

Park Glen Neighborhood Association

Minutes of May 15, 2017 Board Meeting

Approved at the
6/19/17 Board
Meeting

Roll Call

Kevin called the meeting to order at 7:04 p.m. The following Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Barry Bryan, Kim Bowden, and Susan Kenney.

Announcement of Actions since the April 17, 2017 Board Meeting

- Immediately after the meeting, the Board agreed to:
 - Waive \$110.94 on account R0329236L0279123 due to an incorrect mailing address at no fault of the homeowner.
 - Waive \$110.94 on account R0346517L0280416 due to an incorrect mailing address at no fault of the homeowner.
- Since the 4/17/17 meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:
 - Waived half of late fees and finance charges (\$150.43) on account R0330734L0280647 after payment of all assessments and the other half of late fees and finance charges.
 - Waived half of late fees and finance charges (\$587.75) on account R0328569L0278453 after the April payment of all assessments and the other half of late fees and finance charges. Also reversed \$1.65 finance charge and \$15.00 late fee that were added to the account in May when there were no unpaid assessments.
 - Waived \$46.98 on account R0331233L0281158 after payment of all assessments and the other half of late fees and finance charges.

Minutes of Preceding Meeting

Kelly announced the April 17, 2017 Board minutes were not ready due to circumstances beyond her control. She indicated they would be distributed at a later date.

President's Report

- Announcement of new manager assigned by RealManage to Park Glen. We have a new manager (Brandi Head) who will be personally handling the Park Glen account.
- Street Safety Education Forum on May 18 by Healthways / Blue Zones Project to get community input to develop a street safety education campaign. Street Safety Education Forum will be held May 18, at 6:00 p.m. Susan will represent us at the meeting.
- Plans for digital newsletter starting June 1. The paper newsletter has ended, thus, we will be implementing an online version of the newsletter. Comments, questions or input can be sent to Dana.

Vice President's Report

- Mailbox project update. Project is continuing. The work thus far has been good.
- Update on potential project for buckling & un-level sidewalks in Phase III. RealManage has been working on this. We are currently still reviewing options.
- Report on Texas Bill SB451 regarding short-term rentals. It would prevent cities from banning short-term rentals and their ability to write ordinances restricting the practice would be narrowed. Deadline for this bill is May 20, when the House of Representatives will act on it.

Other Board Member Reports/Comments

- Kelly indicated that as of now, we have only received 4 scholarship applications.

Property Manager's Report (Brandi Head)

- Neighborhood Update / Status
 - Architectural requests: 26 requests were approved, 10 approved with stipulations, 10 denied.
 - Phone calls: 96 phone calls have been received by RealManage.
 - Emails: 193 emails were received by RealManage.
- Ways to contact RealManage were also reviewed.

Social / Events / Activities

- Report on 4/29/17 Shredding Event. Event was held at Park Glen Elementary School. Everyone was very appreciative of the event and we will continue to hold the event.

- Planning for 6/3/17 Pool/Movie Night. Marco's Pizza will bring the food. Movie event begins at 7:30 p.m.
- Planning for 7/1/17 Independence Day Parade and other activities in collaboration with PID6. Meet on the tennis courts at Arcadia Park #4 at 6:15 p.m. Judging decorated children's vehicles will take place between 6:15 p.m.-6:30 p.m. The parade route was also reviewed and begins at 6:35 p.m.

Architectural Control Committee

Nothing to report.

Development Committee

Nothing to report.

Financial Report

Russell reviewed the following for everyone

- Monthly financial report
- Monthly accounts receivable report
- Report on referral of properties to attorney for collections and enforcement and deed restriction violations

Old Business

None.

New Business

- Presentation & Vote on Guidelines, Cost, and Election Coordinator for 2017 Board Election and Annual Meeting. Russell reviewed the guidelines, covering the election timeline, candidate filing, etc. **Russell moved to adopt the guidelines for the 2017 board of directors election and annual meeting as presented tonight.** Susan seconded. None opposed. Motion passed.
- **Russell moved to authorize up to \$6,150.00 to be paid to Election America to conduct the voting for the 2017 board of directors election, stating this is a 2.6% increase over the amount paid for identical services provided in 2016.** Barry seconded. None opposed. Motion passed.
- **Russell moved that Gerry Sauls be appointed the 2017 Election Coordinator.** Susan seconded. None opposed. Motion passed.
- Proposal for mailing to all owners in June: Candidate Filing, Election & Annual Meeting, Monthly Digital Newsletter, Neighborhood Deed Restrictions, Standards, & Guidelines, Property Modification Request, etc. **Russell moved that Russell Zwerg be authorized to prepare a 4-page mailing, similar to the idea presented tonight, to inform members of: 1. The 2017 board election and annual meeting; 2. The process and guidelines for being a candidate; 3. The process and guidelines for voting; 4. The ParkGlen.org website; 5. The community's online-only newsletter; 6. Upcoming events; 7. Guidelines for bulk trash and trash carts; 8. Property Modification Guidelines and Approval Requirements; and, 9. Other topics. This will be mailed to all members by RealManage (cost included in our contract) by mid-June.** Kelly seconded. None opposed. Motion passed.
- Proposal for HOA orientation letter to go to new homeowners on an ongoing basis. **Russell moved that Russell Zwerg be authorized to prepare a 1-page orientation letter to be mailed by RealManage (no additional cost to PGNA) to all new homeowners to provide information on: 1. Introduction to Park Glen; 2. The requirements and guidelines for Property Modification Requests; 3. Deed restrictions (state the owners are responsible, even if property has a tenant); 4. Annual activities and events; 5. Website, digital newsletter, and two facebook pages; and, 6. How to volunteer.** Susan seconded. None opposed. Motion passed.
- Proposal to set up a neighborhood benevolence fund to be funded with paid advertising placed in the monthly digital newsletter. Kevin discussed the opportunities for advertising on our on-line newsletter. A benevolence fund could be set up to help those in our community in need. **Kevin moved that a neighborhood benevolence fund be formed, to be funded by advertising income gained from the on-line newsletter.** Susan seconded. None opposed. Motion passed.

Member Comments

Discussion was had regarding what is considered a reasonable time to replace what was damaged by the recent tornado that hit Park Glen. It was suggested that any questions concerning related to storm damage be directed to either RealManage, Kevin or Russell.

Kevin moved to adjourn the meeting. Barry seconded. None opposed. Meeting adjourned at 9:11 p.m.

RealManage



Park Glen Manager's Report May 15, 2017

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From April 18, 2017 - May 15, 2017 (46 Applications)

26 Approvals

10 Approved with Stipulations

10 Denied

Approved

Roof Replacement -6
Exterior Paint - 7
Storage Shed - 1
Garage Door Replacement -1
Fencing - 2
Front Door Paint -1
Arbor/Pergola Install - 1
Gutter Install- 3
Landscaping -3
Level empty Lot - 1

Approved with Stipulations

Door Replacement - 1
Fence Stain - 1
Landscaping - 1
Retaining Wall -1
Front Porch - 1
Fence Replacment - 3
Window - 1
Storage Shed - 1

Denied

Fence Replacement - 3
Front Porch Install - 1
Landscaping - 1
Exterior Paint - 1
Pation Extension- 1
Retaining Wall - 2
Outbuilding -1

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 April 21, 2017 to May 15, 2017, RealManage has taken 96 telephone calls from residents.

18 calls were account inquiries.

34 calls were regarding Deed Restrictions.

28 calls were regarding Architectural Requests

3 calls were to report an issue or check status.

10 calls were classified as "other".

3 calls were related to newsletter/website/events.

Resident Emails

From April 18, 2017 to May 15, 2017, RealManage has processed 193 emails.

14 emails were account inquiries.

52 emails were regarding Deed Restrictions.

100 emails were regarding Architectural Requests.

2 emails were in regards to common area.

11 emails were to report an issue or check status.

7 emails were classified as "other".

7 emails were to update contact information.

Email us anytime at ParkGlen@CiraMail.com

RealManage Resident Services

- **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)**
 - Owner statements and payment history
 - Assessment rules information
 - Online payments
 - Online service requests
 - Deed restriction summary
 - Deed restriction violation reporting
 - Document archive

Email to use for all correspondence
ParkGlen@CiraMail.com

Resident Portal



CONTACT US
866-4-RealService or (866-473-2573)
service@ciramail.com


[Home](#) [About Us](#) [Services](#) [Resident Service](#) [Lot/Home Sale Service](#) [Vendor Service](#) [Join Our Team](#) [Blog](#) [Contact Us](#)



Exceptional Management for Your Community. Delivered.

FIND A REALMANAGE OFFICE

Find a RealManage office nearest you by entering your zip code.



RESIDENT PORTAL

Access your account, pay assessments, request service and more via CiraNet

BOARD PORTAL

Access your community's cloud-based management and information portal via CiraNet

CLOSING PORTAL

Request a statement of account, resale certificate, estoppels and more via CiraNet

ATTORNEY PORTAL

Access resources and account statements via CiraNet

VENDOR PORTAL

Obtain instructions, submit a question or upload an invoice via CiraNet

Resident Portal...cont.



CIRANET RESIDENT PORTAL

Login

User Name is required.

Password is required

Remember me

[Don't have an account?](#)

[Retrieve UserName or Validate Email Address](#)

Welcome to the CiraNet Resident Portal powered by CiraConnect. The Resident Portal is provided as an online service for property owners and residents in a community managed with the CiraNet community association management software application.

Please log in to access your account, pay assessments, request service and more. Don't have an account? Simply click the "Don't have an account?" link to easily create an account.

Unable to access your account or need assistance? Please contact us at service@CiraMail.com or toll-free at (855) 877-CIRA (2472).

The End

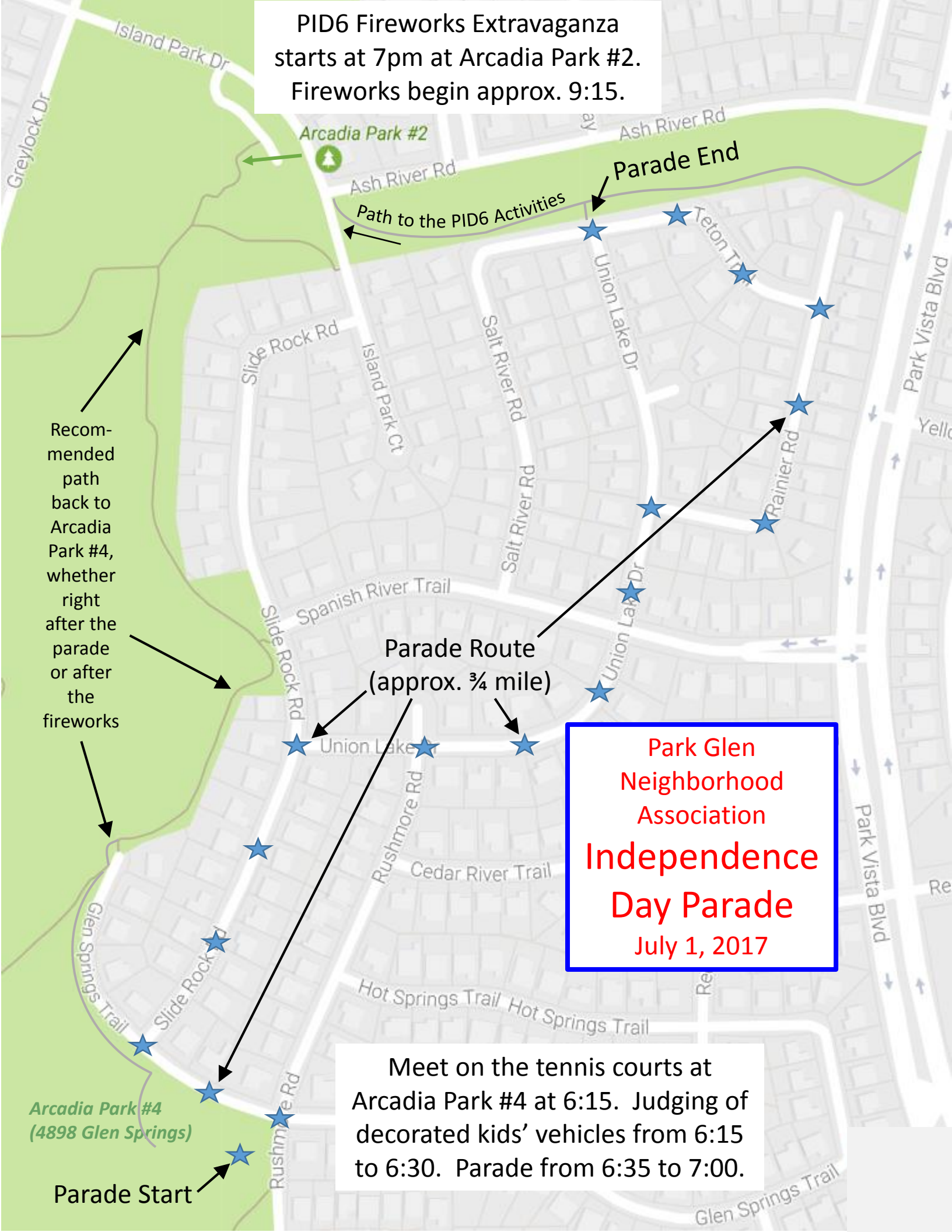
Have a great week!



Thank you!

Shred Event	<u>2017 Total</u>	<u>2017 Details</u>	<u>2016 Total</u>	<u>2016 Details</u>	<u>2015 Total</u>	<u>2015 Details</u>	<u>Oct 2013 Total</u>
		<u>4/29/2017</u> <u>9a-11a</u>	about 100 cars. Several times not busy	<u>4/16/2016</u> <u>9a-11a</u>	about 150 cars. Consistently busy.	<u>5/2/2015</u> <u>10a-12n</u>	We had about 100 people take advantage. Suggest we start earlier next time: 9:00 or 9:30.
	<u>Park Glen Elementary School</u>		<u>Park Glen Elementary School</u>		<u>Arcadia Park #2 (Island Park Drive)</u>		
Shredding Company	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00
Snacks for "Talk to the Board"		Not Done	\$23.34	Muffins and Bottled Water from Sam's	\$5.90	Ice & Bottled Water	
Totals so far	\$250.00		\$273.34		<u>\$255.90</u>		\$250.00
Budget	\$400.00		\$350.00		\$350.00		
(Under)/Over Budget	(\$150.00)		(\$76.66)		(\$94.10)		

PID6 Fireworks Extravaganza starts at 7pm at Arcadia Park #2. Fireworks begin approx. 9:15.



Recommended path back to Arcadia Park #4, whether right after the parade or after the fireworks

Meet on the tennis courts at Arcadia Park #4 at 6:15. Judging of decorated kids' vehicles from 6:15 to 6:30. Parade from 6:35 to 7:00.

Park Glen
Neighborhood
Association
**Independence
Day Parade**
July 1, 2017

Parade Route
(approx. ¾ mile)

Arcadia Park #4
(4898 Glen Springs)

Parade Start

Parade End

Path to the PID6 Activities

Park Glen Neighborhood Association Balance Sheet	9/30/2016 Year End	12/31/2016	1/31/2017	2/28/2017	3/31/2017	4/30/2017
<u>ASSETS</u>						
Union Bank-Checking Account	\$ 154,784.38	\$ 238,591.31	\$ 237,394.87	\$ 243,338.05	\$ 233,414.43	\$ 231,350.09
Union Bank-Money Market Account	\$ 200,233.91	\$ 200,333.46	\$ 200,368.56	\$ 200,399.28	\$ 200,433.32	\$ 200,464.06
Legend Bank-Checking Account	\$ 160,099.36	\$ 176,895.78	\$ 175,914.59	\$ 176,297.44	\$ 176,997.44	\$ 175,796.35
TOTAL IN BANK	\$ 515,117.65	\$ 615,820.55	\$ 613,678.02	\$ 620,034.77	\$ 610,845.19	\$ 607,610.50
Accounts Receivable-Member Accts	\$ 182,852.77	\$ 209,569.80	\$ 206,506.08	\$ 197,562.81	\$ 186,734.19	\$ 182,175.79
Bad Debt Allowance	\$ (160,910.43)	\$ (181,001.60)	\$ (176,556.76)	\$ (162,176.90)	\$ (160,321.02)	\$ (159,565.64)
Prepaid Expenses	\$ 1,655.00	\$ 103.00	\$ 1,573.91	\$ 120.00	\$ -	\$ -
Prepaid Insurance	\$ 14,111.50	\$ 10,490.26	\$ 9,068.16	\$ 7,686.40	\$ 6,304.64	\$ 4,922.88
TOTAL OTHER CURRENT ASSETS	\$ 37,708.84	\$ 39,161.46	\$ 40,591.39	\$ 43,192.31	\$ 32,717.81	\$ 27,533.03
TOTAL ASSETS	\$ 552,826.49	\$ 654,982.01	\$ 654,269.41	\$ 663,227.08	\$ 643,563.00	\$ 635,143.53
<u>LIABILITIES</u>						
Accounts Payable & Oth Accrued Exp	\$ 740.00	\$ 2,680.00	\$ 1,310.00	\$ 2,362.50	\$ 615.00	\$ 690.00
Deferred Assessments Income		\$ 164,241.00	\$ 145,992.00	\$ 127,743.00	\$ 109,494.00	\$ 91,272.50
Prepaid Owner Assessments	\$ 116,084.20	\$ 7,999.92	\$ 7,984.91	\$ 8,387.12	\$ 9,310.20	\$ 9,385.33
Prepaid by Former Owners	\$ 205.16	\$ 205.16	\$ 160.16	\$ 160.16	\$ 160.16	\$ 160.16
TOTAL LIABILITIES	\$ 117,029.36	\$ 175,126.08	\$ 155,447.07	\$ 138,652.78	\$ 119,579.36	\$ 101,507.99
<u>ACCUMULATED SURPLUS</u>						
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	\$ 44,058.80	\$ 63,025.21	\$ 88,777.17	\$ 88,186.51	\$ 97,838.41
TOTAL ACCUMULATED SURPLUS	\$ 435,797.13	\$ 479,855.93	\$ 498,822.34	\$ 524,574.30	\$ 523,983.64	\$ 533,635.54
TOTAL LIABILITIES & SURPLUS	\$ 552,826.49	\$ 654,982.01	\$ 654,269.41	\$ 663,227.08	\$ 643,563.00	\$ 635,143.53

Apr
Notes

off by \$27.50
from \$18,249 x
the number of
months
remaining in
fiscal year

Park Glen Neighborhood Association Income Statement (fiscal year Oct 2016-Sep 2017)	Total 2016-2017 Budget	Mar 2017 Budget	Mar 2017 Actual	Apr 2017 Budget	Apr 2017 Actual
Assessment Income (3,318 homes x \$66 annual dues)	\$ 218,988.00	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00	\$ 18,252.67
Late Fee Income	\$ 40,000.00	\$ 3,700.00	\$ (150.27)	\$ 3,500.00	\$ 1,056.92
Interest on Receivables	\$ 2,400.00	\$ 150.00	\$ 376.80	\$ 150.00	\$ 338.00
Legal Fees Reimbursement	\$ 20,000.00	\$ -		\$ 7,000.00	\$ 934.10
Interest Income	\$ 500.00	\$ 43.00	\$ 34.04	\$ 43.00	\$ 30.74
Social Event Income	\$ 24,000.00	\$ -		\$ 1,000.00	
Reimbursements-Mailbox Damage	\$ -	\$ -		\$ -	
Total Income	\$ 305,888.00	\$ 22,142.00	\$ 18,509.57	\$ 29,942.00	\$ 20,612.43
Management Fees-Contract	\$ 60,000.00	\$ 2,000.00	\$ 2,060.00	\$ 8,000.00	\$ 2,060.00
Management Fees-Admin	\$ 30,000.00	\$ 2,500.00	\$ 2,369.00	\$ 2,500.00	\$ 2,049.00
Collection Fees to Mgmt Co.	\$ 40,000.00	\$ 3,000.00	\$ 1,545.00	\$ 1,500.00	\$ 1,545.00
Collection Fees-Legal/Agency	\$ 50,000.00	\$ 2,500.00		\$ 9,500.00	\$ 934.10
Legal Fees-Non Collection	\$ 25,000.00	\$ 3,000.00		\$ 1,000.00	\$ 2,290.00
Accounting / Audit	\$ 5,000.00	\$ -		\$ -	
Consulting/Professional Fees	\$ 6,250.00	\$ -		\$ -	
Bad Debt Expense	\$ 50,000.00	\$ 3,083.00	\$ (1,530.53)	\$ 8,750.00	\$ (706.42)
Insurance	\$ 18,000.00	\$ 1,500.00	\$ 1,381.76	\$ 1,500.00	\$ 1,381.76
General Maint. & Repair	\$ 25,000.00	\$ 3,750.00	\$ 13,975.00	\$ -	
Dues & Subscriptions	\$ 100.00	\$ 8.00		\$ 8.00	
Supplies	\$ 500.00	\$ 42.00		\$ 42.00	
Postage & Courier	\$ 2,000.00	\$ 2,000.00			
Printing & Reproduction	\$ 500.00	\$ 500.00		\$ -	
Storage	\$ 1,281.00	\$ 103.00		\$ 103.00	\$ 206.00
Licenses & Permits / Filings	\$ 200.00	\$ 17.00		\$ 17.00	
Social Activities	\$ 24,000.00	\$ 1,000.00	\$ (700.00)	\$ 3,000.00	\$ 1,147.43
Community Engagement	\$ 2,000.00	\$ 50.00		\$ 50.00	\$ 29.86
Scholarships/Charitable	\$ 12,500.00				
Hospitality	\$ 1,200.00	\$ 100.00		\$ 100.00	
Board & Community Meetings	\$ 1,200.00	\$ 100.00		\$ 100.00	
Website	\$ 200.00	\$ 16.00		\$ 16.00	\$ 23.80
Total Expense	\$ 354,931.00	\$ 25,269.00	\$ 19,100.23	\$ 36,186.00	\$ 10,960.53
Net Income / (Loss)	\$ (49,043.00)	\$ (3,127.00)	\$ (590.66)	\$ (6,244.00)	\$ 9,651.90

April
Notes

Attorney Fees billed to accounts

Rcvd \$670 credit for Feb overcharge for DRV letters; includes \$100 for Violation pre-referral letters and \$250 for work on sidewalk project

Monthly adjustment

includes two months

\$62.94 Holiday in the Park, \$2,444.49 Eggstrvaganza minus \$1360 Exhibitor Fees
Food for Cowtown Cleanup

16 weeks of hosting expense (through 4/23/17)

Fiscal Year-to- Date Budget	Fiscal Year-to- Date Actual
\$ 127,743.00	\$ 127,738.05
\$ 26,000.00	\$ 32,251.81
\$ 1,800.00	\$ 3,069.44
\$ 20,000.00	\$ 934.10
\$ 285.00	\$ 230.15
\$ 24,000.00	\$ 26,650.00
\$ -	\$ 2,550.00
\$ 199,828.00	\$ 193,423.55
\$ 20,000.00	\$ 14,240.00
\$ 17,500.00	\$ 16,826.00
\$ 32,500.00	\$ 10,680.00
\$ 37,500.00	\$ 1,009.10
\$ 15,000.00	\$ 4,217.50
\$ 4,400.00	\$ 2,088.02
\$ -	\$ -
\$ 38,333.00	\$ 6,518.89
\$ 10,500.00	\$ 9,608.62
\$ 20,000.00	\$ 16,750.00
\$ 56.00	\$ -
\$ 294.00	\$ -
\$ 2,000.00	\$ -
\$ 500.00	\$ -
\$ 721.00	\$ 824.00
\$ 119.00	\$ -
\$ 18,000.00	\$ 11,662.59
\$ 1,300.00	\$ 958.77
\$ -	\$ -
\$ 700.00	\$ -
\$ 700.00	\$ 160.00
\$ 112.00	\$ 41.65
\$ 220,235.00	\$ 95,585.14
\$ (20,407.00)	\$ 97,838.41

Accounts Receivable Recap	1/7/16	3/3/16	5/5/16	7/7/16	9/12/16	11/14/16	1/16/17	3/20/17	4/17/17	5/15/17	Change
Number of Accounts owing \$2,000 or more	24	23	23	24	23	23	22	22	22	23	1
Accounts owing between \$1,000 and \$1,999	54	55	55	53	52	59	60	54	54	52	-2
Accounts owing between \$500 and \$999	53	49	42	42	40	35	45	37	38	39	1
Accounts owing over \$193 to \$499. Most of these now owe for this year plus some or all from last year)	109	86	67	50	46	102	73	52	39	37	-2
Accts owing between \$66 and \$193. Most of these were current before the last assessment	282	121	86	66	52	302	123	74	55	41	-14
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	133	143	51	50	44	-6
Total # of Past Due Accts:	666	451	356	298	261	654	466	290	258	236	-22
% of 3,318 Homeowners:	20.1%	13.6%	10.7%	9.0%	7.9%	19.7%	14.0%	8.7%	7.8%	7.1%	
Total Past Due \$ Owed:	\$222,020	\$202,626	\$194,522	\$193,512	\$186,625	\$219,739	\$211,931	\$189,821	\$185,533	\$184,070	-\$1,463

Accounts Receivable Monthly Tracking											
	Total # of Past Due Accts:	% of 3,318 Home- owners	Total Past Due \$ Owed		Total # of Past Due Accts:	% of 3,318 Home- owners	Total Past Due \$ Owed		Total # of Past Due Accts:	% of 3,318 Home- owners	Total Past Due \$ 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	3/20/17	290	8.7%	189,821
				4/7/16	392	11.8%	198,921	4/17/17	258	7.8%	185,533
				5/5/16	356	10.7%	194,522	5/15/17	236	7.1%	184,070
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				

Summary of Account Referrals for Legal Action

Accounts in Attorney's Hands

Bankruptcy	3
Special	1
Collection	4
Collection AND Enforcement	2
Enforcement	0

Accounts in Attorney's Hands 10

Accounts in Referral Statutory Process at RealManage

Collection	3
Collection AND Enforcement	3
Enforcement	1

Accounts in Statutory Process at RealManage 7

Pre-Referral Letter waiting for Response or Referral

Collection	4
Collection AND Enforcement	3
Enforcement	0

Pre-Referral Board Letter waiting for Response 7

Pre-Referral Board Letter with Potential Resolution pending

Collection	9
Collection AND Enforcement	2
Enforcement	0

Pre-Referral Board Board Letter pending Resolution 11

Grand Total 35

Changes for 2017 are in red

Park Glen Neighborhood Association 2017 Election Guidelines

For Consideration by the Board on 5/15/2017

Election Timeline

- By June 10 – Mailing from RealManage to all homeowners notifying of the annual meeting, the opportunity and procedures for homeowners to file as candidates, and an overview of the voting process. The mailing may also contain other topics, as the Board desires.
- By June 10 – Communicate the election, candidate filing opportunity, and guidelines via the ParkGlen.org website, e-mail messages sent to our e-blast list, and Facebook posts. Repeat later in June and very early July.
- By June 10 – Candidate filing period opens.
- July 25 – Candidate filing period closes. All filings must be received by the end of the day on this date.
- By July 31 - Post candidates & candidate statements on website; send to Election-America.
- By August 5 – Election-America prepares candidate information sheets, ballots, information letters, & voting website.
- August 5-8 – Election-America mails letter, mail-in ballot, & candidate information sheet to each homeowner.
- August 10 or when Election-America mails ballots, whichever is sooner - Advance Voting period opens.
- September 10 - Advance voting period ends.
- September 11 (Monday) - Annual Meeting; in-person voting; results made known (assuming quorum).

Election Coordinator

The Board will appoint one or more persons to serve as the "Election Coordinator" for 2017. This person or group will:

- ensure that the process is kept free from reliance on or inappropriate involvement by biased parties,
- ensure Homeowner confidence in the process,
- maintain competence and completeness of the process,
- provide direction on all matters that do not rise to the level of requiring Board action.

The Election Coordinator may utilize other trusted parties in coordinating the election. Any expenditures or financial commitments must be authorized by the Board in advance.

Candidate Filing Process

The Election Coordinator will:

- collect candidate filings.
- verify homeowner status with Tarrant Appraisal District (www.TAD.org) at filing submission and again right after filing ends (checking with RealManage to verify homeowner status if not verified with Tarrant Appraisal District).
- confirm receipt of filings to applicants.
- compile all candidate information into one document for the Park Glen website and for the Election-America mailing and website.
- Maintain secrecy until after the filing period has ended.

The candidate filing form and relevant filing guidelines will ~~be printed in the July Park Glen newsletters~~ and appear on the Park Glen website by June 10. The form will contain these questions:

1. Name
2. Position Being Sought
3. Candidate Statement – this statement (up to 75 words) will be provided to Park Glen Neighborhood Association homeowners, so feel free to include anything that you want voting members to know. If your statement includes more than 75 words, only the first 75 will be used. The statement will not be edited or proofed in any way, other than to eliminate any off-color or non-family-friendly content.
4. Address of Park Glen Home of which you are an owner
5. E-mail address
6. Phone number

The information from questions 4, 5, and 6 will be used only by the Election Coordinator. The information from 1, 2, and 3 will be published on the website and provided to all members before advance voting.

Ideally, candidates should be able to file by numerous methods: mail, in-person, fax, or e-mail, but this will depend on the capabilities of the Election Coordinator. All filings must be received by the Election Coordinator by the end of the last day of the filing period.

The guiding principle will be to have an open, inclusive, fair election, so the Election Coordinator will have the responsibility of working with potential candidates to ensure their inclusion if they desire to run and are Park Glen homeowners.

Upon receipt of a candidate filing, the Election Coordinator will:

- verify that the applicant is a Park Glen homeowner (personally listed as a Park Glen homeowner on Tarrant Appraisal District records, be verified by PGNA's property manager, or otherwise prove home ownership to the satisfaction of the Election Coordinator),
- confirm acceptance to the candidate by e-mail (by July 22 or within 48 hours of receipt, whichever is later),
- send to the candidate the actual typed "candidate statement" that the Election Coordinator intends to submit for publication and use in the election (to give the candidate an opportunity to correct anything).

After the close of the candidate filing period, no changes may be made to the filed information or candidate statement, and 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.

Until the filing period ends, the Election Coordinator will keep all candidate filings secret. The Election Coordinator must ensure that filings are safeguarded from loss and misuse. The Coordinator will create a single document that lists all of the candidates, positions being sought, and filing statements. Candidates will be listed on all documents, ballots, and forms by the position being sought. Within three days after the filing period ends, the Coordinator will submit the complete document to Election-America, to all filed candidates, and for publication on the Park Glen website where the candidate

information is to be posted in an obvious and orderly way by **July 31**. Election-America will use the information to prepare the candidate information sheet to be sent to all homeowners.

~~Because the deadline for the August issue of the newsletter is in very early July, 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 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" and the words "Ballot Enclosed" across the front in red. The envelope will contain:

- An explanation of the election and the voting process, including
 - 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 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 11** annual meeting.
- 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.
- A personalized paper "absentee" ballot that a homeowner may fill out and send to Election-America.
- A preprinted return envelope (but not postage-paid).
- An explanation of the option and procedure for each homeowner to request from Election-America 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 11** 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 11** annual meeting and in-person voting at the **September 11** 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 returning to Election-America the absentee ballot provided by 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 11** 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 11** 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 11 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*").

If a person who is not on Election-America's list of eligible voters wishes to vote in person, the Election Coordinator must be sufficiently satisfied that the person is a Park Glen homeowner before allowing the person to vote.

Assuming quorum is met, the Election Coordinator and 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

Quorum is 10% of Association members voting by any authorized method. 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

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 11** annual meeting.

If a Board is not elected on **September 11** (e.g. lack of quorum or meeting postponed), Board action between **September 11** 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.