Bella Flora HOA Board of Directors

Annual Meeting Minutes

March 29, 2022

I. Call to order

Chuck Peterson called to order the Annual Meeting of the Bella Flora Board of Directors at 7:04 PM on March 29, 2022. Meeting was held at Mira Vista Country Club.

II. Roll call

The following Board members were present: Chuck Peterson, Dale Thomson, Cyndi White, Vince Borrello, Rob Toth and Ken Merchant from the Board and management company. The Board candidates (Jeremiah Huff, Zach Long, Cody Tewmey, Ann White) also attended with the exception of Michael Moody. Residents in attendance included: Battenfield, Boyd, Butler, Cleveland, Cutshall, Deckert, Dry, Engfer, Fisher, Gardner, Gittisarn, Goss, Hare, Holcomb, Honer, Huff, Karr, Kelley, Liska, Marple, Methvin, Moehling, Moore, Morrow, O'Donnell, Potts, Ramirez, Roark, Roland, Szanto, White.

III. Guest Speaker (John Sloan, Republic Services Account Manager):

- **a.** John left copies of his presentations and his business card on a table in the back of the ballroom and encouraged residents to reach out to him on any issues they encounter.
- **b.** He presented a recycling overview and told the crowd it's become a focus of the company. They've morphed from a trash company that does recycling to a recycling company that does trash.
- **c.** He reminded the audience to place only loose items in recycling bins. Items are sorted at the recycling center near I-35 and if bagged, the entire contents go to trash as they can't avoid contamination.
- **d.** One helpful handout included the do's and don'ts of recycling.

e. Questions:

- i. We have extra bins we don't need. Can they be picked up? Yes.
- **ii.** If we miss collections what do we do? He will ensure any missed pickups are collected.
- iii. John offered to provide inputs for the Bella Buzz.
- iv. Trash fees are collected with annual dues unless you have additional containers. Those are billed quarterly.

f. Nominee Introductions/Comments:

- **i.** <u>Jeremiah Huff</u>: Committed to listening to the residents. Noted there had been discord on Facebook and wants to turn that positive. Believes resident surveys are key to gaining transparency. Wants to post competitive bid and proposal information for vendors.
- ii. Zach Long: Former Harris County Sheriff's Deputy, SWAT member, ATF and homicide investigator. Served as President in his prior community three times. Board must comply with TX Property Code, By-Laws and CCRs. Can't always be transparent when it involves resident privacy. There's also a five year statute of limitations on Board actions.
- iii. Michael Moody: Absent.
- iv. <u>Cody Tewmey:</u> Some board members have served numerous terms. Wants new ideas infused into the Board and believes we've made good strides toward a safe and secure neighborhood. Speed enforcement seems to have slowed drivers down. Plans to listen, survey and gather feedback from residents. Can help with the bid & proposal process given his job experience. Committee membership should be shared. Curious whether a switch to 24/7 security warranted. Would like to add 365 degree cameras and plate readers.
- v. <u>Ann White:</u> Has prior Board experience. Twice as treasurer and has served on local, state and national Boards. Human Resource experience.
- vi. <u>Ken Merchant:</u> New residents may not know the community wasn't like it is five years ago. Gates were open, solicitors roamed our streets, Traffic sped along our roads, there were no guards and appliances being stolen from newly constructed homes as they were being installed. The Board assumed control in Fall 2016 and set about building a safe, secure environment and establishing a reserve to handle capital improvements and meet unplanned budget needs. Outfitted the guard house adding HVAC, running water and septic system, lighting and chairs. Built a \$110K reserve and met budget needs without needing a homeowner assessment. More work to do to better involve the community in governance.
- vii. <u>Chuck Peterson:</u> Local product, TCU grad, LM employee. Prior HOA President for 8 years and current President for the last 5+. Made Bella Flora gated and guarded and wants to continue. Interested in a community pavilion.

IV. <u>Income and Expenses (Vince Borrello):</u>

- a. New income from dues including trash service and speed enforcement fine revenue.
- b. Placed \$30 k in reserve
- c. Purchased key fobs for purchase by residents.
- d. Replaced two failed pump motors.

- e. Security over budget due to added hours and some overlap during transition to ADM Security.
- f. Replaced a well pump motor.
- g. Corrected drainage and erosion problems near 1187.
- h. Added gate lighting to improve camera coverage and plate reading.
- Replaced shrubs and trees lost in last year's freeze.
- j. Added park benches.
- k. We purchased the laser and accessories and signage.
- I. Additional dues collected for trash service.

m. Question:

i. The crepe myrtles near the gate were cut to the same height as the shrubs. Is the plan to regrow them to their old height? Yes, but we'll need to wait to see if they recover from the extreme colds. Resident believed they'd been overwatered given the black mold. The arborist we've brought in to examine the Magnolias indicates they've been underwatered. He dug down several feet and the soil is dry. The black is scaling.

n. Capital Expenditures:

- i. The Board recommends upgrading the common area irrigation system to incorporate Wi-Fi or cellular communications. This will allow for better control of watering and ensure we aren't watering in rain and other conditions that don't warrant it. There are seven control boxes on property which brings the estimate to \$20K. Intent is to phase this in starting with three controllers.
- **ii.** The fence along 1187N is in very bad condition and must be replaces. Estimated cost is \$15K.
- iii. Additional cameras are needed to improve plate reading capability. Estimate is \$1K.

o. Questions:

- Is fiber a possible solution? AT&T has said no to running fiber throughout the community due to the large expense involved. Some residents have switched to T-Mobile 5G with good results. We've put one in the guard house and it's greatly improved remote camera access.
- ii. Are 5g towers a possibility? Ken and Dale will work with Larry Marple who has researched this option. Would involve running fiber to mini towers in the common areas. HOA could pay and grant access to homeowners.

- iii. Given inflationary pressures, do we expect budgets to remain flat from last year? We've already seen one vendor request a fuel surcharge. Could spread to others causing us to dip into the reserve.
- iv. Is the reserve held in cash? Can it be placed in an interest-bearing account? Need to check legality as it could place risk on the funds.
- v. What's our target for the reserve? \$200K or half the annual budget,

p. Potential projects.

- i. <u>Barrier at Bear Creek Parkway:</u> The Parkway is expected to run adjacent to the property at the top of Bella Milano but as presently constructed, it is approximately 15 feet below our property so it's unclear when/if it will actually abut. This line item was intended to construct a barrier to prevent access from the Stephen Hawkins development.
- **ii.** <u>Irrigation controllers:</u> Question asked if we priced in commercial or residential equipment. Believed to be commercial grade. Examining cellular v Wi-Fi communications. cellular is more expensive. This will be phased in as discussed earlier. May be possible to tie into resident Wi-Fi with permission.
- **iii. Erosion from the adjacent pond:** Did we approach the owner of the pond to help pay for the corrective action? Our creek feeds their pond so we're ultimately to blame.
- iv. <u>Dues Collection</u>: A resident asked the Board to share dues collected to date, outstanding fines and dues and plans to collect. Roughly nine residents owe 2022 dues and one still owes 2021. A lien was placed against the 2021 property. Fourteen homes are on quarterly payment plans and a service charge is collected for each of those. Board was asked to forecast when the outstanding amounts would be collected.
- v. <u>Fountain Repair/Replacement:</u> A resident may be able to help in either case. Vince will follow up with them.
- vi. <u>Fountain for Pond #3:</u> This is the only pond without a fountain. One is needed to minimize algae formation.
- **vii.** <u>Budget Process:</u> Board needs to put estimated costs against the potential project list and prioritize them. A committee was proposed. Board will discuss formation of a think tank to handle this.
- viii. <u>Participation:</u> More resident participation is needed if the community desires a role in governing. Especially if there's a desire to vote on major expenditures and policy changes. CCR changes require 2/3 of the community to vote with a majority favoring the change. With potentially 181 homes, 121 votes would need to be cast for a vote to hold. Of course, the community could opt to require less participation for decisions that don't involve a CCR change. The audience recognized not every decision needed

to come to a vote, especially time sensitive repairs.

The resident also indicated meeting locations are often TBD until the day of the meeting. The Board can do a better job here as well by publishing meeting location and dates well in advance of the meetings.

- ix. A resident complained the Board has put the community at risk by implementing policy and recording it with the State of Texas prior to obtaining a community quorum on the issue. They supported the decision to disallow short term, Air BnB, leases. Questioned the Board's authority regarding security and the related policies that have been developed. The Board asked for the supporting legal position.
- water: A resident asked if any studies had been conducted to examine potential water issues given the rapid building occurring around us. Additional wells will place more pressure on an already stressed water system. The Board met with the Water Board just before the Pandemic and agreed another session was due. Perhaps forming a Water Committee is in order. A resident who owns a nearby ranch indicated they are in a fight with the state over water and the state is declaring imminent domain in the case. The community must at some point consider watering restrictions. The Board will discuss formation of a Water Committee.

V. Social (Dale Thomson):

- **a.** Thank You to Outgoing Chairperson: Chuck and Dale thanked Stephanie Cleveland for her leadership and also gave kudos to Sue Merchant, Tracie Simons, Deb Degner and Karen Dahlke for their help planning a variety of social events to include Flora Fridays, Christmas and July 4th parades and the Red, White and BBQ.
- **b.** Work Day: Frank Kelley has organized work days on 2 and 9 April. Goal is to clean up the debris and downed branches in the common areas. Please contact Frank if interested.

VI. Security (Ken Merchant)

- **a.** <u>ADM Security:</u> ADM agreed to retain the three guards we had with Stratton but we ultimately lost Sherman due to rising costs of commuting. A replacement has been identified and should start soon.
- **b.** <u>Security Budget:</u> Ken would like to get the guards a pay raise but that would likely increase our budget needs. He plans to obtain competitive bids from ADM and several other providers.
- **c.** <u>Burglaries and Back Gate Incursion:</u> Tarrant County Sheriff has assigned a detective to work both cases but we've gotten no updates. Recommend locking doors on any vehicles parked outside.
- **d.** <u>Guard House/Gate Improvements:</u> Added low cost, motion controlled lighting to the back gate and plan to install a second camera. Added 5G greatly improving remote monitoring of the gates.

- **e.** <u>Speed Control:</u> The laser has been paid for by fines collected over the first six months. The Board and Safety and Security Committee are continuing to streamline the fine process with GloboLink's help.
- Main Gate Access: We continue to see unauthorized users accessing the gates after hours. Most of these use codes assigned to other homeowners. Given the other means of entry, toll tag/TransCore tag, key fobs and directory, the committee wants to eliminate gate codes except for first responders, mail carriers and newspaper delivery. This would require an upgrade to the existing, 10-yr old keypad to allow for storing multiple phone numbers for each residence.
- VII. <u>Election Results:</u> Three positions were open and the community elected Ann White, Zach Long and Ken Merchant to the three positions. Congratulations to those elected and thank you to the other candidates, especially our outgoing Board members, Chuck Peterson and Robt Toth for all the time they committed to Board proceedings.
- **VIII.** Responses to Resident Questions: We ran short on time, so we were unable to share these at the meeting. Please see the attached document containing the questions and responses.
- IX. <u>Next Board Meeting</u> Monday, April 11th at 7 pm. Location: Merchant's Pool House (8112 Bella Flora Dr).
- X. Adjournment: Chuck adjourned the meeting at 9:29 PM.

Minutes submitted by: Ken Merchant

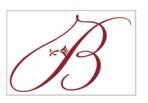


Homeowners Association Annual Meeting March 29, 2022



Agenda

- I. Call to Order
- II. Introductions
- III. Guest Speaker
- IV. Presentation of Nominees
- V. Financial Report
- VI. Neighborhood Statistics
- VII. Social Committee
- VIII. Security Update
- IX. Answers to Questions Submitted
- X. Election Results
- XI. Adjourn

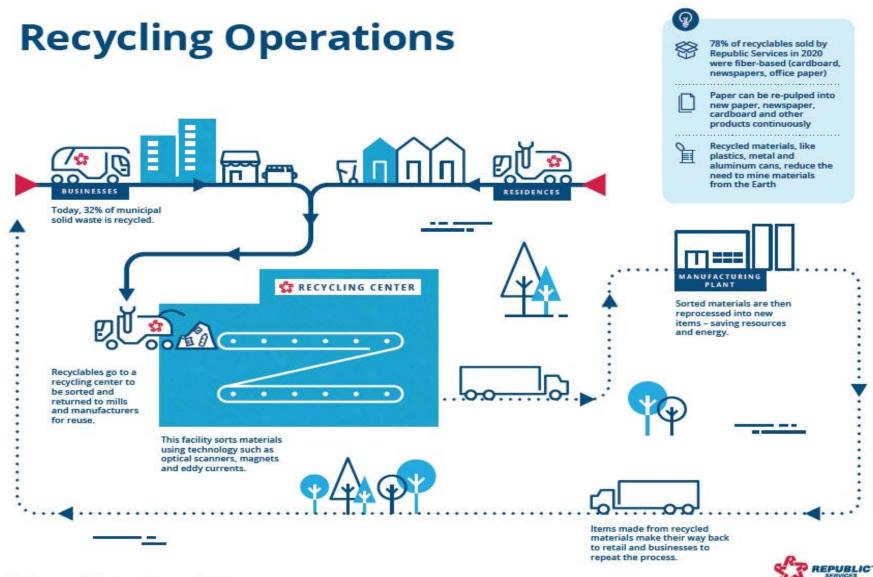


Republic Services

- John Sloan Account Representative
- Trash and Recycling Services
 - Service Day is Thursday
 - Carts Need to be on the Curb by 7:00 AM
- Recycling Operations, Information, and Myths and Facts



Recycling Operations





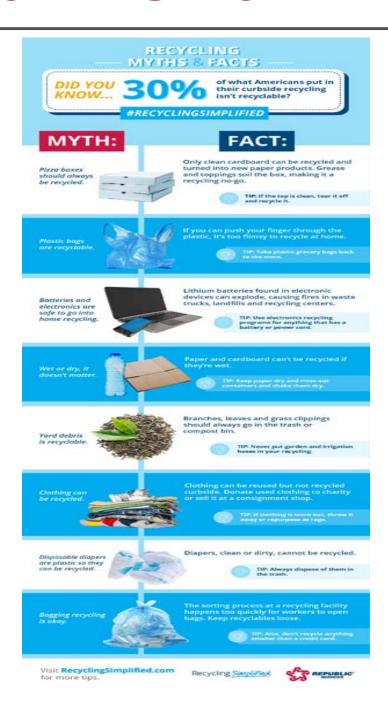
Recycling Information

Recycling Information





Recycling Myths & Facts





Nominees for HOA Board

- Jeremiah Huff
- Zach Long
- Michael Moody
- Cody Tewmey
- Ann White
- Ken Merchant
- Chuck Peterson



Financial Report

- 2021 Operating Income and Expenses
- 2021 Capital Expenditures
- 2021 Balance Sheet
- •2022 Budget
- Potential Future Capital / Expense Items

Bella Flora Homeowners Association 2021 Operating Income and Expenses

Income Bench Sponsorship 500.00 - Delinquent Fees* 2,469.91 - Finance Charges 2,978.45 - Fines 6,525.00 - Gate Transmitters* 275.00 - Interest Income 182.51 - Membership Dues 405,874.19 405,000.00 Payment Plan Fees 1,500.00 1,200.00 Speeding Violations 3,000.00 - Transfer Fees 3,150.00 2,400.00 Waste Management* 552.16 - Total Income 427,007.22 408,600.00 Expense Audit 375.00 375.00 Bank Service Charges 20.00 - Contribution to Reserves 30,000.00 30,000.00 Delinquent Fees 2,640.00 - Electrical Maintenance 187.50 1,200.00
Bench Sponsorship 500.00 - Delinquent Fees* 2,469.91 - Finance Charges 2,978.45 - Fines 6,525.00 - Gate Transmitters* 275.00 - Interest Income 182.51 - Membership Dues 405,874.19 405,000.00 Payment Plan Fees 1,500.00 1,200.00 Speeding Violations 3,000.00 - Transfer Fees 3,150.00 2,400.00 Waste Management* 552.16 - Total Income 427,007.22 408,600.00 Expense Audit 375.00 375.00 Bank Service Charges 20.00 - Contribution to Reserves 30,000.00 30,000.00 Delinquent Fees 2,640.00 -
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Electrical Maintenance 187.50 1.200.00
Electricity 12,097.70 11,000.00
Gate Entry Cell Service 946.80 900.00
Gate House Alarm System 219.64 219.64
Gate House Cleaning 1,820.00 1,560.00
Gate House Supplies 1,531.84 900.00
Gate Internet 926.76 <i>980.00</i>
Gate Maintenance 6,105.72 12,500.00
Gate Telephone 959.78 960.00
Gate Transmitters 2,375.00
Holiday Decorations 2,080.00 2,400.00
Insurance 2,450.00 <i>3,490.00</i>
Irrigation Maintenance 4,462.67 4,000.00
Landscape Maintenance 108,187.17 110,000.00
Legal 1,325.27 1,000.00
Management Fees 36,000.00 36,000.00
Meetings 130.25 150.00
Pond and Fountain Maintenance 24,037.65 15,000.00
Postage and Delivery 844.07 1,000.00
Printing and Reproduction 1,873.22 1,700.00
Property Tax 528.86 <i>550.00</i>
Repairs and Maintenance 3,109.67 4,000.00
Security 125,713.71 122,000.00
Social 2,156.70 2,500.00
Storage 1,729.00 1,729.00
Vehicle Stickers 1,053.45
Waste Management 2,062.16
Water Wells 5,716.14 <i>3,000.00</i>
Website 41.01 <i>65.00</i>
Total Expense 383,706.74 369,178.64
Net Operating Income 43,300.48 39,421.36
2021 Capital Expenditures 38,634.89 37,000.00
2021 Net Income 4,665.59 2,421.36

Bella Flora Homeowners Association 2021 Capital Income and Expense

Capital Income	
Transfer from Operating	30,000.00
Total Capital Income	30,000.00
Capital Expenditures	
Erosion/Drainage Control	13,267.74
Erosion Control at entrance drainage/park lot	
Lighting Improvements	5,948.34
Entrance - add lighting and upgrade existing to LED, rewiring	
Park Improvements	11,352.37
Replace dead trees, purchase and install park benches	
Security	
Entrance cameras	964.00
Laser Speed Camera	7,102.44
Total Capital Expenditures	38,634.89

Bella Flora Homeowners Association Balance Sheet as of December 31, 2021

Current Assets	
Operating Account	192,372.24
Reserves Account	110,193.86
Accounts Receivable (2022 dues received before 01/01/22)	-183,676.90
Total Current Assets	118,889.20
Liabilities & Equity	
Accounts Payable	
Retained Earnings	85,223.61
Net Income	33,665.59
Total Liabilities & Equity	118,889.20

Bella Flora Homeowners Association 2022 Budget

2022 Buuget	
Ordinary Income/Expense	
Income	
Interest Income	140.00
Membership dues	450,750.00
Payment Plan Fees	1,500.00
Transfer Fees	3,000.00
Total Income	455,390.00
Expense	
Audit	375.00
Capital Expenditures	
Landscape and Irrigation Improvements	15,000.00
Perimeter Fencing	15,000.00
Security Cameras	1,000.00
Contribution to Reserves	30,000.00
Electrical Maintenance	500.00
Electricity	10,000.00
Gate Entry Cell Service	1,000.00
Gate House Alarm System	220.00
Gate House Cleaning	1,560.00
Gate House Supplies	1,690.00
Gate Internet	980.00
Gate Maintenance	7,500.00
Gate Telephone	960.00
Gate Transmitters	500.00
Holiday Decorations	2,400.00
Insurance	3,450.00
Irrigation Maintenance	4,000.00
Landscape Maintenance	113,000.00
Legal	2,000.00
Management Fees	36,000.00
Meetings	150.00
Pond and Fountain Maintenance	15,000.00
Postage and Delivery	1,000.00
Printing and Reproduction	2,000.00
Property Tax	550.00
Repairs and Maintenance	4,000.00
Security	122,000.00
Social	2,500.00
Storage	1,752.00
Trash & Recycling Service	56,321.88
Water Wells	3,000.00
Total Expense	455,408.88
Net Ordinary Income	(18.88)



Potential Capital Items

- 1 Replace fencing along Eastern boundary at entrance
- 2 Replace large fountain at front entrance.
- 3 Add a Fountain for Pond #3
- 4 Bella Milano / Bear Creek Pkwy Barrier
- 5 Expand irrigation/landscaping at Portifino & Bella Flora
- 6 Facelift to existing landscaping as needed
- 7 Additional future Water Well(s) for irrigation
- 8 Future Street Maintenance
- 9 Increased Security Measures (ie. 24 hr. Guards, Roving patrols)
- 10 Neighborhood Pavillion at Ponds
- 11 Play ground equipment, picnic tables, etc.
- 12 Irrigation and landscaping in Modena Circle
- 13 Possible addition of water wells, storage facility and hydrants for fire control
- 14 Maintenance of our bridges, signage, and street lights



Planned 2022 Capital Projects

• Irrigation Controllers Upgraded to the Latest Technology - \$20,310

- This project replaces seven irrigation controllers with the latest in remote-control cellular technology. This allows offsite phone app remote control of all controller features including complete shutdown during times of rain, high winds, and winter conditions. We will also be able to remotely shut down the main lines in the event of a major pipe failure.
- Addresses neighborhood concerns when irrigation is running at the same time it is raining.

■ Wrought Iron Fencing Facing FM 1187- \$15,000 +

This project is to begin replacing the wrought iron fencing that has been deteriorating over the last several years. We are waiting on final bids for this project.



Neighborhood Statistics

- Number of Homes and Lots 181
- Homes Under Construction 3
- Vacant Lots 6
- New Homeowners Last Year 22
- CCR Violations 154
 - Top Five Lawn Upkeep, Flower Bed Maintenance, Lot Maintenance, ACC Approval, Trailer/RV/Boats
- ACC Requests 78



Social Committee

Events Held in 2021

- Flora Fridays
- 4th of July Parade & Picnic
- Red, White & BBQ
- Fall Festival
- Christmas Parade
- Special Thanks
- Open Position Social Chair
- Workday Planned April 2nd and 9th.



Security Update

ADM Security

- Retained all three guards
- Improved supervisory responsibility
- Hired replacement for Sherman; began training last week
- Burglaries
- Back Gate Damage/Access
- Guard House/Gate Improvements
- Speed Control
 - Speed Measurement/Fines
- Main Gate Access
 - Registered toll tag (NTTA or TransCore)
 - Key fob
 - Directory
 - Security Codes



Questions and Answers

All questions submitted will be addressed.

Bella Flora HOA Q&A for 2022 Annual Meeting

1. What is the dollar balance outstanding for homeowner fines?

REPLY: The balance for outstanding fines is \$6,150

2. Do we have any homeowners who are delinquent more than 90 days for their HOA dues? If yes, what are the plans for collections?

REPLY: There is one homeowner who has not paid their dues for 2021 and thirteen that have not paid their 2022 dues. These homeowners are all sent monthly statements detailing what is owed which includes late fees and interest. In the case of the dues not paid for 2021, a lien has been placed against their property.

3. All pertinent documents need to be changed to reflect five board members.

REPLY: All documents have been updated.

4. Is the board planning to rotate positions of authority in 2022 when the new board is seated?

REPLY: Once the board has been elected and they have their first meeting, all positions on the board are nominated within the board and voted on by the members of the board.

5. What is our reserve balance and what major capital projects are planned for 2022?

REPLY: As discussed during the financial report, the current reserves balance is \$110,193.86. The first project planned is to replace the irrigation controllers with current technology that allows offsite remote control of all features including links to weather service in the area for complete shutdown during times of rain, cold, high winds, and winter conditions. We will also be able to shut down the main lines in the event of a major pipe failure. The second project is to begin replacing the wrought iron fencing at the front of the property along FM1187.

6. My family recently moved from California to Texas. When we moved to Texas we noticed and admired how proud and patriotic Texans are. We saw a lot of American and Texas flags waving every place we went. My question is why are there no flags, American or Texas displayed at the guard gate, and what would it take to have nice flag poles installed at the guard gate and have flags displayed?

REPLY: The Board has reached out to a homeowner who recently installed a flagpole to see if he could provide any information. He used FSI Flagpoles and Flags for his installation and paid just over \$2,000 in December 2020. Based on this info, we can assume the price for installing a flagpole at the entrance has probably increased to approximately \$2,500. (Should this be voted on by the residents?)

7. Questions about stop sign placement. At the intersection of Portifino St and Modena Dr is a a four-way intersection, but only two stop signs, why? At the "T" intersection at

Bella Flora HOA Q&A for 2022 Annual Meeting

Villa Milano Dr. and Modena Dr. there are three stop signs, the only "T" intersection in Bella Flora like this, why?

REPLY: Portifino Street, east of the intersection in question, is a cul-de-sac making Portifino the minor street with Modena Drive being the major street. Due to the fact that there are not any sight distance problems for any of the approaches to the intersection, stop signs are typically placed only on the minor approaches.

The part of Villa Milano Drive just south of the intersection with Modena Drive is the peak of a hill. This causes a sight distance problem for vehicles stopped on Modena Drive. The three-way stop arrangement is intended to make the intersection as safe as possible given motorists on Modena Drive cannot see vehicles approaching from the right on Villa Milano Drive until they are at the top of the hill.

8. The speeding enforcement procedure needs further modification. Although most residents have adjusted to the speed limits, there are some parties not adhering.

REPLY: The Board is open to further resident suggestions regarding placement of the laser speed limit device. As reported in the Bella Buzz, we've seen a reduction in the number of speeding incidents, but we still see far too many going well over the posted limit and buffer. We've placed four camera housings throughout the community and rotate the laser between them. We would like to be able to place the laser in some of the other heavily traveled streets but the lack of trees in those locations makes it difficult. Our only real option would be to place the housings on some of the stop signs and speed limit signs, but we've been sensitive to the aesthetic impacts.

9. Board meetings need to be accessible for transparency to our community.

REPLY: Board meeting minutes are posted once they've been recorded by the secretary and approved by the Board members. They are available on the HOA website, bellaflorahoa.org.

10. Does the fountain nearest Modena Dr and Bella Flora Dr. need more frequent service?

REPLY: Maintenance of all of our ponds and fountains are performed under contract by Texas Lakes and Landscape. The water levels in the ponds are controlled through the irrigation system via the control boxes and float valves in the ponds. Water is directed into the ponds during times when the irrigation system is idle.

11. Can we get replacement ducks for the ponds?

REPLY: Unfortunately our duck population has dwindled from what seemed to be around 100 in 2013 to the current population of nine with no remaining hens. The main cause is believed to be predators such as coyotes and bobcats along with natural causes, however we believe some have been killed by kids throwing rocks. The eggs have been mostly destroyed by turtles, birds and snakes; however, in the rare cases where some have hatched, the ducklings have not survived for very long. We miss the ducks too, however, until we can provide a safe place for them to nest at night, we would be setting ourselves up for failure. We considered building a floating duck house with nests that would provide some protection for the eggs and

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ducks at night but this was put off due to the lack of hens. This idea can be revived along with possibly acquiring some adult female ducks if there is enough interest.

12. How to prevent lane blockage in the Bella Flora Dr section from the entry to the 4 way stop sign at Portifino Dr?

REPLY: The Board is aware of the situation, and we've approached the homeowner on several occasions. They have promised to keep the cars off the street but that has not been the case. We will make another attempt to get them to cooperate.

