

# Park Glen Neighborhood Association

## Minutes of May 21, 2018 Board Meeting

Approved at the  
6/18/18 Board  
Meeting

Roll Call - Kevin called the meeting to order at 7:03 p.m.

The following board members were present: Kevin Hammack, Russell Zwerg, Nicole Eschliman, Barry Bryan, Kim Bowden, and Tom Downey.

### Announcement of Board Actions since the April 16, 2018 Board Meeting

- Immediately after the 4/16/18 Board Meeting:
  - The board discussed an owner's request that the HOA repair the split-rail fence between the Sitka Dr. cul-de-sac and Seneca Dr., as opposed to that being the responsibility of the two home-owners adjoining that fence. The Board decided to get quotes for repair before considering.
  - Russell presented the terms to which Daniel Guido, Kevin, and Russell had agreed for Daniel to serve as the Project Coordinator for the potential sidewalk replacement/tree root mitigation project for part of Phase III. In that role, "Guido" would get proposals from contractors and assist in the selection, then serve as the representative of PGNA to the contractors. He would also represent PGNA to the affected owners and residents, explaining the project, getting buy-in, and providing communication. Russell moved, Kim seconded, and the Board approved (4 in favor, Barry abstaining because he lives in the affected area, Kevin not voting as is his general practice) a motion to authorize Kevin and Russell to come to an agreement and contract with Daniel Guido along the lines of what was presented. The agreement was signed on 4/25/18 providing compensation of \$53 per hour to Daniel Guido as an independent contractor. Either party may terminate the agreement at any time. This agreement does not commit the Association to the sidewalk/root mitigation project, for which a decision has not yet been made.
  - The Board listened to and reviewed the notes of the Board committee set up to consider options for community management effective June 1, 2018. The committee had considered 28 companies, then received proposals from and talked with six, then talked extensively with three finalists. After discussion, Barry moved and Tom seconded to give Russell authority to negotiate a contract with Neighborhood Management, Inc. Motion passed unanimously (Kevin not voting).
- On 4/18/18, the Board voted by e-mail to authorize the disbursement of \$500 from the Benevolence fund (from revenue received for advertising in the online newsletter) to a particular Park Glen homeowner whose son is facing considerable and expensive medical issues. This person has not received funds from the Association before this.

- On 4/23/18, the Board voted by e-mail (6 in favor, Kevin not voting) in favor of this motion made by Russell: "I move that the Association execute the negotiated agreement for HOA management services with Neighborhood Management, Inc. effective 6/1/18. Fixed costs of the agreement are \$6,675 monthly with variable costs based on activity."
- Since the 4/16/18 Board meeting, Treasurer Russell Zwerg approved the following account concessions:
  - waived \$598.47 in late fees and interest on account R0330679L0280588 after the owner paid \$900 in assessments, late fees, and interest.
  - waived \$17.48 on account R0480549L0280991 for the last late fee and interest billed on the property that was not included in the \$1,634.98 payment of the full balance and all other late fees and interest that were paid at conveyance.
  - waived \$15.74 on account R0482661L0279991 for a late fee and interest billed on the property that was not included in the \$59.34 payment of the full assessment balance at conveyance.

**Minutes of Preceding Meeting- Russell moved to accept the minutes of the March 19, 2018 and April 16, 2018 meetings as presented. Barry seconded. Motion passed with none opposed.**

#### President's Report

- Kevin announced that the board has selected and signed a contract with a new community management company: Neighborhood Management, Inc. He mentioned to those in attendance that we had previously been with RealManage, however, we did not receive the service, guidance and feedback on ways to improve our community, collections, etc. that we were hoping to get from them. A community member asked for the top two reasons we chose that company. Barry and Russell voiced their opinions on this matter.
- Kevin revisited the Sidewalk Project discussion, mentioning that we are still working on the details of this, nothing has changed since the last meeting, but we hope to have more information on this soon.
- Kevin announced that he will NOT be moving, however, this doesn't mean he will run for office again.
- There was a gas line break on Tuesday, May 15, 2018, caused by a crew working on the AT&T fiber optics lines. This is the 2<sup>nd</sup> or 3<sup>rd</sup> gas line that has been hit while by crews working on this project. Kevin believes that the subcontractor is being replaced and all personnel involved have been taken care of.

#### Vice President's Report

- Mailbox project update: Russell reported that this project is going very slowly. He said the one at 5551 Rocky Mountain Ct is finished, however the one at 5145 Broken Bow Ct

is not. The repair of the other 10 mailboxes has not started yet, plus there will be more. These were just the worst ones.

- Yard of the Month contest: Russell presented the dates and details for this project.
- Scholarship committee: Russell reported that we have received 8-10 applications to date. He said a lot of them will probably be turned in later, closer to the deadline.

Other Board Member Reports/Comments - There were no other reports from other board members.

Community Manager's Report/Neighborhood Update / Status – Because RealManage did not send a representative to the meeting, Russell presented the monthly report sent by RealManage.

#### Events / Activities

- Report on the Eggstravaganza – Russell went over in detail the financial specifics of this event.
- Shredding Event – This event took place on April 28, 2018 9:00-11:00AM at Park Glen Elementary parking lot. Approximately 100 cars came through. This event cost us \$300.
- Dive-In Movie Night – scheduled for June 2, 2018. They will be showing “The Incredibles.” Pizza will be provided by Hight Realty.
- PID6/Park Glen Independence Day Celebration – This will take place on June 30. We are looking for volunteers to run the bounce houses and do parade judging.

Communications - None. Dana was not present at the meeting.

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

Development Committee - None. Susan was not present at the meeting.

Treasurer's Report - Russell presented the following:

- March and April income statements and balance sheets
- Accounts Receivable Report
- Report on properties referred to attorney for collections and enforcement of deed restriction violations
- Report on Benevolence Fund (from Newsletter Advertising)

#### Business and Motions

2018 PGNA Board Election- **I move to authorize up to \$6,150.00 to be paid to Election America to conduct the voting for the 2018 Board of Directors election. This is the same as the 2017 actual cost except the estimate for postage.**

1. **\$2,420.00 for administration and voting management**
2. **\$1,518.90 for printing and processing**

3. **\$500.00 to also mail out manual paper ballots to every homeowner and then tabulate returned ballots**
4. **\$100.00 to send a return envelope to every homeowner**
5. **\$100.00 to use a 6x9 outgoing envelope rather than a #10**
6. **\$1500.00 for postage. We will pay the actual. Actual was \$1,337.15 last year.**

Barry seconded. None opposed. Motion passed.

2018 PGNA Board Election- **Russell presented proposed guidelines for the 2018 Board Election including a timeline, election coordinator, the filing process, voting process, advance voting/proxies process, in-person voting process, and other guidelines. Russell moved to adopt these guidelines for the 2018 election and annual meeting. Kim seconded. None opposed. Motion passed.**

Collection Policy- **Russell moved to adopt the “Policy and Procedures for the Collection of Assessments and Other Charges of the Association” as presented tonight, effective 6/1/2018. Kim seconded. None opposed. Motion passed.**

NMI- **Russell moved to authorize Neighborhood Management, Inc., as the Association’s agent and community manager, to manage the Association’s funds, set up bank accounts on behalf of the Association, and transfer funds between accounts to:**

1. **Provide Sufficient funds for operation of the Association.**
2. **Produce interest revenue for the Association.**
3. **Ensure that all funds are insured against failure of a banking institution (e.g. FDIC or other sufficient insurance or bond).**

Barry seconded. None opposed. Motion passed.

#### Member Comments

- A new member of the community inquired about community events and whether we would be open to adding new ones. Answer: we have several annual events but would always be open to a new event that would be popular and for which we have volunteers to coordinate. Much more important than ideas are volunteers to implement them.
- The same member wanted to know how the benevolence fund works – specifically where does the money come from and how do we determine where it goes to. Answer: the funds come from advertising in the community’s online newsletter. The Board considers needs that they are presented. There is nowhere near enough money in the fund to advertise it or ask for needs.
- He also asked about the hospitality committee. Answer: that committee is dormant right now for other priorities and need of volunteers. If a coordinator stepped forward, the Board would probably fund the program and a small gift to be given to new homeowners.

Adjourn - **Kevin moved to adjourn the meeting.** Meeting adjourned at 8:20 p.m. The next Board Meeting is scheduled for June 18, 2018.

# RealManage



## **Park Glen Manager's Report May 21, 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 April 17, 2018 - May 20, 2018 - (19 Applications)**

**11 Approvals**

**4 Approved with Stipulations**

**4 Denied**

## **Approved**

Deck / Patio 3

Home addition / Modification 3

Landscaping - 1

Outbuilding / Storage Shed - 1

Painting - 2

Roofing - 1

## **Approved with Stipulations**

Home Addition / Modification -2

Landscaping - 1

Outbuilding / Shed 1

## **Denied**

Fence - 3

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 April 20 2018 to May 19, 2018 , RealManage has taken 45 telephone calls from residents.**

**17 Account Balance  
5 Architectural request Related  
4 Other  
1 Other Common Area  
5 Report Violation  
1 Resale Cert / Disclosure  
13 Violation Letter**

# Resident Emails

**From April 20, 2018 to May 19, 2018, RealManage has processed 86 emails.**

**1 Access Control  
8 Account Status/ Balance  
24 Architectural Request Related  
2 Conveyance related  
8 Other  
1 Other Common Area  
17 Report Violation  
1 Swimming Pool / Waiver  
1 Update Contact Information  
23 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



Comprehensive  
community management  
solutions

# Resident Portal...cont.



## Login

*\*User Name is required.\**

*\*Password is required\**

☐ Remember me

Log In

Reset Password

[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!

Eggstravaganza	<u>2018 Actual</u>	<u>2018 Details</u>	<u>2017 Actual</u>	<u>2017 Details</u>	<u>2016 Actual</u>	<u>2016 Details</u>	<u>2015 Actual</u>	<u>2015 Details</u>	<u>2014 Total</u>	<u>2013 Total</u>
	<u>3/24/2018</u>		<u>4/8/2017</u>		<u>3/26/2016</u>		<u>3/28/2015</u>			
<u>Proceeds</u>		35 Exhibitors @ \$40  + 3 at no charge (non-profit organizations or providing service)		34 Exhibitors @ \$40  + 6 at no charge (non-profit organizations or providing service) + 1 that did not participate but donated cookies		30 @ \$35  + 1 that donated items in lieu of \$35 + 2 that did not participate but donated items		9 @ \$40 (incl tables) + 8 @ \$35  + 2 that donated candy in lieu of \$35	21 @ \$35	23 @ \$35
<b>Total Proceeds</b>	<b>\$1,400.00</b>		<b>\$1,360.00</b>		<b>\$1,050.00</b>		<b>\$640.00</b>		<b>\$735.00</b>	<b>\$805.00</b>
<b>Attendance Est</b>	<b>800 kids + at least 800 adults</b>		<b>1200 kids + at least 1200 adults</b>		<b>1300 kids + at least 1300 adults</b>		<b>800 kids + at least 800 adults</b>			
<u>Expense</u>										
City Park Permit	\$475.00	Fee for a nonprofit for 500-2500 participants	\$475.00	Fee for a nonprofit for 500-2500 participants	\$475.00	Fee for a nonprofit for 500-2500 participants	\$165.00	Fort Worth City Permit for "Island View Park" \$125 for fewer than 500 attendees, plus \$40 for 4th hour	\$200.00	\$35.00
Bounce Houses and Generator	\$758.02	Let's Jump (4 different inflatables and 2 generators) minus \$100 discount for generator problem	\$521.93	Let's Jump	\$540.52	Slide & Playland plus \$50.00 Gift Card to a homeowner for multiple use of his personal generator	\$809.40	3 different kinds from Let's Jump, including generator	\$748.25	\$657.41
Table Rentals					N/A	Exhibitors provided their own	\$34.64	from AA Party Rental		
Signs					N/A	Had from prior years	\$97.91	"Park Glen Neighborhood Association" banner; not just for Eggstravaganza; identifies PGNA for any community meeting or event	\$825.69	\$766.98
Portable Toilets	\$157.88	United Site Services	\$155.28	United Site Services	\$155.28	United Site Services	\$155.28	United Site Services	\$261.64	\$270.20
Sound / DJ					N/A	Used our own powered speaker and playlist	\$250.00	DJ (David Moore / DM Productions)	\$300.00	\$300.00
Face Painter and/or Balloon Animal Maker	\$500.00	Brandi & Lindsey Foster (Balloon Animals: \$100 x 2.5 hours x 2 workers) Also, Face and Nail painting provided at no cost by Daniel & Chelsea Guido and Friends (Park Glen Bicycle Gang)	N/A	Face and Nail painting provided at no cost by Daniel & Chelsea Guido and Friends (Park Glen Bicycle Gang)	\$510.00	Lindsey Foster & Cammi Ratliff	\$450.00	Thiel Fogerty (Beary Cute Balloons) \$75 per person x 2 people (face painter & baloon artist) x 3 hours		
Bunny Actor	\$250.00	Brandi & Lindsey Foster (\$100 x 2.5 hours)	\$255.00	Lindsey Foster (\$85 x 3 hours)	\$255.00	Brandi Foster	\$200.00	Thiel Fogerty (Beary Cute Balloons) \$100 x 2 hours		
Bunny Suit Cleaning					N/A	Didn't Use	\$59.12	did not sufficiently get out the spot, plus the suit is awkward to fit almost everybody	\$39.64	\$33.98

Plastic Eggs					\$218.92	We bought some before Easter and 6,696 more on clearance at Hobby Lobby for next year	\$179.12	for future Easter events: \$46.57 Reimb to Russell; \$132.55 Reimb to Teresa		
Trinkets for Eggs - Estimating 10¢ per egg x 7,500 eggs.	\$680.68	\$488.00-Rebecca's, \$192.68-Rebecca's	\$500.46	51.97 - Oriental Trading, 21.32 - Amazon.com, 31.95 - Amazon.com, 395.22 - Rebecca's	\$236.05	had 5,000 eggs already stuffed with trinkets left over from 2015.	\$977.35	trinkets from Rebecca's for 15,000 eggs	\$1,113.71	\$1,987.73
Candy for Eggs - Estimating 10¢ per egg x 7,500 eggs	\$287.82	\$44.97-Amazon, \$45.42-Amazon, \$39.58-Amazon, \$157.85-Sam's	\$568.36	61.10-Sam's (Gum), 33.04-Amazon.com, 405.76 - Oriental Trading, 68.46-Amazon.com	\$67.08		no charge (in lieu of vendor fee)	5 bags of candy from Costco for 2,000 eggs; Donations for more eggs.		
Special Prizes & Activities	\$43.80	\$24.40-Rebecca's (Stuffed Animals for Prize Baskets), \$19.40-Dollar Tree (Candy and prizes)	\$33.52	13.08-Walmart (Bears and Large Glasses for Eggstravaganza Prize Baskets), 20.44-Sam's (Candy Bars for Prize Baskets)	\$41.92	\$41.92 for Special Prize Baskets	\$104.41	Special Prize Basket (one per age group) and craft activities		
Donation to area High Schools for Volunteer Help	N/A	Used Park Glen resident volunteers to stuff eggs; Local Honor societies helped day of event at no cost	N/A	Used Park Glen resident volunteers to stuff eggs; Local Honor societies helped day of event at no cost	\$0.00	Used Park Glen resident volunteers to stuff eggs; Local Honor societies helped day of event at no cost	\$250.00	Haltom Area Band Friends to stuff eggs	\$250.00	\$284.25
Supplies	\$137.73	\$98.88-Sam's (Cookies for PGNA Table), \$11.00-WalMart (Cups and Ice), \$16.51-Amazon (pink ground stake flags), \$11.34-Home Depot (Ant Killer)	\$59.94	59.94-Sam's (Danishes for PGNA Table)	\$61.88	4 Large Tubs, \$33 for cookies at PGNA Table	\$103.56	\$12.99 first aid kit, \$30 wooden bench and \$43.29 cushion, \$17.28 orange ground stakes	Included Above	
Printing							N/A			\$4.00
T-Shirts							N/A	2013 T-shirt exp was to promote this and other 2013 events	\$259.80	\$5,211.17
<b>Total Expense</b>	<b>\$3,290.93</b>		<b>\$2,569.49</b>		<b>\$2,561.65</b>		<b>\$3,835.79</b>		<b>\$3,998.73</b>	<b>\$9,550.72</b>
<b>Net Expense or</b>	<b>\$1,890.93</b>		<b>\$1,209.49</b>		<b>\$1,511.65</b>		<b>\$3,195.79</b>		<b>\$3,263.73</b>	<b>\$8,745.72</b>
Budget Maximum net cost	\$4,000.00		\$4,000.00		\$4,000.00		\$4,000.00			
Over (Under) budget by:	(\$2,109.07)		(\$2,790.51)		(\$2,488.35)		(\$804.21)			

<b>Shred Event</b>	<b><u>2018 Total</u></b>	<b><u>2018 Details</u></b>	<b><u>2017 Total</u></b>	<b><u>2017 Details</u></b>	<b><u>2016 Total</u></b>	<b><u>2016 Details</u></b>	<b><u>2015 Total</u></b>	<b><u>2015 Details</u></b>	<b><u>Oct 2013 Total</u></b>
	<b><u>4/28/2017 9a-11a</u></b>	about 100 cars. Several times not busy	<b><u>4/29/2017 9a-11a</u></b>	about 100 cars. Several times not busy	<b><u>4/16/2016 9a-11a</u></b>	about 150 cars. Consistently busy.	<b><u>5/2/2015 10a-12n</u></b>	We had about 100 people take advantage. Suggest we start earlier next time: 9:00 or 9:30.	
	<b><u>Park Glen Elementary School</u></b>		<b><u>Park Glen Elementary School</u></b>		<b><u>Park Glen Elementary School</u></b>		<b><u>Arcadia Park #2 (Island Park Drive)</u></b>		
Shredding Company	\$300.00	Expanco (\$150 x 2 hrs)	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00	Expanco (\$125 x 2 hrs)	\$250.00
					\$23.34	Muffins and Bottled Water from Sam's given out	\$5.90	Ice & Bottled Water given out	
Totals so far	\$300.00		\$250.00		\$273.34		<u>\$255.90</u>		\$250.00
Budget	\$400.00		\$400.00		\$350.00		\$350.00		
(Under)/Over Budget	(\$100.00)		(\$150.00)		(\$76.66)		(\$94.10)		

Ideas for next time      Promote that 10a-1030a was the least busy time.  
 Have the shredding company agree to stay until 11:10, but promote 11a ending time.

Park Glen Neighborhood Association Balance Sheets	9/30/2017 Year End (agrees with audit)	1/31/2018	2/28/2018	3/31/2018	March Notes	4/30/2018	April Notes
<b><u>ASSETS</u></b>							
Union Bank-Checking Account	\$ 313,642.97	\$ 369,601.00	\$ 365,682.33	\$ 359,742.37		\$ 356,430.55	
Union Bank-Money Market Account	\$ 200,633.21	\$ 200,769.00	\$ 200,800.29	\$ 200,833.29		\$ 200,867.39	
Legend Bank-Checking Account	\$ 153,199.44	\$ 169,612.00	\$ 168,175.02	\$ 170,336.14		\$ 167,186.24	
	- - - - -	- - - - -	- - - - -	- - - - -		- - - - -	
<b>TOTAL IN BANK</b>	<b>\$ 667,475.62</b>	<b>\$ 739,982.00</b>	<b>\$ 734,657.64</b>	<b>\$ 730,911.80</b>		<b>\$ 724,484.18</b>	
Accounts Receivable-Member Accts	\$ 162,761.10	\$ 170,744.00	\$ 159,701.34	\$ 156,589.99		\$ 153,474.22	
Bad Debt Allowance	\$ (143,229.77)	\$ (150,255.00)	\$ (140,537.18)	\$ (137,799.19)	88% of A/R	\$ (135,057.31)	88% of A/R
Prepaid Expenses	\$ 2,570.00	\$ -		\$ 70.00	Resolved in April	\$ -	
Prepaid Insurance	\$ 14,025.13	\$ 8,700.00	\$ 7,389.33	\$ 6,533.10		\$ 5,104.87	
	- - - - -	- - - - -	- - - - -	- - - - -		- - - - -	
<b>TOTAL OTHER CURRENT ASSETS</b>	<b>\$ 36,126.46</b>	<b>\$ 29,189.00</b>	<b>\$ 26,553.49</b>	<b>\$ 25,393.90</b>		<b>\$ 23,521.78</b>	
<b>TOTAL ASSETS</b>	<b>\$ 703,602.08</b>	<b>\$ 769,171.00</b>	<b>\$ 761,211.13</b>	<b>\$ 756,305.70</b>		<b>\$ 748,005.96</b>	
<b><u>LIABILITIES</u></b>							
Accounts Payable & Oth Accrued Exp	\$ 2,083.50	\$ 1,906.00	\$ 531.00	\$ (665.00)	Looks wrong; RM needs to reconcile.	\$ (125.00)	Looks wrong; RM needs to reconcile.
Deferred Assessments Income		\$ 146,163.00	\$ 127,743.01	\$ 109,494.01	only \$.01 off from \$18,249 x 6 mos.	\$ 91,245.01	only \$.01 off from \$18,249 x 5 mos.
Prepaid Owner Assessments	\$ 143,658.03	\$ 13,502.00	\$ 13,792.97	\$ 14,186.61		\$ 15,440.21	
Prepaid by Former Owners	\$ 17.98	\$ 17.98	\$ 17.98	\$ 17.98	will be turned over to State of Texas	\$ 17.98	will be turned over to State of Texas
	- - - - -	- - - - -	- - - - -	- - - - -		- - - - -	
<b>TOTAL LIABILITIES</b>	<b>\$ 145,759.51</b>	<b>\$ 161,588.98</b>	<b>\$ 142,084.96</b>	<b>\$ 123,033.60</b>		<b>\$ 106,578.20</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	
Current YTD Net Surplus / (Deficit)	\$ 122,045.44	\$ 49,739.19	\$ 61,283.60	\$ 75,429.53		\$ 83,585.19	
	- - - - -	- - - - -	- - - - -	- - - - -		- - - - -	
<b>TOTAL ACCUMULATED SURPLUS</b>	<b>\$ 557,842.57</b>	<b>\$ 607,581.76</b>	<b>\$ 619,126.17</b>	<b>\$ 633,272.10</b>		<b>\$ 641,427.76</b>	
<b>TOTAL LIABILITIES &amp; SURPLUS</b>	<b>\$ 703,602.08</b>	<b>\$ 769,170.74</b>	<b>\$ 761,211.13</b>	<b>\$ 756,305.70</b>		<b>\$ 748,005.96</b>	

Park Glen Neighborhood Association <b>Income Statement</b>	Feb 2018	Feb 2018	Mar 2018	Mar 2018	March Notes	Apr 2018	Apr 2018	April Notes	Year-to-Date 2017-2018	Year-to-Date 2017-2018
(fiscal year Oct 2017-Sep 2018)	Budget	Actual	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		\$ 18,249.00	\$ 18,249.00		\$ 127,743.00	\$ 127,743.00
Late Fee Income	\$ 2,500.00	\$ (3,235.55)	\$ 2,000.00	\$ 2,357.99		\$ 1,500.00	\$ 2,401.32		\$ 26,000.00	\$ 16,113.87
Interest on Receivables	\$ 250.00	\$ 322.75	\$ 200.00	\$ 317.73		\$ 150.00	\$ 296.64		\$ 2,600.00	\$ 2,474.63
Legal Fees Billed to Owners	\$ 500.00	\$ 1,554.90	\$ 500.00	\$ 2,698.00		\$ 500.00	\$ 1,412.80		\$ 3,500.00	\$ 11,199.20
Interest Income	\$ 35.00	\$ 30.80	\$ 35.00	\$ 33.00		\$ 35.00	\$ 34.10		\$ 245.00	\$ 234.18
Social Event Income	\$ -		\$ -	\$ 1,360.00	Eggstravaganza Exhibitors	\$ 1,000.00	\$ 40.00		\$ 24,000.00	\$ 30,385.00
Advertising Revenue (earmarked for Benevolence)	\$ 200.00	\$ 90.00	\$ 200.00	\$ 50.00		\$ 200.00	\$ 70.00		\$ 1,400.00	\$ 660.00
<b>Total Income</b>	<b>\$ 21,734.00</b>	<b>\$ 17,011.90</b>	<b>\$ 21,184.00</b>	<b>\$ 25,065.72</b>		<b>\$ 21,634.00</b>	<b>\$ 22,503.86</b>		<b>\$185,488.00</b>	<b>\$188,809.88</b>
Management Fees-Contract	\$ 2,120.00	\$ 2,121.80	\$ 2,120.00	\$ 2,121.80	Standard Monthly Fixed Amount	\$ 2,120.00	\$ 2,121.80	Standard Monthly Fixed Amount	\$ 14,840.00	\$ 14,167.20
Management Fees-Admin	\$ 2,440.00	\$ 3,440.07	\$ 2,440.00	\$ 1,240.07	Standard Monthly Fixed Amount minus \$1200 correction of fees billed to homeowners that was incorrectly coded as expense in Feb.	\$ 2,440.00	\$ 2,690.07	Standard Monthly Fixed Amount plus \$125 certified mail chargebacks for pre- referral collectio n notices plus \$125 work to refer violations for enforcement.	\$ 17,080.00	\$ 16,772.28
Collection Fees to Mgmt Co.	\$ 2,000.00	\$ 2,476.35	\$ 2,000.00	\$ 1,591.35	Standard Monthly Fixed Amount	\$ 2,000.00	\$ 1,591.35	Standard Monthly Fixed Amount	\$ 14,000.00	\$ 14,045.40
Collection Fees-Legal/Agency	\$ 500.00	\$ 1,677.90	\$ 500.00	\$ 2,433.50	Legal Fees-Collections	\$ 500.00	\$ 1,507.80	Legal Fees-Collections	\$ 3,500.00	\$ 11,248.70
Legal Fees-Non Collection	\$ 1,000.00	\$ 371.00	\$ 1,000.00	\$ 260.00	Legal Fees-Deed Restriction Enforcement	\$ 1,000.00	\$ 45.00		\$ 7,000.00	\$ 1,953.00
Accounting / Audit	\$ -		\$ -			\$ -			\$ 2,300.00	\$ 2,148.20
Consulting/Professional Fees	\$ -		\$ -			\$ -			\$ -	\$ -
Bad Debt Expense	\$ 1,000.00	\$ (7,861.35)	\$ 1,000.00	\$ 679.96	Waivers, writeoffs, and reserve adj.	\$ 1,000.00	\$ 630.05		\$ 7,000.00	\$ 6,879.80
Insurance	\$ 1,400.00	\$ 1,310.48	\$ 1,400.00	\$ 1,428.23		\$ 1,500.00	\$ 1,428.23		\$ 9,900.00	\$ 9,593.26
General Maint. & Repair	\$ 20,000.00	\$ 1,726.59	\$ 20,000.00	\$ 389.00	\$1,800 to rebuild 8032 Gila Bend minus \$1,411 Insur Reimb for that mailbox. Pad lifting was not claimable.	\$ 20,000.00	\$ 961.00	\$950 - Rebuild 8258 Quachita Crossover \$11 - Police report for 8032 Gila Bend	\$ 140,000.00	\$ 9,737.59
Dues & Subscriptions	\$ -		\$ -			\$ -			\$ -	\$ -
Supplies	\$ -		\$ -			\$ -			\$ -	\$ 16.23
Postage & Courier			\$ 2,000.00						\$ 2,000.00	\$ -
Printing & Reproduction	\$ -		\$ 1,000.00			\$ -			\$ 1,000.00	\$ -
Storage	\$ 116.00	\$ 116.00	\$ 116.00	\$ 116.00	Storage Expense for April	\$ 116.00	\$ 124.00	Storage Expense for May (Increased to \$124)	\$ 812.00	\$ 820.00
Licenses & Permits / Filings	\$ 17.00		\$ 17.00			\$ 17.00			\$ 119.00	\$ -
Social Activities	\$ 1,000.00	\$ (411.35)	\$ 1,000.00	\$ 659.88	Eggstravaganza	\$ 4,000.00	\$ 2,731.05	\$758.02-Let's Jump (Eggstravaganza) \$157.88-United Site Services (Eggstr) \$1,515.15-Rzweg Reimb (Eggstrav) \$300.00-Expanco (Shredding Event)	\$ 20,400.00	\$ 15,358.49
Community Engagement	\$ 50.00		\$ 50.00			\$ 50.00			\$ 950.00	\$ 1,230.95
Scholarships/Charitable									\$ -	\$ -
Committee Expense	\$ -		\$ -			\$ -			\$ -	\$ 211.94
Hospitality	\$ -		\$ -			\$ -			\$ -	\$ -
Benevolence (using Advertising Revenue)	\$ 200.00	\$ 500.00	\$ 200.00			\$ 200.00	\$ 500.00	Donation to Park Glen homeowner with son with significant medical issues	\$ 1,400.00	\$ 1,000.00
Board & Community Meetings	\$ 100.00		\$ 100.00			\$ 100.00			\$ 700.00	\$ -
Website	\$ 6.00		\$ 6.00			\$ 6.00	\$ 17.85	Web Hosting 1/29/18-4/22/18	\$ 42.00	\$ 41.65
<b>Total Expense</b>	<b>\$ 31,949.00</b>	<b>\$ 5,467.49</b>	<b>\$ 34,949.00</b>	<b>\$ 10,919.79</b>		<b>\$ 35,049.00</b>	<b>\$ 14,348.20</b>		<b>\$243,043.00</b>	<b>\$105,224.69</b>
<b>Net Income / (Loss)</b>	<b>\$ (10,215.00)</b>	<b>\$ 11,544.41</b>	<b>\$ (13,765.00)</b>	<b>\$ 14,145.93</b>		<b>\$ (13,415.00)</b>	<b>\$ 8,155.66</b>		<b>\$ (57,555.00)</b>	<b>\$ 83,585.19</b>

Accounts Receivable Recap	10/10/16	12/12/16	3/20/17	5/15/17	8/22/17	10/16/17	12/4/17	2/19/18	4/19/18	5/19/18	Change	vs. last yr
Number of Accounts owing \$2,000 or more	23	22	22	23	21	27	22	21	21	21	0	-2
Accounts owing between \$1,000 and \$1,999	60	58	54	52	50	45	43	40	34	32	-2	-20
Accounts owing between \$500 and \$999	35	44	37	39	30	35	35	34	32	33	1	-6
Accounts owing over \$177 to \$499. Most of these now owe for this year plus some or all from last year)	118	86	52	37	22	55	41	39	30	26	-4	-11
Accts owing between \$66 and \$177. Most of these were current before the last assessment	786	183	74	44	37	423	217	94	63	62	-1	18
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	51	41	24	12	47	11	11	9	-2	-32
Total # of Past Due Accts:	1,048	552	290	236	184	597	405	239	191	183	-8	-53
% of 3,318 Homeowners:	31.6%	16.6%	8.7%	7.1%	5.5%	18.0%	12.2%	7.2%	5.8%	5.5%		
Total Past Due \$ Owed:	\$248,730	\$210,093	\$189,821	\$184,070	\$167,036	\$199,027	\$177,084	\$167,542	\$156,408	\$157,298	\$890	-\$26,772

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	12/4/17	405	12.2%	177,084
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	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	4/19/18	191	5.8%	156,408
5/5/16	356	10.7%	194,522	5/15/17	236	7.1%	184,070	5/19/18	183	5.5%	157,298
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									
	06/19/17	07/17/17	09/18/17	10/16/17	12/04/17	02/19/18	03/19/18	04/19/18	05/19/18
<b>Accounts in Attorney's Hands</b>									
Bankruptcy	2	2	2	2	2	3	2	3	3
Collection	4	4	8	10	9	14	13	15	17
Collection AND Enforcement	3	3	8	8	8	9	9	11	12
Enforcement	1	1	3	4	4	4	4	5	4
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<b>Accounts in Attorney's Hands</b>	<b>10</b>	<b>10</b>	<b>21</b>	<b>24</b>	<b>23</b>	<b>30</b>	<b>28</b>	<b>34</b>	<b>36</b>
<b>Accounts in Referral Statutory Process at RealManage</b>									
Collection	5	6	2	2	5	2	5	1	
Collection AND Enforcement	5	9		3			5	2	
Enforcement	1	3	1	1	4	2	2		1
	-----	-----	-----	-----	-----	-----	-----	-----	-----
<b>Accounts in Statutory Process at RealManage</b>	<b>11</b>	<b>18</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>12</b>	<b>3</b>	<b>1</b>
<b>Pre-Referral Board Letter waiting for Response or Referral</b>									
Collection	2	0	6	9	4	3	0	13	19
Collection AND Enforcement	5	0	7	1	1	5	0	1	0
Enforcement	4	0	11	0	0	0	0	0	2
	-----	-----	-----	-----	-----	-----	-----	-----	-----
<b>Pre-Referral Board Letter waiting for Response</b>	<b>11</b>	<b>0</b>	<b>24</b>	<b>10</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>14</b>	<b>21</b>
<b>Pre-Referral Board Letter with Agreement or Potential Resolution pending</b>									
Collection	1	2	1	3	3	3	0	0	2
Collection AND Enforcement	1	2	1	2	1	1	1	1	2
Enforcement	0	3	1	10	4	3	3	2	1
	-----	-----	-----	-----	-----	-----	-----	-----	-----
<b>Pre-Referral Board Letter pending Resolution</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>5</b>
<b>Grand Total</b>	<b>34</b>	<b>35</b>	<b>51</b>	<b>55</b>	<b>45</b>	<b>49</b>	<b>44</b>	<b>54</b>	<b>63</b>
<b>Added since last month</b>	<b>5</b>	<b>6</b>	<b>21</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>14</b>	<b>12</b>
<b>Resolved since last month</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>3</b>

## **Benevolence Fund - 5/21/18**

Dedicated Advertising Revenue through 9/30/17	1,930
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Dedicated Adv Revenue since 8/31/17 (showing deposit date):

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
2/27/18-Captain Ron's (February)	50
2/27/18-Linda Green (February, March)	40
3/30/18-Park Glen Pools (March)	50
4/9/18-Captain Ron's (April)	50
4/30/18-Linda Green (April)	20
5/21/18-Captain Ron's (May)	50
5/21/18-Anderson Team (Apr, May, Jun)	300
5/21/18-Linda Green (May)	20

Total Revenue	3,060
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### 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
4/18/18-Park Glen homeowner with significant medical expense for a child	500

Total Disbursements	1,412
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Available Now (Total Revenue minus Total Disbursements)	1,648
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# Park Glen Neighborhood Association

## 2018 Election Guidelines (DRAFT)

### **Election Timeline**

- By June 21 – Mailing to all homeowners notifying of the annual meeting, the opportunity and procedures for homeowners to file as candidates, and an overview of the voting process. The mailing may also contain other topics, as the Board desires.
- By June 21 – Communicate the election, candidate filing opportunity, and guidelines via the ParkGlen.org website, e-mail messages sent to our e-blast list, and Facebook posts. Repeat between June 29-July 6 and again between July 13-19.
- By June 21 – Candidate filing period opens. Post candidates & candidate statements on website as they come in and candidate eligibility is verified.
- July 23 – Candidate filing period closes. All filings must be received by the end of the day on this date, regardless of the sending method.
- By July 27 - send candidate names and statements to Election-America, each candidate, the existing Board members, and the ParkGlen.org webmaster.
- By August 4 – Election-America prepares candidate information sheets, ballots, information letters, & voting website.
- By August 7 – Election-America mails letter, mail-in ballot, & candidate information sheet to each homeowner.
- When Election-America mails voting information - Advance Voting period opens.
- September 10 at noon - Advance voting period ends.
- September 10 (Monday) - Annual Meeting; in-person voting; results made known (assuming quorum). Three \$50 gift cards will be purchased by the Association and given away as door prizes at the annual meeting. Only homeowners present at the meeting who have voted either in advance or at the meeting will be eligible for the random drawing. One entry per Park Glen property.

### **Election Coordinator**

The Association's contracted community manager will serve as the "Election Coordinator" for 2018 and will:

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

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

### **Candidate Filing Process**

The Election Coordinator will collect candidate filings, verify homeowner status, communicate receipt of filings to filers, and provide candidate information to the community's webmaster and to Election-America.

The candidate filing form and relevant filing guidelines will appear on the Park Glen website by June 21. The form will contain these questions:

1. Name
2. Position Being Sought
3. Candidate Statement – this statement (up to 75 words) will be provided to Park Glen Neighborhood Association homeowners, so feel free to include anything that you want voting members to know. If your statement includes more than 75 words, only the first 75 will be

used. The statement will not be edited or proofed in any way, other than to eliminate any off-color or non-family-friendly content.

4. Address of Park Glen Home of which you are an owner
5. E-mail address
6. Phone number

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

Ideally, candidates will be able to file by as many of these methods as the Election Coordinator can support: mail, in-person, fax, or e-mail. All filings (even mailed filings) must be received by the Election Coordinator by the end of the last day of the filing period.

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

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

- verify that the applicant is personally listed as a Park Glen homeowner on Tarrant Appraisal District records or has otherwise proven ownership of a Park Glen home to the satisfaction of the Election Coordinator,
- confirm acceptance of the filing to the candidate by e-mail within 48 hours of receipt by July 24, whichever is earlier, including the actual typed "candidate statement" that the Election Coordinator intends to submit for publication and use in the election (to give the candidate an opportunity to correct anything).
- Relay the candidate's name, position being sought, and candidate statement to the ParkGlen.org webmaster within 48 hours of receipt or by July 24, whichever is earlier, so that the candidate's information can be promptly added to the website.

After the close of the candidate filing period, no changes may be made to the filed information or candidate statement, and all filed candidates must remain on the ballot, even if a candidate wishes to withdraw from the race, chooses to not serve if elected, is no longer able to take office, or is no longer eligible to take office. The scenario of a candidate being elected and unwilling, unable, or ineligible to serve will be resolved according to the vacancy provisions of the bylaws.

The Coordinator will create a single document that lists all of the candidates, positions being sought, and filing statements. Candidates will be listed on all documents, ballots, and forms by the position being sought, then in the order that filings were received. Within four days after the filing period ends, the Coordinator will submit the complete document to Election-America, each candidate, the existing Board members, and the ParkGlen.org webmaster. Election-America will use the information to prepare the candidate information sheet to be sent to all homeowners. The ParkGlen.org webmaster will use the information to verify and add to the candidate information already posted on the website.

### **Before Advance Voting Starts**

Before the start of the advance voting period, Election-America is to send voting information to exactly 3,317 homeowners of record, using an owner address list from the Association's management company and provided to Election-America by the date that they have specified to need that file.

The mailing from Election-America to each homeowner will be in a white envelope with the words "PARK GLEN NEIGHBORHOOD ASSOCIATION" and the words "Ballot Enclosed" across the front in red. The envelope will contain:

- An explanation of the election and the voting process, including
  - Instructions and individual access code for online voting via Election-America's website.
  - An explanation of the option and procedure for each homeowner to request from Election-America a personalized proxy form that a homeowner may fill out and send to Election-America to designate another homeowner to vote on the homeowner's behalf in person at the September 10 annual meeting.
- A candidate information sheet that shows the name, office being sought, and candidate statement of each candidate who filed.
- Instructions and individual access code for online voting via Election-America's website.
- A personalized paper "absentee" ballot that a homeowner may fill out and send to Election-America.
- A preprinted return envelope (but not postage-paid).
- An explanation of the option and procedure for each homeowner to request from Election-America a personalized proxy form that a homeowner may fill out and send to Election-America to designate another homeowner to vote on the homeowner's behalf in person at the September 10 annual meeting.

At the time that the envelopes are mailed, the Election-America website should be ready to accommodate online voting, including the display of candidate names and filing statements submitted by the candidates.

### **Content of Ballots and Forms**

Online ballots, paper ballots, and proxy forms will all have the opportunity to vote "for quorum on the Board election only," without voting for particular candidates (as allowed by Texas Property Code 209.00592-b-1).

Online ballots, paper ballots, and proxy forms will have a write-in blank for each of the seven positions.

Paper ballots or proxy forms submitted by members must be signed (per Texas Property Code 209.0058).

Online and absentee ballots will have this notice (required by Texas Property Code 209.00592-c-3): "By casting your vote via absentee ballot you will forgo the opportunity to consider and vote on any action from the floor on these proposals, if a meeting is held. This means that if there are amendments to these proposals your votes will not be counted on the final vote on these measures. If you desire to retain this ability, please attend any meeting in person. You may submit an absentee ballot and later choose to attend any meeting in person, in which case any in-person vote will prevail."

Since common sense and Texas law (Property Code 209.00592-b-1 and -3) clearly indicate that advance votes may be counted on matters only if the exact text of the measure appeared on the advance ballot, the following notice is to be added to online and absentee ballots: "Even if the required quorum of members is met for the Board election (represented by advance voting before the September 10 annual meeting and in-person voting at the September 10 annual meeting), it is highly

possible that a quorum will not be represented for any other issue that might come before the membership at the annual meeting.”

Proxy forms will not be preprinted with the name or title of any specific person or officer as a default, possible, or suggested proxyholder. Homeowners filling out a proxy form must write in the name of the desired proxyholder.

Proxy forms will allow a homeowner to:

- direct the specific candidates to be voted for by the proxyholder,
- write in the names of specific people to be voted for by the proxyholder, or
- designate that the proxyholder may select the candidates to be voted for.

### **Advance Voting / Proxies**

A homeowner may:

- Vote in advance online using the access code provided by Election-America,
- Vote in advance by returning to Election-America the absentee ballot provided by Election-America,
- Designate another Park Glen homeowner as his or her proxy (to cast a vote on his or her behalf in person at the September 10 annual meeting) by requesting a personalized proxy form from Election-America, filling out the paper “proxy form” and returning it to Election-America. Just before the annual meeting, Election-America will provide this proxy information to the Election Coordinator. The proxyholder must attend the annual meeting, receive the original voter’s credentials from the Election Coordinator, and cast a vote in the same manner as every other in-person voter.

Any homeowner who has a question about the voting process or needs help in voting should call Election-America at 866-384-9978. Inquiries to Election-America must allow sufficient time for the appropriate information, forms, access, or resolution to be provided. If insufficient time remains to meet a request or supply information, the only remedy to the homeowner will be to vote in person at the September 10 annual meeting.

On a regular basis throughout advance voting, Election-America will communicate to the Election Coordinator the number of votes cast and proxies submitted so far. This information will be posted on the Park Glen website and relayed by the Election Coordinator to candidates, existing members of the Board, and the ParkGlen.org webmaster.

### **In-Person Voting**

In-person voting on September 10 will be conducted under the direction of the Election Coordinator, who may recruit and utilize other trusted volunteers.

Computers and/or tablets with Internet access will be available for homeowners to cast votes in person. Paper ballots, as similar as possible to the “absentee ballot” sent out by Election-America, will also be available as a backup to online voting. Copies of candidate filing statements will also be available at the meeting. Paper ballots submitted by members must be signed (per Texas Property Code 209.0058).

If a homeowner voted in advance and wishes to vote in person at the annual meeting, Election-America and the Election Coordinator must ensure that only the in-person vote counts (per Texas

Property Code 209.00592-b-2, *"any vote cast at a meeting by a property owner supersedes any vote submitted by absentee or electronic ballot previously submitted"*).

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

Assuming quorum is met, the Election Coordinator and Election-America will work together to ensure that complete vote results are provided at the annual meeting very quickly after voting is over.

### **If Quorum is not Met**

Quorum is 10% of Association members voting by any authorized method. If quorum is not met at the initial annual meeting or any reconvened meeting:

- No voting results are to be made known.
- The meeting will be recessed and voting will be extended.
- The meeting is to be reconvened at a convenient location set by the Association President and a convenient time and date between 5 and 14 days later set by the Election Coordinator. The time and place of the reconvened meeting is to be announced before the meeting is recessed.
- The list of candidates will not change.
- Votes already cast will count (unless a voter replaces his or her vote in an allowable way).
- A non-personalized proxy form (as similar as possible to the proxy form sent out by Election-America) will be quickly made available on the Park Glen website and may be mass-produced for solicitation and collection by any Park Glen homeowner, to be voted in person by proxyholders at subsequent reconvened meetings until quorum is met.

### **Other Guidelines**

If a home has a different owner after the owner address file is prepared for Election-America, the new owner may vote by:

- obtaining the voting information from the previous owner
- voting in person at the September 10 annual meeting.

Three \$50 gift cards will be purchased by the Association and given away as door prizes at the September 10 annual meeting. Only homeowners present at the meeting who have voted either in advance or at the meeting will be eligible for the random drawing. One entry per Park Glen property.

The elected President, Vice President, and Secretary will be the candidate in each of those races receiving the greatest number of votes. The elected Directors will be the four candidates receiving the greatest number of votes among all candidates running for Director. This is according to Section 7.6 of the Association Bylaws.

If a Board is not elected on September 10 (e.g. lack of quorum or meeting postponed), the existing Board will continue, but action between September 10 and the date a Board has been appropriately elected is to be limited to that necessary to perpetuate the Association and to resolve emergency situations, with all action taken subject to review and/or reversal by the Board that is eventually elected.

## **Policy and Procedures for the Collection of Assessments and Other Charges of the Association**

The Board of Directors of Park Glen Neighborhood Association, Inc. ("the Association") has adopted the following policy and procedures for the collection of assessments and other charges of the Association, effective June 1, 2018. The policy and procedures detailed herein will be implemented on behalf of the Board of Directors by the management company contracted by the Association ("Management Company") as agent for the Association.

### **Obligation to Pay Assessments**

Membership in the Association is mandatory pursuant to the terms and conditions of the Declarations for the neighborhood. A property owner is legally obligated to pay the Assessments to the Association even if the Association's facilities or amenities are not used by the property owner. The property owner may not withhold assessment payments even if the Association is not providing maintenance or other services mandated by the Association's governing documents.

### **Billing and Due Dates**

Assessments (dues) will be added to member accounts on October 1 of each year and will be due on or before November 1. An assessment shall be past due on November 2 and subject to collection action and collection fees. The billing and due date of any special assessments will be as set by the Association.

### **Invoices**

The Association will invoice a property owner for assessments and other charges by way of a mailed statement. Non-receipt of an invoice shall in no way relieve the property owner of the obligation to pay the amount due by the due date. Property owners who do not receive their invoice are responsible for contacting the Management Company prior to the due date to request a replacement. Property owners are responsible for notifying the Management Company of their mailing address at the time of acquiring property ownership and any subsequent mailing address change.

### **Interest**

An assessment shall be past due on November 2 and subject to the billing of interest (finance charge) at a rate of 1.25% per month (15.00% annual rate).

### **Collection Action and Charges**

Any account with two or fewer unpaid annual assessments shall be subject to the following schedule of collection action and collection fees:

- On or near November 10: Late Notice Statement mailed to owner, with a \$5.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.

- On or near December 1: Collection Letter and Statement mailed to owner, with a \$15.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.
- On or near January 1: Collection Letter and Statement sent by certified mail to owner, with a \$30.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.
- On or near April 1: Late Notice Statement mailed to owner, with a \$5.00 collection fee added to owner's account and payable by owner to the Association.
- On or near July 1: Late Notice Statement mailed to owner, with a \$5.00 collection fee added to owner's account and payable by owner to the Association.

Any account with more than two unpaid annual assessments shall be subject to the following schedule of collection action and collection fees:

- On or near November 10: Late Notice Statement mailed to owner, with a \$5.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.
- On or near December 1: Collection Letter and Statement mailed to owner, with a \$15.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.
- In December – Board considers account and decides whether to authorize for referral to an attorney or other third party for collection and filing of a lawsuit and/or initiation of foreclosure action.
- On or near January 1 – As a courtesy, the Board may, but is not required to, notify owner of the pending escalation prior to the official pre-referral letter.
- On or near February 1 – Official pre-referral letter sent by certified mail, with a \$30.00 collection fee assessed by Management Company added to owner's account and payable by owner to the Association.
- In March – account turned over to an attorney or other third party for collection action as authorized by the Board, with a \$25 collection fee assessed by Management Company added to owner's account and payable by owner to the Association. Subsequent charges assessed by the attorney or other third party will be added to owner's account and payable by owner to the Association.

Any account with more than two unpaid annual assessments that is not turned over to an attorney or other third party for collection action as stated above will continue to receive statements and letters with collection fees assessed until referred to an attorney or other third party for collection action, which may occur at any time after appropriate pre-referral notice is given to owner.

### **Alternate Delivery**

All notices, statements, and letters sent by mail may also be sent by e-mail. All notices, statements, and letters sent by certified mail may also be sent by regular mail and/or e-mail.

### **Payment Plans (Alternative Payment Schedule)**

Upon request, an owner may enter into a payment plan with the Association allowing an account balance to be paid over a period of three or more months. The establishment of a payment plan

will incur a \$35 administration fee assessed by Management Company and payable by the owner to the Association. While a payment plan is in effect without default, collection action will be deferred and collection fees and interest will not be assessed. The minimum monthly payment amount is \$100 or one-third of the amount to be paid, whichever is less. The maximum payment plan duration is 18 months. If the Association bills an Assessment, Special Assessment, or other applicable fee of the Association, it must be paid in full within thirty days and is not to be included in the payment plan schedule. The Association is not required to enter into a payment plan with an owner who entered into a payment plan in the past 12 months or defaulted on a previous payment plan in the past 24 months. The Association is not required to make a payment plan available to an owner after the expiration of the period for cure described by Texas Property Code Section 209.0064(b)(3).

### **Application of Payments (Priority of Payments)**

Unless the owner is in default under a payment plan entered into with the Association, a payment received from an owner shall be applied to the owner's debt in the following order of priority:

1. any delinquent assessment
2. any current assessment
3. any attorney's fees or third party collection costs incurred by the Association associated solely with assessments or any other charge that could provide the basis for foreclosure
4. any other attorney's fees or third party collection costs incurred by the Association
5. any fines assessed by the Association
6. any other amount owed to the Association.

If an owner is in default under a payment plan entered into with the Association when the Association receives a payment from the owner, the Association is not required to apply the payment in the order of priority specified above except that a fine may not be given a higher priority than is stated above.

### **Return Payment Charges**

A fee of \$25.00 will be assessed to the property owner for any payment processed that is not honored by a bank or financial institution for any reason including but not limited to insufficient funds. Such return payment charge shall be due and payable immediately upon demand. Any applicable interest amount or collection fee that would have been assessed if the payment had not been made may also be applied to the property owner's account. The Association may require payment of the outstanding account balance to be required to be paid with a money order or cashier's check.

### **Referral of Delinquent Accounts to Attorneys**

The Association may, but shall not be required to, refer delinquent accounts to its attorney(s) for further collection action. The Association's attorney, at the direction of the Board of Directors and on behalf of the Association, may elect to pursue any available method of collection allowable under state law, which may include, but not be limited to, the filing of a lawsuit for foreclosure against the property owner.

**Referral of Delinquent Accounts to Lien Services or Collection Agencies**

The Association may, but shall not be required to, refer delinquent accounts to lien services providers or collection agencies for further collection action. These service providers, at the direction of the Board of Directors and on behalf of the Association, may elect to pursue any available method of collection allowable under state law.

**Bankruptcy**

Property owners owing balances to the Association must notify the Association of a bankruptcy filing. To the extent allowed by law, legal fees assessed by attorneys or other third parties relating to the bankruptcy will be added to the owner’s account and payable by the owner to the Association. Assessments dated after the bankruptcy filing will be payable by the owner to the Association and subject to the Association’s collection procedures and fees to the extent allowed by law.

**Waiver of Enforcement**

The Association may grant a waiver of any provision herein upon petition in writing by a property owner showing a personal hardship. Such relief granted a property owner shall be appropriately documented in the files with the person representing the Association granting the relief and the conditions of the relief. In addition, the Association is hereby authorized to extend the time for the filing of lawsuits and liens, or to otherwise modify the procedures contained herein, as the Association shall determine appropriate under the circumstances.

Nothing specified in this document or the resolution to adopt the policy and procedures contained herein shall require the Association to take specific actions. The Board of the Association may at any time revise the foregoing collection procedure and may at any time direct the Management Company to proceed differently with collection of an individual account based on circumstances applicable to that account and advice and guidance from the Management Company or the Association's attorney. Failure by the Management Company or the Board of the Association to follow the foregoing collection procedure shall not in any way affect the property owner's obligation to pay all Assessments when due, along with all applicable late payment charges and costs of collection. To obtain any information regarding this collection procedure or to obtain the most up-to-date collection procedure, a property owner should contact the Management Company.

**Attestation**

The Board of Directors of the Park Glen Neighborhood Association, Inc. met on the \_\_\_\_\_ day of \_\_\_\_\_, 2018 and adopted the preceding Policy and Procedures for the Collection of Assessments and Other Charges of the Association.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_ Title \_\_\_\_\_

# Park Glen Neighborhood Association

## Actions since the 5/21/18 Board Meeting

Since the 5/21/18 Board meeting, Treasurer Russell Zwerg approved the following account concessions:

- waived half (\$743.28) of the fees and interest on account R0330353L0280254 after the owner paid the other half and all open assessments.
- waived half (\$55.37) of the fees and interest on account R0370525L0279868 after the owner paid the other half and all open assessments.
- waived half (\$168.71) of the fees and interest on account R0361872L0279779 after the owner paid the other half and all open assessments.