

Park Glen Neighborhood Association

Minutes of November 14, 2016 Board Meeting

Approved at the
12/12/16 Board
Meeting

Roll Call

Kevin called the meeting to order at 7:01 p.m. The following Board members were present: Kevin Hammack, Russell Zwerg, Kelly Wingo, Barry Bryan, Kim Bowden and Susan Kenney.

Announcement of Actions since the October 10, 2016 Board Meeting

Immediately after the October 10 meeting, the Board agreed to the following:

- Waive \$75 in late fees on account R0330261L0280161 because homeowner had unsuccessfully attempted twice to pay by e-check. The Treasurer later waived the \$15 late fee that should not have been billed on 10/11/16 because there were no unpaid assessments at that time.
- Waive \$230.87 in late fees and finance charges on account R0328563L0278447 upon homeowner payment of \$132 in assessments, due to communication problems that caused the account to go unpaid.
- Waive \$166.98 in late fees and finance charges on account R0328920L0278805 upon homeowner payment of \$132 in assessments, due to an apparent owner address mistake made by our former management company and corrected only recently.

Since the 10/10/16 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:

- Waived \$54.97 in late fees and finance charges on account R0329759L0279652 after homeowner paid \$260 in assessments, late fees, and finance charges.
- Waived \$30 in late fees on account R0337402L0280233 upon payment of assessments.
- Waived \$15 late fee on account R0330118L0280018, upon payment of assessment, due to mailing address problem.
- Waived \$15 late fee on account R0328204L0278085 due to otherwise excellent payment history.
- Waived \$15 late fee on account R0330152L0280052 due to payment history.
- Waived \$15 late fee on account R0329519L0279409 due to simple payment mistake and excellent prior payment history.
- Waived \$15 late fee on account R0330870L0280788 upon payment of assessments due to prior account history.
- Waived \$15 late fee on account R0329634L0279525 due to payment being posted only two days past late fee date.
- Waived \$15 late fee on account R0329148L0279035 because of excellent payment history and payment being made just four days past the late fee deadline.
- Waived \$15 late fee on account R0330769L0280683 upon payment of assessments, based on good payment history and circumstances that caused payment to be late.
- Waived \$15 late fee on account R0330668L0280577 upon payment of assessments, based on good payment history and circumstances that caused payment to be late.
- Waived \$15 late fee on account R0329886L0279780 due to prior account history.
- Waived \$15 late fee on account R0330369L0280270 due to simple payment error and no prior waiver of late fees over the past five years.
- Waived \$15 late fee on account R0330400L0280301 because there have been no prior waiver of late fees over the past five years.
- Waived \$15 late fee on account R0329578L0279469 upon payment of assessments, based on good payment history and circumstances that caused payment to be late.
- Waived \$15 late fee on account R0328938L0278823 because there have been no prior waivers over the past five years.
- Waived \$15 late fee on account R0329253L0279140 because there have been no prior waivers over the past five years.

- Waived \$15 late fee on account R0331054L0280976 because there have been no prior waivers over the past five years.
- Waived \$15 late fee on account R0330464L0280366 because there have been no prior waivers over the past five years.
- Waived \$15 late fee on account R0331043L0280964 (8336 Fern Lake Dr) due to an understandable logic error regarding payment and no prior waivers on the account.

Minutes of Preceding Meeting

Kim moved to accept the Minutes as written. Motion seconded by Russell. None opposed. Motion passed.

President's Report

- House Fire on October 29, 2016 (5105 Spanish River) - The fire gutted the entire house and it is considered a total loss. Kevin will check with the Fire Marshal to get further specifics. We want to curtail any nefarious activity. He will check to find out if the investigation report will be available and make sure safety concerns are addressed. There was also some damage to the adjacent house on the eastside.
- Alliance United Methodist Church 25th Anniversary - Kevin and Dana attended the service for this anniversary.
- Troop 205 Flag Retirement Ceremony - Kevin opened the ceremony for this. Kevin described how the flags are retired.

Vice President's Report

- On November 2, Jennifer and Russell met with Roberts Markel Weinberg Butler Hailey, a law firm recommended by RealManage, for a consultation with an attorney regarding Past Due Accounts and Deed Restriction Enforcement. The attorney advised that costs for collections and Deed Restriction Enforcement can indeed be added to a homeowner's account. They also spoke of Chapter 7 and Chapter 13 bankruptcies and the differences between the two. It was discovered during the meeting that we may be able to amend the Bylaws to add fining authority and The Board may be able to publish bulletins and enforcement guidelines, as long as they do not contradict with the CCRs. Further clarification about this will be needed, however. Russell also covered attorney certain rates applied by the law firm for different types of matters as well as those that apply to the different levels of attorney or paralegal who handles the matters.
- Storm Drain Work at Basswood and Mesa Verde Trail South of Basswood
This work is finished. The portion of the road that the construction crews damaged will be fixed. Although we were hoping other portions of this area would also be mended, we have been advised that they will not.

Other Board Member Reports/Comments

Nothing to report.

Property Manager's Report

Nothing to report.

Social / Events / Activities

- Report on Park Cleanup – October 22 – This group worked for 2 hours and cleaned up.
- Report on PID6 Garage Sales – October 21-23 – The turnout seemed good. A homeowner was not happy the garage sale lasted three days because of the inconvenience and difficulty it caused her around her home while the sale was ongoing. The community garage sales are not sponsored by the HOA, but rather, they are sponsored by the PID and are held as a way of community improvement. Russell indicated residents are limited to 2 per year. Gary offered that all are to have permits.
- Call for Volunteers to Judge Holiday Decorating Contest – A \$50 prize will go to one homeowner in each Village for the best holiday decorated house. There will be 4 nights of judging. Volunteers are needed.

- Turkey Trot Planning; Call for Volunteers – So far there are about 500 runners signed up, which is about 20-25 more than last year already.
- Holiday in the Park Planning – December 17 – Methodist men will be making a pancake breakfast. Dana will also have a very large tent where the men can cook the pancakes. The festivities will feature a Santa, a snow hill, a train, and a pancake breakfast. So far Dana has 20 vendors, but wants about 30. It will be geared to both children and adults. Volunteers for the train, snow hill, and line for Santa are needed.
- Christmas Movie Night – Planning for this is also off to a good start.

Architectural Control Committee - Cecilia reported that all submittals have been approved.

Development Committee - Susan has nothing to report.

Financial Report

- September 2016 Financials - Financial report was distributed to all in attendance at the meeting and it was reviewed for all by Russell.
- Update on Routine Year-end Audit - The audit is ongoing with nothing to report at this time.
- Accounts Receivable Status Report - Russell reviewed for all in attendance. Currently, 19.7% is past due on HOA dues. 654 homeowners in total have past due accounts at this time.

Old Business

- Consideration of Options to Install Park Glen Signs Atop Street Signs - **Russell moved that we contract with the City of Fort Worth to install Park Glen neighborhood signs at “entry” intersections from busier streets and/or their neighborhoods, as presented here tonight and that Russell be authorized to select up to 40 intersections, work with the City, and authorize up to \$60 per intersection.** Motion seconded by Susan. None opposed. Motion passed.

New Business

- Russell Zwerg Reimbursement Request - **Russell moved to be reimbursed \$598.93 as follows: \$16.83 for stakes for banners, \$125 for park rental for Holiday in the Park, \$150 for park rental for Turkey Trot, \$295.20 for advertising for Turkey Trot and \$11.90 for 8 weeks of website hosting billed by Web.com.** Motion seconded Susan. None opposed. Motion passed.
- Consideration of a Different Board Meeting Day - Meeting date is set for the 3rd Monday of the month. **Russell moved that we hold Board meetings on the third Monday of each month in 2017.** Motion seconded by Kim. None opposed. Motion passed.
- Proposal for New Law Firm for Association - **Russell moved that Park Glen Neighborhood Association contract with the law firm Roberts Markel Weinberg Butler Hailey to serve as legal counsel to the Association and that the President or Treasurer be authorized to speak on behalf of the Board with the law firm and give to the Board a monthly report of the firm’s activity.** Motion seconded by Kelly. None opposed. Motion passed.
- Proposal for Real-Manage to Inventory Mailboxes and List All Needing Repairs - **Russell moved that the RealManage inspector assigned to Park Glen also perform mailbox inspections instead of deed restriction inspections for up to two week intervals at a time, as directed by Russell.** Motion seconded by Susan. None opposed. Motion passed.
- Should we Host a Fire Safety and/or crime prevention Meeting for Residents - The idea to have a Town Hall meeting about this topic was discussed. The discussion moved to park safety and all are encouraged to report suspicious activity to law enforcement and further encouraged to check the PGNA website for

important numbers. The Board agreed that a Town Hall will be held for fire safety and crime prevention and will try to schedule this for January 2017. Kevin will reach out and bring details to the next Board meeting.

Member Comments

A homeowner expressed concern about people continuously stopping their cars in front of her house. Initially, she thought it was due to her house somehow being a Pokemon stop, but suspects that this is no longer the case. She was encouraged to contact the non-emergency number to report it. Kevin is going to do some research to see if we can get the homeowner off the Pokemon list. Russell also reviewed the important area phone numbers and links on our website.

A homeowner expressed anxiety about there being no crossing guards present during school hours. The City is having difficulty filling those positions. Kevin will try and get some further feedback on this situation to bring back to the next Board meeting.

Kevin moved to adjourn the meeting. Barry seconded. None opposed. Meeting adjourned at 8:26 p.m.

Actions since the 11/14/16 Board Meeting

Immediately after the 11/14/16 meeting, the Board considered and approved writing off all late fees and finance charges going back to November 2014 on account R0328628L0278512 due to mistakes made regarding the homeowner's mailing address and in communication with the homeowner about whether the property was in Park Glen.

Since the 11/14/16 Board Meeting, Treasurer Russell Zwerg approved the following account concessions to homeowners:

- Waived half (\$83.49) of late fees and finance charges on account R0329354L0279243 upon payment of the other half.
- Waived half (\$141.26) of late fees, finance charges, and violation fees on account R0330598L0280502 upon payment of other half and the assessment balance. Also waived \$.99 finance charge plus late fee of \$15 and finance charge of \$1.43 that should not have been billed.
- Waived \$30.00 late fees and \$.99 finance charges on account R0363045L0280873 because the 9/1 bill was returned undelivered and for goodwill for a new homeowner.
- Waived a \$15.00 late fee on account R0328783L0278667 since we have not waived a LF in the past 5 years.
- Waived a \$.99 finance charge on account R0365234L0281053 after a \$15.00 late fee was paid. This fairly new homeowner failed to provide their offsite address.
- Waived \$150 attorney fee from 2014 on account R0330085L0279980 as had been promised by former management company but never done. Homeowner recently paid the 2015 and 2016 assessments and all late fees and finance charges related to those.
- Waived \$45 in late fees on account R0331256L0281181 for a new homeowner who had difficulty with the first dues payment.

Park Glen Neighborhood Association Balance Sheets	9/30/2015 Year End (agrees with audit except for Rounding Variances)	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016
<u>ASSETS</u>							
Union Bank-Checking Account	\$ 126,097.49	\$ 84,957.96	\$ 83,410.77	\$ 75,688.14	\$ 61,185.41	\$ 59,208.81	\$ 154,784.38
Union Bank-Money Market Account		\$ 200,065.55	\$ 200,100.53	\$ 200,133.32	\$ 200,165.02	\$ 200,201.09	\$ 200,233.91
Legend Bank-Checking Account	\$ 224,961.16	\$ 233,086.05	\$ 177,121.84	\$ 176,657.35	\$ 165,559.39	\$ 163,241.30	\$ 160,099.36
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TOTAL IN BANK	\$ 351,058.65	\$ 518,109.56	\$ 460,633.14	\$ 452,478.81	\$ 426,909.82	\$ 422,651.20	\$ 515,117.65
Accounts Receivable-Member Accts	\$ 189,139.27	\$ 196,528.71	\$ 193,892.60	\$ 190,914.48	\$ 188,216.29	\$ 187,787.00	\$ 182,852.77
Bad Debt Allowance	\$ (165,353.23)	\$ (169,984.05)	\$ (167,316.57)	\$ (167,163.47)	\$ (163,472.12)	\$ (163,264.58)	\$ (160,910.43)
Prepaid Expenses	\$ 1,442.00	\$ 240.00	\$ 120.00		\$ 682.40	\$ 103.00	\$ 1,655.00
Prepaid Insurance	\$ 11,413.47	\$ 3,637.71	\$ 2,529.03	\$ 8,238.35	\$ 7,937.67	\$ 7,416.99	\$ 14,111.50
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TOTAL OTHER CURRENT ASSETS	\$ 36,641.51	\$ 30,422.37	\$ 29,225.06	\$ 31,989.36	\$ 33,364.24	\$ 32,042.41	\$ 37,708.84
TOTAL ASSETS	\$ 387,700.16	\$ 548,531.93	\$ 489,858.20	\$ 484,468.17	\$ 460,274.06	\$ 454,693.61	\$ 552,826.49
<u>LIABILITIES</u>							
Accounts Payable & Oth Accrued Exp	\$ 31,647.58	\$ 29,332.28	\$ 8,542.25	\$ 9,847.65	\$ 252.00	\$ 787.00	\$ 740.00
Deferred Assessments Income	\$ -	\$ 91,245.00	\$ 72,996.00	\$ 54,747.00	\$ 36,498.00	\$ 18,249.00	
Prepaid Owner Assessments	\$ 30,773.97	\$ 7,852.79	\$ 8,165.79	\$ 8,195.79	\$ 8,898.79	\$ 9,641.20	\$ 116,084.20
Prepaid by Former Owners	\$ 1,356.85	\$ 960.42	\$ 616.17	\$ 347.16	\$ 317.16	\$ 251.16	\$ 205.16
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TOTAL LIABILITIES	\$ 63,778.40	\$ 129,390.49	\$ 90,320.21	\$ 73,137.60	\$ 45,965.95	\$ 28,928.36	\$ 117,029.36
<u>ACCUMULATED SURPLUS</u>							
Surplus / (Deficit) thru Prior Year	\$ 252,306.73	\$ 323,921.76	\$ 323,921.76	\$ 323,921.76	\$ 323,921.76	\$ 323,921.76	\$ 323,921.76
Current YTD Net Surplus / (Deficit)	\$ 71,615.03	\$ 95,219.68	\$ 75,616.23	\$ 87,408.81	\$ 90,386.35	\$ 101,843.49	\$ 111,875.37
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TOTAL ACCUMULATED SURPLUS	\$ 323,921.76	\$ 419,141.44	\$ 399,537.99	\$ 411,330.57	\$ 414,308.11	\$ 425,765.25	\$ 435,797.13
TOTAL LIABILITIES & SURPLUS	\$ 387,700.16	\$ 548,531.93	\$ 489,858.20	\$ 484,468.17	\$ 460,274.06	\$ 454,693.61	\$ 552,826.49

September
Notes

Assumes that
88% of A/R will
be waived or
written off

Park Glen Neighborhood Association Income Statements (fiscal years are October thru September)	Jun-16	Jul-16	Aug-16	Sep-16	Full Year (Oct-15 thru Sep-16) Actual	Full Year Budget (12 months)	September Notes	
Assessment Income	\$ 18,249.00	\$ 18,249.00	\$ 18,249.00	\$ 18,381.00	\$ 218,993.21	\$ 218,988.00	Std Amt plus corrections of prior plus misc adj.	
Late Fee Income	\$ 3,075.00	\$ 2,681.60	\$ 2,535.00	\$ 2,760.00	\$ 57,586.60	\$ 20,000.00		
Finance Charges on Receivables	\$ 1.30	\$ 1.30	\$ 203.15	\$ 191.45	\$ 402.39	\$ 5,000.00		
Fines and Violations					\$ -	\$ 7,000.00		
Letter Fees Reimbursement					\$ -	\$ 1,500.00		
Legal Fees Reimbursement					\$ -	\$ 7,500.00		
Payment Plan Fees					\$ -	\$ -		
Collection Fees Reimbursement					\$ -	\$ -		
Returned Item Fee Reimb					\$ -	\$ -		
Forced Maintenance Reimb					\$ -	\$ -		
Interest Income	\$ 32.79	\$ 31.70	\$ 36.07	\$ 32.82	\$ 233.91	\$ -		Interest on Bank Balance
Social Event Income		\$ 225.00	\$ 25.00		\$ 22,605.00	\$ 12,000.00		
Insurance Reimb (Mailbox Repair)					\$ 850.00	\$ -		
Total Income	\$21,358.09	\$21,188.60	\$21,048.22	\$21,365.27	\$ 300,671.11	\$ 271,988.00		
Management Fees - Contract	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 49,697.72	\$ 24,000.00	Std Contract Amt	
Management Fees - Admin	\$ 2,300.00	\$ 2,650.00	\$ 2,300.00	\$ 2,100.00	\$ 28,100.00	\$ 33,600.00	Std Contract Amt minus correction of \$200 overcharge from April	
Collection Fees to Mgmt Co.	\$ 1,500.00	\$ 2,459.00	\$ 1,500.00	\$ 1,500.00	\$ 31,459.00	\$ 18,000.00	Std Contract Amt	
Collection Fees-Legal/Agency					\$ -	\$ 15,000.00		
Legal Fees-Non Collection					\$ 16,389.73	\$ 16,000.00		
Accounting / Audit		\$ 350.00			\$ 2,015.44	\$ 9,000.00		
Consulting/Professional Fees		\$ 3,693.76		\$ 2,300.20	\$ 6,072.13	\$ 6,200.00	Remainder of 2016 election fee to Election-America	
Bad Debt Expense	\$ 215.93	\$ (3,444.94)	\$ 302.31	\$ (282.24)	\$ 2,536.93	\$ 30,000.00	Reserve Adjustment	
Insurance	\$ 1,108.68	\$ 1,108.68	\$ 1,108.68	\$ 1,256.49	\$ 13,823.66	\$ 14,304.00	Regular Amt plus Adjustments to set the 9/30/16 prepaid balance to actual.	
General Maint. & Repair					\$ 5,535.00	\$ 156,000.00		
Dues & Subscriptions					\$ -	\$ 100.00		
Supplies					\$ -	\$ 500.00		
Postage & Courier	\$ 1,991.40	\$ (1,991.40)			\$ -	\$ 2,000.00		
Printing & Reproduction					\$ -	\$ 500.00		
Storage	\$ 103.00	\$ 103.00	\$ 103.00	\$ 103.00	\$ 1,159.00	\$ 1,169.00		
Licenses & Permits / Filings					\$ -	\$ 200.00		
Social Activities	\$ 292.50	\$ 2,282.96	\$ 232.62	\$ 1,518.61	\$ 18,245.76	\$ 30,000.00	\$600 - Facility Use: Jun and Jul Pool Parties, \$150 Facility Use: Bingo Night, \$768.61 Bingo Night prizes and supplies	
Community Engagement	\$ 54.00			\$ 450.48	\$ 1,735.00	\$ -	\$135.98 - Annual Meeting Door Prizes; \$314.50 - "Annual Assessment Due" neighborhood signs	
Scholarships/Charitable Hospitality		\$ 9,000.00	\$ 2,032.57		\$ 11,032.57	\$ 10,000.00		
					\$ 28.00	\$ 1,200.00		
Committee Expense				\$ 214.95	\$ 214.95	\$ -	Thank you gifts to Social Chairperson and 4 ACC members	
Board & Community Meetings				\$ 160.00	\$ 638.50	\$ 1,500.00	Facility Use: May-Aug Board Mtgs	
Website			\$ 11.90	\$ 11.90	\$ 107.35	\$ 1,000.00	Website Hosting: 8/15/16-10/9/16	
Bank & Credit Card Fees					\$ 5.00	\$ -		
Miscellaneous					\$ -	\$ -		
Total Expense	\$ 9,565.51	\$18,211.06	\$ 9,591.08	\$11,333.39	\$ 188,795.74	\$ 370,273.00		
Net Surplus / (Deficit)	\$ 11,792.58	\$ 2,977.54	\$ 11,457.14	\$ 10,031.88	\$ 111,875.37	\$ (98,285.00)		

Accounts Receivable Recap	1/7/16	2/4/16	3/3/16	4/7/16	5/5/16	6/2/16	7/7/16	8/4/16	9/12/16	10/10/16	11/14/16	Change
Number of Accounts owing \$2,000 or more	24	24	23	23	23	23	24	23	23	23	23	0
Accounts owing between \$1,000 and \$1,999	54	54	55	54	55	53	53	55	52	60	59	-1
Accounts owing between \$500 and \$999	53	51	49	48	42	44	42	39	40	35	35	0
Accounts owing over \$84 to \$499. Most of these now owe for this year plus some or all from last year)	109	96	86	78	67	59	50	47	46	118	102	-16
Accts owing between \$66 and \$84. Most of these were current before the last assessment	282	166	121	98	86	79	66	57	52	786	302	-484
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	159	117	91	83	77	63	52	48	26	133	107
Total # of Past Due Accts:	666	550	451	392	356	335	298	273	261	1,048	654	-394
% of 3,318 Homeowners:	20.1%	16.6%	13.6%	11.8%	10.7%	10.1%	9.0%	8.2%	7.9%	31.6%	19.7%	
Total Past Due \$ Owed:	\$222,020	\$209,517	\$202,626	\$198,921	\$194,522	\$193,512	\$193,512	\$187,736	\$186,625	\$248,730	\$219,739	-\$28,991

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				
				1/7/16	666	20.1%	222,020				
				2/4/16	550	16.6%	209,517				
				3/3/16	451	13.6%	202,626				
				4/7/16	392	11.8%	198,921				
				5/5/16	356	10.7%	194,522				
5/31/15	468	14.1%	207,701	6/2/16	335	10.1%	193,512				
				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				