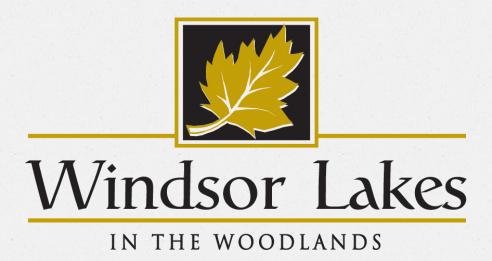
2016 Annual Meeting



Windsor Lakes Homeowners Association, Inc.



- Call to Order, Welcome, Introductions
- Proof of Notice and Certification of Proxies
- Approval of 2015 Meeting Minutes
- President's Report 2015/16 Review
 & Look Ahead to 2016/17
- Treasurer's Report 2015 Financial Report
 & 2016 Budget
- Open Forum
- Service Recognitions
- Election Results
- Adjournment



Introductions

2015/16 Board of Directors:

Don Schwartz, President
Jerry Whitehouse, Vice President
Stan Everett, Treasurer
Bob Jezerski, Secretary
Rob Clifton, Property Manager

FirstService Residential Community Manager
Derek Eikenberry



President's Report

- ✓ State of The Association
- ✓ Brief Look at Our Past
- ✓ 2015/2016 Review
- ✓ A Look Ahead to 2016/2017





President's Report

As we begin our 9th year as a homeowners association with all homeowners comprising the Board of Directors, April 2007 to April 2017...

We are pleased to tell you that our association is financially sound and the mission of the association is being achieved.





President's Report

As a board, we operate with the belief that...

The mission of our association is to maintain and grow the value of our community and individual homes, while providing a desirable quality of life for all residents





With about 50 new homeowners becoming a part of Windsor Lakes this past year, we are going to take you on a brief look at our past as an association and as a community!





1999

Windsor Lakes developers, The Woodlands
 Development Company and Lennar Builders,
 executed the "Covenants," and created The
 "Woodlands Development Standards" for Windsor
 Lakes.

2000

Windsor Lakes was annexed by the City of Conroe.

- Windsor Lakes Homeowners Association, Inc. was formed and governing documents filed.
- The first homes in Windsor Lakes completed and sold.



2004

 Lennar was in their full sales mode and business was good.

2005

 Windsor Lodge was completed and began operations.



2006

 The Windsor Lakes Steering Committee was formed with 13 members to be an advisor to the Lennar dominated Board & a foundation for a Resident Board of Directors.



- The all residents Board of Directors was elected and transitioned from the builder dominated Board.
- First Board Members: Dick Deming, Gary Boswell, Glenn Lambert, Harry Blake and Don Schwartz
- Web site created & official newsletter established



- · <u>2008</u>
- First resident Board contended with unexpected events:
 - Downturn in economy
 - Hurricane Ike
 - Lennar's business problems
- At year end, home construction and full transition from builder neared completion.







More 2008...

- Ownership was transferred of the remaining common areas and roadways from The Woodlands Development Company to WLHOA.
- Transfer of ownership of the Clubhouse from Lennar to WLHOA.
- Installation of all remaining new walkway system.
- Installation of the pedestrian bridge to Lone Star College.







2009

There were more final transition items which included:

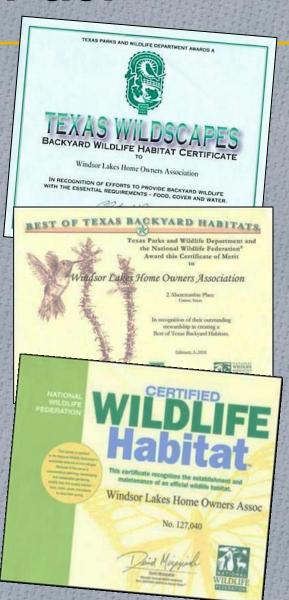
- Replacement of defective sidewalk sections around lake and around Lake Windsor Circle with a \$125,000+ settlement from Lennar plus repair of curbs damaged by construction vehicles
- First Reserve Study conducted
- The last new home was sold in May!







- The "Great Freeze" in January damaged backflow valves of almost 250 Windsor Lakes homes at the cost of \$46,000+ to the Association. The Board voted to make this preventable damage a responsibility of the homeowner rather than the association.
- Windsor Lakes received three awards from the National Wildlife Federation and the Texas Parks and Wildlife Departments, recognized for the common areas of Windsor Lakes being one of Texas' best backyard wildlife areas.
- Comcast did not renew our bulk rate contract for basic TV cable that was included in Association monthly fees, and the monthly fees were subsequently reduced.





- A new flagpole to allow the Texas State flag to be flown at Windsor Lodge, plus a Lake beautification project adding 56 Crape Myrtle trees around the lake, was made possible by a bequest by Perry & Madeline Burnham
- First year of the Residents Pictorial Directory
- It was the year of the drought and over 100 trees required removal inside our gates and more were removed by the City of Conroe outside our fences





- It was the first year of the five year house painting project with 109 home painted.
- A search for new lake management firm resulted in a different approach to keeping the lake healthy, relying less on chemicals and adding sterile carp & Mozambique Tilapia for control algae.







- A review of contracts with major vendors resulted in some change of vendors and re-negotiations to our financial benefit.
- There was an emphasis on common area improvement and maintenance, including another round of tree cutting, some street and drainage work.
- Beautification of common areas continued with new trees planted, plus an emphasis around the lake.





- Bocce Ball Court was added to the Windsor Lodge grounds.
- 24-hour video surveillance was added, installed at both Windsor Lakes entrances.
- Wi-Fi was installed at Windsor Lodge.

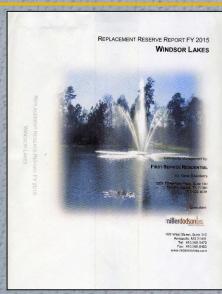


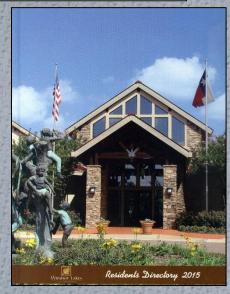




More 2014...

- The Association's second Replacement Reserve Study was professionally conducted producing a 100+ page report.
- The second Pictorial Directory of residents was created.
- Lisa Williamson named
 Clubhouse Manager







- The past year has been one with a lot of projects, some related to our community becoming more mature.
- We believe the HOA organization is strong and we as a board have worked continually toward improving general business practices.
 - Board of Directors well defined individual responsibilities
 - A variety of active Committees many dedicated volunteers
 - FirstService Residential continuous work to maximize service
 - Contractor providers performing well
- HOA Finances and business controls are solid
 - Treasurer and Finance Committee professional team
 - Audit of 2014 finances good opinion 2015 Audit in progress
 - Operating Budget for 2015 Technically showed deficit
 - Special issues new insurance program



Property Management:

Board Member Rob Clifton, Primary Responsibility Area

Swimming pool and spa improvement project continues...

 After converting the pool to saltwater, replacing all tile and concrete coping, and the re-plastering of the pool early last year,

several projects followed...

A new filter system installed

2 filtration motors replaced

Resistance pool motor replaced

 A new heater with two new gas regulators followed other repair work to the spa/hot tub heating system.





Speed Limits Changed

- Lowered to 25 mpg throughout Windsor Lakes
- Better distribution of signage.
- Newsletter articles urging compliance for the safety of all residents





The 5-Year House Painting Project Ended This Spring

- The painting of 130 townhomes completed the project.
- Five Year Total: \$775,000.
- A better grade of paint than builder used, should lengthen the life of paint surfaces.
- 191 Door were painted this fall, with a few carry-overs into January.







Windsor Lodge, Pool-house and Guard House Painted

- The exteriors of these three buildings were painted this fall.
- With the stucco surface the paint had a sealing quality to preserve the surface.
- The surfaces of the clubhouse entrances were also re-sealed.







A Variety of Sidewalk, Street, Curb and Drainage Projects

- This fall, five deteriorating sidewalk areas were replaced.
- Nine curbs areas were repaired including solving drainage issues.
- On East Victory Lake Drive, where a known fault line is located, rather than a patch as in earlier years, the construction crew went down to the dirt to re-build from the ground up.





An Addition to the Windsor Lodge Grounds...

- A much asked for Horseshoe
 Pit was added near the Bocce
 Ball Court.
- A Washer Pitching component will be added.
- A new bench has been added to the Bocce Ball court, plus a bench replaced at the lake.





Our Most Ambitious Project...

- Now in full motion, the Fence Replacement project, as directed in the Windsor Lakes Covenants, was planned to be a five-year program, similar to the house painting program. It was was renegotiated to three years.
- With a three-year program, it was calculated that the Association will save at least \$15,000 to \$20,000 by completing the project in three years.
- By cutting the timetable, rising repair costs will also be avoided.
- Total three years project cost: \$1,243,000















Residential Property Management:

Vice President Jerry Whitehouse, Primary Responsibility

- Working with our landscape contractor, Houston Lawn, to maximize the upkeep and the enhancement of both the common areas and residential services.
- This is the largest yearly budget item. \$376,000 for residential lawn services and \$106,000 for common area services.





 This spring, a beautification project around the lake was conducted, adding nineteen Eastern Redbud trees, plus six Savannah Holly trees.
 Purple fountain grass has been added in the island section to further enhance the look of the lake area.

 A review of the Lake condition with our contracted Lake Management found our lake to be in good condition. It will be not necessary to add new Mozambique Tilapia to the lake this year.





New Insurance Program Negotiated

- Full program of coverages, property, general liability, Workers Compensation, Directors & Officers, with added umbrella coverage, with significant savings.
- With lower rates for townhome property coverage, the added monthly fees were reduced.
- Eliminated an obstacle for a few new homeowners whose mortgage companies would not accept our group policy.
- Refund program was developed for the few number of townhome owners affected by this government imposed ruling.



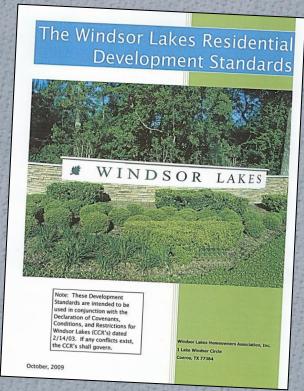




Municipal Service & Neighborhood Standards

Secretary Bob Jezerski, Primary Responsibility Area

- The neighborhood Standards
 Committee (NSC) and the
 Architectural Review Committee (ARC)
 is made up of homeowner volunteers.
- The committee meets monthly, handling change requests fairly and professionally.
- The committee works with FirstService Residential who first processes all requests and reports of violations.





- The committee considered 74
 architectural change requests this
 association year, with 73 approved
 and one rejection.
- Requests included: roof replacements, satellite dishes, pergolas/sunrooms, driveway widening, screened in back porches, iron fence installations, among others.
- The committee dealt with only one violation of significance this year.







- The Municipal Services Committee often works quietly and in the background, continually working to strengthen our community relations with emergency service providers and with the City of Conroe's water and street departments, with special attention to the police department.
- The Friends of Firemen groups helps in the area.





Introducing Identifying Decals for Autos

- To be placed on the left rear window or left rear bumper
- At the gate, when a car is waiting for someone to open gate and you are behind them, you will know if it is a Windsor Lakes resident or not, or cars parked in our parking lot or just driving thru.
- We would like it to be mandatory, but we ask your participation.







Clubhouse & Community Communications Board Member Don Schwartz, Primary Responsibility Area

- Communications is a high priority within Windsor Lakes.
- The Windsor Lakes web site is the best communication vehicle and resource for Windsor Lakes happenings, information, directories, photos and so much more.
- The quarterly newsletter is mailed to all residents and covers current events, projects and more within Windsor Lakes.
- E-Mail blasts through the Clubhouse staff provide almost immediate information as well as updates about projects and events.





Fitness Center Improvements

- New treadmill was added
- Two large flat screen TVs replaced older models







Fitness Center Improvements

- Audio Wi-Fi system installed that provides listening to the TV's on your smart phone.
- New water fountain installed.

Listen to TV Audio

Download AudioFetch App Google Play™ or Apple iTunes®



audiofetch

1-844-HiFetch audiofetch.com





Installation of new Main Gate Telephone Entry System

- System operated by Clubhouse Staff
- Our ageing system was experiencing problems with the unavailability of replacement parts and manufacturers support.
- Smooth transition with only a few problems.





The Party Committee
 planned and hosted
 quality themed social
 events for the community.

 Next Event: "Blast from the Past" on June 11th.

 All Party Committee events are self-funded.



- Well organized activities of a wide variety:
 - √ Games
 - ✓ Exercise programs, including a new Yoga class
 - ✓ Monthly birthday party
 - ✓ Arts & Crafts
 - √ Many others...
- Often involving good food and music!







Plus...The ever-popularWindsor Players



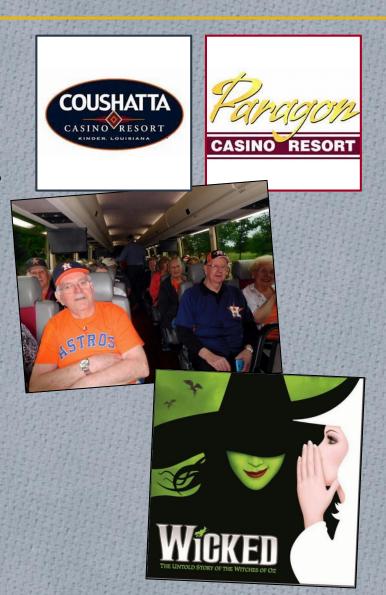


Recognition programs to salute our veterans!



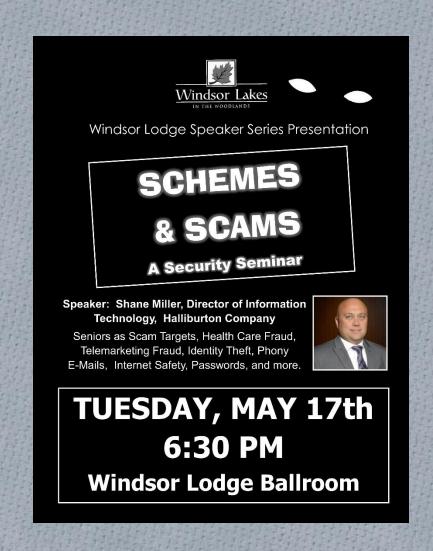


- The buses were usually full for the quarterly overnight trips to the Casinos in Louisiana. Next trip in May!
- The theater /sports/ museum day bus trips are back by popular demand. Full bus for the Astros game and a "Wicked" theater experience in July, with tickets now on sale.



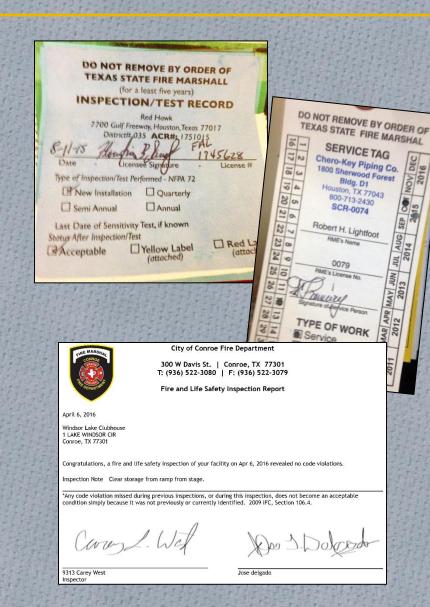


- A Guest Speaker Series will begin in May with plans for one each quarter.
- In July, author Dr.
 Hooshang Guilak, an Iranian-American will speak about "Relations Between U.S. & Iran."
- The Library has added a DVD movie section, thanks to donations by residents.





- Windsor Lodge's Alarm System was tested and passed inspection this year.
- The building's sprinkler systems was tested, serviced and inspected this past fall.
- City of Conroe Fire Marshall inspected our building this month with no violations.





We are proud of our Clubhouse Staff

- Creating a welcoming atmosphere, overseeing a wide range of programs and activities for the diverse community of Windsor Lakes.
- Supporting many resident initiated programs and activities.





Services of our Community Management Company

- Provides full accounting services including preparation of balance sheets, income statements, bank reconciliations, processing of payments and more.
- Provides governance guidance and document retention.





- FirstService Customer Care Center provides 24/7/365 answers and information for homeowners and processes homeowners' request for service.
- 360 services requests were handled for Windsor Lakes this association year.
- Provides data and IT management services, including the hosting of the Windsor Lakes website.





- Has administrative responsibilities for Windsor Lodge Staff who are FirstService Residential employees, giving them access to Health benefits and participation in 401K plans.
- FirstService process new homeowners, coordinates vendor contracting, and a variety of other services.
- Your board has worked to improve various areas of service provided by our management company.







- Door painting is scheduled for this fall for 191 homes.
- Round two of the Fence Project will begin early next year completing all single family homes.
- Repair of fences, both wood and metal will continue throughout Windsor Lakes
- Another round of sidewalk, curb and street repairs is on the agenda for this fall.
- As townhome owners continue to build a fund for roof replacement in a few years, repair and maintenance will continue as long as possible.



- Street paint striping will be upcoming later this year or early next year.
- NSC and ARC will continue its work to interpret, communicate and enforce the Windsor Lakes Covenants, Conditions and Restrictions (CCRs) and Windsor Lakes specific standards
- The Municipal Services Committee will continue to work with emergency service providers, City of Conroe municipal services and organizations
- Provide a wide range of outstanding social activities for all Windsor Lakes homeowners!



- Manage small assessment delinquency rate.
- Manage the 2016 finances within budget and develop a balanced operating budget for 2017
- Achieve the objectives of each of the HOA Committees and meet and exceed the expectations of Windsor Lakes homeowners



- We will be a stronger board and community with <u>your</u> help.
- Much of our success is directly attributable to the talents and expertise of our resident volunteers
- There are many areas where you can help out!
- With a new board, we expect to fill some committees and create new ones.

	Yes, I have an interest in volunteering to Association. Please mark the area(s) what area(s) when area(s) whe	and the work of the Homeowners here you believe you can contribute: Municipal Services
Ple	y expressing interest, you are not making ontacted and provided with more informa ease briefly outline your interest and exp lling to be a volunteer or committee mer	g a commitment at this time. You will be tion and have your questions answered.
Ple	ease briefly outline your int	g a commitment at this time. You will be tion and have your questions answered.



- ✓ Full Financials for 2015
- ✓ Budget for 2016
- √ Year-To-Date/1st Quarter 2016

01/14/2016 7:11 PM 5295 Hollister Street Houston TX 77040			460 Windsor Lakes HOA Inc Statement of Income and Expenses 12/31/2015						Page:	
	**	M-T-D ACTUAL	M-T-D BUDGET*	VARIANCE	Y-T-D ACTUAL	Y-T-D BUDGET	VARIANCE	ANNUAL BUDGET		BUDGET
40000 010	Owner Asmt- Residential Asmt	119,448.00	119,642	(194.00)	1,435,684.00	1,435,748	(64.00)	1,435,748		(64.00)
10000 130	Owner Asmt- Reserve Contributi	(23,739.00)	(23,739)	0.00	(284,866.00)	(284,866)	0.00	(284,866)		0.00
10000 170	Owner Asmt- Initiation Fees	1,500.00	1,875	(375.00)	36,928.00	22,500	14,428.00	22,500		14,428.00
13000 010	Other Asmt- Access Cntrl Devic	335.00	87	248.00	1,185.00	1,000	185.00	1,000		185.00
13000 060	Other Asmt- Business Svcs Incm	0.00	0	0.00	4.30	0	4.30	0		4.30
13000 061	Other Asmt- Copies	89.95	38	51.95	376.70	500	(123.30)	500		(123.30
13040 020	Facilities Club House Rental	400.00	50	350.00	1,800.00	600	1,200.00	600		1,200.00
13040 035	Facilities Entertainment Incom	3,475.00	1,250	2,225.00	25,661.69	15,000	10,661.69	15,000		10,661.69
43100 000	Late Fees	(125.00)	163	(288.00)	5,026.49	2,000	3,026.49	2,000		3,026.49
45000 035	Non-Owner Incm Classes	692.80	413	279.80	6,983.57	5,000	1,983.57	5,000		1,983.57
15000 043	Non-Owner Incm Donations	288.00	212	76.00	1,229.70	2,500	- (1,270.30)	2,500		(1,270.30
45000 075	Non-Owner Incm RSRV Interest I	0.00	250	(250.00)	0.00	3,000	(3,000.00)	3,000		(3,000.00
45000 110	Non-Owner Incm Special Events	123.00	1,663	(1,540.00)	12,086.50	20,000	(7,913.50)	20,000		(7,913.50
	TOTAL INCOME	102,487.75	101,904	583.75	1,242,099.95	1,222,982	19,117.95	1,222,982		19,117.95
	EXPENSES									
	GENERAL EXPENSES									
51400	Administrative Expense	25.00	0	00)	45 00	0	(45 00)	_0		45.00



OPERATING FUND - 2015	20	15 BUDGET	20	15 ACTUAL
TOTAL REVENUES/ ASSESSMENTS	\$	1,435,748	\$	1,435,684
OTHER REVENUES	\$	72,100	\$	91,282
LESS RESERVES	\$	(284,866)	\$	(284,866)
NET REVENUE	\$	1,222,982	\$	1,242,100
EXPENSES				
General Expenses	\$	51,636	\$	48,020
Taxes, Insurance, Fees	\$	134,922	\$	135,124
Individual Home Maintenance	\$	525,303	\$	626,876
Community Maintenance	\$	164,191	\$	113,897
Clubhouse Maintenance & Staff	\$	193,280	\$	196,117
Clubhouse General Expense	\$	77,500	\$	97,001
Utilities	\$	76,150	\$	71,664
TOTAL EXPENSES	\$	1,222,982	\$	1,288,699
SURPLUS / (DEFICIT)	\$		\$	(46,599)



· · · · · · · · · · · · · · · · · · ·	
2015 BUDGET	2015 ACTUAL
\$ 284,866	\$ 284,866
\$ -	\$ (94,021)
\$ 284,866	\$ 190,845
	\$2,037,600
\$178.00	\$178.00
\$280.50	\$280.50
	\$ 284,866 \$ - \$ 284,866 \$ 178.00

BALANCE SHEET - 12/31/2015		(\$)
ASSETS	被關係	特別和規劃
Operating Fund - Cash	\$	1,114,906
Reserve Fund - Cash	\$	2,037,600
Accounts Receivable/Other	\$	22,924
Prepaid Expenses	\$	595
TOTAL ASSETS	\$	3,176,026
LIABILITIES AND EQUITY		
Accounts Payable	\$	75,247
Replacement Reserve	\$	2,037,600
Operating Fund Balance	\$	1,063,179
TOTAL LIABILITIES AND EQUITY	\$	3,176,026



OPERATING FUND - 2016	20	16 BUDGET	3/3	1/2016 YTD
TOTAL REVENUES/ ASSESSMENTS	\$	1,426,466	\$	356,604
OTHER REVENUES	\$	87,750	\$	17,692
LESS RESERVES	\$	(284,865)	\$	(71,217)
NET REVENUE	\$	1,229,351	\$	303,079
EXPENSES				
General Expenses	\$	51,773	\$	11,260
Taxes, Insurance, Fees	\$	124,555	\$	32,156
Individual Home Maintenance	\$	525,303	\$	223,004
Community Maintenance	\$	164,427	\$	26,513
Clubhouse Maintenance & Staff	\$	201,743	\$	65,050
Clubhouse General Expense	\$	94,150	\$	17,889
Utilities	\$	67,400	\$	14,793
TOTAL EXPENSES	\$	1,229,351	\$	390,666
SURPLUS / (DEFICIT)	\$		\$	(87,587)



RESERVE FUND - 3/31/2016	201	5 Year-End	3,	/31/16 YTD
REVENUES FROM ASSESSMENTS	\$	284,865	\$	71,217
EXPENDITURES	\$	(94,021)	\$	(155,534)
NET ADDITION TO RESERVES	\$	190,844	\$	(84,317)
BALANCE	\$	2,037,600	\$	1,956,536
2016 MONTHLY ASSESMENTS				
Single Family Homes		\$178.00		\$178.00
Townhomes		\$280.50		\$276.00



BALANCE SHEET - 3/31/2016	(\$)
ASSETS	
Operating Fund - Cash	\$ 954,492
Reserve Fund - Cash	\$ 1,956,536
Accounts Receivable	\$ 22,450
Prepaid Expenses	\$ 104,529
TOTAL ASSETS	\$ 3,038,008
LIABILITIES AND EQUITY	
Accounts Payable	\$ 105,880
Replacement Reserve	\$ 1,956,536
Operating Fund Balance	\$ 975,592
TOTAL LIABILITIES AND EQUITY	\$ 3,038,008



Financial Outlook Going Forward

- Our financial future is solid as long as we continue to follow the recommendations in our Reserve Study and plan appropriately for future expenditures.
- The major projects in this year and in the recent past are of a better quality (i.e., house painting, fencing, lake fountains, gate entry system) than what our developer Lennar provided, so they should last longer before needing replacement.
- The biggest challenge we have in the future is roof replacement on the Townhouses. The fund is on track for this project when needed.
- Our financial condition has been consistent the past several years and this year should be also.



Open Forum Questions



Service Recognitions



WINDSOR LAKES HOMEOWNERS ASSOCIATION, INC.

CERTIFICATE OF APPRECIATION

IS HEREBY PRESENTED TO

STAN EVERETT

FOR OUTSTANDING PERFORMANCE AND LASTING CONTRIBUTION AS

BOARD OF DIRECTORS OFFICER 2013-2016

AWARDED APRIL 27, 2016

Don Schwartz, President, WLHOA



WINDSOR LAKES HOMEOWNERS ASSOCIATION, INC.

CERTIFICATE OF APPRECIATION

IS HEREBY PRESENTED TO

JERRY WHITEHOUSE

FOR OUTSTANDING PERFORMANCE AND LASTING CONTRIBUTION AS

BOARD OF DIRECTORS OFFICER 2010-2016

AWARDED APRIL 27, 2016

Don Schwartz, President, WLHOA



Thank You !!!

2016 Annual Meeting



Windsor Lakes Homeowners Association, Inc.