

Park Glen Neighborhood Association

Minutes of August 21, 2017 Board Meeting

Approved at
the 9/18/17
Board Meeting

Roll Call - Kevin called the meeting to order at 7:02 p.m. The following Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Kim Bowden, Jack Webb, and Susan Kenney.

Announcement of Actions since the July 17, 2017 Board Meeting

- In e-mail votes on 7/18/17, the Board passed the following **motions made by Russell Zwerg**:
 1. I move to adopt the presented budget for Park Glen's fiscal year 10/1/17-9/30/18, projecting \$283,708 in revenue, \$451,398 in expense, and a budgeted deficit of \$167,690. The Association plans to use accumulated cash reserves to do significant repair work to sidewalks and mailboxes in 2017-2018. The Association has ample reserves to accommodate a deficit operation as budgeted. The annual assessment (dues) amount for each Park Glen lot for 2017-2018 is \$66.00 to be billed in September with a due date of October 1.
 2. I move to promote a number of neighborhood block parties, hosted by Park Glen residents on Texas' "National Night Out" date of October 3, 2017, and allocate a reimbursement of up to \$75 per block party or \$1,500 in total, whichever is lower, for consumables, food, and beverages.
 3. I move to make a donation of \$200 to the Central High School Band, in thanks for their participation in Park Glen's 2017 Independence Day Parade.
 4. For the sake of practicality and resident privacy, I move to adopt a general Association policy to apply the community's deed restrictions only to issues easily visible from a street or other public area.
- In an e-mail vote on 7/21/17, the Board passed a motion made by Jack Webb to authorize Kevin to spend up to \$500 from the benevolence fund for stump grinding and yard work at <address redacted>.
- On 8/1/17, Treasurer Russell Zwerg Waived half (\$167.40) of the late fees and finance charges on account R0329153L0279040 after the homeowner paid all assessments and the other \$167.40 in late fees and assessments.

Minutes of Preceding Meetings

July 17, 2017 meeting minutes - Motion made by Russell to accept minutes as written. Kelly seconded. None opposed. Motion passed.

President's Report

Annual Membership Meeting and Board Election on September 11 - Reminder to all homeowners to vote, either in advance before September 11 or in person on September 11. Kevin and Russell are in the process of putting together speakers for the meeting. Homeowners should have already started to receive their voter cards in the mail. Please encourage your neighbors to vote so that we can meet a quorum.

Vice President's Report

- Mailbox Project Update - Russell has checked with companies to get bids and is hoping some good bids will come in soon. Russell also reviewed the list of mailboxes that need to be leveled and/or rebuilt/rebuilding, etc. He continues to seek a reasonable price.
- Reminder of Annual Assessment Billing and Due Date - Russell reminded everyone that invoices for HOA dues will be mailed in September. The due date for the current \$66.00 annual assessment is Oct. 1.

Other Board Member Reports/Comments

Susan discussed a letter Kelly received about a public hearing in Fort Worth. Please visit the City of Fort Worth website if you would like more information or would like to attend.

Property Manager's Report

Neighborhood Update/Status - RealManage reviewed the Update/Status for all in attendance.

Social / Events / Activities

- Report on Pool/Movie Night on August 5-Fun was had by all. The next planned Pool/Movie Night is scheduled for September 2 and will be last pool event this summer.
- Planning for Bingo Night on Saturday, September 30-Dana is beginning to collect donations for prizes and the event will be held at the Methodist Church on Park Vista.
- National Night Out-Tuesday, October 3-Russell has 7 homeowners interested in hosting a block party, a bit down from last year. It's a wonderful way for neighbors to get to know one another. We had close to 20 block parties last year. Deadline to register with the City of Fort Worth is Sept. 25. Registration is encouraged so the local police or fire dept. may also participate. Date for National Night Out is Oct. 3.
- Turkey Trot-Thursday, November 23-Dana is beginning the planning and has a handful of sponsors signed up so far.

Communications

- Report on online Newsletter and Vendor Advertising-Dana has nothing further to report.

Architectural Control Committee - See RealManage for ACC issues

Development Committee - None.

Treasurer's Report - Russell reviewed the following for everyone:

- Monthly financial reports (June and July)

Old Business - None.

New Business and Motions

- 2017 Turkey Trot - **Russell moved to conduct the Annual Turkey Trot Run on November 23, 2017, to be coordinated by Dana Hammack, with costs before revenue of \$11,000 or less and the expectation that it will make a profit.** Susan Seconded. None opposed. Motion passed.
- Proposal to give away three \$50 gift cards at the September 11 annual meeting to randomly-selected homeowners in attendance who have voted (either in advance or at the meeting) - **Russell moved that three \$50 gift cards be purchased and given away as door prizes at the 9/11/17 annual meeting to randomly-selected homeowners in attendance who have voted in the 2017 Board election either in advance or at the meeting (one entry per property).** Susan seconded. None opposed. Motion passed.
- Proposal for additional/alternative legal counsel for advice, account collections, and deed restriction enforcement - **Russell moved that the PGNA President, Vice President, and Secretary, by agreement of all three, be authorized to engage an additional or replacement law firm for deed restriction enforcement, collections, advice, and general work.** Susan seconded. None opposed. Motion passed.
- Request by homeowner Daniel Guido for funds to subsidize a September 9 outing on the Grapevine Vintage Railway he is putting together for Park Glen residents; He gave a presentation for the "Neighborhood Express". He has also set up a press release. He also wants to have a photographer - **Jack moved that PGNA allocate \$2000 to the Neighborhood Express event (September 9, 2017 Grapevine Vintage Railway outing being organized by PG homeowner Daniel Guido) with the understanding that any future donations to this project be subtracted from this amount.** Kelly seconded. None opposed. Motion passed.

Member Comments

A member inquired about PID6 vs. RealManage work. Discussion was had as to which entity does what.

Kevin moved to adjourn the meeting. Kelly seconded. None opposed. Meeting adjourned at 8:22 p.m.

RealManage



Park Glen Manager's Report August 21, 2017

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

Email - ParkGlen@CiraMail.com

Community Website - www.ParkGlen.org

Architectural Requests

From July 19, 2017 - August 20, 2017 (29 Applications)

19 Approvals

4 Approved with Stipulations

4 Denied

2 Canceled

Approved

Deck/ Patio 1
Driveway Modification 1
Fence 1
Home Addition / Modification 3
Landscaping 3
Outbuilding / Storage Shed 1
Painting 2
Roofing 6

Approved with Stipulations

Home Addition / Modification 1
Landscaping 2
Outbuilding / Storage Shed 1

Denied

Landscaping 1
Outbuilding / Storage Shed 1
Roofing 2

Canceled

Roofing 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 July 19 to August 20, 2017, RealManage has taken 70 telephone calls from residents.

**9 Account Balance
11 Architectural request Related
1 Collections/ Foreclosure/Bankruptcy
5 Other
2 Common Area
9 Report Violation
4 Report Issue
1 Resale Cert / Disclosure
4 Update Contact Info
24 Violation Letter**

Resident Emails

From July 19, 2017 to August 20, 2017, 2017, RealManage has processed 73 emails.

**4 Account Status / Balance
22 Architectural Request Related
1 Late Fee/ Finance Charge
3 Other
1 Other Common Area
14 Report Violation
4 Report Issue
1 Update Contact Information
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.

SUBMIT



RESIDENT PORTAL

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

BOARD PORTAL

Access your community's cloud-based management and information portal via CiraNet

CLOSING PORTAL

Request a statement of account, resale certificate, estoppels and more via CiraNet

ATTORNEY PORTAL

Access resources and account statements via CiraNet

VENDOR PORTAL

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

Resident Portal...cont.



CIRANET RESIDENT PORTAL

Login

User Name is required.

Password is required

Remember me

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

[Retrieve UserName or Validate Email Address](#)

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

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

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

The End

Have a great week!



Thank you!

Park Glen Neighborhood Association Balance Sheet	9/30/2016 Year End	3/31/2017	4/30/2017	5/31/2017	6/30/2017	7/31/2017
<u>ASSETS</u>						
Union Bank-Checking Account	\$ 154,784.38	\$ 233,414.43	\$ 231,350.09	\$ 229,223.63	\$ 204,655.31	\$ 197,579.97
Union Bank-Money Market Account	\$ 200,233.91	\$ 200,433.32	\$ 200,464.06	\$ 200,500.29	\$ 200,533.23	\$ 200,567.27
Legend Bank-Checking Account	\$ 160,099.36	\$ 176,997.44	\$ 175,796.35	\$ 175,546.35	\$ 175,604.17	\$ 158,265.66
TOTAL IN BANK	\$ 515,117.65	\$ 610,845.19	\$ 607,610.50	\$ 605,270.27	\$ 580,792.71	\$ 556,412.90
Accounts Receivable-Member Accts	\$ 182,852.77	\$ 186,734.19	\$ 182,175.79	\$ 173,572.44	\$ 170,950.79	\$ 168,994.18
Bad Debt Allowance	\$ (160,910.43)	\$ (160,321.02)	\$ (159,565.64)	\$ (152,743.44)	\$ (150,378.62)	\$ (148,714.88)
Prepaid Expenses	\$ 1,655.00	\$ -				
Prepaid Insurance	\$ 14,111.50	\$ 6,304.64	\$ 4,922.88	\$ 3,541.12	\$ 9,789.36	\$ 8,455.95
TOTAL OTHER CURRENT ASSETS	\$ 37,708.84	\$ 32,717.81	\$ 27,533.03	\$ 24,370.12	\$ 30,361.53	\$ 28,735.25
TOTAL ASSETS	\$ 552,826.49	\$ 643,563.00	\$ 635,143.53	\$ 629,640.39	\$ 611,154.24	\$ 585,148.15
<u>LIABILITIES</u>						
Accounts Payable & Oth Accrued Exp	\$ 740.00	\$ 615.00	\$ 690.00	\$ 2,142.50	\$ 5,482.50	\$ 395.00
Deferred Assessments Income		\$ 109,494.00	\$ 91,272.50	\$ 73,018.00	\$ 54,763.50	\$ 36,520.00
Prepaid Owner Assessments	\$ 116,084.20	\$ 9,310.20	\$ 9,385.33	\$ 9,556.32	\$ 9,948.30	\$ 10,546.37
Prepaid by Former Owners	\$ 205.16	\$ 160.16	\$ 160.16	\$ 160.16	\$ 17.98	\$ 17.98
TOTAL LIABILITIES	\$ 117,029.36	\$ 119,579.36	\$ 101,507.99	\$ 84,876.98	\$ 70,212.28	\$ 47,479.35
<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	\$ 88,186.51	\$ 97,838.41	\$ 108,966.28	\$ 105,144.83	\$ 101,871.67
TOTAL ACCUMULATED SURPLUS	\$ 435,797.13	\$ 523,983.64	\$ 533,635.54	\$ 544,763.41	\$ 540,941.96	\$ 537,668.80
TOTAL LIABILITIES & SURPLUS	\$ 552,826.49	\$ 643,563.00	\$ 635,143.53	\$ 629,640.39	\$ 611,154.24	\$ 585,148.15

Jun & Jul
Notes

revised to 88% of A/R

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

Sent \$142.18 to the
State of Texas-
Unclaimed Funds

Park Glen Neighborhood Association Income Statement (fiscal year Oct 2016-Sep 2017)	Total 2016-2017 Budget	Jun 2017 Budget	Jun 2017 Actual	Jul 2017 Budget	Jul 2017 Actual	June and July Notes	Fiscal Year-to- Date Budget	Fiscal Year-to- Date Actual
Assessment Income (3,318 homes x \$66 annual dues)	\$ 218,988.00	\$ 18,249.00	\$ 18,254.50	\$ 18,249.00	\$ 18,243.50		\$ 182,490.00	\$ 182,490.55
Late Fee Income	\$ 40,000.00	\$ 3,000.00	\$ 2,385.92	\$ 2,800.00	\$ 2,070.00		\$ 35,000.00	\$ 35,451.72
Interest on Receivables	\$ 2,400.00	\$ 150.00	\$ 239.54	\$ 100.00	\$ 208.61		\$ 2,200.00	\$ 3,779.39
Legal Fees Reimbursement	\$ 20,000.00	\$ -	\$ 210.00	\$ -	\$ 25.00		\$ 20,000.00	\$ 1,304.10
Interest Income	\$ 500.00	\$ 43.00	\$ 32.94	\$ 43.00	\$ 34.04		\$ 414.00	\$ 333.36
Social Event Income	\$ 24,000.00						\$ 24,000.00	\$ 26,650.00
Reimbursements-Mailbox Damage	\$ -						\$ -	\$ 2,550.00
Advertising Revenue (earmarked for Benevolence)			\$ 200.00		\$ 585.00		\$ -	\$ 785.00
Total Income	\$ 305,888.00	\$ 21,442.00	\$ 21,322.90	\$ 21,192.00	\$ 21,166.15		\$ 264,104.00	\$ 253,344.12
Management Fees-Contract	\$ 60,000.00	\$ 8,000.00	\$ 2,060.00	\$ 8,000.00	\$ 2,060.00		\$ 44,000.00	\$ 20,420.00
Management Fees-Admin	\$ 30,000.00	\$ 2,500.00	\$ 2,294.00	\$ 2,500.00	\$ 2,895.18	I am challenging some of these fees.	\$ 25,000.00	\$ 25,669.18
Collection Fees to Mgmt Co.	\$ 40,000.00	\$ 1,500.00	\$ 1,545.00	\$ 1,500.00	\$ 1,545.00		\$ 37,000.00	\$ 15,315.00
Collection Fees-Legal/Agency	\$ 50,000.00	\$ 2,500.00		\$ 2,500.00			\$ 45,000.00	\$ 1,578.60
Legal Fees-Non Collection	\$ 25,000.00	\$ 2,000.00	\$ 3,548.75	\$ 2,000.00		\$270-Deed Restriction Enforcement, \$3278.75 governing document review	\$ 21,000.00	\$ 9,930.75
Accounting / Audit	\$ 5,000.00	\$ -		\$ -			\$ 5,000.00	\$ 2,088.02
Consulting/Professional Fees	\$ 6,250.00	\$ 3,700.00	\$ 3,656.60			First Installment to Election-America	\$ 3,780.00	\$ 3,735.56
Bad Debt Expense	\$ 50,000.00	\$ 2,500.00	\$ (744.76)	\$ 2,333.00	\$ (1,433.79)	revised the reserve to 88% of A/R	\$ 45,833.00	\$ (1,162.73)
Insurance	\$ 18,000.00	\$ 1,500.00	\$ 1,381.76	\$ 1,500.00	\$ 1,333.41		\$ 15,000.00	\$ 13,705.55
General Maint. & Repair	\$ 25,000.00		\$ 11,300.00			\$9375 for final payment of first phase of mailbox repair, plus \$1925 for final payment on rebuild of column on Island Park Bridge	\$ 22,500.00	\$ 28,050.00
Dues & Subscriptions	\$ 100.00	\$ 8.00		\$ 8.00			\$ 80.00	\$ -
Supplies	\$ 500.00	\$ 42.00		\$ 42.00			\$ 420.00	\$ -
Postage & Courier	\$ 2,000.00						\$ 2,000.00	\$ -
Printing & Reproduction	\$ 500.00	\$ -		\$ -			\$ 500.00	\$ -
Storage	\$ 1,281.00	\$ 112.00	\$ 103.00	\$ 112.00	\$ 116.00	This is August's storage payment. Storage fee went up 8/1/17.	\$ 1,057.00	\$ 1,146.00
Licenses & Permits / Filings	\$ 200.00	\$ 17.00		\$ 17.00			\$ 170.00	\$ -
Social Activities	\$ 24,000.00	\$ 1,000.00		\$ 2,000.00	\$ 911.51	\$135.31 Movie Night, \$776.20 July 1 Independence Celebration	\$ 22,000.00	\$ 12,824.10
Community Engagement	\$ 2,000.00	\$ 50.00		\$ 50.00			\$ 1,450.00	\$ 958.77
Scholarships/Charitable	\$ 12,500.00			\$ 11,000.00	\$ 16,600.00	22 x \$700 scholarship pmts, plus \$500 memorial donation to Voices of Central Show Choir, \$500 memorial donation to Boy Scout Troop 336, and \$200 to Keller Central Band Boosters.	\$ 11,000.00	\$ 16,600.00
Hospitality	\$ 1,200.00	\$ 100.00		\$ 100.00			\$ 1,000.00	\$ -
Board & Community Meetings								\$ 160.00
Website	\$ 1,200.00	\$ 100.00		\$ 100.00			\$ 1,000.00	\$ 41.65
Benevolence					\$ 412.00		\$ -	\$ 412.00
Total Expense	\$ 354,731.00	\$ 25,629.00	\$ 25,144.35	\$ 33,762.00	\$ 24,439.31		\$ 304,790.00	\$ 151,472.45
Net Income / (Loss)	\$ (48,843.00)	\$ (4,187.00)	\$ (3,821.45)	\$ (12,570.00)	\$ (3,273.16)		\$ (40,686.00)	\$ 101,871.67