRUSTEES REGULAR MEETING MINUTES

**ASSOCIATION NAME:** Scott Lake Maintenance Company  
**DATE AND LOCATION:** June 27, 2022 in the Community Center/via Zoom  
**CALLED TO ORDER AT:** 6:00 PM by President Graham

### ROLL CALL - BOARD OF TRUSTEES PRESENT:

Rich Graham – President	Members at Large
Eric Riffe - Vice President	Marci Simmons
Judy Zygar - Treasurer	Dane Johnson
Jyll Jones – Board Secretary	Mike Pierce
	Jim Hawke

**CONFIRM QUORUM:** President Graham confirmed that a Quorum was present. Jim Hawkes joined on Zoom, but no audio from Jim.

### I. ADOPTION OF AGENDA

- a. Addition to agenda to approve Annual Meeting May 14, 2022.
- b. May 14 minutes of SLMC Annual meeting was not adopted, will be adopted at July 2022 meeting.
- c. Minutes for May 19, 2022 were adopted.

#### Presidents Message:

President Graham notified the community that this was also a town hall, along with a board meeting, and wanted to include the community to be proactive with your Board of Directors.

Theresa Parsons – additional regulations from DOH concerning the WAC & RCW's for public water systems.

#### Member Comments:

Sarah White – See Addendum 1 Dane indicated that all that Ms. White was talking about has, is being and will be worked on. Rich asked if there were specifics that she saw.

Sarah White also mentioned that the water emergency was poorly timed, and she felt the board did not respond in a timely manner. Dane indicated that that we did respond timely, we were notified by 7 am, the first communication to the residents were by 7:23 am notice was posted on social media. The information was continuous. She later notified the board that she was wrong on the timelines she stated.

Jason Cameron – How to address vandalism in our park. What can we do to stem this tide of vandals? Jyll mentioned that she and Judy spoke with a TC Sheriff. At this time, we don't have a lot of teeth or authority at this time. We need to work through our CC&R's and By-laws as they don't cover what we need. What about enforcing the 14 and below to be with a parent. Dane indicated the Board of Directors is working toward some solutions.

Pete Church - agreed with the above information but cautioned about vigilante groups and the perception of this.

Judy Zygar – Meter reads for June 2022. A meter reading audit was June 17 through June 24, 2022. During the audit it was found that a majority of the meter boxes were in disrepair. I stated that based on what I saw, it was apparent that some meters had not been physically read in recent months due to overgrown vegetation and compacted dirt. Many of the meter boxes were missing lids and many boxes were cracked and broken. Also some older meters were hard to read, some had condensation under the lens as well as faded numbers. I also found five leaks which were reported to the office. I documented these concerns on the meter reading book for future repairs. I also reported these concerns to the community as well as board members

Theresa P indicated meter reads is part of our oversight of the water system that we bill and what we sell to residents. We must be able to keep an eye on leaks and it's the resident's responsibility to keep the meters accessible and able to be read.

Alaine Schuman asked who will be reading meters. Judy reported that Jacob Larson would be taking over these meter reads in the future.

Jyll discussed Non-Metered Lots. This has been tabled until July 2022. The philosophy behind charging the \$10 fee was to support the reserves and the infrastructure of our water system.

Approximately 92 lots are affected. The payment is \$10 per month.

May 2021, they changed the item listing on water bills from replacement reserve to non-meter lot fee, to ensure that the funds go to the correct reserve account.

For the fiscal year of 5/1/2020 – to 4/30/2021 NWW report says \$403.76 was collected. Most likely goes back to the change of item listing in May 2021, QB says for Jan 1 – Dec 31, 2021 \$6,757.32 was collected for NML.

I cannot say for sure about length of time this has been happening, because it was lumped into replace reserves before May 2021 and I don't know what monies was categorized and placed in Replacement reserves before May 2021.

Theresa indicated that this NML fee is for water reserves and helps to maintain the water infrastructure. As the owner of the water system, it is our responsibility to set our fees to maintain our water system. The intent is to support the reserves for our water system and maintain the benefit and the inherent right to provide our water.

Janet Kostechka – SLMC Article 9, Section 1. – see addendum Theresa indicated this is for the sale of water.

Tom Cullenton – if meter in place on a lot, the property owner paid to have the meter installed. This is a grey area. The reserve was intended for the water system only.

No motion was made, and it was tabled to July 2022 meeting.

Late fees for unpaid bills. SLMC chose to not charge late fees for unpaid bills during the pandemic. Jyll indicated that any non-payment may result in late fees.

The property owner application and agreement states and the homeowner initials this:

1. The penalty of \$25 or 1% of the total bill, whichever is greater will be assessed on the next month for non-payment (I read this as if past due bill is less than \$2500 a late fee of \$25 would apply. if the past due bill is over i.e., \$2500, then it's a 1% of total amount.
2. **This policy should only apply to 60+ days overdue**

Rich asked if we reinstate where would we start. Recommend we start August 1, 2022. Motion in July and use Sept 2022 as the start point. Marci suggested we could start this on Jan 1, 2023, after the special assessment is completed. This discussion is tabled until July 2022 meeting.

Sue Wilson asked about late payments and what the status of water shut off was. Jyll responded that the Board is looking into that within the next month. The board voted to table this question and answers until July 2022. Some recommendations will be water shut off and collections.

Theresa indicated that when bills are not paid, that is undermining our ability to provide what we need to do to work on the water system. We need to do something to work on this situation. RCWs provide a final step to the lien process and that is foreclosure. Rich indicated what percentage of residents that are late on their bills and that is less than 3%.

Tabled discussion until July 2023 board meeting.

Liens, CC&R and fee schedules. We need to craft a fee schedule for SLMC. This will allow us to streamline fees and codes. Working on creating a database for those properties that are out of compliance.

Community Standards for code enforcement. Basic thoughts on how to proceed. More to come on this subject, we want community participation and perspective on what should be enforced, how the CC&R's should play into our community. Alaine responded that the Governance Committee will be addressing this and provide some specifics to the BoT for CC&R changes and updates. Jim inquired about community standards on how to ensure in SLMC community. This has been discussed and will be asking Communication and Governance committees work on what we want to see as a community.

Rich reported that the login into the SLMC Website is complete. Go to Login on SLMC Website. Your Login in is your email. Your password is your NWS account number found on your water bill. Questions or concerns, contact the Communication Committee chair, Dane Johnston. We want to perhaps a send a postcard to each resident to complete the contact information. Postcard done timeline on July 11, 2022.

Marci told the board about the Draft Resident Parking Policy. Marci would like more community involvement on this issue. What would you as a community like to see. Email [Marci.simmons@scottlake.net](mailto:Marci.simmons@scottlake.net). Please use the suggestion box also. Please consider attending the Parks & Rec meeting on July 13, 2022, at 6 pm. How we ensure our residents can enjoy their park. How to create solutions long term for our park. Discussion was held about how to keep our park safe and accessible. Rich indicated working with Comcast to get WiFi in the park for security cameras. Discussion ensued about signs and more postings. RCW must state no trespassing and violations will be prosecuted.

Jyll updated SLMC and the board on 4<sup>th</sup> of July planning. See Addendum 3.

Kristen asked why we have to allow fireworks in our park. The only way to effect this is to talk to the county commissioners. Dane indicated the best we can do is post to be considerate of your neighbors and use safety measures when lighting off fireworks. Rich suggested perhaps SLMC might consider having a fireworks event. Would like to not see HOA funds used on fireworks. Please come out on the 5<sup>th</sup> at 8 am in the park to help clean up. Lots of extra garbage bags and extra dumpsters.

Water meter issue response. April brought us a beta test from NWWSS to read the meters on a tablet. During the reads, the tablet software was updated, and we lost all the data. That is why there was an “E” before your water read. This was an estimated read, which meant that everyone did not pay for any extra water usage and only paid the basic rate, \$65+\$10 for reserve, \$18.28 for special assessment (providing the household has not prepaid), \$40 for HOA/Maintenance, and any NML, or past due balances. May, the reads were incorrect due to human error. Jyll showed the meter read sheets and how difficult they are to work with. No extra fees were paid for June billings, only the standard fees referenced above. Four board members did the water meter reads in June, to establish a baseline for us to move forward. It was clear to the readers that several meters are in need of repair, several water breaks were detected, several properties had meters that need to be cleared of brush, maintained around the area of the meter, etc. The moles clearly do enjoy putting dirt around the meters. We want to remind residents to keep this area free of debris and accessible. In July meter reads will be completed by a contractor with extensive experience reading meters.

Geese update – June 30, 2022 USDA will relocate them. Thank you, Drainage District #11, for providing the funds to have this completed. Adults, babies, eggs and all pheromones are cleared. Historically, USDA indicated that the geese might not be back for years. SLMC will work with DD#11 next year.

Jyll updates:

Will be discussing with the board about a way that SLMC can deploy a rapid response system using software from the office computer. When we have an emergency of any kind on a weekend when NWWSS is not open, SLMC has that capability. Please if you know your neighbors don't have social media, please have them contact the office and give us alternate contact info (many have already done this). Or please check on your neighbors. Update your contact info with SLMC Admin office. It's imperative if you want notifications.

Do you know how to set up notifications on the SLMC facebook? I am working with our communication committee to provide those instructions.

Volunteer hours – in my other work for non-profits, we are required to submit to the counties and cities and such number of volunteer hours. I have been keeping track of our volunteer hours we spend for SLMC. These are not 100% accurate as board member work at different hours on board business

Board members 5,840 hours

Volunteers – includes board members doing community work. (approx. 10-15 volunteers) 2,300

Three more dog waste stations are ordered. Thanks community, your suggestions were helpful. One will be installed at the corner of Scott Lake Creek Drive and Trevue. The other will be go in the park near the tennis courts, and the other will be on the walkway over the creek.

Ballfield rehab. Most likely change date for unveiling the rehab will be in August 2022. Might need a call for volunteers soon. West Thurston will let us know when.

Thanks for all the hard work on the front entrance for beautification. Looks nice. Thanks to all the volunteers for all you do!

Fun and successful fishing derby, thanks SLAMS! They brought out the sunshine for all of us.

Thanks to the community members that have shared several different ideas that will enhance our community: community dog park, community garden, SLMC mutual aid. None of these ideas are in process, but we hope to address them soon. If you are interested in helping with any of these, contact the office and I will point you in the right direction to the community member wanting to organize these.

Terry Beck was appointed as SLMC new Facility and Maintenance Tech.

Thank you to Allison for coordinating the community awareness day on June 21, 2022.

Finance Committee: Judy shared that she is in the process of getting up to date with our finances. She is reviewing reports and such to gain a better understanding. The audit is just about complete, have a 30-day waiting period to contact residents to ensure that what NWWS billing is accurate and correct. Our auditor has most of the preliminary done and is just waiting to finish up the details. As soon as we have the audit, it will be distributed to our residents. When the login on the website is fully tested, residents will be able to see our finances. Judy mentioned that we will be working on educating both the board and the residents on various parts of how to read and understand our financials.

Water Committee: Our system is old, a lot of deferred maintenance, a lot of needs coming up, that being said, we need to tackle it with a good plan. We are in the middle of a reserve study that covers both water and non-water assets. Many committees will need to be involved in compiling and assessing our game plan for moving forward. The reservoir cleaning will hopefully clean out some sediment in one of the reservoirs, and we are waiting on the company for final dates. We have been having issues with the chlorine pump and NWWS worked on it, some issues with fixing. The reason we must chlorinate is due to well #2, which is in the park, the decision was made to turn #2 off, and the entire well field was turned off by accident. We are working on this issue and apologies for no advance notice. We need Well #2 for water quantity, not quality. When the demand increases well #2 is another source for maintaining constant flow of water to residents. As it augments during heavy use of water. We have 4 wells in service at this time. The other 3 wells are not required to chlorinate. Dane clearly stated that NWWS tech was the one that make the mistake. All committees need to work together to accomplish all we need to.

The water committee is the advisory group for these issues. Your BoT is working on communication between each other. Need to assess the water meter setter each time there are issues with meters. Eric indicated we need to have more than one contractor that can work with our system. We need to have backups and such for each position, vendor, etc. We will be looking to build this system of contacts and vendors.

Governance Committee:

Still working on the by-laws. Seems to be a tedious process, our committee goal is for the bylaws to enable the community to function correctly. Next will be the CC&R's. The articles of incorporation did not require a lot of changes. Biggest change to Articles was taking off the names of those that initiated this in 1962. Chatted about how to get this information out the community. Mentioned that the community must be involved and participate. Dane asked about standing committees and also asked about convenance info.

Kristin asked about the by-laws and why they would need to be rewritten. How will the by-laws then be sent out for review to the community?

Parks and Recreation Committee: Volunteers needed, and community support needed. Marci would like another kitchen shelter built by tennis courts area. Marci shared her contact info for the Parks & Recreation Committee. Marci shared her appreciation to the kids in the park that helped pick up the garbage.

Communications Committee: Dane shared that the Communication Committee that they want to be the bridge to the community for more clear, concise and consistent messages. Community Awareness Day was successful, thank you Allison. Michele asked about the automated system, and she wanted to see what we can do about that. Rich indicated it would cost us .80 per property. It was noted that we need resident contact information. Rich spoke about trust level with having this kind of information.

## Addendum 1

SLMC Board, For those who do not know me, my name is Sarah White. I am a homeowner in the community, I am also a business manager with a background in non-profits. My job is to maintain efficient business operations and minimize liability risks. I spent some time today writing up my recommendations for ways SLMC can better prepare for emergencies, improve operations efficiency, and minimize risks of liability. This is an incomplete evaluation as there was not enough time to properly research and prepare a full presentation, however I hope these suggestions will be useful to you.

- Establish uniform structure for committees
  - The purpose of a committee is to research and gather all information needed for the board to make informed decisions in the most timely manor possible.
  - Committees cannot take action independently of the board. Committees can only research and make recommendations to the board. All action must be approved by vote of the board during a board meeting.
    - Exceptions could be if a committee was tasked with hosting an activity or doing a hands on project. In this case they could take action as community volunteers but still only to the extent that was approved by vote of the board.
  - Board members assign tasks to committees based on needs of the community. Committees spend the time between meetings researching and developing recommendations. They then put their recommendations into reports to present to the board during official meetings. Reports should contain all needed information for the board to take action and vote, however the board can also decide to send an issue back to committee for further research if needed.
  - Board members should not act on issues without input from the appropriate committee. Ex: the finance committee should approve any budget changes prior to sending the budget to the board for official approval. The finance committee would also send all the research they did to back up their recommendation. This ensures due diligence is always taken to make the best possible decision for the community. Thus increasing the chance for community involvement and decreasing board liability.
- Establish structure within the board
  - No one, individual board member can speak with board authority. This is an important thing to remember to ensure continuity of information flow to the public.
    - Board members should act on social media as individuals only, never on behalf of the board. The only exception to this would be the single point of contact in charge of public communication. This person alone would be able to address the public on behalf of the board and needs to ensure they always act with care and professionalism, never speaking on topics the board has not discussed.
    - All board members, whether acting independently or as a board, need to ensure they always present themselves with professionalism. This includes making it clear when they are posting as individuals, not board members.
  - The board and committees need to fully understand the boundaries of their authority and defer to proper authorities as appropriate. SLMC's job is to manage the functionality of community resources, primarily water. This does not include acting as community watch, law enforcement, animal control, department of ecology, etc. These issues need to be forwarded to the proper local authority. This protects the board and volunteers from liability, and it also keeps our community safer.

- Official communication should be brief, succinct, and clear. Points are often lost in long messages online. Friendly and social on the phone, clear and to the point online.
- All communication passed through the single point of contact should be from script pre-approved by the board. It is possible that emergencies will come up that there is no script for, but you can establish protocols to maximize benefit and minimize risk with even the most unprecedented issues. This protects the board and the communication committee (serving as a single point of contact) from unnecessary liability.
- Structure for communication
  - § The chair of the communication committee should be assigned as the single point of contact. This person should rely on their committee to compose information released to the public. However, they may at times need to act alone to make sure emergency information is released in a timely fashion. A basic outline of protocol can be established to help with this, allowing the communication chair to simply input the correct information into an approved template. Ultimately, this person is responsible for all social media posts, composing all emails, composing all newsletters, and any other direct and indirect communication with the public.
    - The communication committee should compose standard response emails for the secretary to use. These should essentially acknowledge the receipt of issue and state that the person's question/concern has been submitted to the proper board members. Likewise they should compose a similar script outline to be used over the phone.
    - Any information the board wishes to share with the public should be given to the communication committee to compose and send out.
  - § Contact information for the communication chair as well as what sort of things they handle, should be listed prominently on the SLMC website.
  - § The communication committee should maintain current information on the most frequently asked questions and most common issues that arise within our community. This will allow them to respond to common inquiries without needing to consult the full board or wait for a board meeting.
- Establish emergency protocols. These should be developed with the input of Northwest Water, local law enforcement, and local health and ecology departments. Emergency protocols should include but are not limited to:
  - SLMC should have a checklist they follow each time work is done on the system to ensure that everything is returned to a properly functioning state. This checklist should be developed with the input and oversight of Northwest Water Systems.
  - SLMC should familiarize themselves with the safety issues and requirements associated with various water issues/emergencies. This will allow them to put safety protocols in place without the delay of a tech report. For example, it is known that a system depressurization like we experienced requires a boil notice. SLMC could and should have put notice out of boil orders as soon as they discovered the system had depressurized. There was no need to wait for confirmation of boil order from the NW Water tech.
  - SLMC should utilize currently available notification systems to ensure all residents are notified in a timely manor. What constitutes a timely manor should be established with the support of local health departments. Readily available notification systems include but are not limited to:
    - Mass email: this is done easily through the email system already in place. The office email can be set up to send out a mass email with the click of a button. This would take no extra time and would effectively notify the majority of the community. The communication committee should be tasked with composing a generic email to inform of

a water boil notice. The executive secretary can then be tasked with sending out that email.

- Mass text and robocalls: these can likely be set up easily for low cost or free through any major phone carrier. The communication committee should be assigned to research this and report to the board.
- Website: the website should always be kept up to date. During this most recent emergency, there was nothing updated on the website for several hours. We've been told to subscribe for notifications, but that only works if the website is kept constantly up to date.
- Social media: social media can be useful but should be the lowest priority for updating information.
- NW Water notification system. This works beautifully but only during business hours, so it cannot be relied on.
- Signs in the community. These are an important piece of the puzzle but take significantly longer to deploy than other options and they will not be seen by all members, particularly our elderly who are more frequently homebound and at higher risk for complications from water contaminants.

o SLMC should always prioritize water and safety emergencies over all other tasks, diverting any and all available volunteers/staff as needed.

o In the event of a non-water system related emergency, SLMC should notify the proper local and state authorities immediately. Examples of this include but are not limited to:

§ In the event of suspected or confirmed criminal activity and/or vagrancy on SLMC property (ex: park), the police should be contacted immediately. SLMC board and volunteers should not attempt to resolve these situations without the support of local law enforcement. It is unsafe for all involved.

§ In the event of chemical spills or suspected dangerous algae growth in the lake, the department of ecology southwest division should be contacted immediately.

- SLMC should encourage private citizens to also contact proper authorities first, then notify SLMC if they feel it reasonable.

## Addendum 2

Unincorporated Thurston County does allow fireworks. The discharge of consumer fireworks in Thurston County is restricted to 9 a.m. to 11 p.m. on July 3 and 9 a.m. to 11 p.m. on July 4 within unincorporated Thurston County.

The SLMC docks are not to be used to launch fireworks or have fireworks on the docks. The fireworks melt and or scar the docks. Please use your park assets wisely. If we must replace the docks because of damage, the last time we did this, the cost to the community was approx. \$11k. This is how your HOA dues are used. Please use them wisely.

## Lacey Fireworks Spectacular

Sunday, July 3

Rainer Vista Park

4 p.m.

Free

The Lacey Fireworks Spectacular is back in full swing for Fourth of July 2022! Join in all the fun starting at 4 p.m. at Rainer Vista Park in Lacey on July 3. Groove to the music of Beat Frequency at 5 p.m. and Good Vibrations, a Beach Boys tribute band at 8 p.m. Eat your fill of yummy local food vendors and then sit back and enjoy the fireworks, which will start with a bang at 10 p.m. This year, be sure to pick up your free 3D glasses



courtesy of Lacey Collision Center for a firework show like you've never seen. For more information, visit the City of Tumwater's Independence Day Parade

See fireworks like you never have before with free 3D glasses at the Lacey Fireworks Spectacular.

Tumwater

11 a.m.

Free The City of Tumwater's Independence Day Parade is back for 2022! Happening at 11 a.m. on July 4, this year's theme is "Aloha 4th." The 62 at the corner of Capitol Boulevard and Lee Street.

Thunder Valley Fireworks Show

Monday, July 4

Tumwater Valley Golf Course

6 p.m.

Free entry. Parking \$10/car Thunder Valley Fireworks Show at the Tumwater Valley Golf Course on July Fourth is a fun event for the whole family. After the parade, head to the Thunder Valley Fireworks Show at the Tumwater Valley Golf Course on July 4.

Food Trucks & Fireworks

Monday, July 4

7 p.m. – 11 p.m.

Cowan and Memorial Stadiums

Free If you are a DOD ID card holder JBLM hosts