

# Westhollow Villa Townhomes Board of Directors Annual Report

## June 2017-May 2018

### Accomplishments:

- ✓ Implemented community recycling program on March 1<sup>st</sup>
- ✓ Redesigned community webpage - <http://www.mascapi.com/westhollow-villa-townhomes>
- ✓ Completed Gutter installation project
- ✓ Issue free 2016 tax audit completed
  - If you want a copy of the 2016 tax audit make sure to contact MASC Austin Properties, Inc. to have a copy made for you
  - 2017 tax audit sent to CPA
- ✓ Pressure washing all structures and concrete where needed around the property
- ✓ Spring cleanout of gutters
- ✓ Roof replacements – two buildings are done each year through a scheduled rotation
  - 13902-13920 Hollowgreen and 13922-13940 will be scheduled for this year replacement
- ✓ Replaced patio fences – (52 as of Dec. 2017)
  - Bulk payment was issued in March to order supplies. Installation of new fences began in May, with **11** being completed.
- ✓ Electrical updates & repairs
  - New LED bulbs have been installed at the flag light and monument sign.
  - New underground wiring for courtyards C, H, K, and Q.
  - Garage light replacements for outdated/broken lights.
- ✓ Collections – Approximately **\$203,986.19\*** collected this year in old monies owed.
  - \*Total amount collected is based on attorney collections, "In-House" payment agreements, home sales, and reminder letters sent from MASC Austin Properties, Inc.\*
  - On two accounts, Westhollow Villa has collected over \$30,000.00
- ✓ Plumbing & drain repairs
  - Major water breaks are repaired, with only less than 5 repairs within the span of a year!
  - Additional utilization of sump pumps around the property were in effect, no one flooded during Hurricane Harvey!
  - Driveway drains setup on a quarterly cleaning schedule
  - Weekly and daily cleaning of all drains in the courtyards performed by Dan Foos and Green Earth Lawn Maintenance
- ✓ Spring community garage sale
- ✓ Community trees were trimmed
  - Residents were offered the opportunity to get their personal trees trimmed at a reduced rate.
- ✓ Three newsletters were designed and distributed to residents
- ✓ Board and Austin Properties community property walks
  - Board of Director Members jointed with Austin Properties on multiple occasions to walk the entire property to review specific issues. Key to addressing current issues and future planning.

- ✓ Landscape upgrades –
  - Rye grass was planted to enhance the property last fall.
  - Additional color added seasonally to front entrance and the corner of Panagard and Hollowgreen.
  - After consulting with a horticulturalist, our landscape team is testing new foliage in certain high erosion areas of the property.
  - Due to the diligence of Green Earth there were no major issues with our irrigation system, even in the face of Harvey and repeated heavy freezes.
  - Plants lost to winter freeze were replaced in April

#### **Continuing Programs:**

- Roof Replacement and Maintenance
- Patio Fence Replacement
- Building Repair and Painting
- Collections
- Termite, Mosquito, & Roach Exterminating
- Critter Trap and Removal
- Pool Maintenance

#### **Ongoing Projects and Goals:**

- Addressing the soil erosion and lack of ground cover along Hollowgreen Dr.
- Address areas with mortar crumbling on buildings and divider walls
- Sidewalk and driveway concrete repairs
- Refreshing the curb painting to allow for additional parking where possible
- Clarify CCRs and improve deed restriction reviews and enforcement
- Continue to build reserve accounts for future capital expenses
- National Night Out Gathering – Tuesday, October 2<sup>nd</sup>

#### **Major Expenses:**

- Property Insurance
- Electrical Installations & Repairs
- Fence Replacement
- Water Bill
- Landscaping & Irrigation

#### **Questions Asked:**

- 1) ***Can new fences be stained/sealed by the HOA or Homeowner?*** Currently the answer is no. Adding that step is not cost efficient at this time and requires additional maintenance. In order to keep things uniform, fences replaced in recent years would have to be readdressed for this purpose. Also coating only the outside of the fence, and not the inside would cause the wood to bow. Coordinating with residents to gain access to patio areas can sometimes be challenging.

- 2) **My garage apron is in need of repair. When is the Board going to address this problem?** The Board and Austin Properties did a property walk in May to review aprons, driveways, and some sidewalks. The results found were most of the aprons with noticeable erosion were actually part of the unit's foundation, thereby being homeowner responsibility. There were a couple of areas where due to the design of the driveways, it was obvious that drainage is an ongoing issues. Options are being researched by our general contractor to find the most viable solutions.
- 3) **I heard the community Comcast/Xfinity cable contract expires this year. Will it be renewed?** The current cable contract expires in October. The Board has not made any final decisions at this time. However, the contracts being offered by both Comcast and AT&T, the major providers for our area, are for ten year terms with annual rate increases. Due to the rate of change in the technology industry, this is not a viable or prudent option. This issue will be a top priority for the Board this summer.
- 4) **Can a resident install personal security camera(s)?** Legally the HOA cannot prevent a resident from installing cameras on their property. However **ACC Approval is Required**. Cameras, much like satellite dishes, must be properly installed. Any resident installing a camera into the roof or hardiplank will be responsible and libel for any damage done to the structure. As this action may also violate associated warranties, further damages may be charged back to the Homeowner.
- 5) **What can be done about sprinklers pooling water and/or spraying mailboxes and walls in some areas?** Sprinkler heads spraying mailboxes and walls should be reported to Austin Properties. They will convey this to Green Earth. In areas where water is pooling, rain gauges or drip lines may be needed. This will also be addressed with Green Earth.
- 6) **Is the HOA going to install security cameras around the property?** This topic is regularly revisited, but no decisions have been made at this time. There are a LOT of additional expenses and liabilities that come with installing security cameras.