

# PGNA Meeting Minutes

June 9, 2015 Longhorn Activity Center, Ft Worth, Texas, 7PM

Final – as Approved  
by the PGNA Board  
7/17/2015

- 1) **Call to Order** - 7:05 pm. By Kevin Hammack
- 2) **Roll Call** – Those present:
  - a. Board Members: Kevin Hammack (President), Russell Zwerg (Vice President), Teresa Biery (Director), Sterling Rice (Director), Barry Bryan (Director) & Jack Webb (Director). Susan Kenney (Director) was absent.
  - b. Committee Members & Neighbors in attendance: Dana Hammack (Newsletter), Tal Finley (Code Blue), Cecilia Shilling (ACC), Joe Swearingen (Pid 6), Bill Grove, Cynthia Sherk, Bob Kilburn (BSA Troop 205), Ralph Robb, Shannon Jennings (Hospitality), Tom McMeans, Dan Thunder, Tom & Cheryl Kaul.
  - c. RealManage: John Vickers (Transition Manager) & Kalisha Norman (Director of Community Association Management)
- 3) **Proof of Notice** of meeting or waiver – Kevin said meeting was noticed on website 72 hours in advance.
- 4) **Notice of Recordings** of meetings – Kevin said meeting is being recorded.
- 5) **Reading of Minutes** of preceding meeting

**Teresa made a motion to accept Minutes from May 12, 2015. Sterling seconded the motion. The motion passed unanimously.**

## 6) **Reports of Officers** (ref. 8.1)

### a. **President's Report**

- i. Introduction and welcome of RealManage – John Vickers
- ii. Board needs to sit down with RM and talk about priorities with regard to enforcement
  1. What we want
  2. What we expect
  3. What we see
  4. Increase in email traffic already this summer over items like:
    - a. Yards
    - b. Pools
    - c. ACC Request
  5. Important to note we have 13 Villages and 18 different sets of deed restrictions – We owe RM a definition of our top 5
- iii. Recent calls and emails:
  1. High grass in yards
  2. No trimming
  3. Trees in need of trimming
  4. Street parking
    - a. There are deed restrictions in some villages, more restrictive in some than others
    - b. Parking is allowed in the street by the city of Fort Worth
  5. ACC request are high
  6. Calls as related to the PID Fences
    - a. There is a plan
    - b. Rain has set back the repair
    - c. We will continue to call the PID
    - d. Joe (with the PID) encouraged others to go to the PID web site
- iv. Thanks to new neighbors who are in attendance, please invite a friend for next month

### b. **Vice President / Treasure Report**

- i. Attended meeting a couple of weeks ago for the Tarrant Area Food Bank. We will be promoting a food drive for our 4<sup>th</sup> of July event, and posting a list of needed items they provided.
  1. List will be posted on the web site and put into the newsletter.
  2. We need a truck to move packed boxes from event to the food bank

- ii. Mailbox Issues - 4 or more in need of repair - 5328 Lake Mead – Currently being repaired, should be completed within the week.
- iii. Annual Insurance is coming up June 25<sup>th</sup> – Corporate Renewal
  - 1. Kevin asked if we are getting competitive bids, John with RM answered – No other agencies have been contacted at this time, RM is looking to put a proposal together through Ciranet.
  - 2. Russell clarified that this was not the Directors & Officers policy, which comes due in September.
- iv. Bank Accounts – Last meeting we passed a motion to open two new accounts, that action has not taken place yet.
  - 1. Issues with paperwork proving our entity
  - 2. We are OK, still operating with old accounts
  - 3. Plan for accounts
    - a. We want to be FDIC Insured
    - b. Open checking account at Union Bank
    - c. Through Union Bank’s investment branch open one or more CD’s that will be fully insured with other banks for our surplus funds (so that the amount at Union Bank will not exceed \$250,000). Short term CD’s – 3 month & 6 month.
- v. Bank Transactions Report – See attached
- vi. Russell plans to present the 2015-2016 Budget for a Board vote at the August meeting.
  - 1. Please let Russell know of any requests between now and then.
  - 2. Kevin confirmed that our reason for having it voted on by August is that our bylaws require it to be in place to set the annual assessment amount by September.

c. **Secretary’s Report** – Nothing to report

7) **Property Manager’s Report** – John Vickers gave a presentation to introduce RealManage.

**8) Reports of Committees**

**a. ACC**

- I. 15-35 (fence) approved on condition that fence posts not be visible from the street
- II. 15-36 (pool) approved on condition that PID6 fence access, removal be coordinated with PID6 property manager
- III. 15-37 (deck) approved
- IV. 15-38 (rain gutter) approved
- V. 15-39 (fence) approved on condition that posts be metal and not visible from the street
- VI. 15-40 (fence) approved on condition that posts be metal and not visible from the street
- VII. 15-41 (fence) approved on condition that posts be metal and not visible from the street
- VIII. 15-42 (driveway & sidewalk) approved on condition that concrete, not pea gravel, is used
- IX. 15-43 (repair and paint trim) approved
- X. 15-44 (patio cover) approved on condition that roof slope be as close as possible to 5/12
- XI. 15-45 (windows) approved

**b. Communications**

- i. Newsletter came out on time – at the 1<sup>st</sup> of the month.
- ii. Facebook – Over 800 likes
- iii. We have control of the website, site is up and running. Looking for volunteers to help. Links are up to RealManage, ACC form, covenants, etc.

**c. Social**

- i. Teresa reported that the 4<sup>th</sup> of July event is coming along, bathrooms, Fire Trucks. Almost didn’t have event due to police coverage shortage. Better to not have it on the 4<sup>th</sup> in the future. Water is covered. We will have coolers for the water. We have flags and red, white, & blue beads to have the boy scouts hand out. Band is coming. Under budget right now. Ice is a concern and do we need to rent coolers? No cars in the parade due to the application that was approved. New route this year, up Redwood and back around to Church. We need to check with Scott about parking on the street. Volunteer-planned and -led event this year; we will learn lessons and make adjustments if needed. We are buying signs for communicating event. If under budget, would like to put it towards Kona Ice. We have canopies.
- ii. Pool Movie nights have been put on the website and newsletter – July 18 and August 15.

**d. Hospitality**

- i. Dana needs more candles for the hospitality bags. Russell reported that there is almost \$300 available from the original authorization for that.
        - ii. Have a new volunteer
        - iii. Need to get ACC letter ready for bags
      - e. **Development**
        - i. Looks like a McDonalds is going in next to Lee's Cheese
        - ii. Susan has placed a list in the newsletter for other developments
      - f. **Scholarship Committee**
        - i. Last meeting we only had 7 application, bought signs but ultimately received 51 applications, most in the last few days.
        - ii. Giving out 15 Scholarships
- 9) **Unfinished Business**
  - a. **2015 Board Election**
    - i. Russell presented election voting options
      - Election 2015 Voting Option #1 from Election America
        - information letter, voting instructions, and candidate statements sent to each homeowner in a white envelope with the words "PARK GLEN NEIGHBORHOOD ASSOCIATION" across the envelope in red, plus the words "OFFICIAL ELECTION NOTICE" in red in the bottom right corner,
        - online voting management,
        - a person on duty to work with our Election Coordinator on September 1,
        - the opportunity for members to request personalized absentee ballots AND PROXY FORMS from EA on a case-by-case basis. EA would send list of candidates and candidate statements with paper ballots and proxy forms.
        - Price would be:
          - \$2,361.12 for online voting management (same as last year)
          - +\$1,389.28 for the paper, printing and mailing (same as last year)
          - + \$150 to include candidate statement sheet in each letter
          - + approx. \$1,450 for postage (slightly higher than last year)
          - = **\$5,350.40 + \$2.50 for each requested ballot or proxy form**
      - Election 2015 Voting Option #2 from Election America was to add the sending of an absentee ballot and proxy form to each homeowner in the letter, at a total cost of \$6,106.32
      - **Teresa made the motion that we accept Option 1, Barry seconded, the motion passed unanimously.**
    - ii. **Russell presented guidelines for the 2015 Board election voting and moved that they be adopted. Teresa seconded, and the motion passed unanimously.**
- 10) Budget and Financials - Russell presented April financials and will post to the website. Some questions still for PMS.
- 11) New Business
  - a. **Russell moved to rebuild the mailboxes at 5328 Lake Mead and 8229 Mount Shasta at a cost of \$850 each. Sterling seconded. Motion passed unanimously.**
  - b. **Russell made the following motion: I move to reimburse the Scholarship Coordinator for copies and printing at 10 cents per page or the actual cost as shown on a receipt. Sterling seconded. Motion passed unanimously.**
  - c. We have started looking for a local attorney to help with routine items like collections, policies and documents that need to be updated. Not ready to make a motion. RealManage has given us some suggestions
- 12) Actions Since Last Meeting
  - a. **On June 2, 2015, Russell Zwerg made the following motion via email to the board: I move to allocate up to \$250 for a community swim/movie night at the Longhorn Activity Center pool to be held on July 18, and \$250 for a community swim/movie night at the Longhorn Activity Center pool in August, tentatively on August 15. Teresa Biery seconded. The motion passed unanimously.**
- 13) **Member comments**
  - a. Discussion on the idea of having a raffle for prizes in conjunction with the voting in this year's Board election, as a possible way to help get homeowners to vote. No motion at this time.
- 14) Next Meeting July 14, 2015 @ LAC, 7p
- 15) **Adjourn – Teresa made a motion to adjourn. Russell seconded the motion. The motion passed unanimously. The meeting adjourned at 9:00 pm.**

<b>Bank Balance, Receipts, &amp; Disbursement Report</b>	<u><b>Legend Bank</b></u>	<u><b>BB&amp;T Bank</b></u>
Posted Balance on 5/11/15	\$248,316.33	\$134,787.80
Checks Deposited	\$1,282.08	
Payments received via Credit Card	\$1,007.07	
Payments received via ACH		
<b>TOTAL DEPOSITED: \$2,289.15</b>		
Interest Earned		\$5.15
- ck 9009 Property Mgmt Solutions	-\$9,618.23	
- ck 9010 Tax Accountant	-\$350.00	
- ck 9012 Sign Central - Scholarship Signs	-\$243.56	
- ck 9013 Reimb to Teresa Biery-Fourth of July	-\$93.80	
- ck 9015 One Stop Printing	-\$163.84	
- ck 9016 Attorney	-\$51.44	
- ck 9018 Uncle Bob's Self Storage	-\$92.00	
- Merchant Fees (Credit Card Processing)	-\$12.80	
Bank Fee	-\$25.00	
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Posted Balance on 6/8/15	\$239,954.81	\$134,792.95
minus checks not cleared		
- ck 9014 Reimb to Kevin Hammack - Postage	-\$11.00	
- ck 9017 PGNA-open account at Union Bank	-\$50,000.00	
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Reconciled Balance on 6/8/15	\$189,943.81	\$134,792.95
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All Accounts on 6/8/15	\$324,736.76	

# Park Glen Neighborhood Association

## 2015 Board Election

### Proposed Voting Guidelines

Approved by the PGNA Board 6/9/2015

Please see the "Election 2015 Filing Guidelines approved by the Board 2015-0428" for details on the candidate filing process. This document covers voting guidelines, picking up where that document left off.

The Board has appointed Jason Machacek to serve as the Election Coordinator over the filing and voting process. He will work with Election America and coordinate the decisions and processes of the voting process that do not rise to the level of requiring a Board decision.

#### **This Election Timeline Has Already Been Set**

May Newsletter (April 10 Deadline) - First notice of election and candidate filing period

June Newsletter (May 5 Deadline) – Publish candidate filing process & form/method

June 1 – Filing period opens. Filing Guidelines and form/method posted on website.

July Newsletter (June 5 deadline) - Repeat notification of filing process & form/method

July 15 – Close filing period

By July 18 - The Election Coordinator will create a single document that lists all of the candidates, positions being sought, and filing statements and submit the complete document to Election America, to all filed candidates, and for publication on the Park Glen website

By July 20 - Post candidates & filing statements on website in an obvious and orderly way

By July 25 – Election America prepares candidate information sheets, ballots, proxy forms, information letters, & voting website

July 25-28 - Election America sends voting information and candidate information sheet to each homeowner

August 1 - Advance Voting period opens

August 31 - Advance voting period ends

September 1 - Annual Meeting; in-person voting; results made known (assuming quorum has been met)

Because the deadline for the August issue of the newsletter is July 6, before the candidate filing period ends, the candidate names and filing statements will not appear in that newsletter. Because the September newsletter will come out very late in August, candidate names and filing statements will not appear in that newsletter, either.

#### **Before Advance Voting Starts**

Before the August 1 start of the advance voting period, Election America is to send voting information to exactly 3,318 homeowners of record, using an owner address list from the Association's management company or downloaded from the Tarrant Appraisal District (whichever the Board determines would be more accurate) and provided to Election America by the date that they have specified to need that file.

The mailing from Election America to each homeowner will be in a white envelope with the words "PARK GLEN NEIGHBORHOOD ASSOCIATION" across the front in red, plus the words "OFFICIAL ELECTION NOTICE" in red in the bottom right corner. The envelope will contain:

- An explanation of the election and the voting process.
- A candidate information sheet that shows the name, office being sought, and candidate statement of each candidate who filed.
- Instructions and individual access code for online voting via Election America's website.
- An explanation of the option and procedure for each homeowner to request from Election America a personalized paper "absentee" ballot that a homeowner may fill out and send to Election America or a personalized proxy form that a homeowner may fill out and send to Election America to designate another homeowner to vote on the homeowner's behalf in person at the September 1 annual meeting.

At the time that the envelopes are mailed, the Election America website should be ready to accommodate online voting, including the display of candidate names and filing statements submitted by the candidates.

### **Content of Ballots and Forms**

Online ballots, paper ballots, and proxy forms will all have the opportunity to vote "for quorum on the Board election only," without voting for particular candidates (as allowed by Texas Property Code 209.00592-b-1).

Online ballots, paper ballots, and proxy forms will have a write-in blank for each of the seven positions.

Paper ballots or proxy forms submitted by members must be signed (per Texas Property Code 209.0058).

Online and absentee ballots will have this notice (required by Texas Property Code 209.00592-c-3): "By casting your vote via absentee ballot you will forgo the opportunity to consider and vote on any action from the floor on these proposals, if a meeting is held. This means that if there are amendments to these proposals your votes will not be counted on the final vote on these measures. If you desire to retain this ability, please attend any meeting in person. You may submit an absentee ballot and later choose to attend any meeting in person, in which case any in-person vote will prevail."

Since common sense and Texas law (Property Code 209.00592-b-1 and -3) clearly indicate that advance votes may be counted on matters only if the exact text of the measure appeared on the advance ballot, the following notice is to be added to online and absentee ballots: "Even if the required quorum of members is met for the Board election (represented by advance voting before the September 1 annual meeting and in-person voting at the September 1 annual meeting), it is highly possible that a quorum will not be represented for any other issue that might come before the membership at the annual meeting."

Proxy forms will not be preprinted with the name or title of any specific person or officer as a default, possible, or suggested proxyholder. Homeowners filling out a proxy form must write in the name of the desired proxyholder.

Proxy forms will allow a homeowner to:

- direct the specific candidates to be voted for by the proxyholder,
- write in the names of specific people to be voted for by the proxyholder, or
- designate that the proxyholder may select the candidates to be voted for.

### **Advance Voting / Proxies**

A homeowner may:

- Vote in advance online using the access code provided by Election America,
- Vote in advance by absentee ballot by requesting a personalized absentee ballot from Election America that the homeowner may complete and send to Election America,
- Designate another Park Glen homeowner as his or her proxy (to cast a vote on his or her behalf in person at the September 1 annual meeting) by requesting a personalized proxy form from Election America, filling out the paper "proxy form" and returning it to Election America. Just before the annual meeting, Election America will provide this proxy information to the Election Coordinator. The proxyholder must attend the annual meeting, receive the original voter's credentials from the Election Coordinator, and cast a vote in the same manner as every other in-person voter.

Any homeowner who has a question about the voting process or needs help in voting should call Election America at 866-384-9978. Inquiries to Election America must allow sufficient time for the appropriate information, forms, access, or resolution to be provided. If insufficient time remains to meet a request or supply information, the only remedy to the homeowner will be to vote in person at the September 1 annual meeting.

On a regular basis throughout advance voting, Election America will communicate to the Election Coordinator and the PGNA Board the number of votes cast and proxies submitted so far. This information will be posted on the Park Glen website and relayed by the Election Coordinator to candidates and other interested parties.

### **In-Person Voting**

In-person voting on September 1 will be conducted under the direction of the Election Coordinator, who may recruit and utilize other trusted volunteers.

Computers and/or tablets, with Internet access, will be available for homeowners to cast votes in person. Paper ballots, as similar as possible to the "absentee ballot" sent out by Election America, will also be available as a backup to online voting. Copies of candidate filing statements will also be available at the meeting. Paper ballots submitted by members must be signed (per Texas Property Code 209.0058).

If a homeowner voted in advance and wishes to vote in person at the annual meeting, Election America and the Election Coordinator must ensure that only the in-person vote counts (per Texas Property Code 209.00592-b-2, "*any vote cast at a meeting by a property owner supersedes any vote submitted by absentee or electronic ballot previously submitted*").

Assuming quorum is met, Election America will work together to ensure that complete vote results are provided at the annual meeting very quickly after voting is over.

### **If Quorum is not Met**

If quorum is not met at the initial annual meeting or any reconvened meeting:

- No voting results are to be made known.
- The meeting will be recessed and voting will be extended.
- The meeting is to be reconvened at a convenient location set by the Association President and a convenient time and date between 5 and 14 days later set by the Election Coordinator. The time and place of the reconvened meeting is to be announced before the meeting is recessed.
- The slate of candidates will not change.
- Votes already cast will count (unless a voter replaces his or her vote in an allowable way).
- A non-personalized proxy form (as similar as possible to the proxy form sent out by Election America) will be quickly made available on the Park Glen website and may be mass-produced for solicitation and collection by any Park Glen homeowner, to be voted in person by proxyholders at subsequent reconvened meetings until quorum is met.

### **Other Guidelines**

After the close of the candidate filing period, all filed candidates must remain on the ballot, even if a candidate wishes to withdraw from the race, chooses to not serve if elected, is no longer able to take office, or is no longer eligible to take office. The scenario of a candidate being elected and unwilling, unable, or ineligible to serve will be resolved according to the vacancy provisions of the bylaws.

The elected President, Vice President, and Secretary will be the candidate in each of those races receiving the greatest number of votes. The elected Directors will be the four candidates receiving the greatest number of votes among all candidates running for Director. This is according to Section 7.6 of the Association Bylaws.

If a home has a different owner after the owner address file is prepared for Election America, the new owner may vote by:

- obtaining the voting information from the previous owner
- voting in person at the September 1 annual meeting.

If a Board is not elected on September 1 (e.g. lack of quorum or meeting postponed), Board action between September 1 and the date a Board has been appropriately elected is to be limited to that necessary to perpetuate the Association and to resolve emergency situations, with all action taken subject to review and/or reversal by the Board that is eventually elected.



Park Glen Neighborhood Association <b>Balance Sheets</b>	9/30/2014	4/30/2015
<b><u>ASSETS</u></b>		
1010 Legend Bank-Checking Account	\$ 59,642.90	\$ 73,051.26
1015 BB&T Bank-Checking Account	\$ 127,848.64	\$ 135,085.74
1210 Legend Bank-CD #613	\$ 117,528.26	\$ 117,528.26
1211 Legend Bank-CD #625	\$ 56,497.13	\$ 56,497.13
	- - - - -	- - - - -
<b>TOTAL IN BANK</b>	<b>\$ 361,516.93</b>	<b>\$ 382,162.39</b>
1310 Accounts Receivable-Member Accts	\$ 247,484.59	\$ 244,242.15
1315 Bad Debt Allowance	\$ (226,487.00)	\$ (225,995.76)
3400 Accum Pymt Plan Inc Reserve	\$ -	\$ (5.00)
3410 Accum Late Fee Inc Reserve	\$ -	\$ (27,404.65)
1510 Accounts Receivable-Other		
1610 Prepaid Insurance	\$ 6,853.49	\$ 2,673.90
1620 Prepaid Expenses	\$ 915.00	\$ 320.00
	- - - - -	- - - - -
<b>TOTAL OTHER CURRENT ASSETS</b>	<b>\$ 28,766.08</b>	<b>\$ (6,169.36)</b>
<b>TOTAL ASSETS</b>	<b>\$ 390,283.01</b>	<b>\$ 375,993.03</b>
<b><u>LIABILITIES</u></b>		
3010 Accounts Payable	\$ 8,562.03	\$ 15,332.44
3020 / 3060 Due to Management Company	\$ 6,120.00	\$ -
3050 Deferred Income	\$ -	\$ 91,245.00
3310 Prepaid Owner Assessments	\$ 123,294.25	\$ 9,340.02
	- - - - -	- - - - -
<b>TOTAL LIABILITIES</b>	<b>\$ 137,976.28</b>	<b>\$ 115,917.46</b>
<b><u>EQUITY</u></b>		
5510 Retained Earnings thru Prior Year	\$ 450,136.32	\$ 252,306.73
Current Year-to-Date Net Inc/(Loss)	\$ (197,829.59)	\$ 7,768.84
	- - - - -	- - - - -
<b>TOTAL EQUITY</b>	<b>\$ 252,306.73</b>	<b>\$ 260,075.57</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$ 390,283.01</b>	<b>\$ 375,993.03</b>

<b>Park Glen Neighborhood Association Income Statements</b> (fiscal years are October thru September)		<b>2014-2015 Budget Accepted 10/21/14</b>	<b>Prorated Monthly Budget (1/12th of the Annual Budget)</b>	<b>Apr-15</b>	<b>Fiscal Year-to- Date (7 Months) 10/1/14- 4/30/15</b>	<b>Prorated 7- Month Budget (7/12ths of the Annual Budget)</b>
6310	Assessment Income	\$ 218,988.00	\$ 18,249.00	\$ 18,315.00	\$ 127,743.00	\$ 127,743.00
6340	Late Fee Income	\$ 40,000.00	\$ 3,333.33	\$ 3,308.35	\$ 27,404.65	\$ 23,333.33
6350	Legal Fees Reimbursement	\$ 15,000.00	\$ 1,250.00	\$ (4.06)	\$ (1,321.87)	\$ 8,750.00
6360	Letter Fees Reimbursement	\$ 1,500.00	\$ 125.00	\$ 220.00	\$ 2,437.03	\$ 875.00
6365	Payment Plan Fees	\$ 750.00	\$ 62.50	\$ 20.00	\$ 5.00	\$ 437.50
6370	Collection Fees Reimbursement	\$ -	\$ -	\$ -	\$ -	\$ -
6380	Credit Card Fees Reimb	\$ 1,000.00	\$ 83.33	\$ 80.85	\$ 1,329.59	\$ 583.33
6390	Interest on Receivables	\$ 10,000.00	\$ 833.33	\$ 533.15	\$ 2,694.68	\$ 5,833.33
6450	Returned Item Fee Reimb	\$ -	\$ -	\$ -	\$ 35.00	\$ -
6460	Forced Maintenance Reimb	\$ 1,000.00	\$ 83.33	\$ -	\$ (81.19)	\$ 583.33
6900	Fines and Violations	\$ 8,000.00	\$ 666.67	\$ (99.27)	\$ 1,194.87	\$ 4,666.67
6910	Interest Income	\$ 700.00	\$ 58.33	\$ 5.00	\$ 37.15	\$ 408.33
6925	Social Event Income	\$ 10,000.00	\$ 833.33	\$ -	\$ 14,125.00	\$ 5,833.33
<b>Total Income</b>		<b>\$ 306,938.00</b>	<b>\$ 25,578.17</b>	<b>\$ 22,379.02</b>	<b>\$ 175,602.91</b>	<b>\$ 179,047.17</b>
7010	Management Fees	\$ 115,466.40	\$ 9,622.20	\$ 9,594.80	\$ 67,163.60	\$ 67,355.40
7020	Accounting / Audit	\$ 9,000.00	\$ 750.00	\$ -	\$ 7,930.00	\$ 5,250.00
7160	Legal Fees-Non Collection	\$ 16,000.00	\$ 1,333.33	\$ 594.46	\$ 3,060.55	\$ 9,333.33
7170	Legal Fees-Collections	\$ 16,000.00	\$ 1,333.33	\$ -	\$ 150.00	\$ 9,333.33
7180	Collection Fees to Mgmt Co.	\$ 40,000.00	\$ 3,333.33	\$ 2,865.63	\$ 26,623.36	\$ 23,333.33
7200	Consulting / Professional Fees	\$ 5,600.00	\$ 466.67	\$ -	\$ -	\$ 3,266.67
7250	Bank & Credit Card Fees	\$ 5,800.00	\$ 483.33	\$ 115.84	\$ 1,803.60	\$ 3,383.33
7260	Postage & Courier	\$ 3,000.00	\$ 250.00	\$ 179.42	\$ 1,735.89	\$ 1,750.00
7280	Insurance	\$ 7,214.00	\$ 601.17	\$ 615.45	\$ 4,279.59	\$ 4,208.17
7300	Dues & Subscriptions	\$ -	\$ -	\$ -	\$ 35.00	\$ -
7320	Office Supplies	\$ 100.00	\$ 8.33	\$ 379.99	\$ 433.51	\$ 58.33
7330	Board & Community Meetings	\$ 600.00	\$ 50.00	\$ 58.00	\$ 1,166.56	\$ 350.00
7340	Website	\$ -	\$ -	\$ -	\$ -	\$ -
7400	Printing & Reproduction	\$ 3,000.00	\$ 250.00	\$ 1,619.37	\$ 2,482.50	\$ 1,750.00
7420	Property Taxes	\$ 100.00	\$ 8.33	\$ -	\$ -	\$ 58.33
7970	Payment Plan Income Reserve	\$ -	\$ -	\$ 20.00	\$ 5.00	\$ -
7980	Late Fee Income Reserve	\$ -	\$ -	\$ 3,308.35	\$ 27,404.65	\$ -
7990	Bad Debt Expense	\$ 38,285.70	\$ 3,190.48	\$ -	\$ -	\$ 22,333.33
<b>Total Administrative Exp</b>		<b>\$ 260,166.10</b>	<b>\$ 21,680.51</b>	<b>\$ 19,351.31</b>	<b>\$ 144,273.81</b>	<b>\$ 151,763.56</b>
8010	Social Activities	\$ 30,000.00	\$ 2,500.00	\$ 209.12	\$ 18,562.04	\$ 17,500.00
8020	Scholarships/Charitable	\$ 10,000.00	\$ 833.33	\$ -	\$ 2,000.00	\$ 5,833.33
8030	Hospitality	\$ -	\$ -	\$ -	\$ 701.89	\$ -
9110	General Maint. & Repair	\$ 8,000.00	\$ 666.67	\$ -	\$ 1,300.00	\$ 4,666.67
9610	Lawn Maint & Landscaping	\$ 1,000.00	\$ 83.33	\$ -	\$ -	\$ 583.33
9660	Storage	\$ 1,830.00	\$ 152.50	\$ 81.33	\$ 996.33	\$ 1,067.50
	Licenses & Permits / Filings	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Other Expenses</b>		<b>\$ 50,830.00</b>	<b>\$ 4,235.83</b>	<b>\$ 290.45</b>	<b>\$ 23,560.26</b>	<b>\$ 29,650.83</b>
<b>Total Expense</b>		<b>\$ 310,996.10</b>	<b>\$ 25,916.34</b>	<b>\$ 19,641.76</b>	<b>\$ 167,834.07</b>	<b>\$ 181,414.39</b>
<b>Net Income / (Loss)</b>		<b>\$ (4,058.10)</b>	<b>\$ (338.18)</b>	<b>\$ 2,737.26</b>	<b>\$ 7,768.84</b>	<b>\$ (2,367.22)</b>



[www.RealManage.com](http://www.RealManage.com)

*Comprehensive  
community management  
solutions*

06-09-2015

**Park Glen  
Neighborhood Association, Inc.  
Regular Session Scheduled Board Meeting**



# RealManage Team

## **Kalisha Norman**

Director of Community Association Management

## **John Vickers**

Transition Manager

## **Jennifer Martinez**

Community Association Manager

## **Shannon Bankston**

Assistant Community Association Manager

## **Billy Pendergraft**

Deed Restriction Violation Site Inspector

# Role & Responsibilities

## The management of:

- **Annual meetings**
- **Board meetings**
- **Committee meetings**
- **Deed restriction enforcement**
- **Long-term maintenance plan**
- **Community maintenance**
- **Vendors**
- **Community issues**
- **Annual budget**
- **Monthly financial reports**
- **Year-end financial statements**
- **Tax returns and audit preparation**
- **Collection of Assessments**
- **Payment of expenses**
- **Statements and late fees**
- **Architectural control**
- **Amenity center rules and access**
- **Resident issues**
- **Resale certificates**
- **Community events**
- **Community information**
- **Emergencies**
- **Insurance**
- **Bank accounts**
- **Real estate taxes**
- **Organizational documents**

# RealManage

- **1-866-4RealService (866-473-2573)**
  - Extended customer service hours (7:30 am – 7:00 pm)
  - Multi-lingual customer service (English, Spanish and other languages)
  - Instant email fulfillment of most information requests
- **Resident Portal ([www.RealManage.com](http://www.RealManage.com))**
  - Owner statements and payment history
  - Assessment rules information
  - Online payments
  - Online service requests
  - Deed restriction summary
  - Deed restriction violation reporting
  - Directory
  - Document archive

**Email to use for all correspondence  
PARKGLEN@CiraMail.com**

# Resident Portal

## www.realmanage.com

- **Association ID:**  
**PARKGLEN**
- **Customer ID:** Your personal customer ID is sixteen characters beginning with the letter R.
- **Check Digit ID:** The check digit number is a single number printed after your Customer ID.

**Customer ID**      **Check Digit ID**

Statement Date	00/00/2010
Acct#/Check	R01XXXXXXXXXX / 8
Association ID	EIGHT LETTER ABBREVIATION IN CAPS
Property Address	Individual Personal Address