

Park Glen Neighborhood Association

Minutes of June 19, 2017 Board Meeting

Approved at the
8/21/17 Board
Meeting

Roll Call

Kevin called the meeting to order at 7:00 p.m. The following Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Barry Bryan, Kim Bowden, and Jack Webb.

Announcement of Actions since the May 15, 2017 Board Meeting

Immediately after the 5/15/17 meeting, the Board:

- Heard an appeal of the ACC's denial of a patio cover, offered suggestions for modifications that would probably make the project approvable, and delegated Kevin Hammack to represent the Board in communicating with the homeowner and contractor of the project.
- Reviewed several long-present deed restriction violations and agreed to send pre-referral letters on behalf of the Board to 13 of the homeowners to start the process of referring for legal action to resolve the violations.
- Gave authority to the PGNA Treasurer to waive late fees on accounts where the total of late fees is very large and, in his judgment, this waiver would be necessary to resolve accounts without legal referral.

Since the 5/15/17 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:

- Waived \$496.82 in late fees and finance charges on account R0328084L0277965 after owner paid all assessments plus \$939.97 in fees.
- Waived half (\$63.38) of late fees and finance charges on account R0342758L0280706 after owner paid the other half and the open assessment.
- Waived half (\$1,271.63) of the balance of account R0328566L0278450 after owner paid \$1,271.63.
- Waived half (\$1,212.34) of the balance of account R0330119L0280019 after owner paid \$1,212.33.
- Waived \$990.77 on account R0330378L0280279 after the owner paid \$1,000.
- Waived \$16.98 in late fees and finance charges on account R0330264L0280164 after \$367.89 in assessments, late fees, and finance charges.
- Waived half (\$150.75) of late fees and finance charges on account R0329471L0279361 upon payment of the other half plus open assessment.
- Waived half (\$164.08) of late fees and finance charges on account R0328278L0278159 upon payment of the other half plus open assessments.

Minutes of Preceding Meetings

Kevin moved to approve the April 2017 and May 2017 Board minutes. Motion seconded by Kim. With Jack abstaining, none opposed. Motion passed.

President's Report

None.

Vice President's Report

- Mailbox project update: Work on the 4 villages west of the creek has been completed. Russell will be gathering information for Phase I of Park Glen.
- Update on 2017 board election, candidate filing, and September 11 annual meeting: Russell provided further information with regard to the upcoming election and presented the mailing that went to all homeowners.
- Update on Association insurance renewals: Renewal is either coming up or has been made with regard to our insurance (liability, Property and Umbrella, Theft, Crime, Embezzlement and Directors and Officers coverage)
- Report on Texas Bill SB451 regarding short-term rentals and SB1620 regarding keeping chickens (neither passed): Information regarding these bills was reviewed

Other Board Member Reports/Comments

- Scholarship program update

Property Manager's Report

- Neighborhood Update / Status: RealManage reviewed their handout information for all in attendance.

Social / Events / Activities

- Planning for 7/8/17 Pool/Movie Night: Marco's Pizza will be served. The movie will be Toy Story.
- Planning for 7/1/17 Independence Day Parade and other activities in collaboration with PID6: Planning is continuing. Thus far, 2 bounce units have been ordered. Central band will be there, Boy Scout Troop 205 may also be in attendance. Additional information is on the PGNA website.
- Report on Pool/Movie Nights: Previous movie night was cancelled.
- National Night Out – October 3: Work is beginning on this. Our goal is to get 30 homeowners to host block parties.

Communications

- Report on online Newsletter and Vendor Advertising: The on-line newsletter is now up and running. Please visit the PGNA website, or social media for the current newsletter.

Architectural Control Committee

See RealManage for ACC issues. This was also available from the handout provided by RealManage, and reviewed by all in attendance.

Development Committee

None.

Financial Report

Russell reviewed the following for everyone

- Monthly financial report
- Monthly accounts receivable report
- Report on referral of properties to attorney for collections and enforcement and deed restriction violations

Old Business

None.

New Business and Motions

- Proposal to make a \$1,000 donation in memory of Park Glen teenager who recently passed away-**Jack moved to donate \$1,000 donation in memory of Reid Comita, a Park Glen teenager who died last week; the funds to be split between Boy Scout Troop 336 and the Voices of Central Show Choir.** Kelly seconded. None opposed. Motion passed.
- Bingo-**Russell moved to authorize a community Bingo night to be held on September 30 at Alliance United Methodist Church and allocate up to \$1,600 to be spent for the event.** Kim seconded. None opposed. Motion passed.
- Proposal to purchase neighborhood information signs of various designs for seven kiosk displays around the neighborhood-**Russell moved to allocate up to \$350 for 28 recurring message signs for the "kiosks" around Park Glen, seven each of the following:**
 - **Monthly Newsletter Now Online**
 - **Park Glen: A Deed-Restricted Community**
 - **Sign Up for Community E-Mail Alerts: www.parkglen.org**
 - **Visit the Park Glen Community Website: www.park.glen.org**Kim seconded. None opposed. Motion passed.
- Audit-**Russell moved to engage Timothy, DeVolt and Company, P.C. to audit the Association's Fiscal Year End (9/30/17) Income Statement and Balance Sheet at a cost of \$2,000 or less and to prepare the Association's 9/30/17 federal tax return at a cost of \$300 or less.** Jack seconded. None opposed. Motion passed.
- Discussion of options for the resolution of buckled sidewalks, such as the great concentration of sidewalk problems in the part of Phase III north of Basswood, east of Park Vista, and south of Bear Lake Drive-Some work has been performed with regard to preliminary planning. Discussion occurred with regard to how we will begin the process of repair.

Member Comments

Other ways to allocate money toward the betterment of Park Glen neighborhood were discussed.

Kevin moved to adjourn the meeting. Kelly seconded. None opposed. Meeting adjourned at 9:20 p.m.



Park Glen Neighborhood Association

A great place to live!

www.ParkGlen.org
Facebook.com/ParkGlenHOA

Important Information for our Members

2017 Annual Meeting and Board Election

The 2017 Annual Meeting of the Park Glen Neighborhood Association will be Monday, September 11, at 7pm at the Longhorn Activity Center. All Park Glen homeowners are welcome and encouraged to attend.

Please vote in 2017 Park Glen Board election to help reach the quorum requirement. Homeowners should receive ballots and instructions on or just before August 10. Homeowners may vote in person at the annual meeting on September 11, by returning a paper ballot by mail (ballot must be received by September 10), or by voting over the Internet from around August 10 through September 10. Complete election guidelines may be found on the ParkGlen.org website.

Opportunity to Run for the PGNA Board

Park Glen homeowners can be candidates in the 2017 Board election by filing as indicated in the instructions and form on the reverse of this page. Candidate filings must be received by the Election Coordinator by July 25.

Do you think you might want to serve on the PGNA Board but would like to know a little more about it to help you decide? We welcome your interest & inquiry. The current Board members would love to answer your questions. Feel free to contact President Kevin Hammack (PGNAKevin@gmail.com) or Vice President Russell Zwerg (PGNARussell@gmail.com), or any Board member.

What you can do at www.ParkGlen.org:

- **Read about upcoming events and things of interest to the community.**
- **Sign up to receive e-mail alerts of community events and news.**
- **Read current and past issues of the monthly "Park Glen Connection" newsletter.**
- **Find the deed restrictions for your part of Park Glen and the bulletins of the entire neighborhood.**
- **Find the guidelines and forms for submitting a Property Modification Request.**
- **Look at maps of the neighborhood and Arcadia Park.**
- **Ask the Board a question or give a suggestion or comment.**
- **Find the contact information for our community management company (RealManage), police, city and other government, and more.**
- **Volunteer to help make Park Glen a better place to live, or find out more about opportunities to serve.**
- **Sign your business up to be an exhibitor/vendor at or sponsor of a Park Glen event.**
- **and more!**

2017 Board Election

The 2017 election for the Park Glen Board of Directors is coming up quickly. Here is the schedule that has been set:

- June 10 to July 25 - Candidate Filing period.
- By July 31 - Post candidates & candidate statements on website.
- Approximately August 8 - Election America sends letter, candidate information sheet, and voting instructions to each homeowner, and sets up the website for voting.
- August 10 (or earlier) to September 10 - Advance Voting period.
- September 11 - Annual Meeting; in-person voting; results made known (assuming quorum has been met).

The Board has appointed Park Glen homeowner Gerry Sauls to serve as the "Election Coordinator" for 2017. With regard to candidate filing, Gerry will:

- collect candidate filings
- verify homeowner status at filing submission and again right after filing ends
- confirm receipt of filings to applicants
- compile all candidate information into one document for the Park Glen website and for the Election America mailing and website
- maintain secrecy until the filing period has ended.

To run as a candidate in the 2017 election, please follow the instructions to the right. Complete election and candidate filing guidelines may be found on the ParkGlen.org website.

Candidate Filing Form

2017 Election - Park Glen Neighborhood Association Board of Directors

Please complete this form or provide the requested information on your own paper or in an e-mail message. 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 Park Glen and election websites and provided to all members before advance voting.

1. Your Name _____
2. Position Sought (circle one): President Vice-President Secretary Director (1 of 4)
3. Candidate Statement - Please write on the reverse or on your own paper or in an e-mail message. Limited to 75 words (if your statement is more than 75 words, only the first 75 words will be used). Your statement will be provided to Park Glen Neighborhood Association homeowners, so feel free to include anything that you want voting members to know. 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 (the Tarrant Appraisal District must show your name as an owner) _____
5. E-mail Address _____
6. Phone Number _____

Please submit your information to Gerry Sauls (Park Glen's 2017 Election Coordinator)

by e-mail to: GESauls@gmail.com

by mail to: **Gerry Sauls; 5421 Rocky Mountain Rd; Fort Worth, TX 76137**

Gerry must RECEIVE all filings by July 25. He will confirm all submissions by July 22 or within 48 hours of receipt, whichever is later. If you do not get an e-mail confirmation, please contact Gerry at 817-680-8922 or the e-mail address above.

Upcoming Park Glen Events

PGNA Board Meetings: June 19, July 17, August 21, & September 18, all at 7pm at the Longhorn Activity Center (5350 Basswood Blvd). All homeowners welcome.

July 1 - **Independence Parade** and Community **Fireworks Celebration**. More details on the next page.

July 8 - **Pool/Movie Night** - Longhorn Activity Center – Free to Park Glen homeowners and residents. Food and open swim at 7:30. Movie ("Toy Story") runs from 8:30 to 10:00.

August 5 - **Pool/Movie Night** ("Finding Dory") - 7:30 to 10.

September 2 - **Pool/Movie Night** ("Moana") - 7:00 to 9:30.

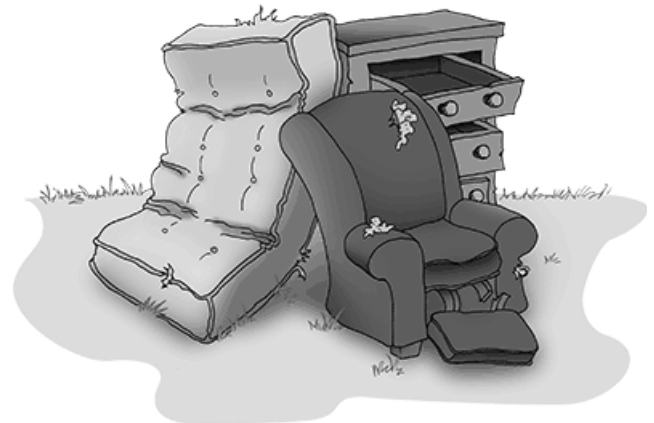
September 11 - **Annual Meeting & Board Election**

September 30 – **Bingo Night**

October 3 - **National Night Out Block Parties** - We need volunteers to coordinate a block party on your street. We'll provide guidance and materials to help you bring your neighbors together to make your part of Park Glen safer and friendlier.

To keep Park Glen attractive:

- please put bulk trash out only on the second Monday of each month!
- please keep trash cans out of sight Tuesday through Sunday!



Independence Celebration in Park Glen Saturday, July 1

Park Glen Parade

Community Fireworks Extravaganza

Meet on the tennis courts at Arcadia Park #4 (4898 Glen Springs). Judging of decorated kids' vehicles from 6:15 to 6:30. Parade from 6:35 to 7:00. You are welcome to walk the parade and even bring your leashed dog. Parade ends at intersection of Union Lake Drive and Teton Trail. A park path leads from there to Arcadia Park #2 for the rest of the evening's activities.

The recommended path back to Arcadia Park #4 (whether right after the parade or after the fireworks) is a park trail from the south end of Arcadia Park #2.

Arcadia Park #2 (8321 Island Park Dr). Beginning at 7pm, there will be music, face painters, balloon artists, food trucks, bounce houses, and more! Parking near the event site will be very limited! Fireworks provided by Fort Worth Public Improvement District #6 at approximately 9:15pm, originating near Arcadia Park #2, but viewable from many places around Park Glen. More information at www.PID6.org and at www.ParkGlen.org.

Online Community Newsletter

Our monthly Park Glen Connection newsletter is now in digital form. It will be posted on our website on or near the 1st of each month. Notifications will be posted on Facebook and sent to all who have signed up for the neighborhood e-mail list. You can see the newsletter and sign up for the e-mail list at www.ParkGlen.org.

PARK GLEN NEIGHBORHOOD ASSOCIATION
Park Glen Connection
JUNE 2017

Independence Day Celebration
We will be joining forces with PID 6 this year to bring you a great evening of fun! We will start the evening with our parade of pedestrians and decorated bikes and other non-motorized vehicles. There will be food trucks, bounce units, face painting, balloon artists, music and of course the evening will be wrapped up with the fireworks display!
July 1st, 6:15pm-10pm
You can see more information and the parade route on page 10.

CONTACT US
Board Members
Kevin Hammack, Pres. PGNAKevin@gmail.com
Russell Zwerg, Vice Pres, Treasurer PGNARussell@gmail.com
Kelly Wingo, Secretary PGNAKelly@gmail.com
Jack Webb, Director PGNAJack@gmail.com
Barry Bryan, Director PGNABarry@gmail.com
Susan Kenney, Director PGNASusan@gmail.com
Kim Bowden, Director PGNAKim@gmail.com

Community Manager
RealManage
ParkGlen@realmanage.com
(PLEASE REPLY TO THIS EMAIL TO CONTACT)
1.866.4RealService
(1.866.472.373) 9:00am-7:00pm, Monday through Friday

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WELCOME
To our new residents, we WELCOME you to Park Glen! If you are interested in getting involved in our neighborhood and would like to volunteer some time please feel free to contact us at www.ParkGlen.org.

FACEBOOK
Join us on our Facebook page! We have surpassed 1700 likes! You can look for "Park Glen Neighborhood Association" or go to www.facebook.com/parkglenhoa LIKE our page and get reminders and event updates. It's a great way to keep in touch!

E-MAIL
STAY UP TO DATE
You can sign up at ParkGlen.org to receive e-mailed news and alerts about our community and events.

The official "Park Glen Neighborhood Association" Facebook page is at www.Facebook.com/ParkGlenHOA. This is the Association's Facebook link to provide news of events and other important information.

**Find us on:
facebook®**

The "Park Glen Neighborhood Neighbors" page (www.facebook.com/groups/ParkGlenNeighbors) is a forum for residents and homeowners to share information with each other.

Park Glen Neighborhood Association

A premium deed-restricted community

Property Modification Approval Instructions & Process

As each of us bought our property, we agreed by our signatures to abide by the Declaration of Covenants, Conditions, and Restrictions (a.k.a. Deed Restrictions or CCR's). The Deed Restrictions protect our property values by keeping the community a highly desirable place to live. A copy of your Deed Restrictions and the approved CCR Bulletins may be obtained from the Park Glen website.

The Architectural Control Committee (ACC) is a group of volunteers that reviews and makes decisions on requests from homeowners to make changes to their properties. The ACC tries to ensure that all changes to our properties will conform to the appropriate Deed Restrictions. **Approval from the ACC must be obtained prior to the start of almost every external modification, improvement, addition, or replacement.** A partial list of projects requiring the submission of an approval request to the ACC is included in this mailing and may be found at www.parkglen.org. **If in doubt about whether ACC approval is necessary, please submit a request.**

To submit a request, you can

complete the "fillable" form (online at www.parkglen.org) with your computer and keyboard, then either

- a) save to your computer & send as an attachment via e-mail or
- b) print & mail,

or you can use the blank form included in this mailing, complete by hand, then either

- c) mail or
- d) scan & email.

However you submit the form, please also send other relevant documents (proposals, sketches, permits, photographs, etc.) to help the committee understand your project and what it will look like when finished. Drawings or plans with accurate measurements of the modification plus its relationship to property lines and/or other structures are essential. Incomplete requests will be returned for additional information. Incorrect information or changes made after approval will invalidate approval. Inspections may be done to verify that the modification was completed as submitted and approved. Any variance that violates restrictions will be a violation of the CCR's.

Please send the completed form along with supporting documents to either the e-mail address or postal mail address indicated on the bottom of the form. In most cases, you will receive an answer in about 15 days. ACC approvals are good for 6 months. If your project completion will extend beyond 6 months, you must request an exception or submit a new request for approval.

Thank you for your understanding and cooperation.

Park Glen Neighborhood Association

Property Modification Approval Request Form

Request # (by Property Manager): _____

Homeowner Name	Phone	
E-mail Address(es)	Best Time to Call	
Park Glen Address	Village / Phase	
Describe the Project		
Materials to be Used. When appropriate (e.g. for shingles), list the brand, style, and grade.		
Color, if applicable (indicate brand name & color name); provide link or send swatch if appropriate		
Location (relationship to your residence and your neighbors)	Expected Start Date	
Distance from fences and easements	Expected Completion	
Dimensions - LxWxH (Indicate pitch, for roof or patio cover)	Will completed project be visible from any street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has applicant read the relevant CCR's/Deed Restrictions/Bulletins? <input type="checkbox"/> Yes <input type="checkbox"/> No	Will neighborhood fencing be removed, even temporarily?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has a Fort Worth building permit been obtained? <input type="checkbox"/> Yes <input type="checkbox"/> Not yet; will be obtained before starting <input type="checkbox"/> It's not necessary for this project		
If any trees will be removed, tell why, how many, the location(s), whether stumps will be removed, and the plan for replacement		
How might the modification affect the drainage on any lot?		
Describe any possible impact of the modification on your neighbors		
Contractor - name of selected or potential contractor(s) or 'Self'		
Other Info or Details		

Important: Please make your request as complete as possible. Include photos, plans, sketches, drawings, and any other supporting documents to show project's appearance, measurements, plan view, elevations, shape, style, location, and relationship to property lines.

Attachment(s) to be sent

By signing below, I / we give permission to the Association to inspect the property. I / we agree to abide by the ACC's decision.

Signature of Applicant	Date
------------------------	------

Rev 06/16

Please eMail this completed form along with supporting documents to: ACC@ParkGlen.org

Or mail to: Park Glen c/o RealManage
P.O. Box 702348; Dallas, TX 75370-2348

Park Glen Neighborhood Association

Approval from the ACC must be obtained prior to the start of almost every external modification, improvement, addition, or replacement. If in doubt about whether a request is necessary, please submit a request.

ACC approval is generally not required for the following, but you still must follow the Covenants, Conditions and Restrictions (CCR's or deed restrictions) and Bulletins and maintain the harmony and conformity of the neighborhood:

- mowing
- trimming of trees, bushes, grass, and weeds
- replacement of plants and shrubs, if no change to the size or shape of existing beds
- minor structural repair/maintenance to exact previous appearance
- repair of a fence with no change in the material, height, style, or position of the fence and no application or reapplication of color other than black on a previously black iron fence.
- replacement of a wooden fence with a traditional and conforming wooden fence that will not exceed 6' in height and have no non-wood part (other than gate hardware) visible from any street, with no change from existing fence line, and no color pre-applied or to be applied or reapplied. Fence poles, regardless of their material, must not be visible from any street.
- repainting or staining of backyard deck
- freestanding and moveable jungle gym, play set, or swing set
- playhouse under 6' in height
- traditional in-ground sprinkler system
- installation of a typically-sized satellite dish if placed on the back of the home, not visible from the street. Satellite dish installers typically want to place satellite dishes on the side of the home because that is easiest for them, but they are usually willing to do the small amount of extra work to place the dish on the back of the home if they know that it is a neighborhood standard and is important to you.

If your project is not listed above, ACC approval is required. This includes (but is not limited to) these projects and modifications:

- any new structure or construction
- exterior modifications and repairs beyond minor "do it yourself" maintenance
- any storage shed or building
- treehouses
- playhouses with any part over 6' in height
- decks, gazebos, pergolas, arbors, patio covers
- storm shelters
- fence work that will result in any part over 6' in height, any non-wood part (other than gate hardware) visible from any street, any change in fence line, any unusual or possibly nonconforming style or appearance, or any color pre-applied or to be applied or reapplied. A property modification request is also required for the replacement or modification of fences on lots that have ever had metal fences.
- walls of any nature, retaining walls, landscaping walls, and decorative walls
- any brickwork, stonework, or concrete work
- driveway expansion, construction, or replacement
- sidewalk repair, construction, or replacement
- any reduction of grass area
- expansion or addition of flower beds, tree beds, shrub beds, or planting areas
- removal of any tree
- any painting or staining of any structure or fence, including repainting / restaining
- installation or replacement of gutters
- replacement of any doors and/or windows
- replacement of shutters
- installation of satellite dish, if visible from the street
- installation of solar panels
- any replacement of roof and/or shingles
- installation, structural maintenance, or removal of swimming pool, hot tub, spa
- in-ground flagpoles
- repair, replacement, or addition of siding
- fountains, ponds, large statues, and large sculptures visible from the street.

Always check the Park Glen website (www.ParkGlen.org) for the latest guidelines, instructions, & forms.

PGNA Insurance Tracking

Liability, Property, & Umbrella Policy

Effective Date: June 25

Premiums:	<u>06/25/15</u>	<u>06/25/16</u>	<u>06/25/17</u>
	\$7,622	\$7,626	\$7,630

Theft / Crime / Embezzlement

Effective Date: July 22

Premiums:		<u>07/22/16</u>	<u>07/22/17</u>
		\$588	\$559 or \$572

Directors & Officers Coverage

Effective Date: October 1

Premiums:	<u>10/01/15</u>	<u>10/01/16</u>	<u>10/01/17</u>
	\$5,682	\$7,951	

RealManage



Park Glen Manager's Report June 19, 2017

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From May 16, 2017 - June 19, 2017 (57 Applications)

27 Approvals

17 Approved with Stipulations

11 Denied

Approved

Deck/Patio 1
Driveway Modification 1
Exterior Paint 3
Gutter 3
Patio Cover 1
Window Replacement 2
Pergola 1
Front Door 1
Garage Door 1
Sidewalk 1
Storage Shed 1
Roof replacement 10
Pool 1

Approved with Stipulations

Deck/Patio 2
Fence 5
Driveway 1
Retaining Wall 2
Gutter 1
Landscaping 1
Storage Shed 2
Roof Replacement 2
Pool 1

Denied

Deck/Patio 2
Fence 1
Exterior Paint 1
Storm Door 1
Sidewalk 1
Tree Removal 1
Storage Shed 3
Paint Front Door 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 May 16, 2017 to June 18, 2017, RealManage has taken 72 telephone calls from residents.

**1 Access Control
13 Account Balance
1 Amenity Center
11 Architectural request Related
1 Confrim Payment received
2 Conveyance Related
1 Late Fee/ Finance Charge
3 Newsletter/ Website. / Events
8 Other
1 Payment Questions
9 Report Violation
3 report Issue
1 Swimming Pool
16 Violation Letter**

Resident Emails

From May 16, 2017 to June 18, 2017, RealManage has processed 153 emails.

**12 Account Status / Balance
66 Architectural Request Related
9 Collection / Foreclosure
1 Confirm Payment
4 CONveyance Related
2 Inquiry / SOA
1 Late Fee / Finance Charge
3 Newsletter
5 Other
2 Other Common Area
22 Report Vioaltion
3 Report Issue
1 Swimming Pool
22 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

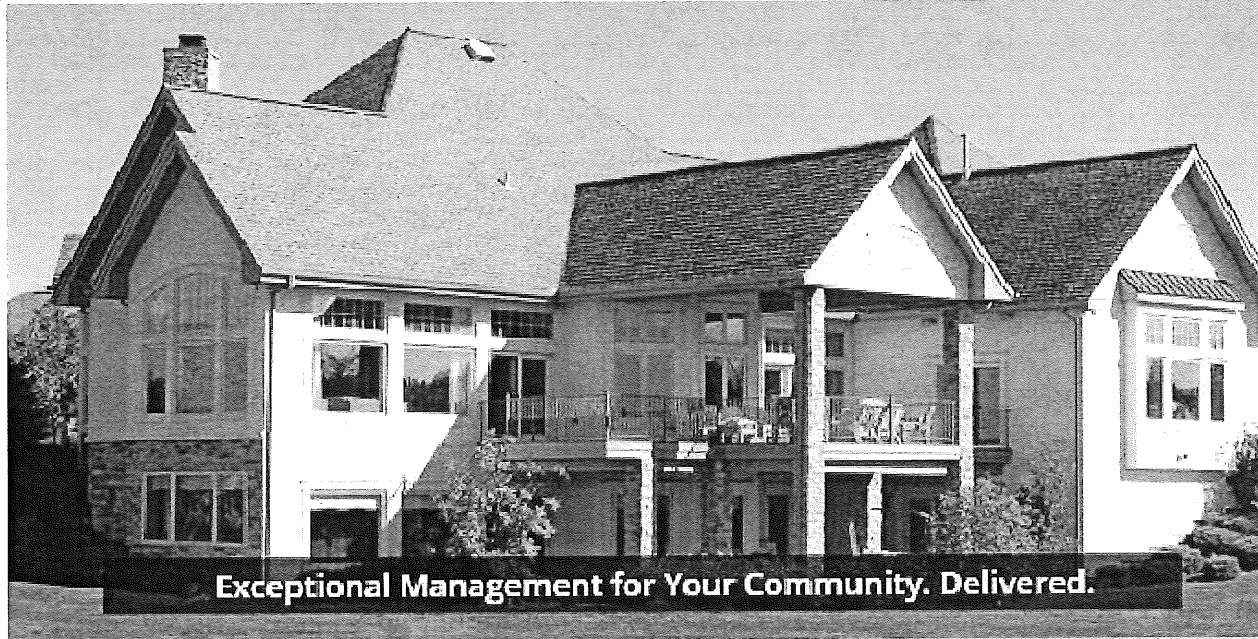
Email to use for all correspondence
ParkGlen@CiraMail.com

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.



RESIDENT PORTAL

Access your account, pay assessments, request service and more via CiraNet

BOARD PORTAL

Access your community's cloud-based management and information portals 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

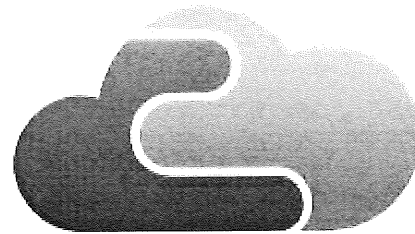
VENDOR PORTAL

Obtain instructions, submit a question or upload an invoice via CiraNet



Comprehensive
community management
solutions

Resident Portal...cont.



CIRANET
RESIDENT PORTAL

Login

User Name is required.

Password is required

Remember me

[Don't have an account?](#)

[Retrieve UserName or Validate Email Address](#)

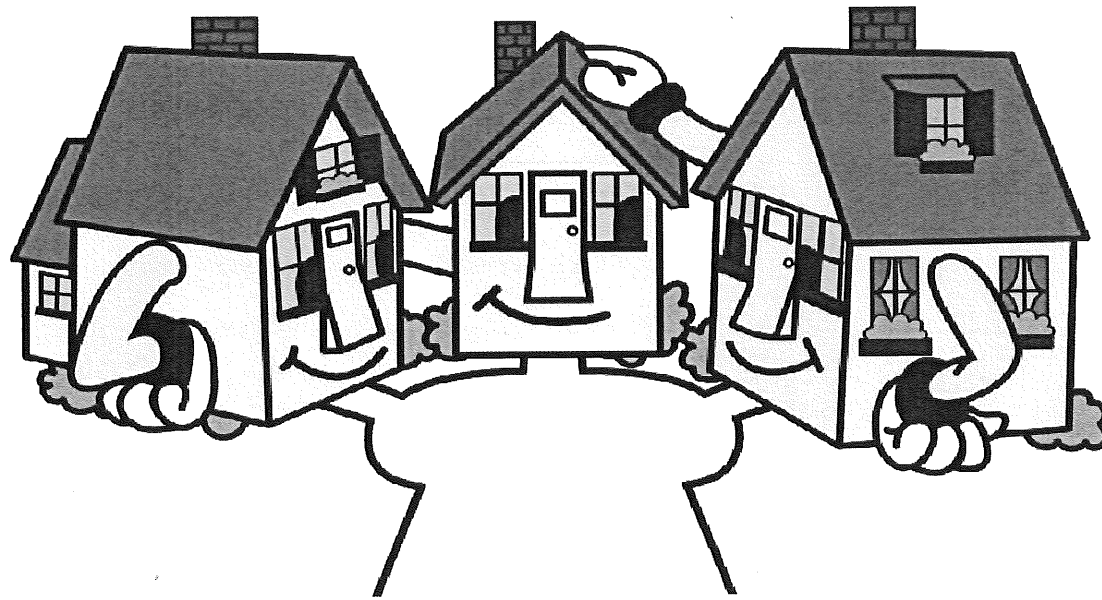
Welcome to the CiraNet Resident Portal powered by CiraConnect. The Resident Portal is provided as an online service for property owners and residents in a community managed with the CiraNet community association management software application.

Please log in to access your account, pay assessments, request service and more. Don't have an account? Simply click the "Don't have an account?" link to easily create an account.

Unable to access your account or need assistance? Please contact us at service@CiraMail.com or toll-free at (855) 877-CIRA (2472).

The End

Have a great week!



Thank you!

Park Glen Neighborhood Association Balance Sheet	9/30/2016 Year End	1/31/2017	2/28/2017	3/31/2017	4/30/2017	5/31/2017
<u>ASSETS</u>						
Union Bank-Checking Account	\$ 154,784.38	\$ 237,394.87	\$ 243,338.05	\$ 233,414.43	\$ 231,350.09	\$ 229,223.63
Union Bank-Money Market Account	\$ 200,233.91	\$ 200,368.56	\$ 200,399.28	\$ 200,433.32	\$ 200,464.06	\$ 200,500.29
Legend Bank-Checking Account	\$ 160,099.36	\$ 175,914.59	\$ 176,297.44	\$ 176,997.44	\$ 175,796.35	\$ 175,546.35
TOTAL IN BANK	\$ 515,117.65	\$ 613,678.02	\$ 620,034.77	\$ 610,845.19	\$ 607,610.50	\$ 605,270.27
Accounts Receivable-Member Accts	\$ 182,852.77	\$ 206,506.08	\$ 197,562.81	\$ 186,734.19	\$ 182,175.79	\$ 173,572.44
Bad Debt Allowance	\$ (160,910.43)	\$ (176,556.76)	\$ (162,176.90)	\$ (160,321.02)	\$ (159,565.64)	\$ (150,124.66)
Prepaid Expenses	\$ 1,655.00	\$ 1,573.91	\$ 120.00	\$ -		
Prepaid Insurance	\$ 14,111.50	\$ 9,068.16	\$ 7,686.40	\$ 6,304.64	\$ 4,922.88	\$ 3,541.12
TOTAL OTHER CURRENT ASSETS	\$ 37,708.84	\$ 40,591.39	\$ 43,192.31	\$ 32,717.81	\$ 27,533.03	\$ 26,988.90
TOTAL ASSETS	\$ 552,826.49	\$ 654,269.41	\$ 663,227.08	\$ 643,563.00	\$ 635,143.53	\$ 632,259.17
<u>LIABILITIES</u>						
Accounts Payable & Oth Accrued Exp	\$ 740.00	\$ 1,310.00	\$ 2,362.50	\$ 615.00	\$ 690.00	\$ 2,142.50
Deferred Assessments Income		\$ 145,992.00	\$ 127,743.00	\$ 109,494.00	\$ 91,272.50	\$ 73,018.00
Prepaid Owner Assessments	\$ 116,084.20	\$ 7,984.91	\$ 8,387.12	\$ 9,310.20	\$ 9,385.33	\$ 9,556.32
Prepaid by Former Owners	\$ 205.16	\$ 160.16	\$ 160.16	\$ 160.16	\$ 160.16	\$ 160.16
TOTAL LIABILITIES	\$ 117,029.36	\$ 155,447.07	\$ 138,652.78	\$ 119,579.36	\$ 101,507.99	\$ 84,876.98
<u>ACCUMULATED SURPLUS</u>						
Surplus / (Deficit) thru Prior Year	\$ 323,921.76	\$ 435,797.13	\$ 435,797.13	\$ 435,797.13	\$ 435,797.13	\$ 435,797.13
Current YTD Net Surplus / (Deficit)	\$ 111,875.37	\$ 63,025.21	\$ 88,777.17	\$ 88,186.51	\$ 97,838.41	\$ 111,585.06
TOTAL ACCUMULATED SURPLUS	\$ 435,797.13	\$ 498,822.34	\$ 524,574.30	\$ 523,983.64	\$ 533,635.54	\$ 547,382.19
TOTAL LIABILITIES & SURPLUS	\$ 552,826.49	\$ 654,269.41	\$ 663,227.08	\$ 643,563.00	\$ 635,143.53	\$ 632,259.17

May
Notes

should be \$152,717
(88% of A/R)

off by \$22.00 from
\$18,249 x the
number of months
remaining in fiscal
year

Park Glen Neighborhood Association Income Statement (fiscal year Oct 2016-Sep 2017)	Total 2016-2017 Budget	Apr 2017 Budget	Apr 2017 Actual	May 2017 Budget	May 2017 Actual
Assessment Income (3,318 homes x \$66 annual dues)	\$ 218,988.00	\$ 18,249.00	\$ 18,252.67	\$ 18,249.00	\$ 18,254.50
Late Fee Income	\$ 40,000.00	\$ 3,500.00	\$ 1,056.92	\$ 3,200.00	\$ (1,256.01)
Interest on Receivables	\$ 2,400.00	\$ 150.00	\$ 338.00	\$ 150.00	\$ 261.80
Legal Fees Reimbursement	\$ 20,000.00	\$ 7,000.00	\$ 934.10	\$ -	\$ 135.00
Interest Income	\$ 500.00	\$ 43.00	\$ 30.74	\$ 43.00	\$ 36.23
Social Event Income	\$ 24,000.00	\$ 1,000.00			
Reimbursements-Mailbox Damage	\$ -	\$ -			
Total Income	\$ 305,888.00	\$ 29,942.00	\$ 20,612.43	\$ 21,642.00	\$ 17,431.52
Management Fees-Contract	\$ 60,000.00	\$ 8,000.00	\$ 2,060.00	\$ 8,000.00	\$ 2,060.00
Management Fees-Admin	\$ 30,000.00	\$ 2,500.00	\$ 2,049.00	\$ 2,500.00	\$ 3,654.00
Collection Fees to Mgmt Co.	\$ 40,000.00	\$ 1,500.00	\$ 1,545.00	\$ 1,500.00	\$ 1,545.00
Collection Fees-Legal/Agency	\$ 50,000.00	\$ 9,500.00	\$ 934.10	\$ 2,500.00	\$ 569.50
Legal Fees-Non Collection	\$ 25,000.00	\$ 1,000.00	\$ 2,290.00	\$ 2,000.00	\$ 2,164.50
Accounting / Audit	\$ 5,000.00	\$ -		\$ 600.00	
Consulting/Professional Fees	\$ 6,250.00	\$ -		\$ 80.00	\$ 78.96
Bad Debt Expense	\$ 50,000.00	\$ 8,750.00	\$ (706.42)	\$ 2,667.00	\$ (8,121.85)
Insurance	\$ 18,000.00	\$ 1,500.00	\$ 1,381.76	\$ 1,500.00	\$ 1,381.76
General Maint. & Repair	\$ 25,000.00	\$ -		\$ 2,500.00	
Dues & Subscriptions	\$ 100.00	\$ 8.00		\$ 8.00	
Supplies	\$ 500.00	\$ 42.00		\$ 42.00	
Postage & Courier	\$ 2,000.00				
Printing & Reproduction	\$ 500.00	\$ -		\$ -	
Storage	\$ 1,281.00	\$ 103.00	\$ 206.00	\$ 112.00	\$ 103.00
Licenses & Permits / Filings	\$ 200.00	\$ 17.00		\$ 17.00	
Social Activities	\$ 24,000.00	\$ 3,000.00	\$ 1,147.43	\$ 1,000.00	\$ 250.00
Community Engagement	\$ 2,000.00	\$ 50.00	\$ 29.86	\$ 50.00	
Scholarships/Charitable	\$ 12,500.00				
Hospitality	\$ 1,200.00	\$ 100.00		\$ 100.00	
Board & Community Meetings	\$ 1,200.00	\$ 100.00		\$ 100.00	
Website	\$ 200.00	\$ 16.00	\$ 23.80	\$ 16.00	
Total Expense	\$ 354,931.00	\$ 36,186.00	\$ 10,960.53	\$ 25,292.00	\$ 3,684.87
Net Income / (Loss)	\$ (49,043.00)	\$ (6,244.00)	\$ 9,651.90	\$ (3,650.00)	\$ 13,746.65

May
Notes

Legal collection fees billed to accounts

includes \$75 fee that will be credited. Also, I believe that \$1,210 more was incorrectly coded to expense rather than being billed to owners or title companies.

Collection Fees & Lien Release
Work on Governing Documents

Annual "Registered Agent" fee to CT Corporation

This is the net of writeoffs and reduction of the bad debt reserve.

This is the expense for June

Shredding Event

Fiscal Year-to-Date Budget	Fiscal Year-to-Date Actual
\$ 145,992.00	\$ 145,992.55
\$ 29,200.00	\$ 30,995.80
\$ 1,950.00	\$ 3,331.24
\$ 20,000.00	\$ 1,069.10
\$ 328.00	\$ 266.38
\$ 24,000.00	\$ 26,650.00
\$ -	\$ 2,550.00
\$ 221,470.00	\$ 210,855.07
\$ 28,000.00	\$ 16,300.00
\$ 20,000.00	\$ 20,480.00
\$ 34,000.00	\$ 12,225.00
\$ 40,000.00	\$ 1,578.60
\$ 17,000.00	\$ 6,382.00
\$ 5,000.00	\$ 2,088.02
\$ 80.00	\$ 78.96
\$ 41,000.00	\$ (1,602.96)
\$ 12,000.00	\$ 10,990.38
\$ 22,500.00	\$ 16,750.00
\$ 64.00	\$ -
\$ 336.00	\$ -
\$ 2,000.00	\$ -
\$ 500.00	\$ -
\$ 833.00	\$ 927.00
\$ 136.00	\$ -
\$ 19,000.00	\$ 11,912.59
\$ 1,350.00	\$ 958.77
\$ -	\$ -
\$ 800.00	\$ -
\$ 800.00	\$ 160.00
\$ 128.00	\$ 41.65
\$ 245,527.00	\$ 99,270.01
\$ (24,057.00)	\$ 111,585.06

Accounts Receivable Recap	1/7/16	3/3/16	5/5/16	7/7/16	9/12/16	11/14/16	1/16/17	3/20/17	4/17/17	5/15/17	6/19/17	Change
Number of Accounts owing \$2,000 or more	24	23	23	24	23	23	22	22	22	23	21	-2
Accounts owing between \$1,000 and \$1,999	54	55	55	53	52	59	60	54	54	52	53	1
Accounts owing between \$500 and \$999	53	49	42	42	40	35	45	37	38	39	31	-8
Accounts owing over \$209 to \$499. Most of these now owe for this year plus some or all from last year)	109	86	67	50	46	102	73	52	39	37	31	-6
Accts owing between \$66 and \$209. Most of these were current before the last assessment	282	121	86	66	52	302	123	74	55	41	39	-2
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)	144	117	83	63	48	133	143	51	50	44	40	-4
Total # of Past Due Accts:	666	451	356	298	261	654	466	290	258	236	215	-21
% of 3,318 Homeowners:	20.1%	13.6%	10.7%	9.0%	7.9%	19.7%	14.0%	8.7%	7.8%	7.1%	6.5%	
Total Past Due \$ Owed:	\$222,020	\$202,626	\$194,522	\$193,512	\$186,625	\$219,739	\$211,931	\$189,821	\$185,533	\$184,070	\$172,869	-\$11,201

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%	294,304
				11/20/15	910	27.4%	246,947	11/14/16	654	19.7%	219,739
12/31/14	645	19.4%	238,576	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
				2/4/16	550	16.6%	209,517	2/20/17	335	10.1%	205,301
				3/3/16	451	13.6%	202,626	3/20/17	290	8.7%	189,821
				4/7/16	392	11.8%	198,921	4/17/17	258	7.8%	185,533
				5/5/16	356	10.7%	194,522	5/15/17	236	7.1%	184,070
5/31/15	468	14.1%	207,701	6/2/16	335	10.1%	193,512	6/19/17	215	6.5%	172,869
				7/7/16	298	9.0%	193,512				
7/30/15	454	13.7%	204,363	7/27/16	285	8.6%	188,910				
8/18/15	394	11.9%	199,531	8/22/16	267	8.0%	188,257				
9/16/15	373	11.2%	191,133	9/12/16	261	7.9%	186,625				

Accounts in Attorney's Hands

Bankruptcy	3
Special	1
Collection	4
Collection AND Enforcement	2
Enforcement	0

Accounts in Attorney's Hands **10**

Accounts in Referral Statutory Process at RealManage

Collection	3
Collection AND Enforcement	3
Enforcement	1

Accounts in Statutory Process at RealManage **7**

Pre-Referral Letter waiting for Response or Referral

Collection	4
Collection AND Enforcement	3
Enforcement	0

Pre-Referral Board Letter waiting for Response **7**

Pre-Referral Board Letter with Potential Resolution pending

Collection	9
Collection AND Enforcement	2
Enforcement	0

Pre-Referral Board Board Letter pending Resolution **11**

Grand Total **35**