

# Park Glen Neighborhood Association

## Minutes of March 20, 2017 Board Meeting

Approved at the  
4/17/17 Board  
Meeting

### Roll Call

Russell called the meeting to order at 7:02 p.m.

The following Board members were present: Russell Zwerg, Barry Bryan, Susan Kenney, and Jack Webb. Absent were Kevin Hammack, Kelly Wingo, and Kim Bowden.

### Announcement of Actions since the February 20, 2017 Board Meeting

- Immediately after the 2/20/17 meeting, the Board agreed to:
  - clear the \$393.70 balance on account R0329305L0279194 due to a past payment that had been applied to the wrong account, which led to short payments, late fees, and finance charges after that.
  - clear \$1,172.27 on account R0329997L0279892 upon payment of the outstanding assessments and some of the late fees and finance charges, due to poor communication and to reverse tremendous compounding of late fees and finance charges on small old balances.
- Since the 2/20/17 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:
  - Waived \$31.98 in late fees and finance charges on account R0388732L0280967 upon payment of \$66.00 in assessments and \$31.98 in late fees, and finance charges.
  - Waived half (\$739.96) of the late fees and finance charges on account R0331186L0281111 upon payment of the other half and all open assessments.
  - Waived half (\$73.99) of the late fees and finance charges on account R0328776L0278660 upon payment of the other half (\$74.00).
  - Waived half (\$280.65) of the late fees and finance charges on account R0328124L0278005 upon payment of the other half plus all open assessments.
  - Waived half (\$462.07) in late fees and finance charges on account R0328432L0278314 upon payment of the other half plus all open assessments.
  - Waived \$100.45 in late fees and finance charges on account R0328683L0278567 upon payment of \$132.00 in assessments and \$150.44 in late fees and finance charges.
  - Waived \$16.98 in late fees and finance charges on account R0331005L0280926 after payment of \$968.99 in assessments, late fees, and finance charges.
  - Waived \$46.62 in late fees and finance charges on account R0342595L0277983 due to wrong address being used to mail statements.
  - Waived \$30.99 in late fees and finance charges on account R0392352L0279254 that were billed at the same time the home was being conveyed to a new owner.
- On March 14, the Board decided to oppose a variance request for increased signage at the Andy's Custard Shop being built on North Tarrant and communicate that opposition to the city of Fort Worth.

### Minutes of Preceding Meeting

**Susan moved to accept the presented minutes of the February 20, 2017 meeting. Motion was seconded by Barry and passed with no discussion and no opposition.**

### President's Report

- March 2 Town Hall Meeting on Safety – On Kevin's behalf, Russell reported that the Association hosted the town hall meeting with about 50 residents and homeowners in attendance and about 12 guests and speakers on the subject of crime prevention and safety in our homes. The meeting lasted about an hour and a half and was interesting and engaging.
- Update Bridge/Street Repair – Island Park Dr. north of Ash River Rd; Repair of decorative column. Russell reported that the city has completed the street and sidewalk repair. Russell explained that we paid TST Construction \$225 to take down the stone column in advance of that work. Kevin has been working to get the city to rebuild the column and repair the adjoining stone wall. It seems that the city has somewhat accepted responsibility for this but does not have workers or contractors to do this kind of work. Russell will propose tonight that we contract to rebuild the column and adjoining decorative stone wall. This needs to be done whether the city pays for it or not, but Kevin will continue trying to get the city to pay for it or reimburse the Association.
- City Zoning Change Proposal - Storage Facility – Russell reported that the owner of the land off of Parkwood Hill withdrew his request to rezone the land in order to build a mini-storage facility. This was after opposition by PGNA and other organizations and individuals.
- City Sign Variance Request - Andy's Custard – Susan reported that the Andy's Frozen Custard shop being built on North Tarrant just west of Park Vista (next to the McDonald's) recently requested an exception to the city signage policies in order to have a larger sign on the roof and additional signage. The PGNA Board voted on March 14 to oppose the variance and submitted our position to the city.

### Vice President's Report

- Mailbox project update – We contracted with Classic Construction to repair or rebuild 58 mailboxes in 4 villages on the west side of the creek and level 10 mailboxes on Fort Concho, Deerlodge, Crescent Lake, and Grand Mesa. They have done about 15 of the mailboxes so far.
- Report on referral of properties to attorney for collection of past due \$ and enforcement of deed restriction violations – Russell said that 12 accounts have been approved for referral (account balance, violations, or both) and 9 more are pending approval for referral that will come soon. In all cases, the Board has sent letters to the homeowners and given time for homeowners to contact us, explain their side of the story, ask for a settlement, etc. About 10 other accounts were resolved through this pre-referral communication so far. If we don't resolve with the owner, we will approve for referral, and RealManage will start a statutory process before referral to the attorney.
- Call for Volunteers for the Scholarship Program – The guidelines will be posted to the website in about a week. The program is not limited to high school seniors. Program Coordinator and Board Secretary Kelly Wingo will receive the applications. Russell said that we need 3 to 5 members to go through and score applications to help select winners. Russell encouraged members to volunteer.

### Other Board Member Reports/Comments - nothing to report.

### Property Manager's Report

- Neighborhood Status Report, Significant Issues – Jennifer provided contact information for RealManage.
- Jennifer reported that, since the February 20 Board meeting, the Architectural Control Committee had considered 20 property modification requests (10 approvals, 6 approvals with stipulations, 1 canceled, and 3 denied), and RealManage has taken 106 telephone calls and processed 151 e-mail messages.
- Proposal on Buckling and Un-level Sidewalks in Phase III – Jennifer said that she has been working with a Park Glen resident (Tillman) who works for Pave-It to develop a plan for the buckling and

uneven sidewalks. In addition to the \$68,000 estimate from last month to do the two-street area (Mesa Verde Trail and Bear Lake) of Phase III being considered as an initial area for work, she presented some estimates from Pave-It for all problem sidewalks between Basswood and Blue Water Lake in Phase III:

- \$158,715 to replace 18,283 square feet of sidewalk in 513 areas. Tillman said that doing this larger area would reduce the cost from \$11 per square foot to less than \$9.00.
- \$13,845 to grind roots of 71 trees. Tillman said that he had talked to a “tree expert” and concluded that there was a 70% to 80% chance of a tree surviving after cutting the roots.
- \$28,045 to cut roots of 71 trees and install steel plates to block future root growth under sidewalks.

They are still brainstorming. She is waiting for two other companies to bid on this project. This is a huge scope of work, and everyone has different ideas on how to attack the problem. Russell said that we welcome different strategies to help us learn and come up with the best plan. He reminded all that we are looking at the two streets as a “test area” to try to figure out the best solution, then expand that to problem sidewalks in the entire neighborhood.

There was discussion about how to split the expense between homeowners and the HOA. Also how to determine what should be done with problem trees and how to deal with homeowners with different strong opinions (wanting either to keep trees or have them removed).

No specific plan was proposed or considered. Russell stated a goal of having something presented that we can vote on next month.

Upcoming Events – Russell announced that these upcoming events are being planned. Details are at [www.ParkGlen.org](http://www.ParkGlen.org):

- 4/1/17 - Cowtown Cleanup in Arcadia Park (Jodi Hight coordinating) with a hot dog lunch provided
- By 4/1/17 - Scholarship applications on the website.
- 4/8/17 - Eggstravaganza & Spring Festival (Dana Hammack coordinating).
- 4/21/17-4/23/17 (Fri-Sun) – Community Garage Sales. This is a PID6 event, but PGNA will put up two banners the week before.
- 4/29/17 - Shredding and “Meet the Board” Event (Russell coordinating). Open to Park Glen homeowners and residents. Free.
- 5/6/17 – Fort Worth “Crud Cruiser” at Gateway Church near Park Glen.
- 7/1/17 - Independence Day Event, collaborating with PID6.

Architectural Control Committee – Cecilia had nothing to report

Development Committee – Susan had nothing to report

### Financial Report

- Russell distributed and quickly reviewed the February 2016 Balance Sheet and Income Statement. The budget for the year-to-date was for a loss of \$11,000, but we actually have a surplus of \$89,000 because we budgeted to do more repair and legal work than we have actually done so far.
- Russell presented the current accounts receivable status. Since the 2/20/17 meeting, 45 accounts have been resolved, with accounts receivable dropping by \$15,479. 8.7% of accounts (290 homeowners) have balances on 3/20/17, compared to 11.8% (392 accounts) on 4/7/16 and 14.1% on 5/31/15.
- The routine year-end (9/30/16) audit is finished, and Russell posted the draft report on the [ParkGlen.org](http://ParkGlen.org) website. One bank confirmation is still outstanding, which is holding up the release of the final report, but there should be no differences between the draft and final reports.

## Motions & Business

- Proposal to rebuild mailbox at 5312 Grand Mesa – Russell made a motion: **“I move to contract with TST Construction to rebuild the pad and brick mailbox at 5312 Grand Mesa. The mailbox was already leaning but then was damaged in the road, curb, and sidewalk construction being done by the city. We will pay TST \$1,250 for the work, and I expect to be reimbursed \$850 by the city or the city’s contractor.”** The motion was seconded by Jack. Russell showed pictures and told of his discussions with personnel at the city. **The motion passed with all in favor.**
- Proposal to rebuild stone column on Island Park Drive bridge – Russell made a motion: **“I move to contract with TST Construction to rebuild the stone column and repair some adjoining stonework at the bridge over Island Park Dr at a cost of up to \$2,000. We will pay TST for the job and then work to get reimbursed as much as we can by the city.”** Susan seconded. Russell presented TST’s January quote (with \$225 of that already paid to TST for dismantling the column), showed pictures, and told of Kevin’s discussions with personnel at the city. **The motion passed with all in favor.**
- Proposed revision of the collection policy – Russell made a motion: **“I move to authorize the PGNA President to implement a revised collection policy that:**
  - **states that attorney referrals are to be initiated by the Board, not RealManage**
  - **changes the finance charge rate from 18% to 15%**
  - **changes the late fee date from the 11th to the 1st**
  - **states that a fee will be charged to homeowners for certain statutory notices.”**

Russell explained that the previous policy mistakenly directed RealManage to automatically refer accounts to an attorney for collection, even though that did not happen for the first year. The Board always wanted to be more involved and reach out to delinquent homeowners before referral, then refer case by case. Along with this change, we will reduce the finance charge rate to the 15% rate specified in two of the three relevant governing documents, move the late fee date to the same date that finance charges are billed (also moving up the monthly statement date), and add that a fee will be charged to homeowners for certain notices RealManage is required to send. A fee (currently \$25) already exists but will be mentioned in the collection policy. **The motion was seconded by Barry and passed with all in favor.**

Discussion on violation types and enforcement, including Partial Screening Fences – Russell presented a category-by-category list of the 305 currently open violations and said that is really too many since we have to pay extra for violations above 331 (10% of the properties in Park Glen). The Board needs to review what we are citing and make sure that they are appropriate and justified.

Russell said that there are a number of violations for “partial screening fences,” which are not allowed according to the deed restriction bulletins. This is a fence that either sticks up over another fence (like a double fence) or is not connected on both ends to either a fence or a house (generally connected to a house or fence on one end and freestanding on the other). The purpose of these partial fences is generally either to block the view of trash carts not stored in the backyard or garage OR to block the street view of a backyard pool.

Without providing identifying owner or address information, Russell showed pictures of some typical violations for “partial screening fence” and also “trash carts visible” violations. He asked members in attendance to give their opinions on each example; the consensus was that violation citations were appropriate for all of the examples. The owner of one of the homes presented as examples of partial

screening fence violations was in attendance and said the fence segment had been in place when the home was purchased with no violation recorded at that time. Russell said that situations like that and where partial screening fences have been in place for 4 or more years are issues that the Board needs to set direction on.

Member Comments - None

Adjournment – Without objection, Russell adjourned the meeting at 9:05 p.m.

END MINUTES of MARCH 20, 2017 MEETING

Actions between the March 20, 2017 and April 17, 2017 Board Meetings

- Immediately after the 3/20/17 meeting, the Board decided:
  - to clear \$1,330.80 on account R0329317L0279206 upon payment of \$600 for outstanding assessments and some fees to amicably resolve a dispute where payment and transaction history is unclear and tremendous compounding of late fees and finance charges on old balances has occurred.
  - to waive \$181.92 on account R0328138L0278019 after we received \$132.00 for the assessments billed in 2015 and 2016 plus \$66 more to pay some late fees and finance charges. The homeowner did not receive bills because RealManage was never notified of the May 2015 home transfer.
  - that violations for partial screening fences should be canceled if the homeowner shows that the screening fence was in place in 2012 or earlier or was in place without a violation citation at the time of transfer of the property after 2012.
- Since the 3/20/17 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:
  - Waived \$78.63 in late fees and finance charges on account R0328895L0278780 after homeowner paid \$132 in assessments and \$157.26 in late fees and finance charges.
  - Waived \$199.84 in late fees and finance charges on account R0330845L0280762 after payment of \$198 in assessments and the other \$199.84 in late fees and finance charges.
  - Waived \$118.94 in late fees and finance charges on account R0329803L0279696 after payment of \$132 in assessments and \$133.93 in late fees and finance charges.
  - Waived \$126.44 in late fees and finance charges on account R0329815L0279708 after payment of \$132 in assessments and 126.43 in late fees and finance charges.
  - Waived \$23.99 in late fees and finance charges on account R0385659L0281096 after the other \$23.98 was paid.
  - Waived \$47.48 in late fees and finance charges on account R0328705L0278589 after payment of \$66 in assessments and \$47.47 in late fees and finance charges.
  - Waived \$116.85 in late fees and finance charges on account R0328186L0278067 after payment of \$132 in assessments and \$168 in late fees and finance charges.
  - Waived \$55.47 in late fees and finance charges on account R0329843L0279736 after homeowner paid \$66 in assessments and \$55.47 in late fees and finance charges.
  - Waived \$183.93 in late fees and finance charges on account R0330011L0279906 after payment of \$132 in assessments and \$183.92 in late fees and finance charges.

# RealManage

## **Park Glen Manager's Report March 20, 2017**

**Contact RealMange Customer Service:  
1-866-4-RealService (866-473-2573)**

**Email - [ParkGlen@CiraMail.com](mailto:ParkGlen@CiraMail.com)**

**Community Website - [www.ParkGlen.org](http://www.ParkGlen.org)**

# Architectural Requests

**From February 21, 2017 - March 20, 2017 (20 Applications)**

**10 Approvals**

**6 Approved with Stipulations**

**1 Cancelled**

**3 Denied**

|                   |          |
|-------------------|----------|
| Brick Replacement | Approved |
| Solar Panels      | Approved |
| Arbor             | Approved |
| Roof Replacement  | Approved |
| Flowerbeds        | Approved |
| Landscaping       | Approved |
| Exterior Paint    | Approved |
| Chimney Paint     | Approved |
| Roof Shingles     | Approved |
| Flowerbed Repair  | Approved |

|                      |                            |
|----------------------|----------------------------|
| Storage Shed         | Approved with Stipulation  |
| Storage Shed         | Approved with Stipulation  |
| Landscaping          | Approved with Stipulation  |
| Window Replacement   | Approved with Stipulation  |
| Driveway Replacement | Approved with Stipulation  |
| Storage Shed         | Approved with Stipulations |
| Landscaping          | Cancelled                  |
| Storage Shed         | Denied                     |
| Exterior Paint       | Denied                     |
| Fence Replacement    | Denied                     |

# Resident Calls

- **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)**

**From February 21, 2017 to March 20, 2017, RealManage has taken 106 telephone calls from residents.**

**30 calls were account inquiries.**

**43 calls were regarding Deed Restrictions.**

**18 calls were regarding Architectural Requests**

**3 calls were in regards to common area.**

**2 calls were to report an issue or check status.**

**10 calls were classified as “other”.**



# Resident Emails

**From February 21, 2017 to March 20, 2017, RealManage has processed 151 emails.**

**30 emails were account inquiries.**

**63 emails were regarding Deed Restrictions.**

**39 emails were regarding Architectural Requests.**

**1 email was in regards to common area.**

**14 emails were to report an issue or check status.**

**4 emails were classified as "other".**

**Email us anytime at [ParkGlen@CiraMail.com](mailto:ParkGlen@CiraMail.com)**

| Park Glen Neighborhood Association<br><b>Balance Sheet</b> | <b>9/30/2016</b><br>Year End<br>(pre-audit) | <b>10/31/2016</b>    | <b>11/30/2016</b>    | <b>12/31/2016</b>    | <b>1/31/2017</b>     | <b>2/28/2017</b>     |
|--|---|----------------------|----------------------|----------------------|----------------------|----------------------|
| <b><u>ASSETS</u></b>                                       |   |                      |                      |                      |                      |                      |
| Union Bank-Checking Account                                | \$ 154,784.38                               | \$ 221,437.50        | \$ 235,728.66        | \$ 238,591.31        | \$ 237,394.87        | \$ 243,338.05        |
| Union Bank-Money Market Account                            | \$ 200,233.91                               | \$ 200,267.82        | \$ 200,300.64        | \$ 200,333.46        | \$ 200,368.56        | \$ 200,399.28        |
| Legend Bank-Checking Account                               | \$ 160,099.36                               | \$ 163,010.13        | \$ 165,997.18        | \$ 176,895.78        | \$ 175,914.59        | \$ 176,297.44        |
|  | -----                                       | -----                | -----                | -----                | -----                | -----                |
| <b>TOTAL IN BANK</b>                                       | <b>\$ 515,117.65</b>                        | <b>\$ 584,715.45</b> | <b>\$ 602,026.48</b> | <b>\$ 615,820.55</b> | <b>\$ 613,678.02</b> | <b>\$ 620,034.77</b> |
| Accounts Receivable-Member Accts                           | \$ 182,852.77                               | \$ 230,121.96        | \$ 214,712.63        | \$ 209,569.80        | \$ 206,506.08        | \$ 197,562.81        |
| Bad Debt Allowance   | \$ (160,910.43)                             | \$ (160,910.43)      | \$ (171,290.83)      | \$ (181,001.60)      | \$ (176,556.76)      | \$ (162,176.90)      |
| Prepaid Expenses   | \$ 1,655.00                                 | \$ 3,433.30          | \$ 3,433.30          | \$ 103.00            | \$ 1,573.91          | \$ 120.00            |
| Prepaid Insurance  | \$ 14,111.50                                | \$ 13,184.42         | \$ 11,837.34         | \$ 10,490.26         | \$ 9,068.16          | \$ 7,686.40          |
|  | -----                                       | -----                | -----                | -----                | -----                | -----                |
| <b>TOTAL OTHER CURRENT ASSETS</b>                          | <b>\$ 37,708.84</b>                         | <b>\$ 85,829.25</b>  | <b>\$ 58,692.44</b>  | <b>\$ 39,161.46</b>  | <b>\$ 40,591.39</b>  | <b>\$ 43,192.31</b>  |
| <b>TOTAL ASSETS</b>  | <b>\$ 552,826.49</b>                        | <b>\$ 670,544.70</b> | <b>\$ 660,718.92</b> | <b>\$ 654,982.01</b> | <b>\$ 654,269.41</b> | <b>\$ 663,227.08</b> |
| <b><u>LIABILITIES</u></b>                                  |   |                      |                      |                      |                      |                      |
| Accounts Payable & Oth Accrued Exp                         | \$ 740.00                                   | \$ 980.00            | \$ 535.00            | \$ 2,680.00          | \$ 1,310.00          | \$ 2,362.50          |
| Deferred Assessments Income                                |   | \$ 200,739.00        | \$ 182,545.00        | \$ 164,241.00        | \$ 145,992.00        | \$ 127,743.00        |
| Prepaid Owner Assessments                                  | \$ 116,084.20                               | \$ 6,750.85          | \$ 7,333.39          | \$ 7,999.92          | \$ 7,984.91          | \$ 8,387.12          |
| Prepaid by Former Owners                                   | \$ 205.16                                   | \$ 205.16            | \$ 205.16            | \$ 205.16            | \$ 160.16            | \$ 160.16            |
|  | -----                                       | -----                | -----                | -----                | -----                | -----                |
| <b>TOTAL LIABILITIES</b>                                   | <b>\$ 117,029.36</b>                        | <b>\$ 208,675.01</b> | <b>\$ 190,618.55</b> | <b>\$ 175,126.08</b> | <b>\$ 155,447.07</b> | <b>\$ 138,652.78</b> |
| <b><u>ACCUMULATED SURPLUS</u></b>                          |   |                      |                      |                      |                      |                      |
| Surplus / (Deficit) thru Prior Year                        | \$ 323,921.76                               | \$ 435,797.13        | \$ 435,797.13        | \$ 435,797.13        | \$ 435,797.13        | \$ 435,797.13        |
| Current YTD Net Surplus / (Deficit)                        | \$ 111,875.37                               | \$ 26,072.56         | \$ 34,303.24         | \$ 44,058.80         | \$ 63,025.21         | \$ 88,777.17         |
|  | -----                                       | -----                | -----                | -----                | -----                | -----                |
| <b>TOTAL ACCUMULATED SURPLUS</b>                           | <b>\$ 435,797.13</b>                        | <b>\$ 461,869.69</b> | <b>\$ 470,100.37</b> | <b>\$ 479,855.93</b> | <b>\$ 498,822.34</b> | <b>\$ 524,574.30</b> |
| <b>TOTAL LIABILITIES &amp; SURPLUS</b>                     | <b>\$ 552,826.49</b>                        | <b>\$ 670,544.70</b> | <b>\$ 660,718.92</b> | <b>\$ 654,982.01</b> | <b>\$ 654,269.41</b> | <b>\$ 663,227.08</b> |

Feb  
Notes

\$18,249 x the  
number of  
months  
remaining in  
fiscal year

| Park Glen Neighborhood Association<br><b>Income Statement</b><br>(fiscal year Oct 2016-Sep 2017) | <b>Total<br/>2016-2017<br/>Budget</b> | <b>Jan<br/>2017<br/>Budget</b> | <b>Jan<br/>2017<br/>Actual</b> | <b>Feb<br/>2017<br/>Budget</b> | <b>Feb<br/>2017<br/>Actual</b> |
|--|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Assessment Income (3,318 homes x \$66 annual dues)   | \$ 218,988.00                         | \$ 18,249.00                   | \$ 18,249.00                   | \$ 18,249.00                   | \$ 18,249.00                   |
| Late Fee Income  | \$ 40,000.00                          | \$ 4,100.00                    | \$ 4,152.11                    | \$ 3,900.00                    | \$ 3,585.96                    |
| Interest on Receivables  | \$ 2,400.00                           | \$ 250.00                      | \$ 484.49                      | \$ 200.00                      | \$ 434.68                      |
| Legal Fees Reimbursement   | \$ 20,000.00                          | \$ -                           |                                | \$ 7,000.00                    |                                |
| Interest Income  | \$ 500.00                             | \$ 43.00                       | \$ 35.10                       | \$ 43.00                       | \$ 30.72                       |
| Social Event Income  | \$ 24,000.00                          | \$ -                           | \$ 200.00                      | \$ -                           |                                |
| Reimbursements-Mailbox Damage  | \$ -                                  | \$ -                           | \$ 850.00                      | \$ -                           | \$ 850.00                      |
| <b>Total Income</b>  | <b>\$ 305,888.00</b>                  | <b>\$22,642.00</b>             | <b>\$23,970.70</b>             | <b>\$29,392.00</b>             | <b>\$ 23,150.36</b>            |
| Management Fees-Contract   | \$ 60,000.00                          | \$ 2,000.00                    | \$ 2,060.00                    | \$ 2,000.00                    | \$ 2,060.00                    |
| Management Fees-Admin  | \$ 30,000.00                          | \$ 2,500.00                    | \$ 2,369.00                    | \$ 2,500.00                    | \$ 3,039.00                    |
| Collection Fees to Mgmt Co.  | \$ 40,000.00                          | \$ 5,000.00                    | \$ 1,545.00                    | \$ 5,800.00                    | \$ 1,545.00                    |
| Collection Fees-Legal/Agency   | \$ 50,000.00                          | \$ 2,500.00                    |                                | \$ 9,500.00                    | \$ 75.00                       |
| Legal Fees-Non Collection  | \$ 25,000.00                          | \$ 3,000.00                    | \$ 1,390.00                    | \$ 1,000.00                    | \$ 537.50                      |
| Accounting / Audit   | \$ 5,000.00                           | \$ -                           |                                | \$ -                           |                                |
| Consulting/Professional Fees   | \$ 6,250.00                           | \$ -                           |                                | \$ -                           |                                |
| Bad Debt Expense   | \$ 50,000.00                          | \$ 3,417.00                    | \$ (4,132.09)                  | \$ 9,083.00                    | \$ (12,636.92)                 |
| Insurance  | \$ 18,000.00                          | \$ 1,500.00                    | \$ 1,422.10                    | \$ 1,500.00                    | \$ 1,381.76                    |
| General Maint. & Repair  | \$ 25,000.00                          | \$ 5,000.00                    | \$ 225.00                      | \$ 1,250.00                    |                                |
| Dues & Subscriptions   | \$ 100.00                             | \$ 8.00                        |                                | \$ 8.00                        |                                |
| Supplies   | \$ 500.00                             | \$ 42.00                       |                                | \$ 42.00                       |                                |
| Postage & Courier  | \$ 2,000.00                           |                                |                                |                                |                                |
| Printing & Reproduction  | \$ 500.00                             | \$ -                           |                                | \$ -                           |                                |
| Storage  | \$ 1,281.00                           | \$ 103.00                      | \$ 103.00                      | \$ 103.00                      | \$ 206.00                      |
| Licenses & Permits / Filings   | \$ 200.00                             | \$ 17.00                       |                                | \$ 17.00                       |                                |
| Social Activities  | \$ 24,000.00                          | \$ 1,000.00                    | \$ (137.72)                    | \$ 1,000.00                    | \$ 1,191.06                    |
| Community Engagement   | \$ 2,000.00                           | \$ 50.00                       |                                | \$ 50.00                       |                                |
| Scholarships/Charitable  | \$ 12,500.00                          |                                |                                |                                |                                |
| Hospitality  | \$ 1,200.00                           | \$ 100.00                      |                                | \$ 100.00                      |                                |
| Board & Community Meetings   | \$ 1,200.00                           | \$ 100.00                      | \$ 160.00                      | \$ 100.00                      |                                |
| Website  | \$ 200.00                             | \$ 16.00                       |                                | \$ 16.00                       |                                |
| <b>Total Expense</b>   | <b>\$ 354,931.00</b>                  | <b>\$26,353.00</b>             | <b>\$ 5,004.29</b>             | <b>\$34,069.00</b>             | <b>\$ (2,601.60)</b>           |
| <b>Net Income / (Loss)</b>   | <b>\$ (49,043.00)</b>                 | <b>\$ (3,711.00)</b>           | <b>\$ 18,966.41</b>            | <b>\$ (4,677.00)</b>           | <b>\$ 25,751.96</b>            |

February  
Notes

Std Contract amt

Std Contract amt plus \$670 for DRV  
overage that I beleve to be a mistake

Std Contract amt

Pre-collection research and analysis

RMWBH for overview of governing  
docs and initial application

Reserve Adjustment

includes March expense

see note below

| <b>Fiscal Year-to-<br/>Date<br/>Budget</b> | <b>Fiscal Year-to-<br/>Date<br/>Actual</b> |
|--|--|
| \$ 91,245.00                               | \$ 91,236.38                               |
| \$ 18,800.00                               | \$ 31,345.16                               |
| \$ 1,500.00                                | \$ 2,354.64                                |
| \$ 13,000.00                               | \$ -                                       |
| \$ 199.00                                  | \$ 165.37                                  |
| \$ 23,000.00                               | \$ 26,650.00                               |
| \$ -                                       | \$ 2,550.00                                |
| <b>\$ 147,744.00</b>                       | <b>\$ 154,301.55</b>                       |
| \$ 10,000.00                               | \$ 10,120.00                               |
| \$ 12,500.00                               | \$ 12,408.00                               |
| \$ 28,000.00                               | \$ 7,590.00                                |
| \$ 25,500.00                               | \$ 75.00                                   |
| \$ 11,000.00                               | \$ 1,927.50                                |
| \$ 4,400.00                                | \$ 2,088.02                                |
| \$ -                                       | \$ -                                       |
| \$ 26,500.00                               | \$ 8,755.84                                |
| \$ 7,500.00                                | \$ 6,845.10                                |
| \$ 16,250.00                               | \$ 2,775.00                                |
| \$ 40.00                                   | \$ -                                       |
| \$ 210.00                                  | \$ -                                       |
| \$ -                                       | \$ -                                       |
| \$ -                                       | \$ -                                       |
| \$ 515.00                                  | \$ 618.00                                  |
| \$ 85.00                                   | \$ -                                       |
| \$ 14,000.00                               | \$ 11,215.16                               |
| \$ 1,200.00                                | \$ 928.91                                  |
| \$ -                                       | \$ -                                       |
| \$ 500.00                                  | \$ -                                       |
| \$ 500.00                                  | \$ 160.00                                  |
| \$ 80.00                                   | \$ 17.85                                   |
| <b>\$ 158,780.00</b>                       | <b>\$ 65,524.38</b>                        |
| <b>\$ (11,036.00)</b>                      | <b>\$ 88,777.17</b>                        |

Beverages, \$792 Venue = \$2,618.80 minus \$1,427.74 Participant Fees = \$1,191.06 Net Exp. not including \$200 sponsor Fee Recvd in Jan.

| Accounts Receivable Recap   | 1/7/16       | 3/3/16       | 5/5/16       | 7/7/16      | 9/12/16     | 10/10/16     | 11/14/16     | 1/16/17      | 2/20/17      | 3/20/17     | Change    |
|---|--------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|--------------|-------------|-----------|
| Number of Accounts owing \$2,000 or more  | 24           | 23           | 23           | 24          | 23          | 23           | 23           | 22           | 22           | 22          | 0         |
| Accounts owing between \$1,000 and \$1,999  | 54           | 55           | 55           | 53          | 52          | 60           | 59           | 60           | 59           | 54          | -5        |
| Accounts owing between \$500 and \$999  | 53           | 49           | 42           | 42          | 40          | 35           | 35           | 45           | 45           | 37          | -8        |
| Accounts owing over \$162 to \$499. Most of these now owe for this year plus some or all from last year)  | 109          | 86           | 67           | 50          | 46          | 118          | 102          | 73           | 56           | 52          | -4        |
| Accts owing between \$66 and \$162. Most of these were current before the last assessment   | 282          | 121          | 86           | 66          | 52          | 786          | 302          | 123          | 92           | 74          | -18       |
| 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          | 117          | 83           | 63          | 48          | 26           | 133          | 143          | 61           | 51          | -10       |
| Total # of Past Due Accts:  | 666          | 451          | 356          | 298         | 261         | 1,048        | 654          | 466          | 335          | 290         | -45       |
| <b>% of 3,318 Homeowners:</b>   | <b>20.1%</b> | <b>13.6%</b> | <b>10.7%</b> | <b>9.0%</b> | <b>7.9%</b> | <b>31.6%</b> | <b>19.7%</b> | <b>14.0%</b> | <b>10.1%</b> | <b>8.7%</b> |           |
| Total Past Due \$ Owed:   | \$222,020    | \$202,626    | \$194,522    | \$193,512   | \$186,625   | \$248,730    | \$219,739    | \$211,931    | \$205,301    | \$189,821   | -\$15,479 |

| Accounts Receivable Monthly Tracking |                                     |                                  |                                 |          |                                     |                                  |                                 |          |                                     |                                  |                                 |
|--------------------------------------|-------------------------------------|----------------------------------|---------------------------------|----------|-------------------------------------|----------------------------------|---------------------------------|----------|-------------------------------------|----------------------------------|---------------------------------|
|                                      | Total #<br>of Past<br>Due<br>Accts: | % of<br>3,318<br>Home-<br>owners | Total<br>Past Due<br>\$<br>Owed |          | Total #<br>of Past<br>Due<br>Accts: | % of<br>3,318<br>Home-<br>owners | Total<br>Past Due<br>\$<br>Owed |          | Total #<br>of Past<br>Due<br>Accts: | % of<br>3,318<br>Home-<br>owners | Total<br>Past Due<br>\$<br>Owed |
|                                      |                                     |                                  |                                 | 10/15/15 | 1665                                | 50.2%                            | 294,304                         | 10/10/16 | 1048                                | 31.6%                            | 294,304                         |
|                                      |                                     |                                  |                                 | 11/20/15 | 910                                 | 27.4%                            | 246,947                         | 11/14/16 | 654                                 | 19.7%                            | 219,739                         |
| 12/31/14                             | 645                                 | 19.4%                            | 238,576                         | 12/29/15 | 742                                 | 22.4%                            | 231,575                         | 12/12/16 | 552                                 | 16.6%                            | 210,093                         |
|                                      |                                     |                                  |                                 | 1/7/16   | 666                                 | 20.1%                            | 222,020                         | 1/16/17  | 466                                 | 14.0%                            | 211,931                         |
|                                      |                                     |                                  |                                 | 2/4/16   | 550                                 | 16.6%                            | 209,517                         | 2/20/17  | 335                                 | 10.1%                            | 205,301                         |
|                                      |                                     |                                  |                                 | 3/3/16   | 451                                 | 13.6%                            | 202,626                         |          |                                     |                                  |                                 |
|                                      |                                     |                                  |                                 | 4/7/16   | 392                                 | 11.8%                            | 198,921                         | 3/20/17  | 290                                 | 8.7%                             | 189,821                         |
|                                      |                                     |                                  |                                 | 5/5/16   | 356                                 | 10.7%                            | 194,522                         |          |                                     |                                  |                                 |
| 5/31/15                              | 468                                 | 14.1%                            | 207,701                         | 6/2/16   | 335                                 | 10.1%                            | 193,512                         |          |                                     |                                  |                                 |
|                                      |                                     |                                  |                                 | 7/7/16   | 298                                 | 9.0%                             | 193,512                         |          |                                     |                                  |                                 |
| 7/30/15                              | 454                                 | 13.7%                            | 204,363                         | 7/27/16  | 285                                 | 8.6%                             | 188,910                         |          |                                     |                                  |                                 |
| 8/18/15                              | 394                                 | 11.9%                            | 199,531                         | 8/22/16  | 267                                 | 8.0%                             | 188,257                         |          |                                     |                                  |                                 |
| 9/16/15                              | 373                                 | 11.2%                            | 191,133                         | 9/12/16  | 261                                 | 7.9%                             | 186,625                         |          |                                     |                                  |                                 |