

# Park Glen Neighborhood Association

## Minutes of March 19, 2018 Board Meeting

Approved at the  
5/21/18 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, Susan Kenney, Barry Bryan and Tom Downey.

Actions since the February 19, 2018 Board Meeting – Russell presented the following in written form and on the screen:

- Immediately after the 2/19/18 Board Meeting, the Board approved the following:
  - Waived \$255.81 in late fees and finance charges on account R0328565L0278449 due to extenuating circumstances. All assessments are paid.
  - Waived \$62.46 in late fees and finance charges on account R0438666L0280444 after RealManage used an incorrect address for billing. All assessments are paid.
  - Waived \$1453.31 in inappropriate fees on account R0330556L0280459 that all stemmed from a single small mistake in 2010. All assessments since 2005 have been paid on time except for 2008 when payment was made but 3 months late.
  - Waived \$496.36 on account R0446367L0281122 due to extenuating circumstances. All assessments have been paid.
  - Approved a homeowner's appeal of an ACC decision for a patio cover. Account R0330400L0280301.
  - Approved a homeowner's appeal of an ACC decision for gridless windows. Account R0328234L0278115.
- Since the 2/19/18 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:
  - Waived \$765.15 in late fees and finance charges and reversed \$87.40 in inappropriate late fees and finance charges on account R0330363L0280264 after homeowner paid \$589 in assessments and \$898.86 in other fees.
  - Waived \$34.96 in late fees and finance charges on account R0330125L0280025 after owner paid \$1,075.44 for late fees, finance charges, and all open assessments.
  - Waived one-third (\$21.16) of late fees and finance charges on account R0329815L0279708 after owner paid the open assessment amount and the rest of the late fees and finance charges.
  - Waived \$977.92 on account R0331210L0281135 after owner paid \$1,800 for all open assessments and the remainder of the late fees and finance charges.
  - Waived 35% of late fee and finance charges (\$66) on account R0328413L0278295 after owner paid all open assessment billings and 65% of late fees and finance charges.
  - Waived \$15.82 late fee and finance charge on account R0328184L0278065 after owner paid open assessment and \$47.46 in late fees and finance charges.
  - Waived \$15.82 on account R0330028L0279923 after owner paid open assessment and \$47.46 in late fees and finance charges.
  - Waived \$15.82 on account R0426498L0279583 after owner paid open assessment and \$47.46 in late fees and finance charges.
  - Waived \$15.08 on account R0328293L0278174 after owner paid open assessment and \$45.24 in late fees and finance charges.
  - Waived \$15 on account R0331131L0281055 after owner paid \$48.28 in late fees and finance charges.

Minutes of Preceding Meeting - **Russell moved to accept the minutes of the February 19, 2018 meeting as presented. Susan seconded. Motion passed with none opposed.**

### President's Report

- Kevin announced that Kelly Wingo resigned the Board position of Secretary on March 12, 2018. We advertised the vacancy on our website, on Facebook, and with an e-blast. We have one prospect but will not be filling the position tonight, as we have not received a firm "yes."
- Kevin has had ongoing communication with various contractors involved with AT&T fiber optics project taking place throughout the community. Any unresolved issues observed by Park Glen residents should be reported to AT&T Project Manager Keith Helm or to the PGNA Board.

### Vice President's Report

- Russell presented a draft of the 2018 Scholarship Program. The program guidelines and application are mostly the same as 2017. He displayed and explained the proposed changes that mostly derived from suggestions from last

year's selection committee and coordinator. A volunteer is needed to fill the Scholarship Coordinator role. The 2017 Turkey Trot had a profit of \$16,717 and there is a surplus of \$68.16 carried over from 2016, so he is proposing that up \$16,800 be awarded to selected recipients. Russell will present the program for a Board vote at the April 16 board meeting.

- A mailbox on Quachita Crossover was destroyed by a vehicle. An insurance claim has been filed and the brickwork will be rebuilt by TST Construction, who just finished rebuilding 8032 Gila Bend. These rebuilds have put TST's repairs of 10 other mailboxes on hold. Rebuilds of the mailboxes at 5145 Broken Bow and 5551 Rocky Mountain are being done by Texas Grill Masters.
- The potential sidewalk project is still under discussion. The criteria for a project coordinator / liaison has been revised. Thus far, there are two candidates: Park Glen homeowner / engineer Daniel Guido and the paving company that has bid on the project. Russell has requested the advice of the HOA's attorney on legal issues, the best ways to protect the HOA from liability, and the recommended process for this potential project.

#### Other Board Member Reports/Comments

- Barry acknowledged two Citizens on Patrol members (COP Group Captain Ralph Robb and Tom Kaul) in attendance at the Board meeting. These COP members announced the April 3 grand opening, ribbon cutting, and tours of the city of Fort Worth Police Department's new North Patrol Division police facility at 8775 N Riverside Dr (also known as Old Denton Road), north of North Tarrant Parkway.
- A homeowner asked about enforcement of standards for sheds in our community. Brandi explained the process for deed restriction enforcement. Kevin explained that the Association is conscious of our responsibility, but there are lots of homes with issues, and some homeowners ignore the issues regardless of how many letters we send. We use the enforcement tools we have access to, including escalation of the most egregious violations. There was discussion on the challenges, methods, costs, and options of deed restriction enforcement. Brandi said that we refer issues to Fort Worth Code Compliance when we can. If they are willing to address an issue, they are often able to resolve it faster than the HOA's actions. A member asked about the Fort Worth Code Rangers program.
- Kevin said that he has perceived an increase in police patrols focusing on speeding traffic in our area.

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

#### Events / Activities

- Dana Hammack reported that Eggstravaganza preparations are well underway. An Association member suggested having a police officer at the event; Dana said she would request that.
- Pid 6 Garage Sale will be April 20-22.
- Shred Event is set for April 28, 2018.
- All events are listed on the website at [www.parkglen.org](http://www.parkglen.org).

Communications - Dana said that our Facebook page is approaching 2,000 members.

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

Development Committee – Susan reported that an express medical facility is going in near the Aldi store.

Treasurer's Report - Russell presented the following:

- February income statement and balance sheet
- Accounts receivable reports
- Report on status of referral and pre-referrals for legal action (collections and enforcement of deed restriction violations)
- Report on Benevolence Fund (from Newsletter Advertising)

Business and Motions - None

Member Comments - None

Adjourn - **Kevin moved to adjourn the meeting.** Russell seconded. None opposed. Meeting adjourned at 8:23 p.m. Next Board Meeting is scheduled for April 16, 2018.

# RealManage



## **Park Glen Manager's Report March 19, 2018**

**Contact RealManage 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 16, 2018 - March 16, 2018 - ( 29 Applications)**

**15 Approvals**

**10 Approved with Stipulations**

**4 Denied**

## Approved

Fence - 2  
Home Addition / Modification- 5  
Landscaping -3  
Roofing -2  
Solar Panels -2  
Swimming Pool - 1

## Approved with Stipulations

Deck / Patio-1  
Fence -1  
Home Addition / Modification -4  
Landscaping -3

## Denied

Deck/ Patio- 2  
Home / Modification -1  
Landscaping -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 February 16, 2018 to March 16, 2018 , RealManage has taken 64 telephone calls from residents.**

**9 Account Balance  
13 Architectural request Related  
1 Conveyance Related  
1 Inquiry / SOA  
2 Late Fee  
9 Other  
1 Other Common Area  
1 Payment not posted  
1 Payment Questions  
5 Report Violation  
1 Resale ert / Disclosure  
1 Update Contact Information  
18 Violation Letter**

# Resident Emails

**From February 16, 2018 to March 16, 2018, RealManage has processed 95 emails.**

**15 Account Status / Balance  
35 Architectural Request Related  
4 Collections / Foreclosure / Bankruptcy  
1 Late Fee/ Finance Charge  
3 Other  
2 Payment Question  
13 Report Violation  
3 Update Contact Information  
19 Violation Letter**

**Email us anytime at [ParkGlen@CiraMail.com](mailto: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](http://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](mailto:service@CiraMail.com) or toll-free at (855) 877-CIRA (2472).

# The End

## Have a great week!



## Thank you!

Park Glen Neighborhood Association <b>Balance Sheets</b>	<b>9/30/2017</b> Year End (agrees with audit)	<b>10/31/2017</b>	<b>11/30/2017</b>	<b>12/31/2017</b>	<b>1/31/2018</b>	<b>2/28/2018</b>	February Notes
<b><u>ASSETS</u></b>							
Union Bank-Checking Account	\$ 313,642.97	\$ 371,244.28	\$ 368,323.62	\$ 364,227.00	\$ 369,601.00	\$ 365,682.33	
Union Bank-Money Market Account	\$ 200,633.21	\$ 200,668.38	\$ 200,701.35	\$ 200,733.00	\$ 200,769.00	\$ 200,800.29	
Legend Bank-Checking Account	\$ 153,199.44	\$ 156,925.32	\$ 158,501.28	\$ 171,793.00	\$ 169,612.00	\$ 168,175.02	
<b>TOTAL IN BANK</b>	<b>\$ 667,475.62</b>	<b>\$ 728,837.98</b>	<b>\$ 727,526.25</b>	<b>\$ 736,753.00</b>	<b>\$ 739,982.00</b>	<b>\$ 734,657.64</b>	
Accounts Receivable-Member Accts	\$ 162,761.10	\$ 182,088.79	\$ 177,139.15	\$ 176,842.00	\$ 170,744.00	\$ 159,701.34	
Bad Debt Allowance	\$ (143,229.77)	\$ (160,238.14)	\$ (155,882.45)	\$ (155,621.00)	\$ (150,255.00)	\$ (140,537.18)	88% of A/R
Prepaid Expenses	\$ 2,570.00	\$ 2,515.00	\$ 270.00	\$ -	\$ -		
Prepaid Insurance	\$ 14,025.13	\$ 12,676.30	\$ 11,327.47	\$ 10,014.00	\$ 8,700.00	\$ 7,389.33	
<b>TOTAL OTHER CURRENT ASSETS</b>	<b>\$ 36,126.46</b>	<b>\$ 37,041.95</b>	<b>\$ 32,854.17</b>	<b>\$ 31,235.00</b>	<b>\$ 29,189.00</b>	<b>\$ 26,553.49</b>	
<b>TOTAL ASSETS</b>	<b>\$ 703,602.08</b>	<b>\$ 765,879.93</b>	<b>\$ 760,380.42</b>	<b>\$ 767,988.00</b>	<b>\$ 769,171.00</b>	<b>\$ 761,211.13</b>	
<b><u>LIABILITIES</u></b>							
Accounts Payable & Oth Accrued Exp	\$ 2,083.50	\$ 9,250.00	\$ 45.00		\$ 1,906.00	\$ 531.00	
Deferred Assessments Income		\$ 200,809.46	\$ 182,620.59	\$ 164,412.00	\$ 146,163.00	\$ 127,743.01	only \$.01 off from \$18,249 x 7 months
Prepaid Owner Assessments	\$ 143,658.03	\$ 10,533.87	\$ 11,284.87	\$ 11,848.00	\$ 13,502.00	\$ 13,792.97	
Prepaid by Former Owners	\$ 17.98	\$ 17.98	\$ 17.98	\$ 17.98	\$ 17.98	\$ 17.98	will be turned over to State of Texas
<b>TOTAL LIABILITIES</b>	<b>\$ 145,759.51</b>	<b>\$ 220,611.31</b>	<b>\$ 193,968.44</b>	<b>\$ 176,277.98</b>	<b>\$ 161,588.98</b>	<b>\$ 142,084.96</b>	
<b><u>ACCUMULATED SURPLUS</u></b>							
Surplus / (Deficit) thru Prior Year	\$ 435,797.13	\$ 557,842.57	\$ 557,842.57	\$ 557,842.57	\$ 557,842.57	\$ 557,842.57	
Current YTD Net Surplus / (Deficit)	\$ 122,045.44	\$ (12,573.95)	\$ 8,569.41	\$ 33,867.82	\$ 49,739.19	\$ 61,283.60	
<b>TOTAL ACCUMULATED SURPLUS</b>	<b>\$ 557,842.57</b>	<b>\$ 545,268.62</b>	<b>\$ 566,411.98</b>	<b>\$ 591,710.39</b>	<b>\$ 607,581.76</b>	<b>\$ 619,126.17</b>	
<b>TOTAL LIABILITIES &amp; SURPLUS</b>	<b>\$ 703,602.08</b>	<b>\$ 765,879.93</b>	<b>\$ 760,380.42</b>	<b>\$ 767,988.37</b>	<b>\$ 769,170.74</b>	<b>\$ 761,211.13</b>	

Park Glen Neighborhood Association <b>Income Statement</b>	Jan 2018	Jan 2018	Feb 2018	Feb 2018	February Notes	Year-to-Date 2017-2018	Year-to-Date 2017-2018
(fiscal year Oct 2017-Sep 2018)	Budget	Actual	Budget	Actual		Budget	Actual
Assessment Income (3,318 lots x \$66 annual dues)	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00		\$ 91,245.00	\$ 91,245.00
Late Fee Income	\$ 3,000.00	\$ 3,641.67	\$ 2,500.00	\$ (3,235.55)	Had several large waivers and corrections.	\$ 22,500.00	\$ 11,354.56
Interest on Receivables	\$ 300.00	\$ 402.22	\$ 250.00	\$ 322.75		\$ 2,250.00	\$ 1,860.26
Legal Fees Billed to Owners	\$ 500.00	\$ 3,521.00	\$ 500.00	\$ 1,554.90		\$ 2,500.00	\$ 7,088.40
Interest Income	\$ 35.00	\$ 36.27	\$ 35.00	\$ 30.80		\$ 175.00	\$ 167.08
Social Event Income	\$ -	\$ 45.00	\$ -			\$ 23,000.00	\$ 28,985.00
Advertising Revenue (earmarked for Benevolence)	\$ 200.00	\$ 350.00	\$ 200.00	\$ 90.00		\$ 1,000.00	\$ 540.00
Reimbursements-Mailbox Damage	\$ -		\$ -			\$ -	\$ -
<b>Total Income</b>	<b>\$22,284.00</b>	<b>\$ 26,245.16</b>	<b>\$ 21,734.00</b>	<b>\$ 17,011.90</b>		<b>\$142,670.00</b>	<b>\$141,240.30</b>
Management Fees-Contract	\$ 2,120.00	\$ 2,121.80	\$ 2,120.00	\$ 2,121.80	Standard Contract Amount	\$ 10,600.00	\$ 9,923.60
Management Fees-Admin	\$ 2,440.00	\$ 2,540.07	\$ 2,440.00	\$ 3,440.07	Standard Contract Amount minus \$300 credit for January meeting missed due to weather plus \$1300 in resale, transfer, and pre-referral notification fees that should be billed to homeowners rather than being an expense. I asked for correction in March.	\$ 12,200.00	\$ 12,842.14
Collection Fees to Mgmt Co.	\$ 2,000.00	\$ 3,121.35	\$ 2,000.00	\$ 2,476.35	Standard Contract Amount plus \$885 overage of statements sent in January (292 statements sent versus allowance of 233)	\$ 10,000.00	\$ 10,862.70
Collection Fees-Legal/Agency	\$ 500.00	\$ 2,440.50	\$ 500.00	\$ 1,677.90	Legal fees for collection or collection AND enforcement, if not differentiated	\$ 2,500.00	\$ 7,307.40
Legal Fees-Non Collection	\$ 1,000.00	\$ 21.00	\$ 1,000.00	\$ 371.00	\$350 for standard letter for annual audit, plus Legal fees for enforcement	\$ 5,000.00	\$ 1,648.00
Accounting / Audit	\$ -		\$ -			\$ 2,300.00	\$ 2,148.20
Consulting/Professional Fees	\$ -		\$ -			\$ -	\$ -
Bad Debt Expense	\$ 1,000.00	\$ (5,227.51)	\$ 1,000.00	\$ (7,861.35)	-\$9,830.77 Adjustment of Bad Debt Reserve for lower A/R balance; \$1,969.42 in writeoffs (bankruptcy / foreclosure / corrections / waivers)	\$ 5,000.00	\$ 5,569.79
Insurance	\$ 1,400.00	\$ 1,313.83	\$ 1,400.00	\$ 1,310.48		\$ 7,000.00	\$ 6,736.80
General Maint. & Repair	\$ 20,000.00	\$ 1,361.00	\$ 20,000.00	\$ 1,726.59	50% Deposit for rebuild of mailboxes at 5145 Broken Bow and 5551 Rocky Mountain Rd.	\$ 100,000.00	\$ 8,387.59
Dues & Subscriptions	\$ -		\$ -			\$ -	\$ -
Supplies	\$ -	\$ 16.23	\$ -			\$ -	\$ 16.23
Postage & Courier						\$ -	\$ -
Printing & Reproduction	\$ -		\$ -			\$ -	\$ -
Storage	\$ 116.00	\$ 116.00	\$ 116.00	\$ 116.00	March Storage Rent	\$ 580.00	\$ 580.00
Licenses & Permits / Filings	\$ 17.00		\$ 17.00			\$ 85.00	\$ -
Social Activities	\$ 1,000.00	\$ 1,509.20	\$ 1,000.00	\$ (411.35)	Refund of \$700 deposit from the City of Fort Worth for the 2017 Turkey Trot; \$288.65 expense for event insurance for 2017 Turkey Trot	\$ 15,400.00	\$ 11,967.56
Community Engagement	\$ 50.00	\$ 804.58	\$ 50.00			\$ 850.00	\$ 1,230.95
Scholarships/Charitable						\$ -	\$ -
Committee Expense	\$ -	\$ 211.94	\$ -			\$ -	\$ 211.94
Hospitality	\$ -		\$ -			\$ -	\$ -
Benevolence (using Advertising Revenue)	\$ 200.00		\$ 200.00	\$ 500.00	Donation to one Park Glen family with a special needs child	\$ 1,000.00	\$ 500.00
Board & Community Meetings	\$ 100.00		\$ 100.00			\$ 500.00	\$ -
Website	\$ 6.00	\$ 23.80	\$ 6.00			\$ 30.00	\$ 23.80
<b>Total Expense</b>	<b>\$31,949.00</b>	<b>\$ 10,373.79</b>	<b>\$ 31,949.00</b>	<b>\$ 5,467.49</b>		<b>\$173,045.00</b>	<b>\$ 79,956.70</b>
<b>Net Income / (Loss)</b>	<b>\$ (9,665.00)</b>	<b>\$ 15,871.37</b>	<b>\$ (10,215.00)</b>	<b>\$ 11,544.41</b>		<b>\$ (30,375.00)</b>	<b>\$ 61,283.60</b>

Accounts Receivable Recap	10/10/16	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	3/19/18	Change
Number of Accounts owing \$2,000 or more	23	22	22	22	23	21	21	27	22	23	21	22	1
Accounts owing between \$1,000 and \$1,999	60	58	59	54	52	53	50	45	43	44	40	35	-5
Accounts owing between \$500 and \$999	35	44	45	37	39	31	30	35	35	33	34	31	-3
Accounts owing over \$146 to \$499. Most of these now owe for this year plus some or all from last year)	118	86	56	52	37	33	22	55	41	45	39	35	-4
Accts owing between \$66 and \$146. Most of these were current before the last assessment	786	183	92	74	44	41	37	423	217	148	94	74	-20
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	159	61	51	41	36	24	12	47	68	11	12	1
Total # of Past Due Accts:	1,048	552	335	290	236	215	184	597	405	361	239	209	-30
<b>% of 3,318 Homeowners:</b>	<b>31.6%</b>	<b>16.6%</b>	<b>10.1%</b>	<b>8.7%</b>	<b>7.1%</b>	<b>6.5%</b>	<b>5.5%</b>	<b>18.0%</b>	<b>12.2%</b>	<b>10.9%</b>	<b>7.2%</b>	<b>6.3%</b>	
Total Past Due \$ Owed:	\$248,730	\$210,093	\$205,301	\$189,821	\$184,070	\$172,869	\$167,036	\$199,027	\$177,084	\$182,867	\$167,542	\$157,253	-\$10,289

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	3/19/18	209	6.3%	157,253
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	03/19/18
<b>Accounts in Attorney's Hands</b>								
Bankruptcy	3	2	2	2	2	2	3	2
Collection	4	4	4	8	10	9	14	13
Collection AND Enforcement	2	3	3	8	8	8	9	9
Enforcement	0	1	1	3	4	4	4	4
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<b>Accounts in Attorney's Hands</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>21</b>	<b>24</b>	<b>23</b>	<b>30</b>	<b>28</b>
<b>Accounts in Referral Statutory Process at RealManage</b>								
Collection	3	5	6	2	2	5	2	5
Collection AND Enforcement	3	5	9		3			5
Enforcement	1	1	3	1	1	4	2	2
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<b>Accounts in Statutory Process at RealManage</b>	<b>7</b>	<b>11</b>	<b>18</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>12</b>
<b>Pre-Referral Letter waiting for Response or Referral</b>								
Collection	4	2	0	6	9	4	3	0
Collection AND Enforcement	3	5	0	7	1	1	5	0
Enforcement	0	4	0	11				
	-----	-----	-----	-----	-----	-----	-----	-----
<b>Pre-Referral Board Letter waiting for Response</b>	<b>7</b>	<b>11</b>	<b>0</b>	<b>24</b>	<b>10</b>	<b>5</b>	<b>8</b>	<b>0</b>
<b>Pre-Referral Board Letter with Potential Resolution pending</b>								
Collection	9	1	2	1	3	3	3	0
Collection AND Enforcement	2	1	2	1	2	1	1	1
Enforcement	0	0	3	1	10	4	3	3
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<b>Pre-Referral Board Letter pending Resolution</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>4</b>
<b>Grand Total</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>51</b>	<b>55</b>	<b>45</b>	<b>49</b>	<b>44</b>
<b>Added since last month</b>	20	5	6	21	6	1	11	0
<b>Resolved since last month</b>	5	5	4	5	1	11	7	5

# Benevolence Fund

## 03/19/18

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	
2/27/18-Linda Green (February, March)	40	
2/27/18-Captain Ron's (March)	50	
Deposit Pending-Park Glen Pools (March)	50	
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Total Revenue		2670
Disbursements through 9/30/17	412	
Disbursements since 9/30/17:		
2/19/18-Park Glen homeowner with a special needs child	500	
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Total Disbursements		912
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Available Now (Total Revenue minus Total Disbursements)		1758