

Park Glen Neighborhood Association

Minutes of October 16, 2017 Board Meeting

Approved at
the 12/4/17
Board Meeting

Roll Call

Kevin called the meeting to order at 7:02 p.m. The following Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Kim Bowden, Barry Bryan, and Tom Downey.

Announcement of Actions since the September 18, 2017 Board Meeting

Immediately after the 9/18/17 meeting, the Board:

- Reviewed a number of properties with longstanding deed restriction violations and approved most of them for escalation toward legal referral for enforcement.
- Considered an appeal on an ACC denial of an oversized shed and declined to approve the request (but developed several suggestions for resolution).

By messaging vote concluded on 9/21/17, the Board approved a motion to purchase five \$50.00 gift cards and present to the members of the Architectural Control Committee and to Dana Hammack in appreciation of their hard work and dedication in making Park Glen a great place to live.

By messaging vote concluded on 10/5/17, the Board approved a motion to provide \$500 to a Park Glen family in need. *[As it turned out, there was such a great response to a social media appeal for help from Park Glen neighbors that no funds were disbursed from Benevolence.]*

Since the 9/18/17 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:

- Waived \$95.02 in late fees and finance charges on account R0441985L0280409 after the owner paid all outstanding assessments and \$95.02 in late fees and finance charges.
- Waived \$3.48 on account R0331159L0281084 that was omitted from the \$2,906.15 paid at the sale of the property.

Minutes of Preceding Meetings

Consideration of Minutes of September 11 Annual Meeting and September 18, 2017 Board Meeting. **Russell moved to accept the minutes as written.** Barry seconded. None opposed. Motion passed.

President's Report

A neighbor had a desperate need. Dana advertised on social media and gathered a total value of over \$1,000.00 to help them. Generally this need would be met through the benevolence fund, however, we did not need to access it due to the generosity of our neighbors. Kevin reviewed how the benevolence fund is funded.

Vice President's Report

Report on National Night Out block parties (held on Tuesday, October 3) and Summary of Reimbursement Requests From Block Party Hosts - We had 10 registered block parties with a total of \$167.37 reimbursed to three block party hosts. Pictures of the events are in the Newsletter.

Other Board Member Reports/Comments

Barry reported that crews who had trucks with forestry equipment from the Parks and Recreation Dept. were out trimming trees to enable better street lighting that had become obscured due to hanging tree branches. Joyce Thomas of the City of Fort Worth coordinated this when she was contacted by a concerned neighbor.

Kelly spoke about the tall street light along Park Vista and the danger it could pose because it is leaning. Dana is going to contact the City and get it looked at.

Russell spoke about how Susan Kenney has been in contact with Daniel Guido, an engineer and neighbor, about the sidewalks, mailboxes, etc. Daniel Guido indicated that perhaps we should hire a general contractor to coordinate it all. Discussion was had and Kevin and Russell will continue to consider the issues connected to this.

Property Manager's Report/Neighborhood Update / Status - RealManage reviewed the status.

Events / Activities

- Report on Bingo Night on Saturday, September 30
Half the amount of people who showed up last year, showed up this year. Due to such a low turnout, it may not be a continued yearly event.
- Upcoming PID6 Garage Sales, October 20-22
The banners are now up to alert everyone to the upcoming garage sales. Please keep in mind that City permits are required.
- Turkey Trot-Thursday, November 23 (Need Volunteers)
Dana is almost to the maximum for her sponsors. The sign-up program is up and running. RealManage indicated they are hoping to be a Gold sponsor. Kelly indicated she will help at the registration table. Barry indicated he will also be there to help in any way. RealManage and Jodi Height are donating water.
- Holiday in the Park-Saturday, December 2
Santa and the train are reserved. Dana is currently working on obtaining vendors and the Methodist men.
- Christmas "Polar Express" Movie Night – Saturday, December 16
This is currently in the planning stage.
- Crud Cruiser, October 21

Communications

- Report on online Newsletter and Vendor Advertising Revenue - \$1,980.00 has been raised and we have spent \$412.00 of that. Advertising has begun to slow down a bit.

Architectural Control Committee - See RealManage report for ACC issues.

Development Committee - None.

Treasurer's Report - Russell reviewed the following for everyone:

- Monthly Financial Report-September
- Accounts Receivable Reports
- Report on properties referred to attorney for collections and enforcement of deed restriction violations

Old Business - None.

New Business and Motions

- Proposal for Holiday Decorating Contest for each of the 13 villages with a \$50.00 gift card prize for each village
Russell moved to conduct a holiday decorating contest in December for each of the 13 villages of Park Glen, with a \$50 gift card prize for each village. Kelly seconded. None opposed. Motion passed.
- Kevin discussed a hospitality committee. Kelly indicated she would chair the committee. Tom indicated he would help out as well.
- Postcard mailing regarding mailing for parking, bulk trash, and speeding.
Russell moved to create a postcard and mail to all Park Glen residents to promote neighborliness at a maximum cost of \$1,800. Topics to include: Speeding in the neighborhood; Bulk trash day/general trash rules; and, Street parking/courtesy/neighborliness. Kim seconded. None opposed. Motion passed.

Member Comments

Kevin began discussion by asking if Jodi Height could enlighten us on what the process is regarding HOA information being distributed to new homeowners from a real estate agent's perspective. Jodi gave information based on her expertise in the industry.

Adjourn - **Kevin moved to adjourn the meeting.** Kelly seconded. None opposed. Meeting adjourned at 8:27 p.m. Next Board Meeting is scheduled for December 4 (combined November/December meeting).

RealManage



Park Glen Manager's Report October 16, 2017

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From September 21, 2017 - 10/15/17, 2017 (55 Applications)

35 Approvals

11 Approved with Stipulations

10 Denied

2 Canceled

Approved

Deck/ Patio 1
Driveway Modification 1
Fence 1
Home Addition / Modification 10
Landscaping 4
Painting 6
Roofing 11
Solar Panels 1

Approved with Stipulations

Deck / Patio 1
Driveway Modification 1
Fence 3
Home Addition / Modification 2
Landscaping 2
Outbuilding / Storage Shed 1
Painting 1

Denied

Deck / Patio 1
Fence 2
Home Addition 2
Landscaping 1
Outbuilding / Storage Shed 3
Roofing 1

Canceled

Home Addition/ Modification 1
Roofing 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 September 18 to October 15, 2017, RealManage has taken 286 telephone calls from residents.

190 Account Balance
4 ACH related
5 Architectural request Related
29 Confirm Payment
2 Late Fee / Finance Charge
12 Other
1 Payment Not Posted
12 Payment Questions
3 Report a Violation
2 Report and Issue
3 Update Contact Information
23 Violation Letter realted

Resident Emails

From September 18 to October 15, 2017, RealManage has processed 108 emails.

21 Account Status / Balance
29 Architectural Request Related
3 Collections
6 Late Fee/ Finance Charge
6 Other
1 Other Common Area
2 Payment
7 Report Violation
1 Report Issue
3 Update Contact Information
29 Violation Letter

Email us anytime at ParkGlen@CiraMail.com

Other Management Services

In the last consecutive 30 days the following work was processed by RealManage.

**1036 Assesment Payments Processed
23 Conveyance Processed
172 Delinquency Notices
6327 Statements Mailed
10 Vendor Disbursements**

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.

SUBMIT

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!

Bingo Night	9/30/2017 7p-930p	9/30/16 7p-915p	<u>2016 Total</u>
Facility Rental: Alliance UMC - 3 hrs x \$75	\$225.00	Facility Rental: Alliance UMC - 2 hrs x \$75	\$150.00
Prizes	\$846.92	Prizes	\$627.29
Deluxe Bingo Game Set	\$199.99		
Other Supplies	\$75.03	Supplies	\$102.97
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Totals	\$1,346.94		\$880.26
Budget	\$1,600.00		\$1,000.00
(Under) / Over Budget by	(\$253.06)		(\$119.74)

Park Glen Neighborhood Association Balance Sheet	9/30/2016 Year End	5/31/2017	6/30/2017	7/31/2017	8/31/2017	9/30/2017
<u>ASSETS</u>						
Union Bank-Checking Account	\$ 154,784.38	\$ 229,223.63	\$ 204,655.31	\$ 197,579.97	\$ 191,366.51	\$ 313,642.97
Union Bank-Money Market Account	\$ 200,233.91	\$ 200,500.29	\$ 200,533.23	\$ 200,567.27	\$ 200,601.34	\$ 200,633.21
Legend Bank-Checking Account	\$ 160,099.36	\$ 175,546.35	\$ 175,604.17	\$ 158,265.66	\$ 156,070.66	\$ 153,199.44
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TOTAL IN BANK	\$ 515,117.65	\$ 605,270.27	\$ 580,792.71	\$ 556,412.90	\$ 548,038.51	\$ 667,475.62
Accounts Receivable-Member Accts	\$ 182,852.77	\$ 173,572.44	\$ 170,950.79	\$ 168,994.18	\$ 166,824.06	\$ 162,827.10
Bad Debt Allowance	\$ (160,910.43)	\$ (152,743.44)	\$(150,378.62)	\$(148,714.88)	\$(146,805.17)	\$(143,229.77)
Prepaid Expenses	\$ 1,655.00				\$ 1,550.00	\$ 2,570.00
Prepaid Insurance	\$ 14,111.50	\$ 3,541.12	\$ 9,789.36	\$ 8,455.95	\$ 7,122.54	\$ 14,025.13
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TOTAL OTHER CURRENT ASSETS	\$ 37,708.84	\$ 24,370.12	\$ 30,361.53	\$ 28,735.25	\$ 28,691.43	\$ 36,192.46
TOTAL ASSETS	\$ 552,826.49	\$ 629,640.39	\$ 611,154.24	\$ 585,148.15	\$ 576,729.94	\$ 703,668.08
<u>LIABILITIES</u>						
Accounts Payable & Oth Accrued Exp	\$ 740.00	\$ 2,142.50	\$ 5,482.50	\$ 395.00		\$ 1,000.00
Deferred Assessments Income		\$ 73,018.00	\$ 54,763.50	\$ 36,520.00	\$ 18,265.50	
Prepaid Owner Assessments	\$ 116,084.20	\$ 9,556.32	\$ 9,948.30	\$ 10,546.37	\$ 10,887.37	\$ 143,724.03
Prepaid by Former Owners	\$ 205.16	\$ 160.16	\$ 17.98	\$ 17.98	\$ 17.98	\$ 17.98
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TOTAL LIABILITIES	\$ 117,029.36	\$ 84,876.98	\$ 70,212.28	\$ 47,479.35	\$ 29,170.85	\$ 144,742.01
<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	\$ 108,966.28	\$ 105,144.83	\$ 101,871.67	\$ 111,761.96	\$ 123,128.94
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TOTAL ACCUMULATED SURPLUS	\$ 435,797.13	\$ 544,763.41	\$ 540,941.96	\$ 537,668.80	\$ 547,559.09	\$ 558,926.07
TOTAL LIABILITIES & SURPLUS	\$ 552,826.49	\$ 629,640.39	\$ 611,154.24	\$ 585,148.15	\$ 576,729.94	\$ 703,668.08

September
Notes

revised to 88% of A/R
\$720 Transfer fees paid to
RM plus \$1850 Turkey Trot
Exp paid in Advance

Turkey Trot Revenue recvd
in advance

Park Glen Neighborhood Association Income Statement (fiscal year Oct 2016-Sep 2017)	Total 2016-2017 Budget	Aug 2017 Budget	Aug 2017 Actual	Sep 2017 Budget	Sep 2017 Actual	September Notes	Fiscal Year-to- Date Budget	Fiscal Year-to- Date Actual
Assessment Income (3,318 homes x \$66 annual dues)	\$ 218,988.00	\$ 18,249.00	\$ 18,254.50	\$ 18,249.00	\$ 18,265.50		\$ 218,988.00	\$ 219,010.55
Late Fee Income	\$ 40,000.00	\$ 2,600.00	\$ 2,022.60	\$ 2,400.00	\$ 2,160.00		\$ 40,000.00	\$ 39,634.32
Interest on Receivables	\$ 2,400.00	\$ 100.00	\$ 211.04	\$ 100.00	\$ 207.36		\$ 2,400.00	\$ 4,197.79
Legal Fees Reimbursement	\$ 20,000.00	\$ -		\$ -	\$ 278.60		\$ 20,000.00	\$ 1,582.70
Interest Income	\$ 500.00	\$ 43.00	\$ 34.07	\$ 43.00	\$ 31.87		\$ 500.00	\$ 399.30
Social Event Income	\$ 24,000.00			\$ -			\$ 24,000.00	\$ 26,650.00
Reimbursements-Mailbox Damage	\$ -			\$ -			\$ -	\$ 2,550.00
Advertising Revenue (earmarked for Benevolence)			\$ 405.00	\$ -	\$ 740.00		\$ -	\$ 1,930.00
Total Income	\$ 305,888.00	\$ 20,992.00	\$ 20,927.21	\$ 20,792.00	\$ 21,683.33		\$ 305,888.00	\$ 295,954.66
Management Fees-Contract	\$ 60,000.00	\$ 8,000.00	\$ 2,060.00	\$ 8,000.00	\$ 2,060.00		\$ 60,000.00	\$ 24,540.00
Management Fees-Admin	\$ 30,000.00	\$ 2,500.00	\$ 1,757.82	\$ 2,500.00	\$ 3,049.00	includes \$680 for Violation notices above contract quantity	\$ 30,000.00	\$ 30,476.00
Collection Fees to Mgmt Co.	\$ 40,000.00	\$ 1,500.00	\$ 1,545.00	\$ 1,500.00	\$ 1,545.00		\$ 40,000.00	\$ 18,405.00
Collection Fees-Legal/Agency	\$ 50,000.00	\$ 2,500.00	\$ 449.00	\$ 2,500.00			\$ 50,000.00	\$ 2,027.60
Legal Fees-Non Collection	\$ 25,000.00	\$ 2,000.00	\$ 2,205.20	\$ 2,000.00	\$ 385.00		\$ 25,000.00	\$ 12,520.95
Accounting / Audit	\$ 5,000.00	\$ -		\$ -			\$ 5,000.00	\$ 2,088.02
Consulting/Professional Fees	\$ 6,250.00			\$ 2,470.00	\$ 2,319.45	Balance of Election-America cost	\$ 6,250.00	\$ 6,055.01
Bad Debt Expense	\$ 50,000.00	\$ 2,167.00	\$ (1,909.51)	\$ 2,000.00	\$ (3,252.73)	revised the reserve to 88% of A/R	\$ 50,000.00	\$ (6,324.97)
Insurance	\$ 18,000.00	\$ 1,500.00	\$ 1,333.41	\$ 1,500.00	\$ 1,333.41		\$ 18,000.00	\$ 16,372.37
General Maint. & Repair	\$ 25,000.00	\$ 1,250.00		\$ 1,250.00			\$ 25,000.00	\$ 28,050.00
Dues & Subscriptions	\$ 100.00	\$ 8.00		\$ 12.00			\$ 100.00	\$ -
Supplies	\$ 500.00	\$ 42.00		\$ 38.00			\$ 500.00	\$ -
Postage & Courier	\$ 2,000.00			\$ -			\$ 2,000.00	\$ -
Printing & Reproduction	\$ 500.00	\$ -		\$ -			\$ 500.00	\$ -
Storage	\$ 1,281.00	\$ 112.00	\$ 116.00	\$ 112.00	\$ 116.00	This is October's storage payment.	\$ 1,281.00	\$ 1,378.00
Licenses & Permits / Filings	\$ 200.00	\$ 17.00		\$ 13.00			\$ 200.00	\$ -
Social Activities	\$ 24,000.00	\$ 1,000.00	\$ 400.00	\$ 1,000.00	\$ 2,586.82	\$1302.71 Bingo Night, , \$1100 Grapevine Train Outing, \$31.58 Eggstravaganza, \$128.55 Pool/Movie Nights, \$23.98 Independence Celebration	\$ 24,000.00	\$ 15,810.92
Community Engagement	\$ 2,000.00	\$ 500.00		\$ 50.00	\$ 138.70	Door Prizes for Annual Meeting	\$ 2,000.00	\$ 1,097.47
Scholarships/Charitable	\$ 12,500.00	\$ 1,500.00	\$ 2,800.00	\$ -			\$ 12,500.00	\$ 19,400.00
Hospitality	\$ 1,200.00	\$ 100.00		\$ 100.00			\$ 1,200.00	\$ -
Board & Community Meetings	\$ 1,200.00	\$ 100.00	\$ 280.00	\$ 100.00			\$ 1,200.00	\$ 440.00
Website	\$ 200.00	\$ 18.00		\$ 18.00	\$ 35.70	Website Hosting from 4/24/17 to 10/8/17	\$ 200.00	\$ 77.35
Benevolence							\$ -	\$ 412.00
Total Expense	\$ 354,931.00	\$ 24,814.00	\$ 11,036.92	\$ 25,163.00	\$ 10,316.35		\$ 354,931.00	\$ 172,825.72
Net Income / (Loss)	\$ (49,043.00)	\$ (3,822.00)	\$ 9,890.29	\$ (4,371.00)	\$ 11,366.98		\$ (49,043.00)	\$ 123,128.94

Accounts Receivable Recap	9/12/16	10/10/16	11/14/16	1/16/17	3/20/17	5/15/17	8/22/17	9/18/17	10/16/17	Change	vs. last yr
Number of Accounts owing \$2,000 or more	23	23	23	22	22	23	21	21	27	6	4
Accounts owing between \$1,000 and \$1,999	52	60	59	60	54	52	50	49	45	-4	-15
Accounts owing between \$500 and \$999	40	35	35	45	37	39	30	37	35	-2	0
Accounts owing over \$66 to \$499. Most of these now owe for this year plus some or all from last year)	46	118	102	73	52	37	22	13	55	42	-63
Accts owing between \$66 and \$66. Most of these were current before the last assessment	52	786	302	123	74	44	37	37	423	386	-363
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)	48	26	133	143	51	41	24	22	12	-10	-14
Total # of Past Due Accts:	261	1,048	654	466	290	236	184	179	597	418	-451
% of 3,318 Homeowners:	7.9%	31.6%	19.7%	14.0%	8.7%	7.1%	5.5%	5.4%	18.0%		
Total Past Due \$ Owed:	\$186,625	\$248,730	\$219,739	\$211,931	\$189,821	\$184,070	\$167,036	\$165,490	\$199,027	\$33,537	-\$49,703

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%	248,730	10/16/17	597	18.0%	199,027
11/20/15	910	27.4%	246,947	11/14/16	654	19.7%	219,739				
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				
6/2/16	335	10.1%	193,512	6/19/17	215	6.5%	172,869				
7/7/16	298	9.0%	193,512	7/17/17	198	6.0%	171,468				
7/27/16	285	8.6%	188,910								
8/22/16	267	8.0%	188,257	8/22/17	184	5.5%	167,036				
9/12/16	261	7.9%	186,625	9/18/17	179	5.4%	165,490				

Summary of Account Referrals for Legal Action

	05/15/17	06/19/17	07/17/17	09/18/17	10/16/17
Accounts in Attorney's Hands					
Bankruptcy	3	2	2	2	2
Collection	4	4	4	8	10
Collection AND Enforcement	2	3	3	8	8
Enforcement	0	1	1	3	4

Accounts in Attorney's Hands	9	10	10	21	24
Accounts in Referral Statutory Process at RealManage					
Collection	3	5	6	2	2
Collection AND Enforcement	3	5	9		3
Enforcement	1	1	3	1	1

Accounts in Statutory Process at RealManage	7	11	18	3	6
Pre-Referral Letter waiting for Response or Referral					
Collection	4	2	0	6	9
Collection AND Enforcement	3	5	0	7	1
Enforcement	0	4	0	11	0

Pre-Referral Board Letter waiting for Response	7	11	0	24	10
Pre-Referral Board Letter with Potential Resolution pending					
Collection	9	1	2	1	3
Collection AND Enforcement	2	1	2	1	2
Enforcement	0	0	3	1	10

Pre-Referral Board Letter pending Resolution	11	2	7	3	15
Grand Total	34	34	35	51	55
Added since last month	20	5	6	21	6
Resolved since last month	5	5	4	5	1