Windsor Lakes Homeowners' Association, Inc.

Annual Meeting

24 April 2019

Board of Directors





Board of Directors:

| James R. Ritter * | President | ritterjames@msn.com |
|-------------------|------------------|----------------------------|
| Jack Burger | Vice President | jackburger1234@comcast.net |
| Susie Monroe | Secretary | monroess@gmail.com |
| Harry VanDam | Property Manager | hvandam9@gmail.com |
| Stan Everett * | Treasurer | severett5@comcast.net |

31 May 2018 Previous President Resigned

* Current Term Expiring





Thank You!

| Jack Burger | Vice President | jackburger1234@comcast.net |
|--------------|------------------|----------------------------|
| Susie Monroe | Secretary | monroess@gmail.com |
| Harry VanDam | Property Manager | hvandam9@gmail.com |
| Stan Everett | Treasurer | severett5@comcast.net |





Agenda ~ A Look Ahead

- Mission Statement
- Legal Compliance
- Proof of Notice and Certification of Proxies
- Approval of 2018 Meeting Minutes
- Board of Directors' Report 2018/19
- Management Contract Re-Bid
- Review and Look Ahead to 2019/20
- Open Forum
- Election Results
- Adjournment





Mission and Status

This is the 12th anniversary of the Windsor Lakes Homeowners Association as an all homeowner Board of Directors.

Mission: maintain and grow the value of our community and individual homes while providing a desirable quality of life for all residents.

In its twelfth year, your association is financially sound and the mission of the association is being achieved.



Texas Homeowners Association Law



The Windsor Lakes Homeowners' Association must follow Texas Homeowners' Association Law.

Chapter 5
Meetings of a Homeowners Association's Membership

- 5.5 Annual Meetings of a Homeowners Association's Membership
- 5.5.1 Annual Membership Meeting Requirement of Nonprofit Corporation HOAs under the Texas Nonprofit Corporation Law

Annual meetings or annual membership meetings are required by a homeowners association's governing documents, which specify when they are to be conducted and how and when members are to be notified about the meeting. This is the main meeting of the year when members typically **elect a board, hear committee reports, and discuss items of common interest.**





Proof of Notice and Certification of Proxies

Windsor Lakes HOA Inc.

NOTICE OF ANNUAL MEETING

The Members of the Windsor Lakes HOA Inc. will hold their Annual Meeting of Owners on Wednesday, April 24, 2019, at 7:00 p.m. at the Windsor Lakes Club House located at 1 Lake Windsor Circle, Conroe, Texas 77384. In accordance with the documents of the Association the purpose of the meeting will be to elect two (2) Owners to the Board of Directors and to discuss the affairs of the Association.

A guorum of 25% (143 owners) must be present in order to transact the business of the Association. A quorum may be obtained through your presence at the meeting or by your proxy. Should you be unable to attend, please sign and return the enclosed proxy or assign it to someone who will be attending the meeting. You may also utilize the proxy as an absentee ballot marking your voting choices. You may mail the Proxy Form to FirstService Residential, 2002 Timberloch Place, Suite 650. The Woodlands, TX 77380 or email it to alex.taylor@fsresidential.com. As a convenience you may take your proxy to the Clubhouse. Please remember if it is not addressed, signed, and dated, neither the proxy nor the vote will be accepted.

If you would like to present a question for open forum to the Board please submit the attached questionnaire to the office of FirstService Residential, attn.: Windsor Lakes, 2002 Timberloch Place, Suite 650, The Woodlands, Texas 77380 or email to alex.taylor@fsresidential.com. Please submit all questionnaires to FirstService Residential by Friday, April 19, 2018, at 12:00 p.m. Questions will not be taken from the floor at the meeting.

We look forward to seeing you at the meeting.

Sincerely,

Alex Taylor FIRSTSERVICE RESIDENTIAL MANAGING AGENT





The Windsor Lakes Homeowners' Association, Inc.

State of the Association

- Annual audits indicate finances are sound.
- More and more of the budget is spent on maintenance of our assets.





Treasurer's Report Stan Everett



Treasurer's Report Stan Everett



How Did We Do Last Year (2018)?

How Are We Doing This Year (1st Quarter 2019)?

Reserve Study: The Plan for 2020 - 2024



Treasurer's Report Stan Everett



How Did We Do Last Year (2018)?

| | Planned | Actual |
|----------------------|-------------|-------------|
| Assessments | \$1,496,241 | 1,497,432 |
| Other Income | 83,700 | 105,578 |
| Reserve Contribution | (419,644) | (419,644) |
| Operating Expenses | (1,158,798) | (1,162,762) |
| Surplus/(Deficit) | 0 | 20,604 |



Treasurer's Report



Stan Everett

How Are We Doing This Year?

YTD Statement of Operations as of March 31, 2019

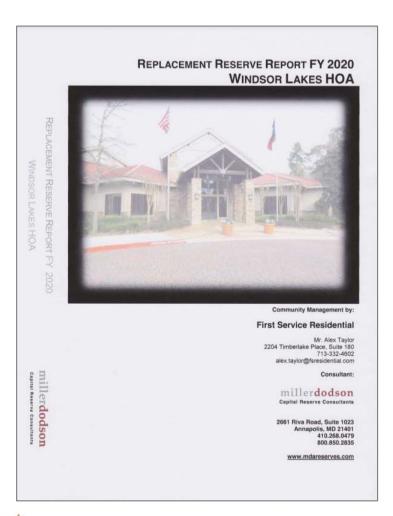
| | | (Amounts in Dollars) |
|----|-------------------------------------|----------------------|
| A. | Year to Date Total Assets | 3,020,905 |
| | Operating Fund | 1,100,820 |
| | Accounts Receivable | 26,465 |
| | Replacement Reserve Funds | 1,800,040 |
| | Prepaid Expenses | 93,579 |
| В. | Total Liabilities and Equity | 3,020,905 |
| | Total Current Year Accounts Payable | 131,148 |
| | Total Replacement Reserves Income | 1,800,040 |
| | Replacement Reserves Expense | 0 |
| | Net Replacement Reserves | 1,800,040 |
| | Includes Townhouse Roof Reserve | 719,080 |
| | Surplus Fund Balance | 1,089,716 |
| C. | Year To Date Income | 307,420 |
| | Expenses | 266,956 |
| | Operating Balance (Cash Flow) | 40,464 |
| D. | Monthly Income (December 2018) | 108,061 |
| | Monthly Expenses | 97,826 |
| | Cash Flow | 10,234 |



Treasurer's Report



Stan Everett



Replacement Reserve Study

- Five-Year Inventory of Community Facilities and Infrastructure
- Assess Condition of These Items
- Financial Plan to Fund Replacements
- Previous Studies: 2009, 2014
- Update in Progress now for 2020-2024.
- All Replacement Reserve Studies by Dr.
 Jim Piper, Miller-Dodson Associates, one
 of the leading Capital Reserve
 Consulting firms in the country



A Year of Board Actions Maintenance, Maintenance



- Door Refinishing Project Wrap Up
- Alarm Monitoring Study
- Roof Study
- Edinburgh Court Repairs Underway
- Dylanshire and Haversham Sinkhole Repaired
- Block Captains Revitalized
- 2019 Budget Approved
- New Entry Control System for Clubhouse
- Cleaned Up Sidewalk in Nature Area
- Repair/Replacement of Builder Installed Iron Fences Authorized (Scheduled 4 Replacements In 2019)
- Contracts:
 - o Renewed Pool w/ GHPM
 - o Renewed Landscape w/ RusticScapes
 - o Renewed Insurance
 - o Engaged Cox CPA for Audit/Tax Returns
 - Engaged Miller Dodson for Reserve Study
 - o Re-Bid Management Agreement
- Authorized Sidewalk Leveling/Replacement as Needed
- Removed Dead Trees at Pool Replacing With Better
- Replaced Spa Heater
- Replaced Pool Pumps
- Replaced A/C Motors
- Hired Two New Employees (Louise McTear And Karina Garfias)
- Entry Landscaping Improved
- Sinkhole Repaired At Chancey and Dylanshire
- Reduced Accounts Receivable by 20%









2018 Front Door Refinishing Program

195 Doors Involved

2019 Front Door Refinishing Program

180 doors

Pool and Spa Improvements

4 Outside Speakers Replaced New Handrail Covers Spa Heater Replaced

Sinkholes

Haversham Court and South Dylanshire Circle Chauncey Court and North Dylanshire Circle





2018 Builder-Installed Iron Fence Replacement

- 4 Fences were replaced
- 14 Replacements to date
- 2 Gate replacement only

2019 Builder-Installed Iron Fence Maintenance Program

Three-year Program To Refurbish 117 Total Fences 41 Scheduled for this Year

Mailbox Concrete Slab Handrails

16 mailboxes have handrails

8 installed in the past 12 months

13 potential handrail candidates.





Animal Barrier Physical barrier was installed along the western boundary of the fault line to prevent the reoccurrence of a medium/large animal intrusion (*e.g.*, feral hogs)



Feral Hogs

Although trapping, aerial operations, and recreational hunting of feral swine have effectively reduced damage in East Texas, studies show that at least 70 percent of feral swine must be removed each year in order to prevent population growth.

Legislative Action

Senate Bill 317 Passed

- Hogs killed any time
- No Hunting License

Conroe Chronicle 4/19/2019

• No Near-Term Relief







Dead Tree Removal Dead trees on Windsor Bridge Drive, South Dylanshire Circle, at the main entrance gate, and adjacent to the pool were removed. Chinese Tallow trees encroaching at 3 East Kentwick and 70 Lake Windsor Circle were removed.

Slippery Sidewalk near Darlinghurst Drive and Windsor Bridge Drive Drains were installed in the common area to keep the sidewalk dry and free of mildew.

Clubhouse Grounds Improvements

Elongated traffic divider at the clubhouse entrance has been enhanced. Area immediately west of the fitness center is scheduled to be improved.



Water Pipe Break



14 December 2018

East Kentwick Water Line Break Damage to the front yard caused by the water line break was repaired by the City of Conroe.





Broken Curb

Conroe Responded Quickly





Main Entrance Illumination

Four ground-mounted lights at the front entrance were replaced with LED lights.

Sanitary Sewer Backup

Homes on Chauncey Court, Heathcliff Court, and North Dylanshire Circle experienced a sewer backup attributable to flushable wipes and grease buildup. The portion of the street where the overflow occurred was sanitized and pressure washed.





Sewage Backups



The City of Conroe advises: Grease clumps together in the sewer and fiber from the wipes, even flushable wipes, helps to bind the clumps together resulting in a blockage.



Keep Grease and Wipes Out of the Sewer





Clubhouse Exterior

Bids are being received for staining the exterior wood trusses at the clubhouse and guardhouse.

Uneven Sidewalks

- Danger to Walkers
- Bids are being received for correcting the uneven sidewalks along the common areas.
 - 37 Sections
 - \$11,715.94 Bid







Concrete Repairs

Bids are being received for repairs of sidewalks, curbs, and street drainage.

Broken Curb
On list for repair



Edinburgh Court



East Forest Sanitary Sewer
August 2018 – April 2019







Void Under Street Must be Repaired



Trash Pickup



1 August 2018





Two Board Members Actively Involved Maximum Penalties Assessed





Vice President's Report Jack Burger



Windsor Lodge Staff



Vice President's Report

Our staff provides strong, professional, and personal attention to our community

Lisa Williamson Manager Jose Delgado Facilities

Jasmine Ramos Activities Director

Louise McTear Administrative Assistant

Karina Garfias Receptionist



Lisa Jasmine Louise Karina Jose





Vice President's Report Jack Burger

- Windsor Lakes' Physical Beauty and Location Make It a Highly Desired Homestead
- Windsor Lakes Residents Are Our Greatest Asset

Home Security Monitoring

Paula King

Steve Bertone

Ron Ramsey

Randy Ward

Reroofing Committee

Richard Gillette

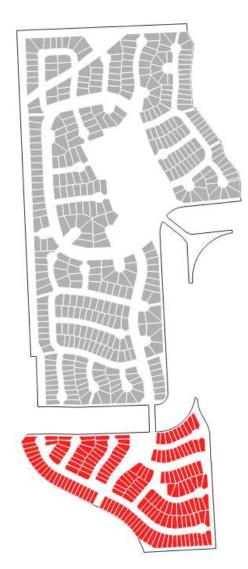
Joe Clepp

Skip Brower



Windsor Lakes Townhouse Roofs





- Cost study showed that townhouse roof assessments are consistent with market costs.
- Committee Formed
- Detailed Requirements Gathered
- Vendors Solicited for Estimates (11)
- Estimates Received (5)
- Projected Income within the Range of Estimates
- Roof Assessment Remains Constant
- Increased Confidence in Planning Estimates
- Shingle Costs Vary with Oil Prices
- Inflation Not Estimated
- Townhouse Property (174)
- Single Family Property (398)





Vice President's Report Jack Burger

Home Monitoring

- WLHOA Pays Red Hawk for Monitoring by Original Systems
- Survey Showed that ~200 Systems Remain in Use
- Committee formed to examine options and provide recommendations for after 2019.
- WLHOA Monitoring Support Extended through 2019
- Request for Proposal Prepared to Solicit Vendors
- Results in May





Vice President's Report Jack Burger

- Fitness Center
 Survey Showed Usage by 50-60 Persons
 Satisfaction With Current Equipment
 Treadmill and Elliptical Repaired in 2018
- Keypad System installed to replace the old fob system for access to the pool, fitness center, and restrooms. Working great!
- Plan to install a display in the lobby to show Windsor Lakes activities.



Parties and Commemorations



Staff, Party Committee, and many Volunteers are responsible for the great events that we have had this year.



Springtime Tea



Veterans' Day



Lazy Summer



Fiesta



Independence Day

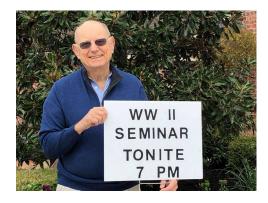


Talks and Seminars











Shuffleboard and Bocce Leagues







Photography Contest











Bible Study







Mardi Gras Parade















Other Clubhouse Activities



Clubhouse Appearance
Baseball Game Trips
Trips
Crafts Group
Windsor Players
Book Club





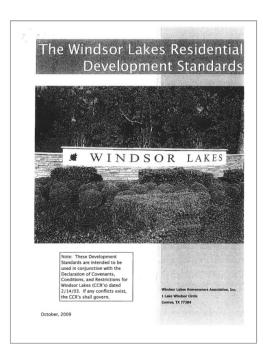
Secretary's Report Susie Monroe



Secretary's Annual Report Susie Monroe



- Roof Study
- Community Manager Re-Bid RFP Draft
- Recommended Community Manager Re-Bid Vendors
- Re-Bid Financial Summary
- Advanced 911 Services
- The Neighborhood Standards Committee (NSC) and Architectural Review Committee (ARC) is made up of homeowner volunteers.
- The committee works with First Service Residential that processes all requests and reports approvals, denials and violations.





Secretary's Annual Report Susie Monroe



- Neighborhood Standards Committee (NSC) and Architectural Review Committee (ARC)
 - 115 Applications During Prior 12 Months
 - 5 Denials
 - 3 Violations that have been corrected
- Thanks to:

John Corey

Lynn Shoop

Steve Bertone

Worked with Mark Keough,
 Montgomery County Judge, to
 keep Windsor Lakes informed
 during bad weather situations and
 anything that might affect our
 community.







Community Management Re-Bid





Community Management Re-Bid

Root Causes:

- Accounting Accuracy
- Cost
- Personnel Turnover







Board of Directors:

| James R. Ritter | President | ritterjames@msn.com |
|-----------------|------------------|----------------------------|
| Jack Burger | Vice President | jackburger1234@comcast.net |
| Susie Monroe | Secretary | monroess@gmail.com |
| Harry VanDam | Property Manager | hvandam9@gmail.com |
| Stan Everett | Treasurer | severett5@comcast.net |

Advisory Group:

Joe Clepp
Paula King
Skip Parker *
Don Schwartz
Jerry Whitehouse

* Resigned

bclepp@comcast.net pking2921@comcast.net andrew.f.parker@att.ne ttyler1960@aol.com gdwhitehouse@aol.com





The Board and Advisory Group Created an Evaluation Plan

Evaluation Plan

Criteria and Definitions: The criteria and definitions for WLHOA evaluation of proposals for community management functions is presented in the following table.

| Criteria | Definitions | Weight | | |
|------------|---|--------|--|--|
| Ability | Supplier's viability as a company, past provider of services, organizational structure, and any other relevant information. | 15 | | |
| Quality | Supplier's capability to provide the quality services which meet WLHOA requirements. Feedback from references. | 25 | | |
| Services | Specific services available for successful management of the HOA's property, finances and homeowner needs. Response times. Tools and methodologies for performing services. | 20 | | |
| Cost | Pricing for each service as listed in the response. | 25 | | |
| Innovation | Descriptions of why your company is right for our 55+ active senior community. What makes your company unique among property management providers? Information regarding less costly and time-consuming approaches or solutions that meet WLHOA requirements. | 15 | | |

 $\label{lem:evaluators: Proposals will be evaluated by the members of Board and the Advisory Committee. Each person will evaluate every proposal for each criterion and rank the proposals from 1 to N (the number of proposals), where the proposal ranked 1 is the best proposal.$

Proposal Scoring: The proposal scores in each category will be computed by summing the evaluators' scores. The weights will be applied to each category score and the sum of the category scores multiplied by the weights will be the proposal ranking.

Includes ability, quality, services, and innovation in addition to cost.

Example: **innovation** asked how the vendor would work with a 55+ community.





Companies Initially Selected

DTA Community Management Services, Inc.
FirstService Residential
GoodLife HOA Management
IMC Property Management
LEAD Association Management, Inc.
Magnolia Property Management
Sterling Association Services Inc.

Personal Recommendations Previous Interaction Web Page Content





Proposals Under Consideration

- Three Vendors Remaining
- Elimination Factors: Response, Cost, Capability
- Follow-Up Questions
- All Responses Acceptable
- Final Review Underway
- Announce in May



Homeowners' Summary 2019 Annual Meeting



- The Board will have to oversee a new Community Management contract.
- We believe Windsor Lakes financial future is strong, as long as we continue to follow the recommendations in our Reserve Study and plan appropriately for future expenditures.
- Townhomes roof replacement is a challenge that we must continue to monitor closely. At this time the fund is on track, provided the roofs continue be in as good a shape as they are. We are using funds from the roof replacement fund to keep roofs in good shape as we continue to build the fund for replacements.
- Iron Fence repairs and expenditures must be monitored closely as well.
- Windsor Lakes' financial condition continues to be strong, as it has been since formation, and with strong Board leadership, particularly in the financial area, we fully expect the trend to continue.



Board Actions for 2019



- Manage new Community Management contract
- Monitor/Restructure Accounts Receivable for Collection and Correctness
- Complete Home Monitoring Actions
- 55+ Census (Community Restriction Requirement)
- Assess First Year of Iron Fence Action
- Boundary and Common Area Tree Control
- Clean Natural Areas: Remove Additional Dead Trees, Grind Stumps
- Continue Windsor Lodge Refurbishment
- Bring More Attention to Block Captains
- Better Use of Resident Talents (Volunteer)









- 1. Who maintains the WLHOA website? It is extremely outdated forcing residents to call the clubhouse for information, thus creating interruptions in staff productivity.
- 2. Can the Clubhouse establish regular business hours, for example Mon-Sat, 9a-8p; Sunday-closed (or some similar regular hours) year round? The current schedule is very confusing.
 - a. Why does the clubhouse have to be closed on Sundays? It would be nice to be able to enjoy on Sunday afternoons like we used to be able to.
- 3. What is the limit on BOD expenditures without HOA approval?
- 4. The first question I have is regarding the alarm systems being discontinued? We were told there would be a meeting in February which never happened.
- 5. Since we are consistently losing amenities it doesn't seem fair to take on additional expenses for items like Pickle ball courts which would require maintenance and cause our dues to increase.





- 6. What is being done to keep the feral hogs from invading the community?
- 7. When will we be painting the front doors again?
- 8. What can be done to curtail the speeders in the community?
- 9. How can we secure the back gate to keep people from entering through the exit gate?
- 10. What is the loose animal policy can owners be fined for non-compliance and allowing animals to run loose all the time even after other owners have asked them to not do this?





- 11. Can the black mildew be cleaned up along the drainage areas along the streets as well as the bridge at the entrance?
 - a. Can fire ant control be more aggressive? Weed spraying more aggressive?
 - b. Pool area and commons need better weed control ie. Bullrock areas, sidewalks, bocce ball courts
 - c. Can the pool deck be pressure washed annually?
 - d. Can the pool cleaning be upped to 2X per week? The skimmers are typically overloaded with leaves, frogs, bugs, etc... during peak swim season
- 12. Can a stop sign be installed at the clubhouse entrance/exit to avoid an accident from occurring?





- 13. When will fencing that needs repairs be repaired/replaced? (7 Chauncey Ct)
- 14. The Duplex Roofs why is the money that was set aside for these repairs been redirected? Where did the money go? When will the roofs be repaired/replaced?
- 15. Can eblasts include project updates from Rusticscapes? Ie.. Sprinkler shutdowns, gutter cleaning, etc... We see them in the community but are unsure if they missed our homes or if we are just not on the schedule yet.
- 16. Are we going to get a guard at the North gate?
- 17. Will there be lights put around the lake for nighttime walking?
- 18. Can coupons be distributed earlier so that payments can be submitted in a timely manner?
- 19. How can we address the "short term" (AirBnB) leases occurring within the community? ByLaws changed? And how can that be handled?





- 20. We need more "outside" activities. How about considering a badminton court, shuffle board. Also workout room add ons ... a rowing machine.
- 21. When roofs are replaced at townhouses, can we request solar attic fans at owner expense? Also tube lighting (roof for Kitchen) [Jack]
- 22. Can we add fire ant spraying of lawn to lawn services at owners expense?
- 23. Would it be possible to leave the gates open between 8 AM & 6 PM to allow deliveries and guests to come in? The system at the gate is not user friendly.
- 24. Who is responsible to trim the low lying tree branches + shrubs that have overgrown on the common areas and hanging branches on or near roof lines in the common areas?
- 25. Having lived here for over 13 years, I as a home owner have trimmed them. However, I am older now + can no longer trim them or have the right tools to do so!



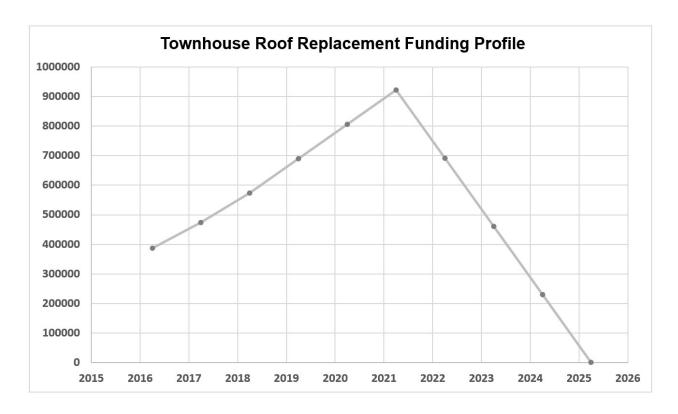


- 26. We have not heard further about the security issue from the meeting we attended in February. Has a decision been made?
- 27. What can be done regarding speeding thru neighborhood—particularly N. Dylanshire/S. Dylanshire + residents/visitors not observing stop signs?
- 28. Security problem cars "slipping thru" south gate w/o access/clearance.
- 29. Will all townhouses have new roofs installed before Jan 2022?



Assessments: Break Even in 2024, Break Even

| | Year | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|-----------------------------|------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
| Costs | | 0 | 13886 | 0 | 0 | 0 | 0 | 346913 | 346913 | 346913 | 346913 |
| Cum Costs | | 0 | 13886 | 13886 | 13886 | 13886 | 13886 | 360799 | 707711 | 1054624 | 1401536 |
| Yearly Reserve Contribution | | 100224 | 100224 | 100224 | 116318 | 116318 | 116318 | 116318 | 116318 | 116318 | 116318 |
| Cum Reserve | | 386865 | 487089 | 587313 | 703631 | 819948 | 936266 | 1052583 | 1168901 | 1285219 | 1401536 |
| Balance | | 386865 | 473203 | 573427 | 689745 | 806062 | 922380 | 691785 | 461190 | 230595 | 0 |



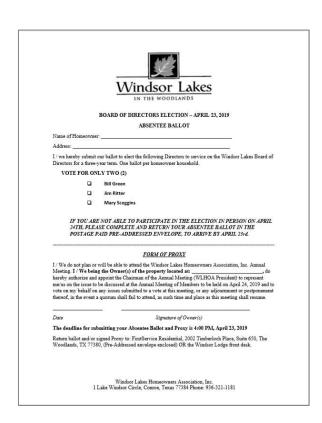
Modified from 2018 WLHOA Budget Presentation



Election Results



- Two Open Board Positions
- Three Candidates



Thanks to:

Kathy Raines
Carol Gallegos
Charles Bland
Courtney Martin
JoAnne Chyla
Larry Eastman
Linda Juday
Lisa Williamson
Ruth Bland
Shelia Rucker
Alex Taylor III



What's Next?



• WLHOA Board Meeting: Tuesday, 25 June 2019 at 7 PM

