

Park Glen Neighborhood Association

Minutes of February 19, 2018 Board Meeting

Approved
at the
3/19/18
Board
Meeting

Roll Call - Kevin called the meeting to order at 7:02 p.m. All Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Susan Kenney, Barry Bryan, Kim Bowden, and Tom Downey.

Announcement of Board Actions since January 15, 2018 Board Meeting

Since the 1/15/18 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:

- Waived half of late fees and finance charges (\$23.73) on account R0329221L0279108 upon payment of the other half and assessments.
- Waived \$15.64 on account R0328432L0278314 due to close timing of payment of assessments.
- Waived \$30.82 on account R0331247L0281172 due to mistake in bank information for ACH payment.
- Waived \$15.82 late fee and finance charge on account R0443954L0278492 that were billed to a new homeowner before they received their first bill.
- Waived \$15 on account R0329638L0279529 due to very close timing of payment of assessments.
- Waived half (\$71.21) of late fees and finance charges on account R0330075L0279970 after payment of the other half and assessment amount.
- Waived half (\$23.45) of late fees and finance charges on account R0413535L0279438 after payment of the other half and assessment amount.
- Waived half (\$23.73) of late fees and finance charges on account R0330308L0280208 after payment of the other half and assessment amount.
- Waived \$15.82 on account R0330695L0280605 for goodwill and no waivers given in the past few years.
- Waived \$15.82 on account R0328790L0278674 due to close timing of payment of assessment.
- Waived \$15.82 on account R0328012L0277893 for goodwill (no waivers given in the past few years) after information mistake in ACH payment.
- Waived \$47.46 on account R0414640L0278123 for goodwill after RealManage mistakenly told homeowner in September that nothing was due.
- Waived \$106.98 on account R0446367L0281122 to reverse inappropriately-billed late fees and finance charges (no assessments were unpaid at the time).
- Waived half (\$784.53) of late fees and finance charges on account R0328596L0278480 after payment of the other half and all open assessments.
- Waived half (\$23.73) of late fees and finance charges on account R0328652L0278536 upon payment of the other half and assessment amount.

- Waived \$31.64 on account R0407752L0278918 for goodwill for new homeowner after all assessments were paid.
- Waived \$15.82 on account R0330256L0280156 due to close timing of posting of payment after homeowner mistakenly mailed to old address.
- Waived \$15.82 on account R0330853L0280770 due to close timing of payment.
- Waived \$32.46 on account R0438935L0280245 due to delayed billing to new homeowner and goodwill.
- Waived \$47.46 on account R0410546L0280809 after title company mistakenly gave us an incorrect address.
- Reversed \$45.57 in inappropriate late fees and finance charges (owner had paid all assessments at the time) and waived \$15.00 for goodwill and to avoid RealManage statement overage fee for February. Account R0331149L0281074.
- Reversed \$45.63 in inappropriate Late Fees and Finance charges (owner had paid all assessments at the time) and waived \$16.65 in late fees and finance charges after owner paid all open assessments and a large amount of late fees and finance charges. Account R0330081L0279976.
- Waived \$47.46 on account R0328395L0278277; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$47.46 on account R0329457L0279346; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$47.46 on account R0330539L0280442; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$47.46 on account R0405569L0278727; Goodwill for new homeowner (first dues not paid on time).
- Waived \$45.24 on account R0329046L0278931; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$31.64 on account R0330519L0280421; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$31.64 on account R0342498L0280651; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$31.64 on account R0362630L0279271; Goodwill; no previous waivers; avoid further statement fees (\$15 per month) from RealManage.
- Waived \$31.64 on account R0411956L0280799; Goodwill for new homeowner (first dues not paid on time)
- Waived balances less than \$20 on 36 homeowner accounts that had been ignored for several months. This was to avoid continuing to pay RealManage a \$15 monthly statement overage per account for late fees and finance charges that could likely end up being waived eventually.
- Waived \$25.76 in late fees and finance charges on account R0392042L0279824 after owner paid open assessment amount and remaining fees.
- Waived \$0.82 on account R0336020L0279839 due to close timing of payment posting.
- Waived \$856.26 on account R0328215L0278096 after owner paid \$1,250 in assessments and remaining late fees and finance charges.

Minutes of Preceding Meetings - Consideration of Minutes of January 15, 2018 Board Meeting. **Kim moved to accept the minutes as written.** Barry seconded. None opposed. Motion passed.

President's Report

- Kevin reported that he spent some time with the Boy Scouts/Cub Scouts and in turn, as a thank you, he received thank you notes from many of them.

Vice President's Report

- 2018 Calendar-Russell discussed the 2018 calendar and reported that he had to change the date of the July Pool/Movie night to July 21 due to availability of the LAC Pool
- Coordinator and Selection Committee Members needed for 2018 Scholarship Program-we would like to have a coordinator sometime next month if possible, as we will be getting started on choosing those for scholarships.
- Mailbox Destroyed at 8032 Gila Bend-Russell has already filed a claim with the insurance company and hired TST Construction to repair it.

Other Board Member Reports/Comments

- In depth discussion was had with regard to the sidewalk project, with Kelly sharing information that had been obtained by Park Glen homeowner Daniel Guido who has been talking to the city about requirements and procedures for replacing sidewalks. It was decided that we will revisit the Scope of Work description for the envisioned "Project Manager" position and narrow it so that the position we now seek is a liaison between the neighbors and the Board and the contractor and the Board. Russell will revise the description and send to Kelly and Kevin.

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

Events / Activities

- Planning for March 24, Eggstravaganza - Dana reports planning is ongoing. Russell reported that his wife Sandra is coordinating the eggs and their preparation with the help of a good number of awesome neighborhood volunteers.
- Planning for April 28 Shredding Event - It will be ready to go on this date.

Communications - None.

Architectural Control Committee – See Community Manager's Report for ACC issues.

Development Committee - None.

Treasurer's Report - Russell reviewed the following for everyone

- Monthly Financial Report-December and January

- Accounts Receivable Reports
- Report on properties referred to attorney for collections and enforcement of deed restriction violations
- Report on Benevolence Fund (from Newsletter Advertising)

Business and Motions

- Request to disburse \$500 from the Benevolence Fund - **Susan moved that the Board distribute from the Benevolence Fund \$500 to the Hatton family for medicine for her son.** Kelly seconded. None opposed. Motion passed.
- Independence Day Celebration - **Russell moved to allocate up to \$1,000 for a Park Glen parade and to add bounce houses/inflatables to the PID6 Independence Day Celebration on June 30, 2018, with Dana Hammack coordinating PGNA's activities.** Susan seconded. None opposed. Motion passed.
- Proposal for Repair of 10 mailboxes - **Russell moved to authorize up to \$2,500 for TST Construction to repair 10 selected mailboxes. 5 have missing bricks and/or cracks and 5 are leaning (some having missing bricks as well).**

Repair as follows:

- **8037 Slide Rock-missing front left top rounded corner;**
- **8108 Slide Rock-mortar cracks. Significant damage: bricks missing on tops of both columns plus 2 rounded top at top left. Most of the detached bricks appear to be on the ground;**
- **8116 Slide Rock-lots of cracks at top front. Top right column solid missing;**
- **5208 White Hills-missing top rounded corner brick; and**
- **5401 Rocky Mountain-missing top of right column (I have these bricks at my house). Gaps on top and a few cracks.**

Leveling and/or Repair

- **8413 Fort Union Court-85.9 F and missing brick;**
- **7208 Tularosa Court-Visible 86.1 S lean. No other problems;**
- **5208 Yampa Trail-86.9R (level it);**
- **5105 Yampa Trail-88.9S, 87.9R (noticeable; level it); and,**
- **8121 Island Park Court-Very visible lean: 88.5S, 86.6F.**

Kelly seconded. None opposed. Motion passed.

- Proposal to Rebuild 2 mailboxes - **Russell moved to allocate up to \$3,200 (plus tax) to Texas Grill Master (Jeff Baldwin) to rebuild the mailboxes at 5145 Broken Bow and 5551 Rocky Mountain Road.** Susan seconded. None opposed. Motion passed.

Member Comments

- Discussion was had about utilities doing work in the neighborhood and what the requirements are with regard to clean-up, damage they cause, etc.

Adjourn - **Kevin moved to adjourn the meeting.** Kelly seconded. None opposed. Meeting adjourned at 8:10 p.m. Next Board Meeting is scheduled for March 19, 2018.

RealManage



Park Glen Manager's Report February 19, 2018

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From December 26, 2017 - January 24, 2017 (20 Applications)

6 Approvals

11 Approved with Stipulations

2 Denied

Approved

Deck/ Patio 1
Home Addition / Modification 1
Landscaping 1
Roofing 2
Solar Panels 1

Approved with Stipulations

Driveway Modifications 1
Fence 3
Home Addition / Modification 6
Landscaping 1

Denied

Landscaping 1
Outbuilding / Storage Shed 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 January 14, 2018 to February 14, 2018, RealManage has taken 95 telephone calls from residents.

36 Account Balance
2 Architectural request Related
2 Confirm Payment Received
1 Did not receive statement
1 Inquiry / SOA
3 Late Fee
1 Newsletter / Website/ Events
9 Other
2 Other Common Area
4 Payment Questions
9 Report Violation
1 Report Issue
1 Resale ert / Disclosure
3 Update Contact Information
20 Violation Letter

Resident Emails

From January 14, 2018 to February 14, 2018, RealManage has processed 143 emails.

**41 Account Status / Balance
20 Architectural Request Related
6 Collections / Foreclosure / Bankruptcy
1 Did not receive statement
4 Late Fee/ Finance Charge
1 Newsletter / Website / Event
5 Other
2 Other Common Area
1 Payment Question
17 Report Violation
1 Report Issue
2 Update Contact Information
42 Violation Letter**

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!

Park Glen Neighborhood Association Balance Sheets	9/30/2017 Year End (agrees with audit)	12/31/2017	1/31/2018	December and January Notes
<u>ASSETS</u>				
Union Bank-Checking Account	\$ 313,642.97	\$ 364,227.00	\$ 369,601.00	
Union Bank-Money Market Account	\$ 200,633.21	\$ 200,733.00	\$ 200,769.00	
Legend Bank-Checking Account	\$ 153,199.44	\$ 171,793.00	\$ 169,612.00	
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TOTAL IN BANK	\$ 667,475.62	\$ 736,753.00	\$ 739,982.00	
Accounts Receivable-Member Accts	\$ 162,761.10	\$ 176,842.00	\$ 170,744.00	
Bad Debt Allowance	\$ (143,229.77)	\$ (155,621.00)	\$ (150,255.00)	88% of A/R
Prepaid Expenses	\$ 2,570.00	\$ -	\$ -	
Prepaid Insurance	\$ 14,025.13	\$ 10,014.00	\$ 8,700.00	needs to be reconciled
	-----	-----	-----	
TOTAL OTHER CURRENT ASSETS	\$ 36,126.46	\$ 31,235.00	\$ 29,189.00	
TOTAL ASSETS	\$ 703,602.08	\$ 767,988.00	\$ 769,171.00	
<u>LIABILITIES</u>				
Accounts Payable & Oth Accrued Exp	\$ 2,083.50		\$ 1,906.00	
Deferred Assessments Income		\$ 164,412.00	\$ 146,163.00	\$171 off from \$18,249 x 8 months
Prepaid Owner Assessments	\$ 143,658.03	\$ 11,848.00	\$ 13,502.00	
Prepaid by Former Owners	\$ 17.98	\$ 18.00	\$ 18.00	will be turned over to State of Texas
	-----	-----	-----	
TOTAL LIABILITIES	\$ 145,759.51	\$ 176,278.00	\$ 161,589.00	
<u>ACCUMULATED SURPLUS</u>				
Surplus / (Deficit) thru Prior Year	\$ 435,797.13	\$ 557,842.57	\$ 557,842.57	
Current YTD Net Surplus / (Deficit)	\$ 122,045.44	\$ 33,867.82	\$ 49,739.19	
	-----	-----	-----	
TOTAL ACCUMULATED SURPLUS	\$ 557,842.57	\$ 591,710.39	\$ 607,581.76	
TOTAL LIABILITIES & SURPLUS	\$ 703,602.08	\$ 767,988.39	\$ 769,170.76	

Park Glen Neighborhood Association Income Statement	Total 2017-2018	Dec 2017	Dec 2017	Jan 2018	Jan 2018	December and January Notes	Year-to-Date 2017-2018	Year-to-Date 2017-2018
(fiscal year Oct 2017-Sep 2018)	Budget	Budget	Actual	Budget	Actual		Budget	Actual
Assessment Income (3,318 lots x \$66 annual dues)	\$ 218,988.00	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00		\$ 72,996.00	\$ 72,996.00
Late Fee Income	\$ 29,000.00	\$ 4,000.00	\$ 4,933.36	\$ 3,000.00	\$ 3,641.67		\$ 20,000.00	\$ 14,590.11
Interest on Receivables	\$ 2,900.00	\$ 400.00	\$ 448.06	\$ 300.00	\$ 402.22		\$ 2,000.00	\$ 1,537.51
Legal Fees Reimbursement	\$ 6,000.00	\$ 500.00		\$ 500.00	\$ 3,521.00		\$ 2,000.00	\$ 5,533.50
Interest Income	\$ 420.00	\$ 35.00	\$ 31.87	\$ 35.00	\$ 36.27		\$ 140.00	\$ 136.28
Social Event Income	\$ 24,000.00	\$ 10,500.00	\$ 15,660.00	\$ -	\$ 45.00	Dec: \$14,850 TT, \$900 HITP minus \$90 for 2 returned HITP exhibitor fees and bank fee. Jan: Recovered 1 returned exhibitor fee and bank fee.	\$ 23,000.00	\$ 28,985.00
Advertising Revenue (earmarked for Benevolence)	\$ 2,400.00	\$ 200.00	\$ 50.00	\$ 200.00	\$ 350.00		\$ 800.00	\$ 450.00
Reimbursements-Mailbox Damage	\$ -	\$ -		\$ -			\$ -	\$ -
Total Income	\$ 283,708.00	\$ 33,884.00	\$ 39,372.29	\$ 22,284.00	\$ 26,245.16		\$ 120,936.00	\$ 124,228.40
Management Fees-Contract	\$ 48,479.00	\$ 2,120.00	\$ 2,060.00	\$ 2,120.00	\$ 2,121.80	Dec: Standard Contract Amt, Jan: Standard amt plus 3% annual increase	\$ 8,480.00	\$ 7,801.80
Management Fees-Admin	\$ 32,001.00	\$ 2,440.00	\$ 2,369.00	\$ 2,440.00	\$ 2,540.07	Dec: Standard Contract Amt; Jan: Standard amt plus 3% annual increase plus \$100 services for audit	\$ 9,760.00	\$ 9,402.07
Collection Fees to Mgmt Co.	\$ 24,000.00	\$ 2,000.00	\$ 2,175.00	\$ 2,000.00	\$ 3,121.35	Dec: Standard Contract Amt plus \$630 statement coverage for November; Jan: Standard Amt plus 3% annual increase plus \$1530 statement coverage for December.	\$ 8,000.00	\$ 8,386.35
Collection Fees-Legal/Agency	\$ 6,000.00	\$ 500.00	\$ 1,132.00	\$ 500.00	\$ 2,440.50	Legal fees for collection or collection AND enforcement, if not differentiated	\$ 2,000.00	\$ 5,629.50
Legal Fees-Non Collection	\$ 12,000.00	\$ 1,000.00	\$ 140.00	\$ 1,000.00	\$ 21.00	Legal fees for enforcement	\$ 4,000.00	\$ 1,277.00
Accounting / Audit	\$ 2,300.00	\$ 2,300.00		\$ -			\$ 2,300.00	\$ 2,148.20
Consulting/Professional Fees	\$ 6,380.00	\$ -		\$ -			\$ -	\$ -
Bad Debt Expense	\$ 12,000.00	\$ 1,000.00	\$ 900.13	\$ 1,000.00	\$ (5,227.51)		\$ 4,000.00	\$ 13,431.14
Insurance	\$ 17,400.00	\$ 1,400.00	\$ 1,313.83	\$ 1,400.00	\$ 1,313.83		\$ 5,600.00	\$ 5,426.32
General Maint. & Repair	\$ 240,000.00	\$ 20,000.00	\$ 1,450.00	\$ 20,000.00	\$ 1,361.00	Dec: Mailbox rebuild with pad at 5424 Blue Water Lake; Jan: Mailbox rebuild at 7721 Marble Canyon Ct plus \$11 accident report fee to obtain insurance info to make claim for 5017 Glenscape.	\$ 80,000.00	\$ 6,661.00
Dues & Subscriptions	\$ -	\$ -		\$ -			\$ -	\$ -
Supplies	\$ -	\$ -		\$ -	\$ 16.23	Envelopes for Board letters to homeo	\$ -	\$ 16.23
Postage & Courier	\$ 4,000.00						\$ -	\$ -
Printing & Reproduction	\$ 2,000.00	\$ -		\$ -			\$ -	\$ -
Storage	\$ 1,416.00	\$ 116.00	\$ 116.00	\$ 116.00	\$ 116.00	Dec: January Storage Rent; Jan: Feb	\$ 464.00	\$ 464.00
Licenses & Permits / Filings	\$ 200.00	\$ 17.00		\$ 17.00			\$ 68.00	\$ -
Social Activities	\$ 25,400.00	\$ 5,000.00	\$ 2,417.92	\$ 1,000.00	\$ 1,509.20	Dec: HITP expense; Jan: \$7.53 Pool/Movie Nights, \$44.23 Bingo Night, \$982.44 TT, \$125 HITP, \$150 Christmas Movie Night, \$200 2018 Eggstravaganza	\$ 14,400.00	\$ 12,378.91
Community Engagement	\$ 1,650.00	\$ 650.00		\$ 50.00	\$ 804.58	\$585 Holiday Decorating Prizes, \$219.58 Garage Sale Banners	\$ 800.00	\$ 1,230.95
Scholarships/Charitable	\$ 12,500.00						\$ -	\$ -
Committee Expense	\$ -	\$ -		\$ -	\$ 211.94	Thank You Gift Cards for Social/Communications Chairperson and ACC	\$ -	\$ 211.94
Hospitality	\$ -	\$ -		\$ -			\$ -	\$ -
Benevolence (using Advertising Revenue)	\$ 2,400.00	\$ 200.00		\$ 200.00			\$ 800.00	\$ -
Board & Community Meetings	\$ 1,200.00	\$ 100.00		\$ 100.00			\$ 400.00	\$ -
Website	\$ 72.00	\$ 6.00		\$ 6.00	\$ 23.80		\$ 24.00	\$ 23.80
Total Expense	\$ 451,398.00	\$ 38,849.00	\$ 14,073.88	\$ 31,949.00	\$ 10,373.79		\$ 141,096.00	\$ 74,489.21
Net Income / (Loss)	\$ (167,690.00)	\$ (4,965.00)	\$ 25,298.41	\$ (9,665.00)	\$ 15,871.37		\$ (20,160.00)	\$ 49,739.19

Accounts Receivable Recap	10/10/16	11/14/16	12/12/16	2/20/17	3/20/17	5/15/17	6/19/17	8/22/17	10/16/17	12/4/17	1/15/18	2/19/18	Change
Number of Accounts owing \$2,000 or more	23	23	22	22	22	23	21	21	27	22	23	21	-2
Accounts owing between \$1,000 and \$1,999	60	59	58	59	54	52	53	50	45	43	44	40	-4
Accounts owing between \$500 and \$999	35	35	44	45	37	39	31	30	35	35	33	34	1
Accounts owing over \$130 to \$499. Most of these now owe for this year plus some or all from last year)	118	102	86	56	52	37	33	22	55	41	45	39	-6
Accts owing between \$66 and \$130. Most of these were current before the last assessment	786	302	183	92	74	44	41	37	423	217	148	94	-54
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)	26	133	159	61	51	41	36	24	12	47	68	11	-57
Total # of Past Due Accts:	1,048	654	552	335	290	236	215	184	597	405	361	239	-122
% of 3,318 Homeowners:	31.6%	19.7%	16.6%	10.1%	8.7%	7.1%	6.5%	5.5%	18.0%	12.2%	10.9%	7.2%	
Total Past Due \$ Owed:	\$248,730	\$219,739	\$210,093	\$205,301	\$189,821	\$184,070	\$172,869	\$167,036	\$199,027	\$177,084	\$182,867	\$167,542	-\$15,325

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	12/4/17	405	12.2%	177,084
1/7/16	666	20.1%	222,020	1/16/17	466	14.0%	211,931	1/15/18	361	10.9%	182,867
2/4/16	550	16.6%	209,517	2/20/17	335	10.1%	205,301	2/19/18	239	7.2%	167,542
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	12/04/17	02/19/18
Accounts in Attorney's Hands							
Bankruptcy	3	2	2	2	2	2	3
Collection	4	4	4	8	10	9	14
Collection AND Enforcement	2	3	3	8	8	8	9
Enforcement	0	1	1	3	4	4	4
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Accounts in Attorney's Hands	9	10	10	21	24	23	30
Accounts in Referral Statutory Process at RealManage							
Collection	3	5	6	2	2	5	2
Collection AND Enforcement	3	5	9		3		
Enforcement	1	1	3	1	1	4	2
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Accounts in Statutory Process at RealManage	7	11	18	3	6	9	4
Pre-Referral Letter waiting for Response or Referral							
Collection	4	2	0	6	9	4	3
Collection AND Enforcement	3	5	0	7	1	1	5
Enforcement	0	4	0	11			
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Pre-Referral Board Letter waiting for Response	7	11	0	24	10	5	8
Pre-Referral Board Letter with Potential Resolution pending							
Collection	9	1	2	1	3	3	3
Collection AND Enforcement	2	1	2	1	2	1	1
Enforcement	0	0	3	1	10	4	3
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Pre-Referral Board Letter pending Resolution	11	2	7	3	15	8	7
Grand Total							
	34	34	35	51	55	45	49
Added since last month							
	20	5	6	21	6	1	11
Resolved since last month							
	5	5	4	5	1	11	7

Benevolence Fund

02/12/18

Dedicated Advertising Revenue through 8/31/17	1190	
Dedicated Advertising Revenue - September 2017:		
9/20/17-Anderson Team (Oct, Nov, Dec)	300	
9/20/17-Park Glen Pools (Aug, Sep)	100	
9/20/17-Green Attics (Sep)	100	
9/20/17-Guaranteed Fence (Sep)	100	
9/20/17-Captain Ron's (Sep)	50	
9/20/17-North Texas Painting (Aug)	50	
9/20/17-Little Yellow Pill (Sep)	20	
9/20/17-Scentsy (Aug)	20	
Revenue since 9/30/17:		
10/13/17-Captain Ron's	50	
11/16/17-Captain Ron's	50	
11/16/17-Small Business Saturday	50	
12/18/17-Captain Ron's (December)	50	
1/20/18-Captain Ron's (January)	50	
1/19/18-Anderson Team (Jan, Feb, Mar)	300	
2/9/18-Captain Ron's (February)	50	

Total Revenue		2530
Disbursements through 9/30/17	412	
Disbursements since 9/30/17:		
None	0	

Total Disbursements		412

Available Now (Total Revenue minus Total Disbursements)		2118