

## **Information sharing: when it's not enough and when it's too much**

Living in the property that belongs to an HOA is intrinsically risky. The HOA members can get a surprise assessment imposed on their houses not because of their own fault but as a consequence of the poor Board decisions. Though in Tennessee, directors owe fiduciary duties to the association and its homeowners, they are still mostly insulated from the consequences of their bad decisions. This does not happen where community oversight is strong, and this requires access to the primary information, like Article X of our by-laws prescribes: "The books, records, and papers of the Association... shall be available for inspection by any Member ... at the principal office of the Association.." Going back to Article II, we read: "The principal office of the Association shall be located Jackson Hills generally operates online, including elections and dues payment process. The Board enjoys remote access to all this information, especially since the books, records, and papers mostly exist in the electronic format only. It's time to expand the online access (of course, READ-ONLY) to the regular members as well.

Unfortunately, less and less information is shared with members. Starting with the April 2025 open Board meeting, Minutes draft or Agenda have not been given even to the few members in attendance.

Though we read in the Annual Meeting notice that there was a cost-saving at the contract renewal, ordinary member has no chance to read either the old or the new contract. As was explained during the April 2025 open meeting, the new contract features a cafeteria-like service model, so the basic plan may be cheaper before adding the optional components.

At the same time, we don't know who has access to the surveillance cameras in real-time of how the recordings are being safeguarded. Not a single case of fitness equipment vandalism or swimming pool fecal incidents has been announced as solved. Who has access to the Jackson Hills' video recording archives and how their destruction, after a defined period of time, is ensured? With no prudent and enforced policy in place, we will all pay for the unauthorized access incidents.

## **Requests should be traceable and searchable.**

Jackson Hills' day-to-day grounds care and facilities operations are outsourced, and a lot depends on the Board's ability to cooperate with the contracted companies to make the service and repair requests easy to enter, track and search (to avoid duplicate requests). This is a relatively trivial problem, and could be done by employing existing apps.

To keep the members in the loop on the if the completion of the required periodical tasks, it's enough to use such traditional means as hanging the sign-off sheets. It applies to cleaning in the restrooms and to the fitness center equipment maintenance (where the members' safety is at stake.)

**Physical security**

On 9/9/24 I reported via email that the Fitness Center entrance door stayed mostly unlocked, and the diagnostics on the control system panel next to them clearly indicated that the lock is out of order. I also shared the same with one of the Directors. However, the state of the door remained the same, as of early August 2025. This observation has been reported by several members on Facebook, so there is no more “secret” to keep. Hopefully, fixing the lock will become a priority item in the near future.