

## July 2020 Update

The Board held the July 22, 2020 Monthly Board Meeting on Zoom. This communication is intended to keep Homeowners apprised of current HOA issues as they are identified while we work our way through this pandemic. Topics covered in this communication will be: Communication, Pool & Tennis Court Status, Key FOB Distribution and Release Form collection, Delinquent Account Collections, Monthly Board Meetings, Deed Restriction Letters, ACC Requests and A Security Issue.

### **Communications**

Because of the uncertainties generated in our current environment your Board is attempting to take advantage of every means possible to transmit information that may be relevant to our Membership. Official Association communications include posting on oakwoodglen.net, direct mail and e-blasts. Because of the costs associated with direct mail this form of communication is being used on a limited basis. If you have not signed up to receive e-blasts you might want to sign in to your account at Sterling and give us your email address. Don't forget to check the box that gives us permission to send you emails. If you have signed up to receive e-blasts and have not been receiving them you might want to check your spam folder.

For your information, there are no official Oakwood Glen Association social media sites. The Board is aware of Nextdoor and is also aware of three FaceBook groups that are all owned by individuals. There may be more groups that we are not aware of. The Board is attempting to take advantage of every known social media group as an additional means to pass on information to the Membership.

### **Pool**

per GA-26 – Governor Abbott's update on June 3<sup>rd</sup>, pools may now open at 50% of their maximum occupancy. Currently, the capacity is listed as 30 people. We do not appear to have reached Maximum capacity since raising the capacity limit to 30 people in June.

COVID-19 pool rules remain in effect.

### **Tennis courts**

Social distancing is inherent to the game of tennis. The tennis courts are now open. To access the tennis court we will need a signed release form on file (see FOB's).

### **Key FOB distribution/activation and release form collection**

We have spent twenty eight hours spread over twenty three distribution events and have collected approximately 190 release forms to date. We are now halfway through the pool season. We will not be scheduling any more distribution events. Residents needing to turn in a COVID-19 waiver form to get their Key FOB activated, needing a replacement or second Key FOB or new residents can contact us at [pool@oakwoodglen.net](mailto:pool@oakwoodglen.net) to schedule an appointment.

Key FOBs have been turned off to make sure we receive a copy of the release form. If your assessments are paid or you are on a payment plan all we need is the release to activate your FOB. If you are new to the subdivision, have lost your FOB or are wanting a second FOB we will also need the FOB application. There will be a \$25 charge for replacement or second FOBS. The release form and key FOB application can be found on oakwoodglen.net.

### **Club house**

Indoor gatherings are still restricted to 10 individuals with social distancing. Because the Association has no control of what occurs at the club house when rented, all rentals are currently suspended.

### **Basketball court**

Social distancing is not inherent to the game of basketball. We have removed the rims from the backboard for the time being.

### **Park Access**

The Board has been following the recommendations of the State and Harris County to determine the status of Oakwood Glen parks. Both parks are now open. Residents choosing to use our parks should use common sense and practice social distancing. Unaccompanied children should not be in either park. The Association does not have the ability to consistently disinfect the playground equipment and other physical assets in the parks on a continuous basis. Please consider these assets to be closed in both parks. Residents need an active Key Fob to access the front park (see FOB's).

### **Delinquent Account Collections:**

Because of COVID-19 the Board placed a two month moratorium on collection activities on delinquent accounts to give Homeowners who may have been impacted the opportunity to assess their financial position and, hopefully, enter into a payment plan. . I am pleased to report that many Homeowners with delinquent accounts have taken advantage of this delay and have either paid their assessments in full or have entered into a payment plan. As of May 30<sup>th</sup> our collections are at 92%.

For those Homeowners who's assessments remain delinquent, and have not entered into a payment plan, the final mandatory certified (209) collection letter will be mailed shortly. Accounts still delinquent and not on a payment plan after the expiration date on the final letter can anticipate being sent to the attorneys office for collection.

Homeowners with delinquent accounts still have time to enter into a payment plan before delinquent accounts are sent to the attorneys for collection. If your assessment is delinquent, and you are not in a position to pay your account in full, please consider contacting our community manager Gina Keller at [Gina@sterlingasi.com](mailto:Gina@sterlingasi.com) to request a payment plan. Gina will work with you to set up a plan that is fair to both parties. If your delinquent account is already with the attorney and you are not on a payment plan please contact the attorney's office directly to request one. Ignoring letters from the attorney can cause your legal costs to increase exponentially. The Board has a fiduciary responsibility to use all legal means to collect funds owed to the Association. Current events do not relieve the Board of this responsibility nor do they relieve the Homeowner of his responsibility to pay the assessment. Additionally, the Board legally cannot waive any portion of the assessment or any hard charges. For reference, legal fees are hard charges. The Association pays these fees monthly as they are accrued and it is unreasonable to expect all the homeowners who pay their assessments on time to pay the legal fees for delinquent homeowners. The Board can, on a case by case basis, adjust the down payment on a payment plan and lengthen the payment period (within limits) to get the monthly payment to a more financially manageable level for the homeowner.

### **Monthly Board Meetings:**

The fourth online Monthly Board Meeting was held on July 22, 2020 using Zoom. The Board has purchased the Zoom package and is looking at the logistics of continuing to use Zoom once we are able to resume physical meetings.

### **Deed Restriction Letters:**

The deed restriction inspection and DR letter mail out has returned to normal operations.

### **ACC Requests:**

Many of our Homeowner may find that they have extra time on there hands and decide to use that time for home improvements. Please remember to file an ACC Request for those projects before you start to make certain your project conforms with the Architectural Control Guidelines.

### **Security**

Most of our residents are aware of the assault that occurred at the convenience store on Oakwood Glen Boulevard. This is an active case which limits what information can be released at this time. I have been authorized to tell you that arrests have been made and that the individuals involved do not appear to live in the area.

Mike Harris

President, Oakwood Glen Association

# NOTICE

**To balance our Homeowner's desire to use our pool facilities, protect the individual health of our residents, protect the health of the community as a whole, protect the health of the lifeguards, as well as protect the Association: this facility (park, pool & tennis courts) is currently operating under COVID-19 operating procedures as follows:**

- 1. Enter at your own risk.**
- 2. Oakwood Glen Association must have a signed release on file with the management company for your Key FOB to be activated.**
- 3. "All" adults (18 and over) entering the pool facilities must sign in each time they enter the facility. Lifeguard will ask questions regarding COVID-19 symptoms and may take your temperature.**
- 4. All children under the age of 18 must be accompanied by an adult.**
- 5. No guests outside of your household other than direct family members.**
- 6. Pool occupancy is restricted to a maximum of 30 individuals.**
- 7. Pool time is restricted to 60 minutes per visit because of the restricted occupancy.**
- 8. All pool attendees are encouraged to wear face coverings when they are on the deck or other areas outside the water.**
- 9. Social distancing (6 foot spacing minimum) must be maintained at all times from individuals not living in your household.**
- 10. All pool occupants must maintain a minimum distance of six feet from the lifeguard chair at all times. Lifeguard on duty will not be wearing a mask to facilitate clear communications.**
- 11. Lifeguards are responsible for enforcing ALL pool rules. Failure to follow ALL pool rules could result in ejection from the facility and could result in your Key FOB being deactivated.**