

Park Glen Neighborhood Association

Minutes of July 16, 2018 Board Meeting

Approved at
the 8/20/18
Board
Meeting

The regularly scheduled Board of Directors meeting of the Park Glen Neighborhood Association was held at The Longhorn Activity Center on Monday, July 16, 2018. A quorum of the Board having been met, the meeting was called to order at 7:06 p.m.

Board members present were President Kevin Hammack, Vice President Russell Zwerg, and Directors Tom Downey and Barry Bryan. Not present were Secretary Nicole Eschliman and Directors Susan Kenney and Kimberly Bowden. Representing Neighborhood Management, Inc. were Laura Kurak, Kelly Stafford, and Stephanie Varuska.

The minutes of the June 18, 2018 board meeting were reviewed. A motion was made by Barry **to approve the minutes with two corrections**. The vote on the motion was unanimous.

Actions since the last meeting: Russell presented the following account concessions that he approved since the 6/18/18 Board meeting:

- Waived \$655.48 in interest and fees on account 131123370 after owner paid \$900 in assessments, interest, and fees.
- Waived \$517.26 in interest and fees on account 131104520 after owner paid \$750 in assessments, interest and fees.
- Waived \$538.49 in interest and fees on account 131100010 after owner paid \$600 in assessments, interest, and fees.

President's Report:

- The Annual Meeting will be held September 10 at the Longhorn Activity Center. The deadline for homeowners to file as candidates in the Board election is July 23.
- There was an eviction in past month or so where tenant belongings were placed in the front yard of a Park Glen home. These cause a big mess in the neighborhood, particularly for nearby neighbors who have to live with it. There is a legal process handled through the constable's office for owners to reclaim the property. The HOA has no authority over that process, though we typically cite owners if cleanup does not take place after the legal process.

Vice President's Report:

- Yard of the Month has been underway for the last 2 months. Winners were announced on the Park Glen website. We appreciate the volunteer judges.
- The scholarship program selection committee chose 25 recipients out of 46 applications. Those are listed on the website. The award amount is \$650 per recipient.
- Mailbox work: TST has finally begun work on the 10 mailboxes authorized for repair in February (5 needed repair and 5 needing leveling).

Community Management Report:

- Laura introduced Stephanie Varuska, Park Glen's Community Manager, who is the main contact for the neighborhood.
- NMI's office is just up the road off Ray White.
- Laura presented some highlights from NMI's management report.

Events/Activities:

- Russell outlined the financials for the June 30 Independence Celebration. Piggybacking with the annual PID6 Fireworks event, we provided a parade and two inflatables. The total expense of the 2018 event was \$830.75,

which is \$169.25 under budget. Russell estimated around 50 people in the parade with approximately 120 people watching. Russell suggested reducing the number of decorating contest awards “on the fly” in the future if the number of entries was fewer than planned. Kevin thanked the Code Blue Citizens on Patrol members who were out to help.

- Pool Movie Nights: Next events are July 21 and August 18.

Communications: None

Architectural Control Committee: Cecilia mentioned a few things she has been getting used to regarding the ACC software used by NMI and expressed interest in meeting with NMI to discuss further.

Development Committee: None

Treasurer’s Report:

- Russell presented the financials as of 05/31/18 (RealManage’s last financial report), pointing out his notes on the sheets. He noted that we are changing banks and more money will be invested to earn interest for the Association. We have a surplus of \$93,000 for the year-to-date (since October 1) because we budgeted to do sidewalk repairs in this fiscal year that we have not yet started. We budgeted a deficit to use past surpluses to do sidewalk repairs.
- After Dana made him aware of it, Russell filed a claim to get \$228.50 in old unclaimed funds held by the state of Texas that should be remitted to PGNA. That process takes at least six months.
- Russell presented the accounts receivable report and the report on referrals of accounts to our attorney for collection and/or enforcement.
- Benevolence Fund (from Newsletter Advertising): No change from 2 months ago. Available balance is \$1648.

Business & Motions:

- Russell moved to:
 - **authorize a sidewalk repair / tree root mitigation project in Phase III of Park Glen at a cost not to exceed \$200,000, including contingency, cost of all work, fee of coordinator (Daniel Guido), and up to \$200 reimbursement to replace each tree removed (expected to be minimal).**
 - **authorize President Kevin Hammack to exercise his judgment to approve one or more contracts to accomplish the project.**
 - **authorize the accumulation of a reserve fund from excess funds and future operating surpluses to pay for future sidewalk replacement and root abatement projects in the remaining parts of Park Glen.**

Several homeowners were present to ask about the proposal. Kevin explained that problem sidewalks in Phase III would be repaired or replaced on a one-time basis and would remain the homeowner’s responsibility afterward. Tree roots that are damaging sidewalks will be removed or ground down, and some trees or shrubs may have to be removed in extreme cases. Russell said that the amount in the motion came from four quotes we received: two in the \$170,000 range and two over \$200,000. Tom asked what our attorney has said about the use of surplus money for this kind of project. Russell said that our attorney advised us that this is a valid expense for the HOA. Russell also said that HOA’s are allowed to have money set aside for large future repair/maintenance projects, and we have been talking about this for three years and budgeting it for two years. There were lots of other questions and much discussion, but no discernible objections were voiced. Tom seconded the motion. The motion passed with Russell, Tom, and Kevin voting “yes.” Barry abstained because he would be directly impacted.

- Russell moved to **conduct the Annual Turkey Trot Run on November 22, 2018, with costs before revenue of \$12,500 or less and the expectation that it will make a profit.** Barry seconded the motion. Russell explained the nature of the revenue and expense of this event and said that he is proposing a little more than last year because he is less confident that we will be able to keep expenses at last year’s levels. The motion carried.

- Russell moved to refer 31 accounts to the Association’s attorney for collection action up to and including the initiation of foreclosure actions:

RM Account number / NMI Account Number / May 31 Balances

- R0330883L0280802 / 131131960 / \$1766.72
- R0328535L0278419 / 131111400 / \$1759.78
- R0328810L0278695 / 131112040 / \$1743.64
- R0328667L0278551 / 131122910 / \$1716.26
- R0330550L0280453 / 131105250 / \$1714.77
- R0329027L0278912 / 131100390 / \$1619.29
- R0329275L0279163 / 131123530 / \$1432.18
- R0328081L0277962 / 131113650 / \$1425.27
- R0329381L0279270 / 131128060 / \$1608.04
- R0329329L0279218 / 131129710 / \$1446.33
- R0329144L0279031 / 131114330 / \$1361.61
- R0330017L0279912 / 131101460 / \$1331.64
- R0331193L0281118 / 131117170 / \$1259.66
- R0329980L0279874 / 131105810 / \$1201.64
- R0328381L0278263 / 131103230 / \$1146.64
- R0330234L0280134 / 131102080 / \$1095.00
- R0331098L0281021 / 131117730 / \$1041.36
- R0328362L0278243 / 131104560 / \$999.74
- R0329697L0279590 / 131100310 / \$979.54
- R0329257L0279144 / 131104680 / \$968.01
- R0329571L0279462 / 131109920 / \$950.14
- R0330029L0279924 / 131115930 / \$947.98
- R0329950L0279844 / 131120450 / \$937.92
- R0328243L0278124 / 131101490 / \$882.92
- R0329887L0279781 / 131104690 / \$882.92
- R0330994L0280915 / 131121970 / \$882.92
- R0331221L0281146 / 131114010 / \$882.92
- R0328537L0278421 / 131111260 / \$882.92
- R0330460L0280362 / 131125820 / \$787.09
- R0329948L0279842 / 131127400 / \$721.12
- R0333915L0280182 / 131130830 / \$705.11

Some homeowners asked about the collection and referral process. Russell and Kevin explained that the Association has reached out to all of these homeowners multiple times in an attempt to work something out with them as we have with others. Barry seconded the motion, and the motion carried.

- Russell moved to promote a number of neighborhood block parties, hosted by Park Glen residents on Texas’ “National Night Out” date of October 2, 2018, and allocate a reimbursement of up to \$75 per block party or \$1,000 in total, whichever is lower, for consumables, food, and beverages. Tom seconded. Russell stated that 3 of the 10 homeowners hosting NNO block parties in 2017 requested reimbursement (totaling \$363.93), and 8 of the 20 homeowners hosting NNO block parties in 2016 requested reimbursement (totaling \$363.93). The motion carried.
- Russell moved to make a donation of \$200 to the Central High School Band, in thanks for their participation in Park Glen’s 2018 Independence Day Parade. This will cause the total expense for the event to be \$1,030.75 vs. a budget of \$1,000. Tom seconded. Russell explained that the band brought approximately 80 kids, a considerable contribution of time. Motion carried.

Kevin announced the next meeting – Monday, August 20 – and adjourned the meeting at 8:42pm.

Park Glen Neighborhood Association

MANAGEMENT REPORT THROUGH 7/16/18

ACC APPLICATIONS:

33 ACC applications have been received from owners for various projects including pools, fences, exterior painting, window replacement, roofs, shed, and arbors.

- 22 applications were approved
- 2 applications were approved with conditions
- 6 applications were denied
- 3 applications are still pending and no decision has been made

COMPLIANCE SUMMARY:

575 compliance notices were sent to owners regarding various compliance matters including landscape maintenance, trash cans, fence repair and prohibited vehicles. Refer to attached report.

ACCOUNTING:

Please refer to attached preliminary financial.

Community Funds:

As of 7/16/18, the following Association fund balances are outlined below:

- \$31,026.08 in Community Association Bank (Mutual of Omaha) Operating
- \$210,928.29 in Community Association Bank (Mutual of Omaha) Money Market
- \$150,019.79 in Texas Capital Bank Operating
- \$245,000.00 in Alliance Bank 14 month CD
- \$52,000.00 in ICS Operating Money Market
- \$5,537.73 in Legends Bank (Previous Management Company)

Accounts Receivable:

As of 7/16/18, below is a summary of AR:

Assessments	\$0.00	\$31,339.95	\$0.00	\$0.00	\$31,339.95
Attorney Fees	\$3,479.97	\$22,449.81	\$0.00	\$0.00	\$25,929.78
Administrative Fees	\$0.00	\$22,862.52	\$0.00	\$0.00	\$22,862.52
Work Order	\$0.00	\$81.19	\$0.00	\$0.00	\$81.19
Violation Fines	\$150.00	\$6,982.21	\$0.00	\$0.00	\$7,132.21
Returned Item Charge	\$25.00	\$0.00	\$0.00	\$0.00	\$25.00
Late Fees	\$0.00	\$52,502.49	\$0.00	\$0.00	\$52,502.49
Accrued Interest	\$765.10	\$10,959.42	\$0.00	\$0.00	\$11,724.52
	\$4,420.07	\$147,177.59	\$0.00	\$0.00	\$151,597.66

Collections:

As of 7/16/18, below is a summary of legal and non-legal collections. Please refer to attached report from Association attorney.

Resales:

For the period of 6/1/18 to 7/16/18 – 5 Homes Total – Report Attached

Legal:

6 Combo – Collections/Deed Restrictions
18 Pre-Litigation
1 Legal Payment Plan
5 Judicial Foreclosures
2 Bankruptcies

Non-Legal:

31 accounts are being processed for pre-referral letters
6 payment plans

COMMUNITY MAINTENANCE:

Management is securing vendors for bid proposals for repair of over 100 mailboxes in community;
Management will provide vendor information to Board upon receipt.

ANNUAL MEETING:

Management has received the following candidates for Board election:
Stephen Whiteland

COMMUNITY NEWSLETTER:

Management is reviewing costs to create a newsletter of similar content and quality and will provide to Board upon receipt. Management is currently reviewing the content being supplied by volunteers.

COMMUNITY SOCIAL EVENTS:

Management is currently reviewing scope of work for coordination and implementation of social duties required for community social events and will provide input/pricing association with Lifestyle Coordinator position to be approved by Board.

Park Glen Neighborhood Association Balance Sheet	9/30/2017 Year End <small>(agrees with audit)</small>	4/30/2018	April Notes	5/31/2018	May Notes
<u>ASSETS</u>					
Union Bank-Checking Account	\$ 313,642.97	\$ 356,430.55		\$ 346,446.56	RM closed acct and transferred \$346,620.56 to NMI in June. Ck 5262 for \$66 never cleared, and it appears that a \$108 pmt from an owner was received on 6/1 but not posted to A/R by RM.
Union Bank-Money Market Account	\$ 200,633.21	\$ 200,867.39		\$ 200,901.49	RM closed acct and transferred \$200,906.99 to NMI in June
Legend Bank-Checking Account	\$ 153,199.44	\$ 167,186.24		\$ 157,556.24	Treasurer transferred \$150,000 to NMI in June, will close acct in July.
Mutual of Omaha/CAB-Operating				\$ 10,000.00	5/31 balance of new operating acct
TOTAL IN BANK	\$ 667,475.62	\$ 724,484.18		\$ 714,904.29	
Accounts Receivable-Member Accts	\$ 162,761.10	\$ 153,474.22		\$ 152,189.35	Combined with Prepays, matches 5/31 AR Report
Bad Debt Allowance	\$ (143,229.77)	\$ (135,057.31)	88% of A/R	\$ (133,926.63)	88% of A/R
Prepaid Expenses	\$ 2,570.00	\$ -		\$ 665.00	This incorrect balance goes back to October; needs to be cleared.
Prepaid Insurance	\$ 14,025.13	\$ 5,104.87		\$ 3,676.64	I reconciled to this amt.
Escrow Receivable from RealManage				\$ 3,800.00	
TOTAL OTHER CURRENT ASSETS	\$ 36,126.46	\$ 23,521.78		\$ 26,404.36	
TOTAL ASSETS	\$ 703,602.08	\$ 748,005.96		\$ 741,308.65	
<u>LIABILITIES</u>					
Accounts Payable & Oth Accrued Exp	\$ 2,083.50	\$ (125.00)	Looks wrong; RM needs to reconcile.	\$ 1,338.50	I reconciled to this amt.
Deferred Assessments Income		\$ 91,245.01	only \$.01 off from \$18,249 x 5 mos.	\$ 72,996.01	only \$.01 off from \$18,249 x 4 mos.
Prepaid Owner Assessments	\$ 143,658.03	\$ 15,440.21		\$ 15,719.23	Combined with A/R, matches 5/31 AR Report
Prepaid by Former Owners	\$ 17.98	\$ 17.98	will be turned over to State of Texas	\$ 17.98	will be turned over to State of Texas
TOTAL LIABILITIES	\$ 145,759.51	\$ 106,578.20		\$ 90,071.72	
<u>ACCUMULATED SURPLUS</u>					
Surplus / (Deficit) thru Prior Year	\$ 435,797.13	\$ 557,842.57		\$ 557,842.57	
Current YTD Net Surplus / (Deficit)	\$ 122,045.44	\$ 83,585.19		\$ 93,394.36	
TOTAL ACCUMULATED SURPLUS	\$ 557,842.57	\$ 641,427.76		\$ 651,236.93	
TOTAL LIABILITIES & SURPLUS	\$ 703,602.08	\$ 748,005.96		\$ 741,308.65	

Park Glen Neighborhood Association Income Statement (fiscal year Oct 2017-Sep 2018)	Apr 2018	Apr 2018	April Notes	May 2018	May 2018	May Notes	Year-to-Date 2017-2018	Year-to-Date 2017-2018
	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		\$ 145,992.00	\$ 145,992.00
Late Fee Income	\$ 1,500.00	\$ 2,401.32		\$ 1,000.00	\$ 2,460.00		\$ 27,000.00	\$ 18,573.87
Interest on Receivables	\$ 150.00	\$ 296.64		\$ 100.00	\$ 283.48		\$ 2,700.00	\$ 2,758.11
Legal Fees Billed to Owners	\$ 500.00	\$ 1,412.80		\$ 500.00	\$ 3,730.74		\$ 4,000.00	\$ 14,929.94
Interest Income	\$ 35.00	\$ 34.10		\$ 35.00	\$ 34.10		\$ 280.00	\$ 268.28
Social Event Income	\$ 1,000.00	\$ 40.00					\$ 24,000.00	\$ 29,335.00
Advertising Revenue (earmarked for Benevolence)	\$ 200.00	\$ 70.00		\$ 200.00	\$ 370.00		\$ 1,600.00	\$ 1,130.00
Reimbursements-Mailbox Damage							\$ -	\$ 950.00
Total Income	\$ 21,634.00	\$ 22,503.86		\$ 20,084.00	\$ 25,127.32		\$ 205,572.00	\$ 213,937.20
Management Fees-Contract	\$ 2,120.00	\$ 2,121.80	Standard Monthly Fixed Amount	\$ 2,120.00	\$ 2,121.80	Standard Monthly Fixed Amount	\$ 16,960.00	\$ 16,289.00
Management Fees-Admin	\$ 2,440.00	\$ 2,690.07	Std mthly Fixed Amt plus \$125 pre-referral collection notices plus \$125 work to refer violations for enforcement.	\$ 2,440.00	\$ 3,290.07	\$2440.07 standard monthly fixed amt, \$312.50 Pre-Referral Notifications, \$37.50 Referrals to Attorney, \$500 off-ramping (transitioning to another mgmt co.)	\$ 19,520.00	\$ 20,062.35
Collection Fees to Mgmt Co.	\$ 2,000.00	\$ 1,591.35	Standard Monthly Fixed Amount	\$ 2,000.00	\$ 1,591.35	Standard Monthly Fixed Amount	\$ 16,000.00	\$ 15,636.75
Collection Fees-Legal/Agency	\$ 500.00	\$ 1,507.80	Legal Fees-Collections	\$ 500.00	\$ 3,606.74		\$ 4,000.00	\$ 14,855.44
Legal Fees-Non Collection	\$ 1,000.00	\$ 45.00	Deed Restriction Enforcement	\$ 1,000.00	\$ 840.00	\$435 deed restriction enforcement, \$405 general	\$ 8,000.00	\$ 2,793.00
Accounting / Audit	\$ -			\$ -			\$ 2,300.00	\$ 2,148.20
Consulting/Professional Fees	\$ -			\$ 80.00			\$ 80.00	\$ -
Bad Debt Expense	\$ 1,000.00	\$ 630.05	Waivers, writeoffs, & reserve adj.	\$ 1,000.00	\$ 2,315.96		\$ 8,000.00	\$ 9,195.76
Insurance	\$ 1,500.00	\$ 1,428.23		\$ 1,500.00	\$ 1,428.23		\$ 11,400.00	\$ 11,021.49
General Maint. & Repair	\$ 20,000.00	\$ 961.00	\$950 - Rebuild 8258 Quachita Crossover, \$11 - Police report for 8032 Gila Bend	\$ 20,000.00			\$ 160,000.00	\$ 9,737.59
Dues & Subscriptions	\$ -			\$ -			\$ -	\$ -
Supplies	\$ -			\$ -			\$ -	\$ 16.23
Postage & Courier							\$ 2,000.00	\$ -
Printing & Reproduction	\$ -			\$ -			\$ 1,000.00	\$ -
Storage	\$ 116.00	\$ 124.00	Storage Exp for May (Rate Increased)	\$ 116.00	\$ 124.00	Storage Exp for June	\$ 928.00	\$ 944.00
Licenses & Permits / Filings	\$ 17.00			\$ 17.00			\$ 136.00	\$ -
Social Activities	\$ 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)	\$ 1,000.00			\$ 21,400.00	\$ 15,358.49
Community Engagement	\$ 50.00			\$ 50.00			\$ 1,000.00	\$ 1,230.95
Scholarships/Charitable							\$ -	\$ -
Committee Expense	\$ -			\$ -			\$ -	\$ 211.94
Hospitality	\$ -			\$ -			\$ -	\$ -
Benevolence (using Advertising Revenue)	\$ 200.00	\$ 500.00	Donation to Park Glen homeowner with son with significant medical issues	\$ 200.00			\$ 1,600.00	\$ 1,000.00
Board & Community Meetings	\$ 100.00			\$ 100.00			\$ 800.00	\$ -
Website	\$ 6.00	\$ 17.85	Web Hosting 1/29/18-4/22/18	\$ 6.00			\$ 48.00	\$ 41.65
Total Expense	\$ 35,049.00	\$ 14,348.20		\$ 32,129.00	\$ 15,318.15		\$ 275,172.00	\$ 120,542.84
Net Income / (Loss)	\$(13,415.00)	\$ 8,155.66		\$(12,045.00)	\$ 9,809.17		\$ (69,600.00)	\$ 93,394.36

	A	B	C	E	G	I	K	L	M	O	Q	R	S	T
180	Accounts Receivable Recap	10/10/16	12/12/16	3/20/17	5/15/17	7/17/17	10/16/17	12/4/17	1/15/18	3/19/18	5/19/18	7/10/18	Change	vs. last yr
181	Number of Accounts owing \$2,000 or more	23	22	22	23	22	27	22	23	22	21	22	1	0
182	Accounts owing between \$1,000 and \$1,999	60	58	54	52	51	45	43	44	35	32	24	-8	-27
183	Accounts owing between \$500 and \$999	35	44	37	39	30	35	35	33	31	33	38	5	8
184	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	28	55	41	45	35	26	23	-3	-5
185	Accts owing between \$66 and \$177. Most of these were current before the last assessment	786	183	74	44	39	423	217	148	74	62	60	-2	21
186	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	28	12	47	68	12	9	8	-1	-20
187	Total # of Past Due Accts:	1,048	552	290	236	198	597	405	361	209	183	175	-8	-23
188	% of 3,318 Homeowners:	31.6%	16.6%	8.7%	7.1%	6.0%	18.0%	12.2%	10.9%	6.3%	5.5%	5.3%		
189	Total Past Due \$ Owed:	\$248,730	\$210,093	\$189,821	\$184,070	\$171,468	\$199,027	\$177,084	\$182,867	\$157,253	\$157,298	\$152,404	-\$4,894	-\$19,064

	E	F	G	H	I	J	K	L	M	N	O	P
1	Accounts Receivable Monthly Tracking											
2		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
3	10/15/15	1665	50.2%	294,304	10/10/16	1048	31.6%	248,730	10/16/17	597	18.0%	199,027
4	11/20/15	910	27.4%	246,947	11/14/16	654	19.7%	219,739	12/4/17	405	12.2%	177,084
5	12/29/15	742	22.4%	231,575	12/12/16	552	16.6%	210,093	1/15/18	361	10.9%	182,867
6	1/7/16	666	20.1%	222,020	1/16/17	466	14.0%	211,931	2/19/18	239	7.2%	167,542
7	2/4/16	550	16.6%	209,517	2/20/17	335	10.1%	205,301	3/19/18	209	6.3%	157,253
8	3/3/16	451	13.6%	202,626	3/20/17	290	8.7%	189,821	4/19/18	191	5.8%	156,408
9	4/7/16	392	11.8%	198,921	4/17/17	258	7.8%	185,533	5/19/18	183	5.5%	157,298
10	5/5/16	356	10.7%	194,522	5/15/17	236	7.1%	184,070	6/30/18	176	5.3%	153,646
11	6/2/16	335	10.1%	193,512	6/19/17	215	6.5%	172,869	7/10/18	175	5.3%	152,404
12	7/7/16	298	9.0%	193,512	7/17/17	198	6.0%	171,468				
13	7/27/16	285	8.6%	188,910								
14	8/22/16	267	8.0%	188,257	8/22/17	184	5.5%	167,036				
15	9/12/16	261	7.9%	186,625	9/18/17	179	5.4%	165,490				

	B	D	E	F	G	H	I	J	K	L
1	Summary of Account Referrals for Legal Action									
2		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
3	Accounts in Attorney's Hands									
4	Bankruptcy	2	2	2	2	2	3	2	3	3
5	Collection	4	4	8	10	9	14	13	15	17
6	Collection AND Enforcement	3	3	8	8	8	9	9	11	12
7	Enforcement	1	1	3	4	4	4	4	5	4
8	-----									
9	Accounts in Attorney's Hands	10	10	21	24	23	30	28	34	36
10										
11	Accounts in Referral Statutory Process at Management Company									
12	Collection	5	6	2	2	5	2	5	1	
13	Collection AND Enforcement	5	9		3			5	2	
14	Enforcement	1	3	1	1	4	2	2		1
15	-----									
16	Accounts in Statutory Process at Mgmt Co.	11	18	3	6	9	4	12	3	1
17										
18	Pre-Referral Board Letter waiting for Response or Referral									
19	Collection	2	0	6	9	4	3	0	13	19
20	Collection AND Enforcement	5	0	7	1	1	5	0	1	0
21	Enforcement	4	0	11	0	0	0	0	0	2
22	-----									
23	Pre-Referral Board Letter waiting for Response	11	0	24	10	5	8	0	14	21
24										
25	Pre-Referral Board Letter with Agreement or Potential Resolution pending									
26	Collection	1	2	1	3	3	3	0	0	2
27	Collection AND Enforcement	1	2	1	2	1	1	1	1	2
28	Enforcement	0	3	1	10	4	3	3	2	1
29	-----									
30	Pre-Referral Board Letter pending Resolution	2	7	3	15	8	7	4	3	5
31										
32	Grand Total	34	35	51	55	45	49	44	54	63
33										
34	Added since last month	5	6	21	6	1	11	0	14	12
35	Resolved since last month	5	4	5	1	11	7	5	4	3

Proposed Phase III Sidewalk /
Root Mitigation Project Area

