

Wildwood Homes, Inc. - Follow-Up/Action Item Report

To: Wildwood Homes Board of Directors
 From: Julie Schaefer, Community Manager
 Subject: Recap of the July 2026 Board of Directors Meeting
 Board Present: Shelley Jones, Tim Lord, Kent Schwob, Dawn Warner
 Board Absent: None
 Attendees: Julie Schaefer CAM; Sargent Anderson (CO)
 Homeowners: None
 Called to Order: 6:44 PM
 Adjourned: 8:01 PM

ASSOCIATED NOTES	RESPONSIBLE PARTY NOTES - ACTIONS	STATUS
1. Action Item Report/Recap was approved unanimously in lieu of Minutes. Agent will file in community records	Julie	Done
2. Security Report: Sargent Anderson attended the meeting to provide the security report. - One (1) illegally parked vehicle towed - Several illegally parked vehicles and one trailer tagged – tagged trailer will be called in to be towed (still there) - Questions of one call to non-emergency of teen with weapon – delayed call, no proof of issue - Two photos sent of vehicles on Georgetown Rd side illegally parked – Officers will follow up - Officer followed up with resident parking van on lawn on Oakwood Trail – resident stated they were moving in and unaware could not park there – will move vehicle. Agent will also send letter to Homeowner	N/A – Info only	N/A
3. Kent submitted a receipt for mouse traps for the clubhouse, Board approved to reimburse him for the expense. Agent will submit for reimbursement.	Julie	Done
4. Review record for resident with ramp that was installed in 2025. Agent was unable to locate any obituary for the resident who installed the ramp. Verified incorrect address – the recently deceased owner owned a different unit in the same area.	Julie	Done
5. It was noted that BLC crew has started to damage some of the “Doggie Clean Up” signs with the trimmer, Agent previously informed the owner of the signs and requested they be removed before mowing then replaced. *Sent another follow up to owner (Acknowledged, please let Julie know if issues continue). Tim also noted that trimmers are damaging his fence again – sent photo to Agent, sent to owner of BLC with request to call Tim. (Acknowledged and stated that Supervisor would contact, let Julie know if no contact made)	Julie	Done*
6. Owner Open Session: - N/A	N/A	N/A
7. <u>Add items for next time block visit:</u> Dumpster #8, grate is off and drain needs cleaned (as much as possible)		

• Dumpster behind clubhouse – inspect and reset/repair hinges so • Repaint all curbs and no parking areas high vis/no parking yellow. Add curbs on Georgetown Rd		
8. Treasurers Report: The Treasurer report was provided at this time. Agent discussed change to financial reporting distribution to Board Members and new method of receipt. Board discussed collections related items in closed session.	Julie	Done
9. The Board reviewed a proposal to repair a front porch roof on Oakwood Trail which is leaning – approved unanimously. Agent will provide approval to vendor and request repairs be scheduled ASAP.	Julie	Done
10. The Board discussed adding an additional AOC Tech visit two times per month to help expediate needed work throughout the community during appropriate weather/months. The BOD approved to begin ASAP and will revisit continuing or additional visits at the September meeting. Agent will inform AOC keep track of tasks being accomplished.	Julie	Done
11. Agent noted flock of geese across from pond/clubhouse area – reported to Geese Chasers.	Julie	Done
12. The Board reviewed additional information from three local law firms specializing in HOA law – requested Agent to inquire if Kelly Elmore with KSN could be available to attend the next meeting (confirmed – Kelly will attend the next BOD Meeting).	Julie	Done
13. The Board requested agent request additional quotes for insurance in advance of the coming September renewal date. Agent has sent requests to both Steffey Insurance Agency and Shepherd Insurance.* Sent requests on 7-22.	Julie	Done*
14. CASI Accounting is tasked to review/audit settled accounts with credit balance and make adjustments as needed. Once complete the Board can review for any needed refunds.	Karla/CASI Accounting	Pending
15. The Board discussed ongoing issues and inconsistencies with the trash collection services. Agent has contacted the City (MAC) – and Neighborhood Advocate.	N/A – Info only	Info
16. Agent will follow up with leadership team regarding incomplete ACR's being sent to the Board to review by Admin. *Sent copies to leadership to address and follow up request.	CASI	*Pending
17. Tim Lord provided the report from Scott Mason with Multi-Family Roofing. Agent will scan in and save in the community file and return the proposal to Tim at the next meeting. Estimated Cost (with no roof decking replacement included) \$738,000.00	Julie	Pending
18. Send new/updated Homeowner directory with owner contact info to Tim for use with the digital newsletter.	Julie	Done
19. Next Board Meeting (Executive/Legal): August 19, 6:30 PM Wildwood Clubhouse	ALL	Ongoing

Board of Directors

Date

MEET YOUR COMMUNITY SUPPORT TEAM

Dedicated to Helping Your Community Thrive

As your management partner, we are committed to delivering a 5-Star Customer Service Experience built on consistency, responsiveness, and care.

★ Our 5-Star Service Commitment

Demonstrate Care

Creating a welcoming neighborhood feel where every resident feels at home.

Communicate Effectively

Providing transparent, timely, and consistent communication.

Exercise Leadership

Delivering expert guidance and proactive community management.

Build Relationships

Fostering strong partnerships with Boards and residents.

Own the Resolution

Taking full responsibility to resolve issues quickly and accurately.

♥ Support When You Need It

Your Community Manager (CAM) is Always your First Point of Contact.

**IN ADDITION, YOU ARE BACKED BY A FULL TEAM OF PROFESSIONALS
WE ARE HERE TO SUPPORT YOU, AT EVERY LEVEL, WHENEVER YOU NEED US**

Community Manager

Julie Schaefer

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Administrative Support

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Director of Client Success

Angela Anderson

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Access Support

**Pool, Door and Gate Fobs and Cards
& Clubhouse Rentals**

✉ accesshelp@cas-indiana.com

Maintenance Support

Field Services Director

Rod Hoch

☎ O# 317-451-2257

☎ C# 317-741-3317

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Homeowner Support

☎ # 317-875-5600

✉ customerservice@cas-indiana.com

Executive Leadership Support

If at any time your expectations are not met, executive leadership is always accessible:

Tarsis Santos, CMCA

Vice President

 317-451-2263

 TSantos@cas-indiana.com

Should you need a higher level of support after discussing the matter with our Vice President, please contact me:

Edward S. Zlaty

President

 317-451-2252

 Edward.Zlaty@associa.us

I value our strong relationship and your satisfaction with our level of service is of utmost importance. I will make every effort to solve the matter. However, I understand that some concerns may be beyond my scope of power. To pursue escalation to our most senior executives, please call or email:

Stephanie Skelley

Regional Vice President

 847-882-1672

 Stephanie.Skelley@associa.us

Beyond that, OfficeOfthePresident@associa.us is the contact email for our executive escalations. Thank you for your partnership. We look forward to serving your community with professionalism and transparency from day one.

Our Commitment to You

"Our partnership is built on trust, and I take that responsibility personally. Your satisfaction is not just a priority, it's a commitment. Together, we can overcome any challenge and continue building a thriving community."

Edward S. Zlaty

President, Associa-CASI