

Minutes
Park Glen Neighborhood Association Board Meeting
March 17, 2015

Final – as Approved by the
PGNA Board 4/14/2015

Board Members in attendance:

Kevin Hammack-President
Russell Zwerg-VP/Treasurer
Teresa Biery-Director
Barry Bryan-Director
Sterling Rice-Director

Board Members not in attendance:

Janet Jones-Director
Scott Newell-Secretary

Property Management Solutions:

Dawn Kelly, Jullie Willburn, Janna Perez

Members and Guests:

Dana Hammack, Cecilia Shilling, Lyn Linder, Bill Grove, Tal Finley, Lana Hoover, Bill Williams, Brandon Junker, Cheryl Karl, Tom Karl, Cynthia Coe, Kent Thompson, Dan Thunder, Patrick Orzano, Joe Lara, David Staine, Mark Thiessen, Ralph Robb, John Pickett, Diane Cape, Sian Vrana, Susan Kenney

Meeting opened a little after 7:00 p.m. Board Members and Property Management Solutions employees introduced themselves.

Kevin reported that appropriate Meeting Notice had been given.

Kevin Hammack announced that the meeting is being audio-recorded by both PMS and Russell.

Board members present reviewed minutes from 2/10/15 and 2/24/15 meetings. Apology was given for the extended time necessary to review two sets of minutes. Motion was made by Sterling Rice to approve minutes of both meetings as submitted, seconded by Barry Bryan. There was no discussion by Board or others present. All Board members present voted in favor of approval.

President's Report:

- Regarding the city street & sidewalk repair program, Kevin Hammack advised that the city had presented to him a spreadsheet relative of trees in the affected portion of the neighborhood. That was shared with six residents who had expressed interest in serving on a committee to deal with these issues. Kevin has indicated to them that they might provide feedback or questions to city officials. There is a second meeting scheduled for the future to be at Summer Glen Library and paid for by the city. Kevin stated that there is no official position for the Homeowners Association relative to the trees, as this is a city issue. Fort Worth is funding this, and HOA has promoted the exchanges between residents and city officials.
- Kevin reported that the Longhorn Activity Center has been reserved for 7p to 9p, April 9, for a forum between the candidates for City Council District 4 (Danny Scarth and Carey Moon). The Association is sponsoring the forum; money had previously been approved to buy signs to advertise the event for the community. The HOA and its Board cannot take a position in support of either candidate. Kevin will attempt to moderate the forum in a fair and equitable manner.
- Kevin reported the possibility of access for neighborhood residents to the swim facility of the Longhorn Center. The tentative thinking is that if 20 families sign up for a fee of approximately \$150, the Longhorn Council of the Boy Scouts may be able to offer access to the facility three days a week from end of May until approximately Labor Day. Individuals could sign up for \$50 with the same access given. Kevin indicated this residents will be surveyed on this in the April newsletter. Mark asked about potential liability impact of such an arrangement upon PGNA. Stephanie (Facility Coordinator for the Longhorn Activity Center) explained that all liability would

be upon the Longhorn Council. She added that the Activity Center offers a wide range of activities that are available to the public, including swimming lessons, birthday parties, and use of the climbing tower.

- Kevin announced that Mark Thiessen has agreed to serve as Coordinator of the Association's 2015 Scholarship Program. There is a June 1 deadline for submission of applications. Solicitation has been made to others to serve on the Selection Committee, but their names will not be announced until commitments are finalized.
- Kevin reported that he and Dana attended a Citizens on Patrol forum on the weekend of March 14. There were a substantial number of Park Glen residents present. Scott Cryer, the neighborhood NPO, advises that his jurisdiction has had the largest increase in participation of any NPO area in the city YTD. Tal mentioned that residents need to start closing their garage doors to deter theft. Sterling advised that local media recently presented video of car break in underway within our neighborhood. A discussion followed relative to details and appropriate follow up.
- Kevin gave a report on the 3/14 North Fort Worth Alliance meeting, where the topic was the 5-year transportation plan for North Fort Worth. At the 4/18 meeting, NFWA will have a presentation on water usage, cost (expected to increase in North Fort Worth), and conservation.

Vice President's Report

Russell reported that the Public Improvement District (PID 6) has removed their files and other items from the Association's 10x20 storage unit. The rental term is up on April 14, so he will search for a smaller, less expensive unit, probably at a different facility to get the best rate. Russell asked for help from someone with a truck to move items from the old facility to the new on April 11.

Homeowner Appeal of ACC Decision

Kevin took the opportunity to allow Lana, a homeowner, to tell about the problems she has had growing grass in her yard. Her ACC request (case 15-09) for landscape had been turned down by the Architectural Control Committee. She presented a picture of the proposal and outlined her past failed efforts to grow grass. She wants to help Park Glen curb appeal and has tried to follow the ACC procedure in making her request. She stated that if she is not allowed to replace her grass with landscaping, per her request, she expects the Association to tell her how she can grow grass. Several homeowners asked questions and offered suggestions. Kevin said that the Board would consider how to handle the request.

Sterling Rice and Barry Bryan commented on their walk through with city on the street / sidewalk program. Base root structure will be the determining factor in what trees among those listed "To be Determined" on the earlier mention spread sheet will have to be removed. If more than one-third of basic roots are removed, the tree will have to come out.

Property Manager's Report

- Dawn said that the kiosk sign at Basswood and Teal needs to be replaced. The glass has been busted and it needs a new door.
- Dawn stated that they have been doing covenant violations and are still having an issue with Christmas and even Halloween decorations. A homeowner asked if this was a city code violation, to which Kevin said that the city allows 90 days.
- Russell asked Dawn if Impact Productions would be putting out the community's newsletter in April and May, in light of the June 1 termination of PMS's management. Dawn said that they would.

- There were questions from members about the reasons for and potential cost of the termination of PMS' management agreement. Kevin said that the termination was "for cause." Russell stated that he had been committed to working with PMS after the election, but there have been significant issues with the management company relative to performance, responsiveness, financial (not meaning financial impropriety), and contractual. It would be a mistake to lay out one-sided specifics that could result in accusations of defamation or slander. Kevin emphasized that there are serious potential consequences to disclosure at this time and that it will cost less long term to make a change of management. This will be a by-product of the change, not the reason, he said. After additional discussion, Kevin stated that the accounting will ultimately be made clear, for all to see, and the community can and should hold the Board accountable.
- Barry made a statement from the perspective of 3 years on the Board. The contrast of the current Board needs to be seen from the perspective of what went before. Never was there community participation at Board meetings such as in this meeting right now. There were instances in which community attendees were asked to get up and leave meetings after minutes were approved as was done at start of this meeting. A lot of things were done previously without any volume of residents present during decisions. There has been a lot which has not been known by the community. Give us time, a chance, and if there is expense in the long run to the community, no one on this Board has reservations about letting the consequences be known, dollars or whatever. No one is going to try to hide it. The President and VP have gone to extremes to show detail (services offered, basis of charges) and comparison. No one has said that the possibility of retention doesn't exist for Dawn Kelly if there is performance in the interim before June 1. It's all up in the air, it's to be determined, but it is a process that is taking large amounts of time from Kevin and Russell especially right now, personal time for which there is no compensation, and they are trying to do the right thing. They will make known when the time comes, when appropriate, the advantages and cost of alternatives, financial adversities to be included if there are any.
- The Board proceeded to a discussion of ACC issues. Tal asked what is to be done when a change is made (e.g. shed or fence) without a submission to the ACC? Kevin said that it is a challenge. There is a committee that has volunteered to look at things like this, and there are literally hundreds of improvements without approval. Perhaps requests should be submitted post-installation. Barry said that this has been done in the past. Cecilia Schilling emphasized that this should be done. Russell said that the issue gets deeper when a house has been sold since an unapproved improvement. Dawn said that violations and ACC are harder to enforce than they used to be. We are somewhat limited as far as enforcement. We send out a lot of violation letters, and it is a very small list of people who are courteous to call, to ask for an extension or time to fix the problems.

Committee Reports

Communications - Dana ask Dawn what happened to cause the 16-page newsletter to be printed with only 8 pages. Dawn stated that she has not been able to talk to the printing company yet. The newsletter was uploaded to the printing company website, and it told them that it was complete. They assumed that it was uploaded complete but apparently there was a glitch that she understands has happened 2 or 3 other times. Dana and Russell pointed out that the ad and article placement was completely different between the two versions; the layout was different. Dawn said that PMS sent an e-blast about the issue with a link to the full newsletter on the Park Glen website, and she just needs to wait for a response from the printer. Dana wants PMS to mail out the full March newsletter. Dawn stated that a 16-page newsletter costs Impact Productions \$2,400 to print and mail to over 3,300 homes, and she doesn't know that the printer would be willing to send out 3,300 new newsletters with postage. Dana said that Dawn had told her that it was a corrupted file; Dawn

said that, on our end, it showed complete. Russell said that he would like to know who laid out the 8-page newsletter. Dawn said that she does not know that, that she doesn't personally do this. Impact has already had to refund four advertisers for the March error. Kevin asked when Dawn could get an answer and suggested the first of next week. Dawn confirmed that she is wrapping up the April newsletter and will send it to Dawn for approval.

Social:

- Teresa asked if she could donate the Easter Grass and baskets in storage. Sterling made a motion that Baskets as well as grass currently deemed unneeded in the storage unit be donated to Hope's Closet. Russell Zwerg seconded. All voted in favor.
- There was again a solicitation for volunteers for the Eggstravaganza, to put out signs, move tables, and work the day of the event. There is a need to determine by Wednesday prior to the event whether it will be indoor or outdoor. 21 vendors have signed up so far, and 17,000 eggs have been stuffed. The site currently is very soggy given recent rains. A coloring table will be set up with coloring books from Dollar Tree. A permit from the City has been obtained. The budget was discussed. \$4000 was budget for this event and \$2348 has been spent, leaving money in the budget for a bunny actor. The bunny costume is in need of replacement, but Teresa may have someone lined up to wear it. The Haltom High Band did a great job preparing the plastic eggs. The event will last from 10am until 1pm on 3/28.
- Russell outlined the Shredding Event. It will be held 10 am until Noon on May 2 at the Arcadia Island Park at the end of Ash River Drive. It will also serve as a "Meet the Board" event. \$100 is left in the Budget for that event, possibly to be used for refreshments. Russell will put out signs for the event and the contractor is lined up for neighbors to bring their personal documents.

Hospitality – Dana requested a new list of new residents from PMS.

Development:

- Susan Kenney spoke about the public meeting to be held on Wednesday, April 8 April at Heritage Church Of Christ relative to a Master Transportation Plan. The meeting is an important event to give the residents of North Fort Worth a chance to give input to future alignment of transportation in our part of the city. The church is on Heritage Trace Parkway between Beach St. and Old Denton Highway. Time is from 5:30 until 7 pm. Susan stated that info would be given to Dawn to put on neighborhood website.
- Susan also stated she continues to try to work with Kroger management about their new store at Tarrant Parkway and Park Vista. She has been frustrated by the lack of return calls from the manager. Trees around the location perimeter and within the parking lot are one goal for certain.
- Kevin spoke about a response he owes to Danny Scarth. There was a meeting by Kevin and Susan with Council Candidate Cary Moon. Subjects included zoning overlays, North Fort Worth Alliance, and past accomplishments to improve planning, synergy, and appearance of past projects, especially at Alliance. Susan continues to work to create a two-way communication about community desire to improve overall practices re zoning and appearance in the community. As Park Glen gets older, money tends to be expended more by the city in newest development. Susan stressed that attention should be given and profile of the event raised to increase voter participation, regardless of who is supported. A suggestion was made to put signs in kiosks to encourage voting. There has been a very low participation rate but Park Glen had 60% more voters in the last council election than did Heritage. Voter participation translates to political influence.
- Sterling asked Susan what would happen at the transportation meeting. Park Vista has been designated a minor thoroughfare with the result that certain desirable arrangements such as

raised crosswalks to schools are less likely to be placed because of the status (priority) of the roads. The Meeting is to enable residents to voice their desires to change such status.

- Kevin made the point that several resident requested a reduction in speed limits within the neighborhood. The city is considering whether the speed limit on residential streets should be lowered from 30 mph to 25 mph. The city agreed that they will invite Kevin if they have a meeting on this. Tal Finley indicated that residential streets tend to make traffic appear to be moving faster than it actually is. He experienced this in "ride in" with law enforcement when radar was pointed at traffic and it actually moved more slowly than the speed he guessed. Sterling said curves and visual limitations make higher speed more hazardous.
- Barry stated that, relative to election participation, District 4 of the City Council has 93,000 voters, but the number of these who participated in the last council election was approximately 3,000. The numbers were provided by Rusty Fuller at the last NFWA meeting.

Unfinished Business

- Street Sweeping - Kevin said that he included this on the agenda because it is still under consideration. Discussion has been that we would consider it quarterly, thus it is on agenda to ensure that it does not fall off the radar.
- ACC Case 14-16 – The homeowner was given feedback from the Board, and she has not gotten back with the Board.
- Russell moved for the approval of Mark Thiessen as Scholarship Coordinator. Sterling made the second. There was no discussion. All voted in favor.

Financials & Audit

Russell said that he has been given no new financials from PMS. He presented a draft of the audit report, with a comparison of the 9/30/14 balance sheet from PMS, the auditor's draft balance sheet, and Russell's prediction of what the final balance sheet would be. Russell expressed his frustration with the process of the audit and stated that the audit firm went over their allotted time for the audit for a variety of reasons, and it was delayed further with the tax season has now come into play. A vote on approval of the audit is not possible at this time because it is not final. The expectation is that the report on audit will be finalized and ready for vote at the next meeting. Auditors also did some research on payments made to PMS since 1/1/11 and will subsequently issue a report on that, as well.

Russell reported that a significant change was made in accounts receivable. The auditors increased A/R to \$248,000 by shifting prepayments to the liability section since, on September 30, those negative A/R amounts balances were technically liabilities and not receivables. The Auditors are recommending an allowance for bad debt of \$227,000, leaving a net A/R of only \$21,000. This does not mean that there will not be effort to collect the doubtful accounts. Some of the bad debt does need to be written off, while others will hopefully be collectable. This audit presents an abrupt shift in the balance sheet because no such reserve was previously in place over a span of years.

Russell said that he had thought that there would be a reserve for unpaid late fees, to remove those from income. The auditors, however, thought that the large bad debt reserve was sufficient and made it immaterial to also reserve late fees.

The large bad debt expense actually applies to a number of years, but those years have already been finalized, so it will hit all at once in 2014. \$205,000 is the reduction in accumulated income, changing that year from a profit of \$7,000 to a loss of \$198,000.

Russell asked for questions. Dawn indicated that most did not understand what was actually being audited. She said felt that it was mostly related to invoicing and procedures by PMS. Russell said that the auditors' role was to give an accurate balance sheet and look at particular payments over a four year span. Sterling asked how far back the \$227,000 bad debt expense actually goes, to which Russell replied it could include time as far back as six years.

New Business

Election America has contacted the Board regarding this year's Board election. Russell said that we are contractually bound to use Election America again, and that was satisfied with their coordination of last year's election. The Board must now work on guidelines for the election.

Russell moved to schedule a Board meeting for March 31. Sterling seconded. Russell said that the election is fast approaching. Working the timeline backward from the September 1 annual meeting, considering candidate filing, mailing by Election America, and voting, means that the election needs to be addressed in the May newsletter, which has an April 10 deadline. Also, there is need to make a decision about the storage unit that has a term ending on April 14, newsletters after the May issue, which will be the last provided by PMS/Impact Productions, and the presentation of the final audit report. Vote was called on the motion. All voted in favor.

Kevin announced that an ACC request would be dealt with after the regular Board meeting, to protect the privacy of the homeowner.

Actions Since Last Meeting

Russell stated that action had been taken on ACC case 15-04 immediately following the February 24 meeting. The Board had granted an exception for a 10x10 shed.

Other Discussion

A member asked how often covenants are updated. Kevin explained that changing covenants requires a high quorum of members, and low member participation makes change virtually impossible.

Sterling brought up the possibility of the Association providing financial assistance to homeowners impacted by an extreme house fire. Barry cautioned against a snap decision without time allowed for thought. He recounted the situation of a house on Bryce Canyon that had a fire about 2 years ago that made it unlivable for 9 months or longer. What makes one such case more worthy of action than another, especially when no one has requested help? Lyn suggested that perhaps the neighborhood could start a charitable collection process. Sterling said that a benevolence fund could possibly be initiated to help neighbors. Cecilia asked if a bank account could be established to help residents after a disaster, with a committee set up in charge of such account. Kevin reminded those present that a service committee was once discussed that could be an appropriate way to help in these circumstances. Mark asked what the need is for the HOA to get involved and said that more clarification is needed. Several people offered to contact the homeowners to determine what need might exist. Kevin cautioned against doing this without anything in place to actually help, and he suggested that we again consider establishing an active service committee. Sian stated that PGNA could also play a role in offering local students a way to fulfill service hour requirements.

Russell moved to adjourn at 8:59. Teresa seconded. All voted in favor.
Next meeting will be March 31, 2015 at 7:00 p.m.