2021 Annual Meetina



Windsor Lakes

IN THE WOODLANDS

Windsor lakes Homeowners Association Inc.



- Call to Order, Welcome, Introductions
- Proof of Notice and Certification of Proxies
- Approval of 2020 Meeting Minutes
- President's Report 2020-2021
- 2021 Review 2021/2022
- Treasurer's Report 2020 Financial Report,
 2021 Budget, & 2021 to date.
- A Look Ahead to 2021-2022
- Service Recognitions
- Election Results
- Open Forum
- Adjournment



INTRODUCTIONS

2020/2021 Board of Directors:
Don Schwartz, President
Teresa Johnson, Vice President
Janet Tooman, Treasurer
Mike Miller, Secretary
Jim Cherry, Property Manager

Drew Jones, Community Manager Sterling Association Services, Inc.



PRESIDENTS REPORT

- State of The Association
- ✓ Brief Look at Our Past
- ✓ 2020/2021 Review
- A Look Ahead to 2021/2022





PRESTDENT'S REPORT

This has been our 14th year as a homeowner association, representing all homeowners as the Board of Directors.

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





PRESIDENTS REPORT

As Board members we give of our time and talents to fulfill...

"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."





A lOOK AT OUR PAST

With a lot of new homeowners becoming a part of Windsor Lakes these last 2 or 3 years, we are going to take you on a brief look at our past as an association and as a community!

2018 - 29 | 2019 - 36 | 2020 - 35 | 2021 - 21





1999

 Windsor Lakes was developed by The Woodland Development Corporation and Lennar/Village Builders, executing the "Covenants," and creating "Woodlands Development Standards" for Windsor Lakes.

2000

Windsor Lakes was annexed by the City of Conroe.

- The Windsor Lakes Homeowners Association, Inc. was formed, and governing documents were filed.
- The first homes in Windsor Lakes were 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-resident" Board of Directors was elected and transitioned from the builder dominated Board.
- First Board Members: Dick Deming, Gary Boswell, Glynn Lambert, Harry Blake and Don Schwartz.
- Web site created & official newsletter established.



- · 2008
- 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 of the common areas and roadways was transferred from The Woodlands Development Company to WLHOA.
- Transfer of ownership of the Clubhouse from Lennar to WLHOA.
- Installation was complete of the remaining 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!





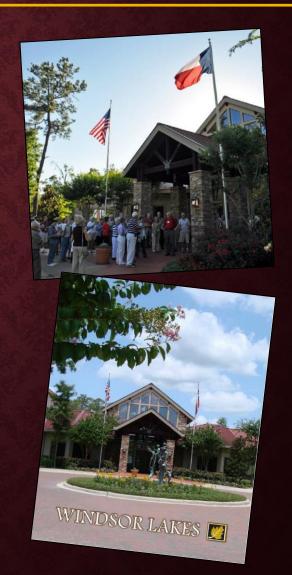


- The "Great Freeze" in January damaged backflow valves of almost 250 Windsor Lakes homes at the cost of \$46,000+ to the Association. The Board voted to make this preventable damage a responsibility of the homeowner rather than the association.
- Windsor Lakes received three awards from the National 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 the original 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 project for house painting 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 of 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.
- Lisa Williams was named Clubhouse Manager.





- 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.



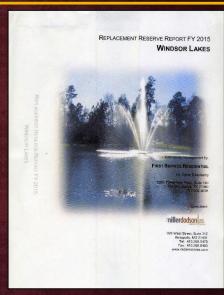




More 2014

 The Association's second Replacement Reserve Study was professionally conducted producing a 100+ page report.

 The second Pictorial Directory of residents was created, actually issued in 2015.







2015

- Major swimming pool and spa project
 - Converted the pool to saltwater on the advice of our maintenance contractor.
 - Re-plastered the pool, replaced all tile and concrete coping.
 - ✓ A new filter system plus 2 filtration motors were installed.
 - ✓ A new heater with two new gas regulators followed other repair work to the spa/hot tub heating system.



 Changed insurance agency for a full program of coverages, property, general liability, workers compensation, directors & officers, with added umbrella coverage, with significant savings. This is the agency we work with today for our current insurance program.



2016

It was the first year of Fence Replacement, as directed in the Windsor Lakes Covenants. Planned to be a five-year program, better terms were negotiated for three years. At the total project cost of \$1.2 million dollars.





Installation of new Main Gate Telephone Entry System.



2017

Outdoor lighting system was added to the clubhouse entry, for nighttime enhancement of the look of Windsor Lodge, while adding an important safety factor to the entryway.



Fishing in the lake, for the first time was allowed.





2018

A year of repair and replacement.

- ✓ Concrete Repairs.
- ✓ Major Water Line Break on Kentwick.
- ✓ Sinkhole on Haversham.
- ✓ Pool and spa motors.
- √ Feral Hogs arrived.

Edinburg Court
Project for the City
of Conroe to Tap
into sewer system.
Three-week project
turned into three
years.









2019

A YEAR OF CHANGE

- Red Hawk Security sold to ADT who discontinued group community contracts. The result was the elimination of provided monitoring services as a part of association fees.
- Change of Community Management Company to Sterling Association Services.



- A full turnover of Board Members, with new board members appointed.
- √ The landscaping contract with Rusticscapes was canceled at year-end and awarded to Windsor Lakes Lawn Service.



2019

A YEAR OF CHANGE

- A builder-installed Iron fence maintenance program was created and implemented.
- ✓ An uneven sidewalk project improved 37 sections.
- A new walkway was created from the swimming pool to the outdoor activity area.





Lots and Lots of FUN TIMES....



 The year 2020, began with four brave souls stepping forward following the resignation of several board members, and quickly proved themselves up for the task.

THEN...



- In dealing with Covid-19, Windsor Lodge closed for a few weeks in the Spring, reopening with limited hours and limited activities. In December the clubhouse closed for another week when several Covid-19 contacts occurred.
- Twice, Windsor Lodge received professional fog applications, a process using an EPA registered Hospital Grade disinfectant and EPA registered Antimicrobial Coating.





- Additional cleaning and disinfecting protocols were implemented by the staff, with the cooperation of residents using the facility as the clubhouse re-opened.
- In August, legal liabilities became an issue for clubhouse access and a special board meeting introduced a required Clubhouse Release Indemnity Agreement.
- In October, a second version was created with more acceptable legal language, directed specifically to Covid-19. Also, the Clubhouse Regulation document was rescinded.





We believe the HOA organization is strong, and as a board have worked continually toward improving general business practices.

- Board of Directors as individual board members, and collectively as a board, we are finishing this association year strong and committed.
- The Board was strengthened with the election of Mike Miller in the delayed June Annual Meeting, joining the all-appointed Board of Directors.
- Another Board position change occurred with the resignation of Mary Scoggins as President, which resulted in the appointment of Don Schwartz to the Board in October.
- HOA finances and business controls are solid. Janet Tooman, will present the Treasurer's report in a few minutes.



- Board Member Mary Scoggins oversaw property issues the first half of the association year, with Jim Cherry becoming property manager the second half of the year.
- Teresa Johnson, as Vice President, has primary responsibilities of the clubhouse operation, developing performance standards with our staff and has maintained the Boards relationship with the City of Conroe.
- Mike Miller, as Secretary, actually did some secretarial duties, before turning them over to our community management company, and has been the all-around trouble-shooter for the Board.
- Janet Tooman, as Board Treasurer overseeing all things, financial, also managed our Association insurance programs.



- The 5-Year House Painting Project, Phase-Two, is in progress, with first phase completed early last year. 98 homes are in this years project. The five-year total will be \$995,000. With the high grade of paint, it should lengthen the life of the paint surfaces to perhaps a 10-year re-paint cycle.
- 125 Doors were painted in 2020. A high satisfaction level was expressed by homeowner of the self-scheduling system.
- It was year-two for the overdue builder-installed iron fences maintenance program that included repair, painting and some replacements.









- One of the most amazing projects during the height of Covid-19 pandemic was the creation of the Pickle Ball court.
- Spring of last year, a small group, with Board approval, formed a committee to raise money to build a permanent court and donate the court to the Windsor Lakes community. With this project accomplished, and they additionally installed lights for night play.
- While the Board approved of the idea, this came at a time when all budget funds were committed and could not be considered for perhaps a year. During this time of great uncertainty, with Covid-19 running rampant, almost \$36,000 was raised and put to work.

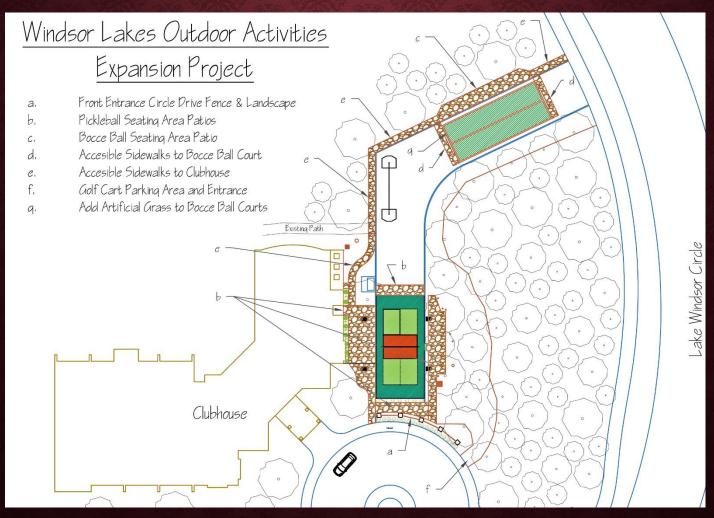




- Early this year as the Board considered enhancing the area around the pickleball court, the decision was made that the project should include the Bocce Ball Court and create a future opportunity for more outdoor activities.
- Property values was a key factor in the decision making.
- The plan is in motion at this moment includes:
 - Walkways and patios will be created for both the Pickleball and Bocce Ball courts.
 - Refurbishing of the Bocce Ball Court.
 - Astro-Turf added to the Bocce Ball Court.



Project Layout



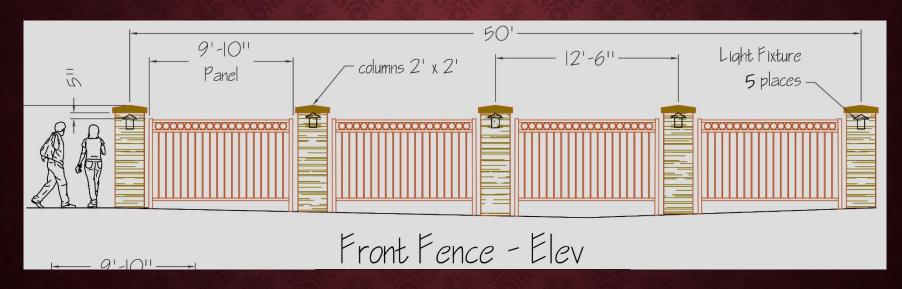


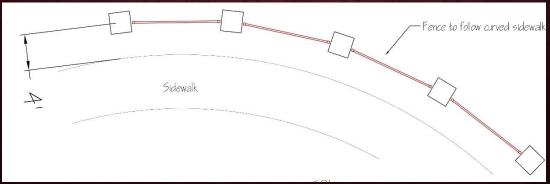
Project Layout





 A 5-columned iron fence with the same stone as Windsor Lodge will be added in front of the pickleball court.









- The big freeze of January slowed things down in Windsor Lakes.
- Amazingly, a very small percentage of homes experienced backflow problems to their irrigation system, only 10 to 12 known problems.
- This compares to about 250 home in 2010.





- The Windsor Lodge Sound System, was installed with an added video component, replacing the 15-year-old system.
- This budgeted project from the Reserves Budget takes the system from a primarily analog system to all digital, adding never before sound and video capabilities.
- There are two operational systems, a simple one or two microphone operation, and the second system that makes use of the full array of audio and video elements.









- For a couple of years, here in Windsor Lakes there have been intermittent problems with feral hogs.
- In June, a mother feral hog with her four piglets were professionally and humanly removed.



- Other maintenance issues:
 - Streetlight bulbs were replaced by Entergy in 10 lamp posts.
 - City of Conroe repaired a canal culvert.
 - The City of Conroe, finally, painted our fire hydrants.



- One of the Windsor Lakes fountains was replaced earlier this year, with the other fountain on life-support, but still working.
- Our lake management company's latest inspection gives our lake high marks for being ecologically sound.
- The company dismissed our idea of adding more fish, based on the good biological balance of the lake at this time.







 Among the fixing-up projects, large and small, entry signage and exit signage were refreshed.

 The Windsor Lodge full parking lot was repainted this Spring.









- As a restricted 55+ community there are certain requirements set by the U.S. Department of Housing and Urban Development. The key HUD requirement is that at least 80% of Windsor Lakes households have at least one resident aged 55+. Our number is 99%.
- In tracking this data, a detailed analysis of the demographic information reveals some interesting information about us.





Novem	ber 2020	Survey
-------	----------	--------

Population	887
Average Age	75
Male	39%
Female	61%
Oldest	98 Years Old
Youngest	27 Years Old





- Windsor Lakes Insurance Program includes, property, general liability, directors and officers, crime & fidelity, excess liability and workers compensation coverage.
- New insurance carriers: Philadelphia Insurance Company and CNA Insurance Company.
- Increased rates this year, however coverage also increased.
- The biggest increase was in property insurance for townhomes with coverage increasing from \$84.75 sq. ft., to \$100 sq. ft. and becoming blanket coverage.
- Townhomes' association fees include the cost and coverage of this element of our insurance.
- A townhome insurance committee has been formed.
- Total Insurance for 2021: \$130, 396.





Townhome Roof Replacement

- Townhome owners have been paying into a fund for the past 15 years for the installation of new roofs.
 Every Board in the past has reviewed the future needs of this project annually. The time arrived for replacement. Total cost estimate: \$1,486,000.
- Phase one of this three-year project began in December and ended this month with 60 townhomes roofed. The roofs are being replaced with a higher grade of shingle that should lengthen the life of the roof.





- A strong committee of townhome owners and former board members were key in making this first phase a success.
- There were lessons learned:
 - ✓ With the work on the roof, the vibration and stress of the work, it
 revealed flaws in the interior construction of townhome attics.
 - Sheetrock in some townhome attics was improperly installed, and became dislodged and fell.
 - ✓ Going forward to phase two, townhome owners will receive notice of this possibility and be advised to have their attic space inspected and repaired before the roof project begins.





- A required, periodic bridge inspection was accomplished earlier this month.
- All three bridges were inspected by a Texas State Certified Bridge Inspection firm.



- responsible for our streets and bridges.
- The completed report will be available in mid-May.



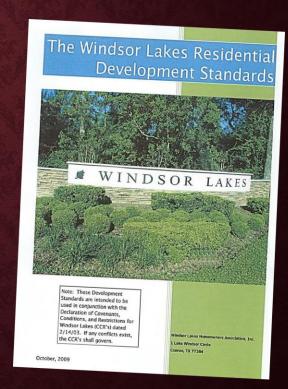








- The neighborhood Standards
 Committee (NCS) and the Architectural
 Review Committee (ARC) is made up
 of homeowner volunteers.
- The committee meets monthly to fairly and professionally handle home improvement and change requests as described in our governing documents.





- The committee considered 108 home improvement change requests this association year, with 104 approved and 4 denials.
- The top three requests were:
 - Tree removal 27
 - Roof replacement 19
 - Electrical generators 14
- Denials included: solar panels because of location, and change of roof color.







 In the background, the Board of Directors continually has worked to strengthen our community relations with emergency service providers, with the City of Conroe's Public Works Department, and with special attention to the police department.



 The Friends of Firemen groups help in our area.



We are proud of our Clubhouse Staff

- They have persevered through this Covid-19 pandemic with their extra attention to the safety of all Windsor Lodge participants.
- Even with limitations, they created clubhouse programs and supported resident-led activities.





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.





Community Management Company

- Technically, the Windsor Lodge Staff are Sterling employees which gives them access to health benefits and participation in 401K plans.
- Your board has worked to improve various areas of services provided.





- ✓ Final Financials for 2020 (un-audited)
- ✓ Budget for 2021
- √ Year-To-Date/1st Quarter 2021

Windsor Lakes Homeowners Association, Inc. Income Statement Budget Comparison

Posted 2/1/2021 To 2/28/2021 11:59:00 PM

	C	Current Month 1	-Operating			Year to Date 1						
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Annual			
Income												
Revenue												
Assessment Earned	132,918.00	132,918.00	0.00	0.00%	265,836.00	265,836.00	0.00	0.00%	1,595,016.00			
Initiation Fees Income	0.00	0.00	0.00	0.00%	3,437.50	2,250.00	1,187.50	-52.78%	23,250.00			
Late Fees	(86.94)	166.70	(253.64)	152.15%	388.36	333.40	54.96	-16.48%	2,000.00			
Legal Collection Costs Re	125.00	0.00	125.00	0.00%	275.00	0.00	275.00	0.00%	0.00			
D/R Legal Cost Reimbsmt	25.00	0.00	25.00	0.00%	75.00	0.00	75.00	0.00%	0.00			
Operating-Trsf to Reserve	(40,063.58)	(40,063.60)	0.02	0.00%	(80,127.20)	(80,127.20)	0.00	0.00%	(480,763.00)			
Interest Income	25.69	485.40	(459.71)	94.71%	100.91	970.80	(869.89)	89.61%	5,825.00			
Copies Reimbrsmt	6.60	20.80	(14.20)	68.27%	19.35	41.60	(22.25)	53.49%	250.00			



- Our financials continue to be strong with assets of over \$3,200,000.
- We have aggressively been collecting overdue assessments. 2020 overdue assessments decreased 59% (\$17,800) from 2019.
- Our 2020 year end cash reserves of \$2,033,633 will be decreasing over the next couple of years primarily due to townhouse roof replacements and home painting (\$645,000).

		dsor Lak Income S				iation, Indonation	C.		
					21 11:59:00				
	C	Current Month 1	-Operating			Year to Date 1	-Operating		
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Annual
ncome									
Revenue									
Assessment Earned	132,918.00	132,918.00	0.00	0.00%	265,836.00	265,836.00	0.00	0.00%	1,595,016.00
Initiation Fees Income	0.00	0.00	0.00	0.00%	3,437.50	2,250.00	1,187.50	-52.78%	23,250.00
Late Fees	(86.94)	166.70	(253.64)	152.15%	388.36	333.40	54.96	-16.48%	2,000.00
Legal Collection Costs Re	125.00	0.00	125.00	0.00%	275.00	0.00	275.00	0.00%	0.00
D/R Legal Cost Reimbsmt	25.00	0.00	25.00	0.00%	75.00	0.00	75.00	0.00%	0.00
Operating-Trsf to Reserve	(40,063.58)	(40,063.60)	0.02	0.00%	(80,127.20)	(80,127.20)	0.00	0.00%	(480,763.00)
Interest Income	25.69	485.40	(459.71)	94.71%	100.91	970.80	(869.89)	89.61%	5,825.00
Copies Reimbrsmt	6.60	20.80	(14.20)	68.27%	19.35	41.60	(22.25)	53.49%	250.00



	202	20 Planned	2	020 Actual	20	21 Budget	202	1 YTD March Actual
OPERATING BUDGET	•							
Assessments	\$	1,561,296	\$	1,559,838	\$	1,595,016	\$	398,754
Other Income		82,700		73,173		53,075		16,157
Reserve Contribution		(430,763)		(519,721)		(480,763)		(120,191)
Operating Expenses		(1,211,365)		(1,113,291)		(1,165,884)		(277,347)
Surplus/(Deficit)	\$	1,868	\$	-	\$	1,444	\$	17,374
RESERVE BUDGET								
Assessments	\$	430,763	\$	519,721	\$	480,763	\$	120,191
Other Income		-		35,208		19,649		8,029
Reserve Expenses		(217,444)		(627,485)		(745,995)		(178,396)
Surplus/(Deficit)	\$	213,319	\$	(72,556)	\$	(245,583)	\$	(50,177)



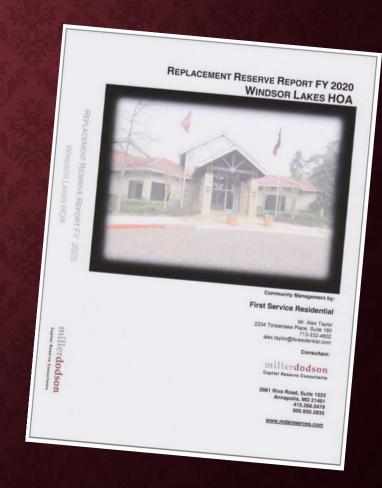
	2020	2020	2021	2021 YTD
	Planned	Actual	Budget	March Actual
Audit & Taxes	11,800	10,560	11,800	-
Clubhouse Activities	65,000	32,517	25,500	3,655
Community Maintenance	133,876	128,218	155,048	39,952
Individual Home Maintenance	462,500	448,820	458,000	112,150
Insurance	120,068	116,739	128,413	32,499
Legal Expenses	1,500	10,250	8,000	971
Office/Administrative	48,972	53,813	57,783	14,721
Other Expenses	4,000	_	4,000	_
Payroll & Related Cost	224,300	179,810	181,000	42,230
Pool/Clubhouse Expenses	71,349	68,262	68,340	17,423
Utilities	68,000	64,302	68,000	13,746
Total Operating Expenses	\$1,211,365	\$1,113,291	\$1,165,884	\$ 277,347



	7 0000 A-4I-								-	0004		DOOL VED
		2020				2020 Actuals			2021		2021 YTD	
	F	Budget		Common	To	ownhouse		Total		Budget	Ma	arch Actual
Revenues from Assessments	\$	430,763	\$	392,098	\$	127,623	\$	519,721	\$	480,763	\$	120,191
Interest Income		-		19,757		15,450		35,208		19,649		8,029
Total Revenue	\$	430,763	\$	411,855	\$	143,073	\$	554,928	\$	500,412	\$	128,219
Roof Replacement						402,640		402,640		476,000		92,680
Clubhouse Improvements		10,000								43,950		750
Site Improvements		5,000										
Storm Water Drainage		5,000										
Iron Fences		27,444		28,142				28,142		29,518		
Access Gates				640				640				
House Painting		155,000		189,000				189,000		169,927		84,966
Sidewalk Repairs		10,000		3,190				3,190		10,000		
Swimming Pool/Spa		5,000		3,873				3,873		16,600		
Total Expenditures	\$	217,444	\$	224,845	\$	402,640	\$	627,485	\$	745,995	\$	178,396
Net Addition to Reserves	\$	213,319	\$	187,011	\$	(259,567)	\$	(72,556)	\$	(245,583)	\$	(50,177)
Beginning Balance	\$1	,892,900		1,227,309		878,910		2,106,219		2,033,663		2,033,663
Year End Balance	\$2	2,106,219	\$	1,414,319	\$	619,344	\$	2,033,663	_	1,788,080	\$	1,983,486



- Reserve budgeting and projections are guided by an every 5-year "Replacement Reserve Report."
- The 2020-2024 study was prepared by Dr. Jim Piper of Miller-Dodson Associates, one of the leading capital reserve consulting firms in the U.S.
- Assessment of conditions of facilities and infrastructure and recommends a financial plan to fund replacements.





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.
- On major projects, higher quality than the original installation has been emphasized in the recent past, i.e., house painting, fencing, townhome roofs. The expected result is long term savings before again needing replacement.
- Our financial condition has been consistent the past several years and this year should be also.





- Look forward to fresh ideas and enthusiasm from the new board members who have been elected.
- Complete the air filtration system in the clubhouse that will likely include a new A/C system for the ballroom half of the clubhouse.
- Replacement of some fitness center equipment, postponed this past year due to Covid-19.
- New street signs for parts of Windsor Lakes to replace the deteriorating ones.
- Swimming pool updating/repair To be determined.



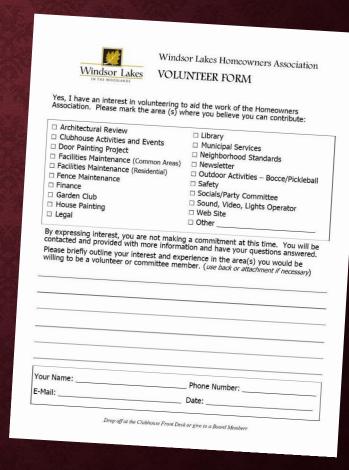
- Year Two of a three-year cycle door-painting.
- Phase-2 of Townhome roofing: January 2022.
- Round three of the five-year house painting project will begin in early 2022.
- Develop a stronger committee structure with more volunteer involvement.
- NSC and ARC will continue its work to interpret, communicate and enforce the Windsor Lakes Covenants, Conditions and Restrictions (CCRs) and Windsor Lakes specific standards.



- Continue to build relationships in working with emergency service providers, City of Conroe municipal services and organizations.
- Provide a wide range of outstanding social activities for all Windsor Lakes homeowners!
- Continue to manage the 2021 finances within budget and develop a balanced operating budget for 2022.
- Achieve the objectives of each of the HOA Committees and meet and exceed the expectations of Windsor Lakes homeowners

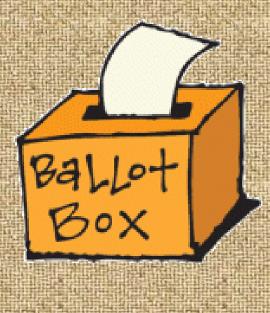


- We will be a stronger board and community with your help.
- Much of our success is directly attributable to the talents and expertise of our resident volunteers.
- There are many areas where you can help out!
- With a new board, we expect to fill some committees and create new ones.



Service Recomitions

Board Moundon Election ROUNTO



April 28, 2021

Questions?

Don Found

April 28, 2021



2021 Annual Meetina



Windsor Lakes

IN THE WOODLANDS

Windsor lakes Homeowners Association Inc.

April 28, 2021