

## FREQUENTLY ASKED QUESTIONS - AUGUST 2018

**(2018 Updates to this document are identified in red)**

All members of your Board of Directors have had the opportunity to provide input to this document. We have attempted to answer questions like where does the Board spend your money, what are we doing on collections, what Members should do if their account is delinquent to get on a payment plan, deed restriction policies and issues, architectural control requirements, what Members rights are as well as procedures for Members to follow if they do not agree with an action taken against their property.

The document also provides a partial list of what your Board of Directors have accomplished over the past **four years** and where the Board is setting its priorities. The Board's priorities are; to improve the Association's financial position, protect property values, maintain and improve community assets, provide reasonable assurances of safety and security, ensure impartial enforcement of covenants, encourage the use of our parks and pool by our residents and to enhance the sense of Community.

First, for those of you who do not know, the Oakwood Glen Association is a non-profit corporation. We are not a municipality or government organization. The Board consists of nine Directors who have the responsibility of managing the Association business. The Board is elected for three year terms with three positions coming up for election each year. Members of the Board are volunteers receiving no compensation of any kind (monetary or via services) for their service on the Board.

The Board is charged with the overall management of the Association under the guidance of our governing documents, policies, County Law, State Law and Federal Law. Any decision made by the Board requires a majority vote.

Each Homeowner ((Member) Stockholder) is a Member of the Association (Corporation) by virtue of owning their home and holds one share of stock to vote at any Annual or Special Members Meeting. That Membership carries the obligation for the Homeowner ((Member) Stockholder) to comply with the published Deed Restriction Documents, comply with the published Architectural Control Guidelines and to pay their Annual Assessments on time. Annual Assessments are a debt secured by your home and are exempt from the protection of Homestead. If your Annual Assessment is delinquent please see sections (3.4), (3.4.1) and (3.4.2).

There are 903 homes in Oakwood Glen.

### INDEX

- 1. Legal.**
- 2. Management.**
- 3. Financial.**
- 4. Security.**
- 5. Deed Restrictions.**
- 6. Architectural Control Guidelines.**
- 7. Committee Charters.**

- 8. Community Outreach Program.
- 9. Community Events.
- 10. Home Values.
- 11. Monthly Board of Directors Meetings.
- 12. Communications.
- 13. Social Media.
- 14. Little Library.
- 15. Club house issues.

## 1. Legal.

- 1.1 After extensive research your Board found a legal firm specializing in representing HOAs who also has a proven track record on collections and HOA legal issues. We are using the services of Holt & Young.
- 1.2 With the guidance of legal, your Board has enacted the following policies. These policies have been filed with the Harris County Clerk and are posted on oakwoodglen.net.
  - 1.2.1 Home Business Policy.
  - 1.2.2 Conflict of Interest Policy.
  - 1.2.3 Foreclosure and Enforcement Policy.
  - 1.2.4 Email Voting Policy.
  - 1.2.5 Solicitation of Candidates Policy.
  - 1.2.6 Electric Generator Policy.
  - 1.2.7 Force Mow Policy
  - 1.2.8 Operating Reserve Fund Policy (Pending).
- 1.3 With the guidance of legal, the Board has rescinded the controversial “Trash Can Policy”. The rescinded policy, as written, was unenforceable. A document rescinding the policy has been filed with the Harris County Clerk. Trash can issues are being addressed in accordance with the original deed restriction document as it applies to Oakwood Glen Section One and Section Two as filed with the Harris County Clerk and posted on oakwoodglen.net.

## 2. Management.

- 2.1 Your Board is charged with overseeing the management of our Association. To accomplish this goal we needed a management company that was large enough to have a diversity of employee’s who had the expertise needed to manage the Association, who had an office close enough for our residents to drive to if needed, who’s rates were at least compatible with what we were already paying and who we could count on to follow through with directions from the Board. We are using Sterling ASI, 6842 N Sam Houston, West, Houston, Tx. 77064, 832-678-4500.
  - 2.1.1 Your Community Manager is Gina Keller, 832-678-4507,Fax 832-678-4497  
[gina@sterlingasi.com](mailto:gina@sterlingasi.com)
  - 2.1.2 Sterling ASI has a secure web site where you can check on the status of your account, check on deed restriction issues on your property, communicate with the management

company, view various documents, and make payments on your account. Debit card, credit card and e-check payments are accepted for your convenience. Please note that this service is offered for your convenience. Any fees associated with the transaction are charged “in addition” to the payment.

The Association is not allowed to reduce your assessment by the amount of the service fee.

Sterling’s web site can be found at <http://sterlingasi.com>. The initial mailing you received from Sterling had your log in information. If you have misplaced that information to log on to your personal account, please contact our community manager (see 2.1.1 above). She will be happy to assist you.

2.2 Few people volunteering for a Board position fully understand the responsibilities and expectations of a Director when they run for the Board. Your Board has been participating in six hour Director’s Training Classes presented by Community Associations Institute (CAI). Course content includes: current and proposed changes in State Law, fiduciary responsibilities, legal responsibilities, management issues and how to be more effective as a Director and as a Board. All new Directors are expected to also participate in this class.

**3. Financial.** The financial activities of the Association are divided into the following categories:

3.1 Operations Budget. The Operations Budget is where the Board attempts to predict, to the best of our ability, what our monthly operating expenses are going to be for the following year. The Board has managed to minimize increased expenses and, in most cases, has reduced our operating costs, by:

3.1.1 Our Treasurer, Linda Clarke, put a great deal of effort into getting an IRS 501 (c ) 4 organizational status which entitles our HOA a Federal Tax and Sales Tax Exemption resulting in significant annual savings.

3.1.2 The Board **continues to review** every contract to ensure that we are receiving the best value for the money spent.

3.1.3 Our assets are getting close to 50 years old. Because of their age it can be challenging to meet operating needs and stay within the budget. This challenge has been exacerbated by years of deferred maintenance. The Board has been consistently working to improve maintenance on all assets and extend their life expectancy. As an example, we have included a partial list of maintenance, repair and new equipment installations that needed to be addressed over the past **four years**.

3.1.3.1 Installed a new swing set in back park after a vote of approval from the Membership. \$7,955

3.1.3.2 Installed new piping, valves, an additional filter and a water line connection to the 2 inch irrigation line in the pool pump room after substandard piping was discovered in the high pressure pump discharge line. The additional filter allows circulation at full pump capacity when needed. The valve installation changes minimize the possibility of an accidental pool drain down like occurred on July 3, 2015. The irrigation water meter is not subject to sewer charges. Using the irrigation water line as the source for pool water reduces the Association’s water bills and allows the pool to be refilled in a significantly shorter time frame. \$5,890

3.1.3.3 Replaced all siding on the shed in the back park and painted the shed as well as the exterior of the club house when damaged siding was discovered on the shed. \$1,950

3.1.3.4 Took advantage of our insurance coverage to replace all four roofs when they were damaged by hail. Actual cost for our deductible for all four roofs was \$3,800. Anticipated replacement costs from the Reserve Account in Fiscal Year 2022 were projected to be \$29,780.

3.1.3.5 Planned for future needs when the irrigation line was found to be damaged in the front park. Used common trench to incorporate current repairs with anticipated future expansions by installing three additional conduits in the same trench at the same time the irrigation line was replaced.

a. Phase I and II. Install three conduits and irrigation line to front monument as well as install two security lights on existing pole by front fence. \$7,500

b. Phase III. Initially planned on only installing one additional camera at the front gate. Later upgraded to replace entire security camera system with a new HD camera system. \$3,500. Director Greg Gillis has volunteered his time to install this equipment saving the Association a great deal of money on labor.

c. Phase IV. Expand the Key FOB system to include tennis courts. Provides greater control of access, documentation on tennis court usage and eliminates the \$20 charge to have security keys cut. \$1,300

3.1.3.6 Replace one electrical panel box at the club house because of age and safety issues due to grounding. \$1,800.

**3.1.3.7 Replaced rails, added 2" of sand and installed new net volley ball court, \$3,300.**

**3.1.3.8 Replaced basket ball goals in front park, \$4,200.**

**3.2 Reserve Budget.** The reserve budget is for funds held separate from the operating account to be used for major repairs and replacements to Oakwood Glen's capital assets in the common areas. Common areas include the parts of the property owned jointly by everyone who has purchased a home in Oakwood Glen, and which they all have a right to use. In Oakwood Glen, the pool, clubhouse, tennis court, basketball court, volleyball court, soccer field and parks are our common areas. A Reserve Fund is a requirement of our governing documents and must be funded each year.

3.2.1 The Board commissioned a thirty year Reserve Study. The study was conducted by a reserve specialist who inspected all of the Associations assets to determine remaining useful life, scheduled repairs and/or replacement, anticipated costs (including inflation) and contributions needed to adequately fund the reserve account over the thirty year period. A copy of the reserve study can be found on Sterling's web site.

The Reserve Study provides the Board with a tool to use in anticipating the future costs of maintaining capital assets. The Reserve Study Funding Plan assumes an earned interest rate of 1.2% annually on Association investments. We currently are not receiving this rate of return. The Board cannot invest Association funds into any program that puts your money at risk. Currently we are using a ladder CD approach to investing your money. The intent is to invest in smaller CD's and time their maturity to insure funding will be available when needed.

Things that potentially could impact the Boards ability to adhere to the Reserve Study schedule: unanticipated significant repairs, an increase of the cost of living above 3% or a significant drop in collections. Should funds not be available for a needed repair the Board may, 1) defer maintenance, 2) ask the Membership to vote to approve a “Special Assessment” 3) ask the Membership to vote to approve an increase in assessments or 4) reduce service levels.

As of this writing, the Board has transferred **\$68,285 into the reserve account in 2018 and transferred \$69,343 into the reserve account in 2017. These deposits exceeded our scheduled contribution into the Reserve account and by no means indicate a budgeting surplus. They were made possible due to the Board’s focus on collecting delinquent accounts and begin to make up for years of underfunding the Reserve Account.** The reserve funding plan calls for a \$25,788 contribution for 2017, \$31,200 in 2018 (a \$5,412 increase), \$36,600 in 2019 (a \$5,400 increase), \$42,000 in 2020 (a \$5,400 increase), \$47,400 in 2021 (a \$5,400 increase) and \$48,200 in 2022 (an \$800 increase). Recommended annual reserve fund contribution **increases** from 2023 through the end of the 30 year period in 2032 run approximately \$1,000 +/- per year. The larger incremental increases to the recommended annual contribution through the year 2022 are intended to make certain adequate funding is available to meet the anticipated expenses. **The total fund for the 30 year period is \$1,403.338. Currently we have \$365,684 in our Reserve Fund and have future expenses of \$1,277,650 still to be funded after 2018.**

The below are expenses paid for out of the reserve account.

3.2.1.1 Upgrade restrooms at pool house. \$8,156

3.2.1.2 Replace all security lighting in both parks with LED lighting. \$31,620

3.2.1.3 Recoat pool deck. \$32,265

3.2.1.4 Re-plaster Pool. \$24,390

3.2.1.5 Recoat tennis court deck. \$6,480

**3.2.1.6 Replaced Privacy fence in front park and rail fence in back park, \$16,615.**

**3.2.1.7 Pool and clubhouse buildings and equipment repairs and paint, \$23,858**

**3.2.1.8 Paint and preventative maintenance on pool pavilion, \$2,560.**

**3.2.1.9 Paint and preventative maintenance on pool house, \$6,860.**

**3.2.1.10 Pool pump and electrical repair, \$4,885.**

**3.2.1.11 Back park clubhouse and shed repairs, \$1,900.**

3.2.2 The Board made the necessary accounting changes to dedicate specific bank accounts as “Reserve Accounts” in 2016. These funds cannot be used for operating expenses and require a vote of the Board to use them for Reserve Expenses.

### 3.3 Accounting changes.

3.3.1 Assets on books. Unlike a standard corporation where the acquisition or disbursement of assets is totally at the discretion of the Board, the assets held by a Homeowners Association are owned by the stockholders (residents). Because of this the Board cannot acquire, sell or remove assets, above a certain value, without a vote of approval from the homeowners. Our books have been adjusted to so reflect.

3.3.2 At the recommendation of our CPA Firm, Canady & Canady, the Board converted our bookkeeping standard from the cash standard to the modified accrual standard in 2016 to better reflect our financial position.

3.4 **Collections.** I believe I can safely speak for every Director when I say that, of all the duties required of the Board, collecting delinquent accounts is the most distasteful. The Board has a fiduciary responsibility to the Association to use every reasonable means to collect moneys due. Conversely, the homeowner has a responsibility to pay the Association assessments in a timely manner. Many homeowners fail to realize that their Association assessments are secured by their home. When it comes to your home the only organizations holding primacy over the HOA are the IRS, your mortgage company and the county. Outstanding assessments should be setting in the Associations accounts available for use and drawing interest (as paltry as interest is nowadays). **Four** years ago the number of delinquent accounts owing more than four years of assessments was astounding. Legal fees spent to attempt to collect these accounts can quickly get out of hand and must be paid by the Association as incurred on a monthly basis. These fees are recovered from the Homeowner when the Homeowner finally pays their assessment. In an attempt to control these legal fees the Board has systematically worked through the delinquent accounts based on highest outstanding value. As of July 2018 all accounts having a balance over **\$500** were sent to the attorney for collection. As these accounts are cleared and we recover our attorney fees the next highest account will be sent to the attorney for collection. If a homeowner's current year's assessment has not been paid before February 1<sup>st</sup> his account is delinquent. Should your account be delinquent please see 3.4.1 and 3.4.2 below and consider setting up a payment plan ASAP. **If you are on a fixed income or are currently experiencing cash flow issues please consider contacting the management company in January "before" your account goes delinquent. Why wait until June when your account has been assessed up to \$100 for penalties and certified collection letters.**

3.4.1 **Current Assessment delinquent.** If all you owe is the current year's assessment you do not need to contact the management company or the Board to get on a payment plan. Go to oakwoodglen.net and download the Payment Plan Agreement Form. The agreement calls for a 25% down payment and you can choose to pay the remaining balance on your account in either three or six monthly installments. There is a set up charge and interest on the outstanding balance on the account but you will no longer incur the late charges and penalties. Simply fill out the form and submit it along with the down payment to the management company. Acceptance is automatic. If you need special consideration please contact the management company and make a request. The Board will attempt to work out a payment plan that is fair to both parties.

3.4.2 **Multiple years delinquent.** If you owe more than one year's assessments please contact the management company immediately to work out a payment plan. We will do our best to work out a payment plan that is fair to both parties. Ignoring your payment obligation can cause the amount due to escalate tremendously. If you wait until the attorney gets involved those costs can go up exponentially.

3.5 **2017 Assessment.** The Annual Assessment for Oakwood Glen for 2017 was \$423.26. Our Governing Documents restrict any increase in annual assessment to a maximum of 3%. When deciding if an increase is needed the board must look at the budget projection for the upcoming year, consider the funding needs on the Reserve Account (for the current year as well as projected increases

to future Reserve Account contributions), unanticipated repairs and the possibility of the cost of living going above 3%. The Bureau of Labor Statistics reports that the Consumer Price Index (CPI) for Houston, Galveston, Brazoria as of June 2018 has increased by **3%** over the previous 12 months [https://www.bls.gov/regions/southwest/news-release/consumerpriceindex\\_houston.htm](https://www.bls.gov/regions/southwest/news-release/consumerpriceindex_houston.htm) . It should be noted that the above **3%** increase is the average increase for all consumables. Services used by the Association are subject to their own market pressure. For example, the BLS reports a **17.8%** increase for energy in the same time frame.

**3.5.1** Occasionally, Members will tell us that they feel our annual assessment is too high. When comparing our assessments to surrounding communities one needs to consider the size, age, and amenities offered by that community as well as the community's financial position. Is their operating budget adequately funded? Have they conducted a reserve study? Do they have an adequate funding program for the reserve account? Communities having an inadequately funded reserve account may be at risk. Potential buyers comparing homes of equal value may shy away from purchasing in communities with inadequate funding. This could have a negative impact on the value of every home in the underfunded community. Why would a potential buyer purchase a home in a community where his investment may not appreciate at the same rate as surrounding communities? The worst case scenario for these buyers is that the community they purchase in may be faced with an unpopular vote to approve a large "Special Assessment". Failing to approve the special assessment may force their Association into receivership.

For comparison we have identified the below annual 2016 HOA assessments for neighboring communities. The source of this information is the Houston Association of Realtors (HAR) site. The subdivisions listed are believed to have pools unless otherwise indicated. We have personal knowledge that Spring Creek Forrest does not have street lights. No other attempt was made to compare amenities.

Memorial Northwest, \$517; Twin Falls, \$630; Spring Creek Forest, \$580, **No Street lights**; Spring Creek Oaks, \$655; Lyndhurst Village, \$510, **No Pool**; Oakwood Glen West, \$520; Willowick, \$460, **No Pool**; Kleinwood, \$377; Wimbeldon Estates, \$645; Memorial Chase, \$240 - \$375; Colony Creek, \$325; Champion Springs, \$660; Cypress Trace, \$425, **No Pool**; Terra Nova, \$700.

**3.5.2 How does the Association spend our money? The Association spent \$55,478 in 2017 and \$54,663 in 2016 for Capital Improvements out of the Reserve Account.**

A few of the largest expense items in the Associations 2017 operating budget were: **\$72,300** for Security (Deputy Patrols, **Cameras & Alarms**), **\$53,875** for Utilities ( this includes street lights ), **\$42,500** for Pool operation & maintenance, **\$30,890** for Management fees, **\$21,850** for Legal fees of which **\$26,035** was recovered from delinquent homeowner accounts leaving a net total legal cost of **\$(4,185)** for 2017 (Note: **The positive figure in the net total legal fees is a result of collecting legal fees due from previous years**), and **\$35,100** for lawn care & landscaping. Many of our residents do not realize that the association pays almost \$50,000 a year to keep your street lights on and that the mosquito truck is paid for out of Association funds. If Harris County is spraying for mosquitoes here we are all in a lot of trouble. If you are interested in looking at all of the expenses incurred by the Association a copy of the Association's Financial Review for 2016 can be found on Sterling's web site and the Financial Review for 2017 will be posted as soon as we receive the final report. The 2018 Budget can be found on



oakwoodglen.net and can also be found on Sterling's web site. To view the Budget or Financial Review on Sterling's web site log on to your account and click on documents in the blue bar.

4. **Security.** Security in our subdivision remains a high priority for the Board and continues to be the single highest expense out of our operating budget. We currently pay **\$67,150** to Harris County for one patrol deputy for one 40 hour shift. We are guaranteed 70% of his time but on most days receive 100%.

4.1 The Board would love to be able to hire more than one deputy. Unfortunately, we simply do not have the budget for it. Alternately, we have entered into a "Deputy Share" program with Spring Creek Forrest. Each subdivision hires one deputy on different schedules. Both deputies then patrol both subdivisions. In effect we have doubled the hours a deputy is available to 80 hours without incurring any additional expenses. We do not publish the Deputy's patrol hours for obvious reasons.

4.2 The Board has authorized the charter of a Security Committee comprised of one Director and volunteers from the neighborhood. Among the responsibilities the committee is charged with is to compile a list of security issues along with the frequency, time and location where the issues occur. The information is shared with both deputies and, if an item of concern is identified outside of normal patrol hours, we can request additional patrols from the Sheriff's Department (at no additional expense to the Association) or make a request to HCSD to temporarily shift our patrol deputy's schedule. Accurate information is crucial when making such requests. Please report suspicious activity and non-emergency issues to the Harris County Sheriff Department non-emergency line at 713-221-6000. You can also report these activities to the Security Committee at [security.committee@oakwoodglen.net](mailto:security.committee@oakwoodglen.net).

5. **Deed Restrictions.** Deed restrictions are designed to maintain the aesthetic harmony of the community, and thereby also to protect property values. Oakwood Glen's deed restriction documents are filed with the Harris County Clerk and posted on oakwoodglen.net. Your Board is not the "property police" but the Board "is charged" with the responsibility of enforcing the deed restrictions in a fair and uniform manner. To accomplish this goal a 3<sup>rd</sup> party (the management company) conducts a primary inspection once a month. You thought it was more often didn't you? A list of deed restriction issues is generated and sent to the Deed Restriction Committee made up of Directors and volunteers from the community. The Committee attempts to spot check the violations before the letters are mailed but they do not have the manpower to confirm every violation before the date the letters have to go in the mail.

When homeowners file a Deed Restriction complaint against another's property the complaint is first verified and, if appropriate, a Deed Restriction Letter is mailed. DR Letters generated from a complaint can be mailed at any time of the month.

It is important to note that the Board, committee members and the management company are bound by confidentiality restrictions. Volunteers on the committee are required to sign a confidentiality agreement. We cannot, in any manor, discuss a deed restriction issue with anyone other than the property owner. When receiving a complaint, all we can do is acknowledge receipt of the complaint. Once a complaint is received we cannot provide follow up information or discuss the resolution of the complaint with anyone other than the homeowner.

No one likes to receive a DR letter and the receipt of a letter irritates all of us. Even when we know the letter is correct. The majority of our Membership understands the intent of the DR letter and willingly complies with the request. **To those homeowners, we thank you for your cooperation.**



However, we do have a minority of Members who choose to ignore the notices. Just because a house appears to have consistent DR violations visible does not mean they are not receiving notices. **The number and type of violations letters sent out is documented in the Board Meeting Minutes each month.**

5.1 **Deed Restriction Policy.** A copy of the Deed Restriction Policy is filed with the Harris County Clerk and can be found on oakwoodglen.net. When receiving a DR letter it is the responsibility of the homeowner to notify the management company when the issue has been corrected, if extenuating circumstances exist, if additional time is needed to correct the violation or if additional information regarding the violation is required by the homeowner. If the homeowner does not agree with the violation see "Members Rights" below.

**Notices and Deed Restriction letters are issued as follows:**

- 5.1.1 Courtesy Letter, first letter sent regarding a DR violation.
- 5.1.2 2<sup>nd</sup> Notice Letter, if the DR violation has not been corrected by the following month the 2<sup>nd</sup> Notice Letter is sent certified mail. The homeowners account will be charged \$25.00 (\$35.00 for an absentee property owner) to cover the cost of processing the letter. The owner's rights and a description of follow up actions are detailed in this letter.
- 5.1.3 209 Letter, This letter is sent after a third inspection determines that the violation has not been corrected. The homeowners account will be charged \$25.00 (\$35.00 for an absentee property owner) to cover the cost of processing the letter. This letter advises the owner that the Association can/may turn the issue over to the attorney.
- 5.1.4 The Board will make the determination as to whether the violating owner is to be turned over to the Association Attorney.
- 5.1.5 Attorney Demand Letter. If the homeowner is turned over to the attorney He will receive direct correspondence from the attorney. The homeowner will be responsible for any and all legal fees incurred.
- 5.1.6 Fines. While Texas State Law gives Homeowners Associations the right to impose fines for deed restriction violations, we have been advised by counsel that our governing documents do not give the Association the authority to impose fines. To be able to impose fines for Deed Restriction violations the Members of the Association would need to vote to give the Association such authority.

**Members Rights when they receive Notices and Deed Restriction Letters:**

- 5.2.1 When you receive a Deed Restriction letter. If you agree with the violation and have corrected the same it would be helpful if you would notify the management company.
- 5.2.2 If you are unclear on the nature of the violation cited, disagree with the determination or need more time to address the violation please contact the community manager at the above address (see 2.1.1).
- 5.2.3 If you are not satisfied with the response from the management company you may request that your violation be reviewed by the Deed Restriction Committee.
- 5.2.4 If you are not satisfied with the determination of the Deed Restriction Committee or you would like to address the Board regarding a payment plan you may request a hearing

before the Board. The hearing will be in Executive Session. The Board will not discuss anyone's deed restriction issue or financial issue in an Open Meeting.

**Forced Mow/Maintenance Letters:**

5.3.1 **Lawn Maintenance Courtesy Letters are mailed when, at the time of inspection, a lawn appears to need attention. Unfortunately, for legal reasons, the courtesy letter does not appear to be all that curious. By the time the letters have been printed, mailed and the post office delivers the mail to your address the issue may have already been corrected.**

5.3.2 Forced Mow/Maintenance Letters are usually sent out regarding lawn maintenance but could apply to other issues. **The Board adopted a new "Forced Mow Policy" in 2018. This policy has been filed with the Harris County Clerk and a copy is available on oakwoodglen.net. This policy became necessary when we noticed that certain Homeowners would "only" maintain their lawns at the last moment after receiving a Forced Mow Letter. Our attorney has advised that the 10 day notice is not required for each incident throughout the mowing season. The initial Forced Mow Letter will give the Homeowner 10 days notice to correct lawn maintenance issues but the time frame specified could be shorter if the issue relates to health or safety. If the Homeowner has already corrected the issue when he receives the letter simply let the management company know. After the first 10 day notice the file will be kept open until the end of the season and no further notice is required.** A lawn crew can be sent out any time after the tenth day **after receiving a Forced Mow Letter** to perform the requested maintenance. **After the first Forced Mow Letter the lawn maintenance crew can be sent without notice.** All costs incurred to complete this activity will be charged to the homeowner's account. This action is classified as an "adverse entry" so do not expect the same rates that you might pay should you hire your own lawn crew. When the crew arrives if you have already taken care of the issue they will take a picture for the file and you will not be charged. If the requested work has not been done they will take a picture of the yard to confirm the condition of the yard on their arrival. They will knock on the door to identify themselves to the homeowner and will give the homeowner the community manager's business card. The landscaper will provide the necessary service i.e....mowing, edging, trimming, weeding and, if needed, apply weed and feed. They will take a second picture for the file to confirm that the work has been completed. Forced mows generally apply to the front yard only unless the back yard is readily visible from the street. NOTE: Healthy Saint Augustine lawns generally can get rather tall before they generate a Forced Mow Letter. If your lawn generates a generous growth of tall weeds with seed heads please consider a generous application of weed and feed. Those seeds can spread to your neighbor's lawn.

6. **Architectural Control Guidelines.** Architectural Control Guidelines for Oakwood Glen are filed with the Harris County Clerk and can be found on our website at oakwoodglen.net. The guidelines are intended to protect the integrity of the subdivision as well as the value of all of our homes. If you plan on any work on the exterior of your home please go to the website and review the ACC guidelines.

After reviewing the guidelines, if your project requires that you file an ACC request download the ACC Request Form. Fill out the form and submit it to the Architectural Control Committee through the management company's community manager at 2.1.1 above. The ACC Committee will review your request and respond in a timely manner. Note: actions as simple as repainting your home or replacing your fence or roof require an ACC request. Non-compliance could result in enforcement actions and, in extreme situations, may result in the Association filing a "Lien of Non-compliance" on your property. Such a lien could have a negative impact on the value of your property should you decide to sell your

home and will not be removed until the discrepancy is corrected. If you do not agree with the ruling of the ACC Committee you may request a hearing before the Board in Executive Session.

7. **Committee Charters.** The Board is currently working on committee charters. At this writing the only charter that has been approved by the Board is the Security Committee Charter.

- 7.1 Security Committee
- 7.2 Deed Restriction Committee.
- 7.3 Architectural Control Committee.
- 7.4 Landscape Committee.
- 7.5 Finance Committee (as needed).
- 7.6 Election Committee.
- 7.7 Communications Committee
- 7.8 Special Events Committee (planned).

8. **Community Outreach Program.** The Board is aware that in a subdivision as old as Oakwood Glen we have an increasing population of senior citizens. The Board has voted to dedicate the first Wednesday of the month as senior day and is offering the club house that day for senior activities. **After two years of attempting to get this program kicked off we are tabling this program for now due to lack of interest.**

9. **Community Events:** Your Board believes we are blessed to have a community made up of great neighbors. Your Board has endeavored to improve both of our parks to encourage greater use. If you have not been to the back park or the pool recently, go take a look. We also sponsor community events like the Pool Party on opening day, Christmas Party, the Fourth of July Parade and Picnic and Neighbors Night Out, (usually in October). Get out and get to know your neighbors.

10. **Home values:** Homeowners in Oakwood Glen are lucky in that the subdivision is strategically located in an area of high demand in Northwest Harris County. The location coupled with the size of our homes and lots have resulted in a situation where the homes in this subdivision are in high demand and are **continuing to** sell at record prices and in record times **in 2018**. From what I understand, outside of our subdivision new homes in the same price range are smaller with much smaller lots, the construction standards are not comparable and the HOA assessments are, in general, higher with fewer amenities. **Some realtors have started featuring our parks in their listings in 2018. It is not just the condition of the home that is delivering these higher prices. The amenities offered in the community, the condition of the amenities, the overall appearance of the community and the sense of community can, to some extent, all have an impact of the final selling price for a home.** With that in mind, think back to some of the issues discussed in this document. What each individual does can have an impact on the rest of the community.

11. **Monthly Board of Directors Meetings.** Your Board of Directors holds their monthly meetings on the third Tuesday of the month at 7:00 pm in the clubhouse in the back park. The Annual Members Meeting in October and the Holiday schedules in December frequently make scheduling a regular monthly meeting during these months difficult. Consequently the Board may choose to cancel one or both of the Monthly Board of Directors Meetings for those months.

11.1 The agenda for the monthly Board of Directors Meeting is posted on oakwoodglen.net a minimum of three days before the meeting. A reminder of the meeting date is also displayed on the marquee.

11.2 The monthly Board of Directors Meeting is open to all Members and you are encouraged to attend. Time is allotted on the agenda for a public forum should you wish to address the Board. Should a large number of residents wish to address the Board the time for open discussion may be restricted to a maximum of 15 minutes total for the discussion and Members may be restricted to a maximum time of three minutes for each member. Please respect other Members on these occasions and limit your time to 3 minutes.

11.3 Technically, the monthly Board of Directors Meeting is an open meeting allowing Members the opportunity to witness the Board conducting the business of the Association. The Board is not required to take questions from the floor while conducting Association business. However, the Board values the opinions of the Membership. As long as the line of questions does not become disruptive to the meeting and the Member follows the decorum guidelines below, the Board may choose to entertain questions from the floor during the business meeting.

11.4 **Decorum Guidelines.** The presiding officer is in control of the meeting. If a Member wishes to address the Board he will raise his hand and wait to be recognized. Once recognized, the Member will be allowed to speak uninterrupted. Courtesy and respect is expected from all in attendance. Each individual is entitled to their opinion and is entitled to express their opinion uninterrupted. Opposing opinions may also be expressed uninterrupted once the member has been recognized by the presiding officer but no arguments will be tolerated. The only individual that has the right to interrupt the individual speaking is the presiding officer. The speaker will stop speaking immediately when so instructed by the presiding officer. Members not adhering to these guidelines or otherwise conducting themselves in a manner that is disruptive to the meeting may be asked to leave the meeting.

11.5 **Quorum.** Your Board of Directors is made up of nine members and it takes a minimum of five Directors to establish a quorum. An open meeting cannot start until sufficient directors are present to establish said quorum.

12. **Communications** The Board communicates with the Members of the Association in one or more of the following ways:

12.1 Through posting information on the official Oakwood Glen Web Site at oakwoodglen.net.

12.2 Placing notices on the marquee.

12.3 Placing removable signs at key locations in the subdivision telling members to check the web site for information.

12.4 Direct mail and email. Directors email addresses can be obtained on oakwoodglen.net.

12.5 Information available to the Membership but not offered to the general public will be placed on the Sterling web site to provide a level of security. You will have to log on to your account to access the information.

12.6 If you would like to receive email notices of meetings and community activities please make certain you enter your email address to your user profile on your account with Sterling. Also make sure you click on email options and check the “send allowed correspondence by email” box.

13. **Social media.** There are no official Oakwood Glen Association social media sites such as Face Book or Nextdoor. Directors may participate in discussions on such sites but when they do so they participate as an individual homeowner, not as a Member of the Board. Directors **will not** participate or respond to discussions subject to confidentiality restrictions such as discussions regarding a specific deed restriction.
14. **Little Library.** The Association purchased the lumber and residents Bruce and Cindy Mason volunteered their time to build and maintain the Little Library box located in the back park. The intent is to encourage children to read and to encourage the use of the back park. The Little Library operates on the honor system. There are books for adults too.
15. **Club House.** Our club house is over 50 years old and we believe was originally an open sided covered work slab used by the builders. After four of the builders filed for bankruptcy it was enclosed and turned into the club house. An engineering report on the club house is filed on the Sterling web site. We encourage all Members to log onto your account and review the engineering report. The engineering report identifies significant structural issues with the club house. It’s not in danger of falling down around our ears but, as a community, we need to have a discussion regarding options that are available to us. Decisions regarding routine maintenance and routine repairs identified by the Reserve Study belong to the Board. However, the reserve Study does not account for replacement or for these types of repairs. Expenditures beyond those identified in the Reserve Study require a 2/3 vote of the Membership. In particular we would like to hear from any Members who have engineering and actual construction project experience. We would like to hear from you to see if you have any suggestions that we have not thought of. We are also asking for volunteers for a committee to go over all options and help develop project plans for those options. Once we have the committee’s project plan recommendations we will schedule a town hall meeting or two to discuss our options with the Membership. If we can reach a consensus the option will be put to the Membership for a vote.