

Park Glen Neighborhood Association

Minutes of April 16, 2018 Board Meeting

Approved at
the 5/21/18
Board
Meeting

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

Announcement of Board Actions since March 19, 2018 Board Meeting (provided in writing to all members)

- Immediately after the 3/19/18 Board Meeting, the Board reviewed notes from the Board committee set up to consider options for community management, then voted to send RealManage a notice of non-renewal of our management agreement, effective with the 5/31/18 expiration of the current agreement.
- On March 31, 2018, the Board voted by messaging to appoint Park Glen homeowner Nicole Eschliman to the position of Board Secretary that had been vacated by Kelly Wingo's resignation.
- Since the 3/19/18 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:
 - Waived \$241.66 in late fees and finance charges and reversed \$120.66 in inappropriate late fees and finance charges (that were billed when no assessments were unpaid) on account R0329678L0279571 after the owner paid all assessments and the remainder of the late fees and finance charges.
 - Waived \$30.10 on account R0328510L0278394 after the owner paid \$66 in assessments and \$49.00 in late fees and finance charges.
 - Waived \$47.46 in late fees and finance charges on account R0440647L0281022 because we billed late fees and finance charges before we sent the first bill to this new homeowner and then used an incorrect address.
 - Waived half (\$39.55) of the late fees and finance charges on account R0424188L0278368 after the owner paid \$66.00 in assessments and the other \$39.55 in late fees and finance charges
 - Waived half (\$39.55) of the late fees and finance charges on account R0427046L0279361 after the owner paid \$66.00 in assessments plus late fees and finance charges.

Minutes of Preceding Meetings – This agenda item was overlooked during the meeting, so the minutes sent to all Board members this afternoon by Russell were not voted on.

President's Report – Kevin had nothing to report.

Vice President's Report – The mailboxes at 5145 Broken Bow Dr and 5551 Rocky Mountain Rd are not yet rebuilt but the pads have been replaced. The two destroyed mailboxes on Quachita Crossover and Gila Bend have been rebuilt. The repair of the 10 mailboxes has not started yet.

Other Board Member Reports/Comments

- There were no other reports from other board members.
- A homeowner asked how to contact AT&T regarding the work being done in the community. Kevin said that each contractor's name and contact information should be on signs at each entry to an area where work is being done. He said that the HOA has no control over this and no ability to say "no" to a contractor; that is up to the city. But the contractors have committed to fixing anything they break, so Kevin offered to communicate the particular problem raised.

Community Manager's Report/Neighborhood Update / Status – Jodi from RealManage presented the status.

Events / Activities

- Report on the Eggstravaganza – Russell estimates that attendance was down from the last two years but we still had a great turnout. He estimates approximately 800 children and 800 adults. The financial report is not ready, but the event did not go over budget. Kevin mentioned that there was a lot of discussion on the neighborhood Facebook page about making sure the contents of the eggs were age-appropriate. This is something we will take into consideration for next year. Russell added that it was a very cordial discussion on Facebook. The best ideas

for the youngest children did not involve eggs at all but instead putting out balls, toy ducks, etc, which would cost more, but that is probably justifiable.

- Neighborhood Garage Sales – April 20-22. Permits are no longer needed. Sponsored by PID 6. Russell asked for volunteers for putting up four banners. A homeowner volunteered.
- Shredding Event – April 28, 2018 9:00-11:00AM at Park Glen Elementary parking lot. Free for Park Glen residents.
- Dive-In Movie Night – scheduled for June 2, 2018. Jodi Hight and Hight Realty are going to provide pizza.

Communications – None.

Architectural Control Committee – See Community Manager’s Report for ACC status.

Development Committee – None.

Treasurer’s Report

- Monthly Financial Report was not received from RealManage (but not due until the 20th).
- Accounts Receivable Report is not ready yet, but the A/R balance is lower than last month’s total, and we began the process of escalating 14 accounts since the last meeting and resolved 2 or 3. This is out of the 200 or so accounts with balances owed.
- Report on Benevolence Fund (from Newsletter Advertising)
- A homeowner asked about the status of getting a new management company. Russell stated that the search committee (Tom, Barry, and Russell) had talked with six companies and narrowed it down to three, then met with the three. We have our notes and will be talking about this after the regular meeting tonight. The homeowner asked about the reasons for the 2015 dismissal of the management company prior to RealManage. Russell stated his opinion that it would not be productive to rehash this now, but he would be happy to talk to the homeowner about it one-on-one. Kevin gave a brief summary of how the Board conducts annual reviews of our management company with the goal of hiring the very best management company we can to get the best representation and the best service for our money. He said we’d be happy to answer any questions. There were none.

Business and Motions

- Scholarship Program- **Russell moved to adopt the Scholarship Program for 2018 as presented tonight, with Julie Grove to be Scholarship Program Coordinator and the following homeowners to be the members of the Selection Committee: Marie Burleson, Alisa Miller, Jennifer Burgess, and Amanda Rothe**
Because he presented the program in detail at the March meeting and provided printed copies to all in attendance tonight, Russell presented just the highlights. He explained that there is \$16,800 available for disbursement, which is \$15 more than the profit of the 2017 Turkey Trot. Selection Committee members must abstain on any applicant they know. Applications will be accepted starting May 1, 2018, and are due by June 1, 2018. 9Round Basswood will be the local drop-off and mail-to location. **Kim seconded. None opposed. Motion passed.**
- Yard of the Month Program- **Russell moved to authorize the Yard of the Month program for 4-5 months from May through September 2018, conditioned on getting at least 10 volunteer judges from the community, to be coordinated by Nicole Eschliman and/or Russell Zwerg. Barry seconded.** Russell explained that we’ve done this the past few years. There are no prizes; there are signs that we put out. He explained the process of selecting the winning yards. **Motion passed, with none opposed.**
- Reimbursement Request- **Russell moved that Russell Zwerg be reimbursed \$1,544 for Association expenses, per the request submitted to the Board today. Motion passed with none opposed.**

Member Comments - Dana Hammack let us know that she will be resigning within the next few months from her many committee chair positions. Kevin mentioned that if we do not find anyone to replace her, some of those programs may go away.

Adjourn - **Kevin moved to adjourn the meeting.** Meeting adjourned at 7:40 p.m. Next Board Meeting is scheduled for May 21, 2018.

RealManage



Park Glen Manager's Report April 16, 2018

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From March 17, 2018 - April 11, 2018 - (23 Applications)

17 Approvals

2 Approved with Stipulations

4 Denied

Approved

Deck / Pation 3

Fence - 1

Home Addition / Modification- 3

Landscaping -4

Painting - 3

Roofing -3

Approved with Stipulations

Home Addition / Modification -1

Landscaping -1

Denied

Deck / Patio - 1

Landscaping -1

Outbuilding / Storage -2

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 March 11, 2018 to April 11, 2018 , RealManage has taken 63 telephone calls from residents.

**10 Account Balance
17 Architectural request Related
1 Collections
3 Late Fee
3 Other
1 Other Common Area
2 Payment Questions
3 Report Violation
2 Report Issue
1 Swimming Pool
1 Update Contact Information
19 Violation Letter**

Resident Emails

From March 11, 2018 to April 11, 2018, RealManage has processed 95 emails.

**2 Access Control
8 Account Status / Balance
41 Architectural Request Related
43 Collections / Foreclosure / Bankruptcy
1 Conveyance Related
3 Late Fee/ Finance Charge
2 Other
1 Payment Question
8 Report Violation
4 Update Contact Information
24 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!

Benevolence Fund as of 4/16/18

Dedicated Advertising Revenue through 8/31/17	1190
Dedicated Advertising Revenue since 8/31/17:	
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
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
3/30/18-Park Glen Pools (March)	50
4/9/18-Captain Ron's (April)	50
Pending-Linda Green (April)	20

Total Revenue	2740
Disbursements:	
7/29/17-Stump Removal and Mulch for a PG owner in need; was accompanied by volunteer work	412
2/19/18-Park Glen homeowner with a special needs child	500

Total Disbursements	912

Available Now (Total Revenue minus Total Disbursements)	1828

PARK GLEN NEIGHBORHOOD ASSOCIATION 2018 SCHOLARSHIP PROGRAM

A. PURPOSE:

The Park Glen Neighborhood Association has authorized the Scholarship Program to recognize, reward, and develop members of our neighborhood and their dependents who have exhibited commendable academic success, leadership, and volunteer & extracurricular involvement.

B. GUIDELINES

1. A number of scholarships of \$500 or more will be awarded for undergraduate, graduate or vocational-technical study in the upcoming fall semester. The \$ amount of each scholarship will depend on the total number of scholarships awarded (see table at right).
2. Park Glen homeowner Julie Grove will serve as the Scholarship Program Coordinator. In the event of a vacancy in the position of Program Coordinator, the PGNA President shall designate himself or herself, another Board member, or (with approval by the Board) a responsible non-Board member. The Program Coordinator must affirm in advance that he or she knows of no close connection to any potential scholarship applicant. Examples of "close connections" are relatives, close friends, and children of close friends. Later, it is not disqualifying if the Coordinator turns out to know or be acquainted with an applicant.
3. The PGNA Board shall appoint a Scholarship Selection Committee made up of at least three Park Glen homeowners, with approval by the Board. The Program Coordinator may not serve on the Selection Committee. It is desirable for committee members to have some insight into one or more of the following, through either personal or a child's experiences:
 - a. involvement in activities during high school,
 - b. the pursuit of academic success in high school or college,
 - c. the process of applying, selecting, and transitioning to college.

Selection Committee members must affirm in advance that they know of no acquaintance with any potential scholarship applicant. Later, if it turns out that a selection committee member has an acquaintance with an applicant, that committee member must abstain from giving any score or input on that application, with the average of all other committee members' scores for that application inserted instead.

4. The Selection Committee will select the recipients of scholarships based on eligibility requirements and the Application Scoring System (outlined in the box to the right). However, the committee may deviate from the scoring system and use any other criteria, factors, system, or methods they desire.
5. The number of scholarships to be awarded will be decided by the selection committee within a range that is based on the number of applications received (see table on next page).
6. To award the scholarships, a check will be mailed to the school where each selected recipient is officially registered and has an official student ID. The funds are to be sent directly to the recipient's school and applied to the student's account to cover tuition and fees required to enroll at or attend plus required course-related expenses, such as fees, books, supplies, and equipment that are required for the courses that are required for the courses in which recipient will enroll.

Number Awarded	Value of Each
17 or Fewer	\$975
18	\$925
19	\$875
20	\$825
21	\$800
22	\$750
23	\$725
24	\$700
25	\$650
26	\$625
27	\$600
28	\$600
29	\$575
30	\$550
31	\$525
32	\$525
33	\$500

Application Scoring System

For each application, score 0 to 3 points for each line below.
(0=Information not provided, 1=Poor, 2=Good, 3=Excellent).
Maximum score per application is 10 lines x 3 points= 30 points.

GPA & Transcript
Repeat GPA/Transcript (counts double)
Future Study & Career Plans
Volunteer Service
Involvement
Leadership & Awards
Financial Need
Reference 1
Reference 2
Overall Impression

7. The Park Glen Neighborhood Association reserves the right to change the guidelines and procedures of the Scholarship Program at any time, including termination or reduction of the program.
8. Any awarded but unpaid or refunded scholarships will not be awarded to alternate recipients.
9. PGNA bears no responsibility for taxability of a scholarship or impact on a recipient's or family's tax status or financial aid.
10. Any questions or comments should be directed to the Scholarship Program Coordinator at PGNAScholarship@gmail.com.

C. ELIGIBILITY:

1. Applicant must be an owner of a Park Glen home or someone born on or after 1/1/1995 (no more than 23 years of age on the last day of the current year) who receives over half of his or her support from the owner(s) of a Park Glen home. That homeowner must be a member in good standing of the Park Glen Neighborhood Association at the time of application and at the time of payment, if a scholarship is awarded. "Good standing" means no current or outstanding violations and no past due amounts owed to the Association.
2. Applicant must have been active in school and/or community activities and demonstrated leadership and volunteer & extracurricular involvement.
3. Applicant must have a cumulative grade point average of 80% or better (or 3.00 on a 4.00 scale) in the last type of school attended (either high school or college).
4. Each scholarship awardee must provide proof of registration and his or her student identification number to the PGNA Treasurer no later than **September 1, 2018**.
5. If an awardee chooses to no longer receive the award, does not attend school, or becomes ineligible for any reason after the scholarship is paid, the awardee is responsible for ensuring that the award is refunded to PGNA.

D. APPLICATION PROCESS:

1. Applications will be available at www.ParkGlen.org on April 19, 2018. Applications will be accepted beginning May 1, 2018 with a firm submission deadline of June 1, 2018.
2. A complete application package will include all of the following:
 - a. The 3 pages of the Application Form, filled out completely, signed by applicant, by the Park Glen homeowner, and by the applicant's parent or guardian (unless applicant is over 18 years of age).
 - b. Two Letters of Recommendation from a teacher, school principal, professor, counselor, employer, minister, or any reference over the age of 21. Letters of recommendation should be recent. Letters over 1 year old will be accepted but are likely to receive lower scores.
 - c. Copy of the most recent official high school or college transcript, as applicable, containing classes taken through at least fall 2017. This transcript should be submitted in the same packet with the rest of the information from the student rather than being sent separately. It must be accurate but does not have to be certified, sealed, or provided directly by the school.
3. To be fair and consistent, nothing other than the four requested items (application, letter of recommendation #1, letter of recommendation #2, and transcript) will be used in the selection process, so additional items (certificates, confirmation of volunteer service, diploma, more than 2 recommendations, acceptance letter, etc.) should not be submitted.

# of Eligible Applications Received	Minimum # of Awards	Maximum # of Awards
23 or fewer	10	18
24	10	19
25	10	20
26	10	21
27-28	11	22
29	12	23
30	12	24
31	12	25
32-33	13	26
34	14	27
35	14	28
36	14	29
37-38	15	30
39	16	31
40	16	32
41	16	33
42-43	17	33
44-46	18	33
47-48	19	33
49-51	20	33
52-53	21	33
54-56	22	33
57-58	23	33
59-61	24	33
62-63	25	33
64-66	26	33
67-68	27	33
69-71	28	33
72-73	29	33
74-76	30	33
77-78	31	33
79-81	32	33
82 or more	33	33

The Selection Committee will set the number of awards from the range listed here for the number of eligible applications received.

4. Applicants are responsible for gathering and submitting all required information. Since applications are evaluated on the information supplied, all questions should be answered and all information supplied as completely as possible. Applications will be accepted as submitted, but missing information will count against the applicant.
5. The complete application package must be submitted between 12:01 am on May 1, 2018 and 11:59 pm on **June 1, 2018**. We encourage the submission of applications to the Scholarship Coordinator at this dedicated e-mail address: PGNAScholarship@gmail.com. But we have also arranged the opportunity to submit applications, sealed in an envelope, by mail or in person to:

PGNA Scholarship Coordinator
c/o 9Round Basswood
5411 Basswood Blvd, Suite 221
Fort Worth, TX 76137

Mon & Wed: 8 am-1 pm and 3:30 pm-8 pm
Tue & Thu: 5:30 am-1 pm and 3:30 pm-8 pm
Friday: 8 am-1 pm and 3:30 pm-6:30 pm
Saturday: 8 am-1 pm

Mailed applications must be postmarked on or before 6/1/18 and received by 6/5/18. In-person applications must be sealed and dropped off within the business hours listed above because there is no drop box or mail slot for after-hours use. This business is behind Texas Health Emergency Room at the northeast corner of Basswood Blvd and Park Vista Blvd. Peggy and Matthew Crofut have graciously offered their business as a delivery point for applications, but they and their staff are unable to answer any questions or provide any information about the scholarship program.

6. The Program Coordinator will determine whether each applicant meets all eligibility requirements of section C-1 above and notify applicant and/or homeowner in the event of non-eligibility.
7. The Program Coordinator will confirm all applications by e-mail within 72 hours of receipt. If you do not receive the confirmation, contact the Program Coordinator.
8. Once an application is submitted, no further revisions or additions can be made.
9. It is recommended that you retain a copy of your entire application and attachments for your records and for resubmission, if necessary.
10. Applications and all supporting documents will not be returned to the submitter but will be retained for some period of time before being destroyed.
11. Applications are considered confidential and will be handled and viewed only by the Program Coordinator and Selection Committee.
12. The Program Coordinator will assign a unique number to each applicant, write the number on each page of the submitted package, redact confidential information (e.g. Social Security #) throughout the package, and provide the complete package (except for page 1 of the application form) to the Selection Committee. The Selection Committee will refer to applications by their assigned numbers.
13. All applicants agree to accept the decisions of the Selection Committee as final.
14. Selected awardees will be notified by **June 30, 2018**. The list of selected awardees will be published on the www.parkglen.org website and published in the community newsletter. Applicants agree to the publication / announcement of their names for this purpose.
15. Each selected awardee must e-mail the following to the Association Treasurer no later than September 1, 2018:
 - a. proof of registration (e.g. enrollment confirmation, fee statement, class schedule) containing the student's name and the name of the institution. Screenshots are acceptable only if they substantiate registration and contain both the student's and institution's names.
 - b. his or her student identification number
 - c. the address of the Bursar, Financial Aid, or Scholarship office to which the payment should be sent.

The Treasurer will confirm receipt of this information within 72 hours.

16. The Association Treasurer will process scholarship payments on or soon after the later of **July 21, 2018** or the date awardee provides proof of registration and student identification number to the Program Coordinator. Awardee forfeits the scholarship award if the proof of registration and student identification number is not provided to the Treasurer by **September 1, 2018**.
17. Awardees are required to timely notify the Program Coordinator of any change in address, school enrollment, or other relevant information.

PARK GLEN NEIGHBORHOOD ASSOCIATION SCHOLARSHIP PROGRAM 2018 APPLICATION FORM

APPLICANT INFORMATION:

Applicant Name: _____

Address: _____

Phone #: _____ E-mail Address: _____

HOMEOWNER INFORMATION & CERTIFICATION:

I am the legal owner or co-owner of the Park Glen home at this address: _____

I certify that the applicant listed above is (check one line only, the first line that is accurate):

- myself or a legal co-owner of my Park Glen home.
- someone who receives more than 50% of his or her support from the owner(s) of my home AND was born on or after 1/1/1995 (so no more than 23 years of age on the last day of the current year).
- someone who does not receive more than 50% of his or her support from the owner(s) of my home OR was born before 1/1/1995.

I authorize the Scholarship Coordinator to be given information from Park Glen Neighborhood Association records regarding property ownership, the current status of amounts owed, and the existence of any open violations for the property.

Signature of Homeowner

Date

Printed Name of Homeowner

APPLICANT (& PARENT/GUARDIAN) CERTIFICATION:

All information provided in this application is true and accurate. I/We understand that if Applicant is chosen to receive a scholarship, final approval is contingent upon meeting all of the requirements described above. If Applicant does not meet the requirements, he or she relinquishes any right to the PGNA scholarship. If Applicant is awarded a scholarship, I/We agree to the publication of Applicant's name in reference to the award. I/We agree to regard the decision of the Scholarship Selection Committee as final.

Signature of Applicant

Date

Signature of Parent or Guardian (if applicant is under 18)

Date

In addition to this 3-page form, please also submit two letters of recommendation and your most recent high school or college transcript, as applicable.

EDUCATIONAL HISTORY AND GOALS:

School or Institution Last Attended: _____

Date or Semester/Year of Last Attendance (e.g. Spring 2018): _____

Cumulative GPA (either High School or College, whichever most recently attended): _____

Name of College / University / Vocational-Technical School you plan on attending:

Please describe your proposed field of study and future career plans: _____

VOLUNTEER SERVICE EXPERIENCES - Please list up to four instances of your most meaningful volunteer service experiences during the last four years. Please explain each experience in one paragraph or less.

1. Date(s): _____ Organization or Event: _____

2. Date(s): _____ Organization or Event: _____

3. Date(s): _____ Organization or Event: _____

4. Date(s): _____ Organization or Event: _____

INVOLVEMENT - Please list below organizations and activities in which you have actively participated within and outside of school. Use only the space provided.

1. Organization/Activity/Date(s): _____

2. Organization/Activity/Date(s): _____

3. Organization/Activity/Date(s): _____

4. Organization/Activity/Date(s): _____

If applicable, please list below your employment history (if any) for the last two-year period. Please include Business / Name / Location / Dates (Month/Year)

LEADERSHIP ROLES - Please list below the roles that you have taken within and outside of school, including any clubs or organizations in which you have been involved. Please use only the space provided.

AWARDS - Please list below any awards that you have received in the last four years.

FINANCIAL NEED - Please describe briefly any special circumstances or challenges that you feel may impact your or your family's financial situation as you plan for your future field of study.
