Park Glen Neighborhood Association

Board of Directors Meeting Minutes

July 7, 2016 - 7p, Longhorn Activity Center, Fort Worth, Texas

Approved at the 8/4/16 Board Meeting

1) Kevin called the meeting to order shortly after 7:00 pm.

Board Members present:

Kevin Hammack, President
Russell Zwerg, Vice President/Treasurer
Barry Bryan, Director
Bonnie Hoke, Director

Board Members Absent:

Susan Kenney, Secretary Sterling Rice, Director Jack Webb, Director

- 2) Actions since the 6/2/16 meeting (as printed on the bottom of the proposed 6/2/16 minutes distributed to all attendees):
 - On 6/20/16, Treasurer Russell Zwerg authorized a \$15.00 concession on account R0330231L0280131 because the fee was not posted and visible when the homeowner paid the full balance due on June 15.
- 3) Kevin introduced Neighborhood Police Officer Scott Cryer, who said he just came by to say "hello".
- 4) Reading of Minutes of preceding (June 2, 2016) meeting: **Barry moved to approve the minutes as** presented. Russell seconded, there was no discussion, and the motion passed unanimously.
- 5) Reports of Officers & Board Members
 - a. President
 - i. Kevin announced that the City of Fort Worth will hold a meeting at the Longhorn Activity Center on July 14. This is a pre-construction meeting for the 2014 bond issue project that will start construction at the end of July to fix streets and sidewalks in Phase I and Phase II. They will be fixing some street panels, fixing some sidewalk panels, and removing some trees. Russell said that there is a list on the website of the streets that will be affected. The city will deliver notices to affected homes before work begins in an area.
 - ii. Kevin said that one of our residents noticed that somebody had posted something on our "Neighbors" page about a need in a nearby neighborhood for handicapped ramps in a home. Kevin reached out to Alliance United Methodist Church about that need, and they are evaluating whether they can help. Kevin encouraged everyone to let him know if they hear of a need of some service like this, and he will let the church know.
 - b. Vice President/ Treasurer
 - i. Russell reported that we renewed our general liability insurance in June with the same carriers at a cost increase of \$4 for the year.
 - ii. Russell filed our taxes by the June 15 extended deadline. There was no tax due.
 - iii. Russell reported that we sent a mailing to all homeowners on June 16 to announce the opportunity to run for the Board and the annual meeting, also including information about property modification requests and upcoming events.
 - iv. Russell said that plans are underway for the annual election. Homeowners may file to run for the Board until the July 15 deadline. Information on this is on the website; also information about how the election will go. We hope that everyone will vote online or by mail or at the annual meeting so we will get a quorum, which has been a problem in the past. Russell showed an example of a sign that we will put out as the ballots and voting information is mailed to homeowners. It is an old sign that says "PGNA Election Coming Soon" and the website address, with the "Coming Soon" replaced with a sticker that says "Ballots in the Mail." We have other

- signs that we can put out later to encourage homeowners to vote to help us reach quorum, plus we will use social media and e-mail. Kevin encouraged anyone interested to run for the Board.
- v. Russell reported that a mailbox was destroyed today at 4609 Mustang. Jennifer said that we have insurance information on the driver, but maybe we wouldn't have gotten that if a homeowner had not taken pictures, asked questions, gotten license plate information, and reported it. She commended that homeowner's engagement and encouraged others to help the neighborhood in similar ways.
- vi. Russell encouraged everyone to check out our website (www.ParkGlen.org) every week or so to see what is going on. He went over some highlights from the website:
 - July 16 Pool / Movie night coming up
 - Yard of the Month winners are posted
 - Scholarship winners will be posted soon
 - The July 14 Streets/sidewalk/trees pre-construction meeting is posted
 - Advance voting in the Board election starts around August 1; annual meeting is August 30
 - Park Glen homeowners may swim at the Longhorn Activity Center for \$5 or \$6 per day.
 - The "Community Vision" that Susan Kenney worked so hard on is posted.
 - National Night Out We don't have any volunteers yet to host a block party on October 4.
 - There is a page on the website to volunteer or find out more about volunteering.
- c. Secretary None
- d. Board None
- 6) Property Manager's report Jennifer Martinez passed out a handout on conservation tips & saving energy and talked a little more about the mailbox that was hit today.
- 7) Reports of Committees
 - a. Architectural Control Committee No report.
 - b. Communications
 - i. Dana Hammack said that we are up to about 1,450 "likes" on our official Facebook "ParkGlenHOA" page, which is a big change from when we started.
 - ii. Dana said that she is the new Administrator on the Facebook "Neighborhood Neighbors" page and hopes to hold down some of the ugliness (insults, cussing, accusatory posts) that was occurring and people were complaining about.
 - c. Social (Events and Activities)
 - i. Independence Day Celebration on July 2 Dana said that we had around 350 people and wondered if attendance was low because it was not on the same day as the PID fireworks (which was June 25). Russell speculated that it may have been the holiday weekend or may just be too hot at this point in the summer. Dana said that we are going to rethink this for next year. It's just a lot of work for the few people who come. Maybe piggyback somehow with the PID fireworks program, though we haven't talked with Robin (PID6 Manager) about this yet. Still have some of the things we have had, such as the parade, music, and food (though probably not free), but in the evening leading up to the fireworks. Russell said that our expense was under budget.
 - ii. Dana said that we have partnered up with Sweet Frogs Frozen Yogurt. They will offer Park Glen residents 20% off their purchase all day on July 11. She pointed out the flyers available to everyone.
 - iii. Pool/Movie Nights We had about 80 people at our June event, which was up 20 or so from last year. Jodi Hight with Keller Williams provided pizza, and 9 Round Basswood provided water. The next one will be July 16, when Jodi will again provide pizza, water, and cookies, along with Jack Webb of Edward Jones. Then we will have one on August 20, with Medical Center Alliance sponsoring.

- iv. Possible Bingo event on September 30 Dana is working on this as an activity primarily for adults. She already has 7 or 8 donations. We set a \$1,000 budget for this last month. She is waiting to hear from Alliance Methodist Church on using their facility for this.
- v. Dana is thinking about other event ideas, like a chili cook-off and/or desert cook-off. She would like to hear other ideas and especially have volunteers.
- vi. "National Night Out" Block Parties on October 4 Russell encouraged residents to get together with a neighbor or two and work together to host a block party on a driveway and yard. We will be able to provide a little money and resources. Kyle Jensen is our coordinator for this event; he would work with everyone and get the various sites registered with the city (to get city resources). Someone asked about having a party at a park. Russell said that would be fine, especially if the park is very close to the residents. Scott Cryer said that big events don't really fit the purpose, which is for immediate neighbors to get to know each other. Russell said that we would really like to get enough volunteers to host 25 to 50 block parties to help neighbors to get to know each other and become aware of the opportunity to watch out for each other (creating an unofficial crime watch). Kevin said that anyone can volunteer on the website.
- d. Hospitality new homeowner greetings Russell said that we are looking for someone to take over as Hospitality Chairperson from Dana, who is also Communications, Social, Facebook, main contact, doing everything. If anyone is interested in coordinating this, please ask.
- e. Development In Susan Kenney's absence:
 - i. Kevin said that we had a discussion a couple of meetings ago about speeders on Park Vista. We put together a committee, which came back with a request for the city to put four stop signs on Park Vista. Kevin talked with our City Councilmember Cary Moon, who seemed to be a little skeptical about the possibility and benefit of that but also seemed willing to consider maybe helping set up a test of two stop signs (Kevin thinks at Glen Canyon and Ash River) to see how that will impact traffic flow and what the receptiveness of that would be. The objective is to slow traffic and improve safety. A homeowner asked whether we would survey area residents (as discussed at a previous meeting) to get opinions about adding stop signs. Kevin said that a concern about a survey is that the opinion of residents close to the intersections, who have the greatest stake in the issue, would be overwhelmed by the responses from many residents who don't live nearby and don't want to be slowed down. In other words, the survey would show a priority for convenience over safety. There was some discussion of other possible ways to make the streets and crossings safer. Kevin said that there is no silver bullet, but we are going the way requested by the committee.
 - ii. Russell presented a report from Susan on street trees for Park Vista median. PID6 will not discuss this topic until their August 28th meeting, because their tree expert, Stick Lamar will not be able to attend until then. Susan will attend. If the PID6 Board approves providing the irrigation for the 60 trees, AND Cary Moon gets a donation for the trees in the fall, the project could go forward in the fall of this year 2016. There are a lot of ifs, and the project will go forward this fall only if Cary Moon's office gets a donation or we get funding some other way. A homeowner expressed frustration at the "disconnect" that seemed to exist on this; the word at first was that Cary "found money" for this, but that changed to "I don't know." Kevin said that he sees this as an uphill battle this year because there is not a solid "I can get these" from Cary. He also stated his opinion that, from a development standpoint, our area is being left behind as neighborhoods around us are planting trees, looking better, and doing things to beautify. But it will be very hard for the PID to budget for this without knowing the availability and the cost.
 - iii. Russell also relayed a report from Susan that she had met with Robin and Stick Lamar along Park Vista, and Stick said that three trees in the median on the south side of Ash River are sick and will need to come out. The PID6 is planning to have them removed, but Robin said that they would

replace the three trees in the fall (when it's the best time to plant) with a different tree, hopefully red oak, per our plan.

- f. Service Committee No Report
- g. Yard of the Month Russell reported, on Jack's behalf, that we have done May and June. We would love to have more volunteers to help judge a village each month. Basically, you can set your own schedule and apply your own judgment and standards. That's why we rotate people around to different villages so the same perspective doesn't apply to the same village every month. It could be as little as 30 minutes to 3 hours, depending on the size of the village. We have some volunteers doing 2 or 3 villages, so please let us know or volunteer on the website if you can help. Barry pointed out that the guidelines call for you not to do your own immediate neighborhood so you don't "crony up" with your neighbors. Russell said that we've had 3 or 4 homeowners complain about the process and the results. He feels that they are trying to be constructive, and we've told them that we're doing the best we can, it's a subjective process, and please volunteer to help.
- h. Scholarship Program Mark Thiessen reported that the selection committee just finished meeting and made their selections that will be published soon. We had 36 applications, from which 21 recipients were selected. Russell said that we really appreciate (Scholarship Coordinator) Mark and (Selection Committee members) Jodi, Joe, and Camille.

8) Financial Report

- a. Russell went over the May income statement. "Management Fee" expense includes the standard \$2,000 paid to RealManage each month, plus \$25,698 in unusual expense due to the settlement payment to our old management company that we announced last month. We had \$7,844 in lawsuit-related legal expense in May and \$587 in non-lawsuit legal fees; there could be a few thousand more in lawsuit-related legal fees before the end of this fiscal year, after the attorney reconciles the insurance company payments to them. May had a \$19,603 net deficit, and there is a year-to-date surplus of \$75,616. Russell explained the lines on the May balance sheet. He said that the amount "prepaid by former owners" is down to \$616, as he has worked to find the correct people and refund the money to them. He turned the two oldest balances totaling \$25 to the state of Texas as unclaimed funds, but we must keep the rest of the non-refunded amounts on our books until they have aged three years.
- b. Accounts Receivable Report Russell went over this report that shows the change in the numbers of accounts and total amounts owed to the Association for each of the past seven months. Even though we added another \$3,500 in late fees in May, total A/R was reduced by \$2,913 and 37 accounts from a month ago.
- 9) Old Business
- 10) New Business
 - a. Russell led an informal brainstorming discussion of ideas for the 2016/2017 fiscal year budget, which yielded this list:
 - 1. Repair mailboxes that need it there are leaning mailboxes that need to be replaced.
 - 2. Security patrols and security cameras we'd have to pin down how that would work and how much it would cost before we could decide on this idea. Scott Cryer pointed out that PID6 provides really good additional security for Park Glen and stated that he thought we'd be wasting money to try to utilize an outside security company. Regarding cameras, he said that it could be beneficial, but it is difficult with all of the entrances that Park Glen has.
 - 3. Fix sidewalks that have raised up and/or need fixing these are really homeowner responsibility, but it is a large expense and it is not being resolved so far. We have not come up with a plan or even made a decision on this, though. And we never know if or when the city might step in to do the fixes, as they are doing now in Phase I and II. Maybe never, so can we really wait?

- 4. Park improvements, such as equipment, trees perhaps we could partner with the city, the PID, and/or outside businesses to put in what homeowners want, to enhance our parks. Joe Swearingen said that this should really be a PID function.
- 5. Legal spending on Collections significant collection work on the largest and oldest accounts.
- 6. Legal spending on Deed Restriction Enforcement significant work to improve the compliance situation.
- 7. Increased Management Fee to possibly get more or dedicated staff, more hours spent on Park Glen, and improved results.
- 8. Our 7 Sign Kiosks possibly renovate and improve.
- b. Russell said that he wants to apply for fidelity/crime coverage because the benefits are good and cost is low. He's not sure that we'll be approved with our various accounts and processes, but he'd like to try. Some changes might be necessary to get coverage, and we can decide whether to make those changes, if that comes up. Russell moved that the Association pursue Fidelity/Crime insurance from Continental Casualty per their quote of \$588.00. Barry seconded, and the motion passed.
- 11) Member Comments a member commented that he had noticed improvement on Mustang Drive lately and commended the Association and management company.
- 12) Kevin adjourned the meeting at around 8:25 p.m.

Actions since the July 7, 2016 Meeting:

Immediately after the July 7 meeting, the Board heard an appeal from a homeowner on a fencing ACC denial and violation citation, but declined to grant a waiver or exception.

On August 3, 2016, the Board approved the following motion: that Kelly Wingo be appointed to the PGNA Board to replace Sterling Rice, who resigned on 8/3/16, and that Kelly take and prepare the minutes of the 8/4/16 Board meeting.

Over the course of the month, Treasurer Russell Zwerg authorized the following concession adjustments to homeowner accounts:

- On 7/8/16, clear \$108.40 in late fees and interest on account R0329882L0279776 after payment of remaining \$108.41.
- On 7/18/16, clear \$15.00 late fee on account R0328618L0278502 because the fee was likely not posted and visible when the homeowner paid the full balance due.
- On 7/18/16, clear \$15.00 late fee on account R0331008L0280929 because the fee was not posted and visible when the homeowner paid the full balance due.
- On 7/27/16, clear \$15.00 late fee on account R0331073L0280995 after payment of three other late fees.
- On 7/28/16, clear \$15.00 late fee on account R0330395L0280296 because the fee was not posted and visible when the homeowner paid the full balance due.
- On 7/28/16, clear \$15.00 late fee on account R0330075L0279970 because the fee was not posted and visible when the homeowner paid the full balance due.
- On 7/28/16, clear \$30.00 in late fees on account R0330510L0280412 due to extenuating circumstances (illness) and excellent prior history of prompt payment.
- On 8/4/16, a balance of \$201.39 in late fees and interest was cleared on account R0329194L0279081 upon acceptance of an offer authorized by the Board in April. The Board denied homeowner's claims against the HOA but approved this concession as a compromise, contingent on homeowner's commitment to keep the account current.

Park Glen Neighborhood Association Balance Sheets	9/30/2015 Year End (agrees with audit except for Rounding Variances)			3/31/2016	4/30/2016			5/31/2016	May Notes	
<u>ASSETS</u>									in alvela a	
Union Bank-Checking Account	\$	126,097.49	\$	85,062.31	\$	84,957.96	\$	83,410.77	includes \$391 undeposited receipts.	
Union Bank-Money Market Account			\$	200,033.85	\$	200,065.55	\$	200,100.53	receipts.	
Legend Bank-Checking Account	\$	224,961.16	\$	233,730.48	\$	233,086.05	\$	177,121.84	Paid \$55K settlement to PMS in May.	
TOTAL IN BANK	\$	351,058.65	- \$	518,826.64	- \$	518,109.56	- \$	460,633.14		
Accounts Receivable-Member Accts	\$	189,139.27	\$	199,556.03	\$	196,528.71	\$	193,892.60		
Accts Receiv-Former Homeowners Bad Debt Allowance	\$	(165,353.23)	\$	(172,075.83)	\$	(169,984.05)	\$	(167,316.57)	Homeowner	
Prepaid Expenses	\$	1,442.00	\$	130.00	\$	240.00	\$	120.00	Acct Adj; should reverse in	
Prepaid Insurance	\$	11,413.47	\$	4,746.39	\$	3,637.71	\$	2,529.03	June.	
TOTAL OTHER CURRENT ASSETS	\$	36,641.51	\$	32,356.59	\$	30,422.37	\$	29,225.06		
TOTAL ASSETS	\$	387,700.16	\$	551,183.23	\$	548,531.93	\$	489,858.20		
LIABILITIES Accounts Payable & Oth Accrued Ex Deferred Assessments Income Prepaid Owner Assessments	\$ \$ \$	31,647.58 - 30,773.97	\$ \$ \$	109,494.00	\$ \$	29,332.28 91,245.00 7,852.79	\$ \$	8,542.25 72,996.00 8,165.79	I refunded	
Prepaid by Former Owners	\$	1,356.85	\$	1,043.44	\$	960.42	\$	616.17	more of the credit balances	
TOTAL LIABILITIES	\$	63,778.40	\$	147,613.51	\$	129,390.49	\$	90,320.21		
ACCUMULATED SURPLUS										
Surplus / (Deficit) thru Prior Year Current YTD Net Surplus / (Deficit)	\$ \$	252,306.73 71,615.03	\$ \$,	\$ \$	323,921.76 95,219.68	\$ \$	323,921.76 75,616.23		
TOTAL ACCUMULATED SURPLUS	\$	323,921.76	\$	403,569.72	\$	419,141.44	\$	399,537.99		
TOTAL LIABILITIES & SURPLUS	\$	387,700.16	\$	551,183.23	\$	548,531.93	\$	489,858.20		

Park Glen Neighborhood Association Income Statements (fiscal years are October thru September)	2015-2010 Budget Accepted 8/11/15	Budget	Mar-16	Apr-16	M ay-16	Year-to-Date (Oct-15 thru May-16) Actual	Prorated YTD Budget (8 months)	May Notes
Assessment Income Late Fee Income Interest on Receivables Fines and Violations Letter Fees Reimbursement Legal Fees Reimbursement Payment Plan Fees Collection Fees Reimbursement Returned Item Fee Reimb Forced Maintenance Reimb	\$ 218,988.0 \$ 20,000.0 \$ 5,000.0 \$ 7,000.0 \$ 1,500.0 \$ 7,500.0 \$ - \$ - \$ -	0 \$18,249.00 0 \$ 1,666.67 0 \$ 416.67 0 \$ 583.33 0 \$ 125.00 0 \$ 625.00 \$ - \$ - \$ -	\$ 18,104.65 \$ 4,200.00	\$ 18,249.00 \$ 3,945.00 \$ 1.30 \$ 31.70	\$ 18,249.00 \$ 3,465.00 \$ 2.60	\$ 145,865.21 \$ 46,535.00 \$ 5.19 \$ - \$ - \$ - \$ - \$ - \$ -	\$ 145,992.00 \$ 13,333.33 \$ 3,333.33 \$ 4,666.67 \$ 1,000.00 \$ 5,000.00 \$ - \$ - \$ - \$ -	Intercet on Dank Dalance
Interest Income Social Event Income Insurance Reimb (Mailbox Repair	\$ - \$ 12,000.0	\$ - 0 \$ 1,000.00 \$ -	\$ 33.85 \$ 1,050.00	\$ 31.70	\$ 34.98	\$ 100.53 \$ 22,355.00 \$ 850.00	\$ - \$ 8,000.00 \$ -	Interest on Bank Balance
Total Income		0 \$22,665.67	\$ 23,388.50	\$ 22,227.00	\$ 21,751.58	\$ 215,710.93	\$ 181,325.33	
Management Fees - Contract	\$ 24,000.0	0 \$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 27,697.72	\$ 41,697.72	\$ 16,000.00	\$25,698 Settlement Expense to Property Mgmt Solutions, \$2000 Std Contract Amt to
Management Fees - Admin Collection Fees to Mgmt Co. Collection Fees-Legal/Agency	\$ 33,600.0 \$ 18,000.0 \$ 15,000.0	0 \$ 1,500.00	\$ 2,300.00 \$ 1,250.00	\$ 2,600.00 \$ 1,500.00	\$ 2,300.00 \$ 1,500.00	\$ 18,750.00 \$ 24,500.00 \$ -	\$ 22,400.00 \$ 12,000.00 \$ 10,000.00	RealManage Std Contract Amt Std Contract Amt
Legal Fees-Non Collection	\$ 16,000.0	0 \$ 1,333.33		\$ 112.50	\$ 8,431.48	\$ 16,389.73	\$ 10,666.67	\$587 Legal Fee for "Audit Letter", \$7844 legal fees for lawsuit defense
Accounting / Audit	\$ 9,000.0	0 \$ 750.00				\$ 1,665.44	\$ 6,000.00	07.0
Consulting/Professional Fees	\$ 6,200.0	0 \$ 516.67			\$ 78.17	\$ 78.17	\$ 4,133.33	CT Corporation (Annual Registered Agent Fee)
Bad Debt Expense Insurance	\$ 30,000.0 \$ 14,304.0	· · · · · · · · · · · · · · · · · · ·	\$ 8,909.16 \$ 1,108.68	\$ (1,422.31) \$ 1,108.68	\$ (1,740.98) \$ 1,108.68	\$ 5,745.87 \$ 9,241.13	\$ 20,000.00 \$ 9,536.00	Reserve Adjustment
General Maint. & Repair	\$ 156,000.0	0 \$13,000.00	\$ 1,135.00		\$ 1,200.00	\$ 5,535.00	\$ 104,000.00	Mailbox Leveling in April
Dues & Subscriptions Supplies Postage & Courier Printing & Reproduction Storage	\$ 100.0 \$ 500.0 \$ 2,000.0 \$ 500.0 \$ 1,169.0	0 \$ 41.67 0 \$ 166.67 0 \$ 41.67	\$ 92.00	\$ 195.00		\$ - \$ - \$ - \$ - \$ 747.00	\$ 66.67 \$ 333.33 \$ 1,333.33 \$ 333.33 \$ 779.33	(Compromise Amount)

Park Glen Neighborhood Association Income Statements (fiscal years are October thru September)		2015-2016 Budget Accepted 8/11/15	(1 th	Prorated Monthly Budget I/12th of e Annual Budget)	Mar-16	Apr-16	M ay-16	((ear-to-Date Oct-15 thru y-16) Actual		rorated YTD Budget (8 months)	May Notes
Licenses & Permits / Filings	\$	200.00	\$	16.67				\$	-	\$	133.33	
Social Activities	\$	30,000.00	\$	2,500.00	\$ 2,569.75	\$ 176.18	\$ 434.01	\$	13,919.07	\$	20,000.00	\$250 Shredding Service in April, \$184.01 Powered Portable Speaker
Community Engagement Scholarships/Charitable Hospitality	\$	10,000.00 1,200.00	\$	833.33 100.00		\$ 64.78	\$ 180.00	\$ \$ \$	1,230.52 - 28.00	\$ \$ \$	- 6,666.67 800.00	Yard of the Month signs
Board & Community Meetings	\$	1,500.00	\$	125.00		\$ 314.50	\$ 160.00	\$	478.50	\$	1 ()()() ()()	Jan-Apr Board Mtgs at Longhorn Activity Ctr.
Website Bank & Credit Card Fees Miscellaneous	\$ \$ \$	1,000.00 - -	\$ \$ \$	83.33 - -	\$ 53.80	\$ 5.95	\$ 5.95	\$ \$ \$	83.55 5.00 -	\$ \$ \$		4 weeks of hosting
Total Expense	\$	370,273.00	\$3	30,856.08	\$ 19,418.39	\$ 6,655.28	\$ 41,355.03	\$	140,094.70	\$	246,848.67	
Net Surplus / (Deficit)	\$	(98,285.00)	\$	(8,190.42)	\$ 3,970.11	\$ 15,571.72	\$ (19,603.45)	\$	75,616.23	\$	(65,523.33)	

Accounts Receivable Recap	1/7/16	2/4/16	3/3/16	4/7/16	5/5/16	6/2/16	7/7/16	Change
Accounts owing \$2,000 or more	24	24	23	23	23	23	24	1
Accounts owing between \$1,000 and \$1,999	54	54	55	54	55	53	53	0
Accounts owing between \$500 and \$999	53	51	49	48	42	44	42	-2
Accounts owing over \$186 to \$499	109	96	86	78	67	59	50	-9
Accts owing beween \$66 and \$186. Most of these were current before the last assessment	282	166	121	98	86	79	66	-13
Accounts owing less than \$66. Most of these paid their latest assessment but have some small old items or new late fees (e.g. they paid their latest assessment after late fees were billed)	144	159	117	91	83	77	63	-14
Total # of Past Due Accts:	666	550	451	392	356	335	298	-37
% of 3,318 Homeowners:	20.1%	16.6%	13.6%	11.8%	10.7%	10.1%	9.0%	
Total Past Due \$ Owed:	\$222,020	\$209,517	\$202,626	\$198,921	\$194,522	\$193,512	\$190,599	-\$2,913