

CANYON GATE @CINCO RANCH HOMEOWNERS' ASSOCIATION
BOARD OF DIRECTORS MEETING
February 26, 2018
11:00 am
Canyon Gate Rec Center

PROPERTY MANAGEMENT COMPANY PRESENTATION MEETING

In attendance were board members Doug Brewer, James Pongrass and Bernadette Leaney. Also in attendance was Kristine Thomason from KJT Consulting. Absent were board members James White and Joe Gibson due to work commitments.

Representatives from Associa Principal Management-Houston, Surina Wright and Rachel Richmond and Crest Management, Bill Higgins, attended at their appointed times.

From 11:00 to 12:30, presenting for Associa PMG-H were Surina Wright, Vice President, and Rachel Richmond, Business Development Director:

Rachel Richmond asked Board to address immediate concerns and needs from management company.

Jim Pongrass spoke about Deed Restrictions and how, before Harvey, number of D/R letters had dropped from 30-40 per inspection in February/17 to 12-13 in August/17. Initial run after Harvey produced over 200 D/R violations. Not all violations were being addressed at this time; emphasis being placed on long term remodeling-debris piles. Discussion followed re PMG-H's prices re Deed Restriction Inspections and subsequent notices to residents, including costs for certified mail delivery.

Doug Brewer spoke about the need for improved communications with community. Surina Wright presented information regarding their mobile app, TownSquare, which would be integrated with the community website. Residents will be able to manage their accounts, pay online, get up-to-date community news and events, participate in community polls, reserve amenities such as rec center, find opening hours of swimming pool and more. Residents can easily communicate with neighbors, community managers and board members.

Surina Wright also spoke about PMG-H's use of Strong Room, a secure invoice and payment processing product, one that provides safety and convenience as well as fraud protection. Board members can access to review and approve invoices.

Bernie Leaney spoke about costs and the need to meet 2018 budget figures. PMG-H explained how CG could tailor their property management needs to meet budgetary concerns. PMG-H would be able to deliver electricity and insurance savings as well as no cost-banking services.

On-site office hours were discussed, including the need to have office open at least once a week past 5 pm so residents could access on way home from work. Prices were given for 3 days a week on site presence, (24 hours/week total) and splitting the hours into 4 days/week was also discussed. Doug Brewer suggested a possibility of Monday/Thursday 7 am to 1 pm and then Tuesday/Friday 1 pm to 7 pm.

A detailed transition process info sheet was handed to board members explaining the attention that PMG-H would put into effect to achieve a professional, seamless move to a new management company.

From 1:00 pm to 2:30, presenting for Crest Management was Bill Higgins, Vice President:

Bill Higgins introduced his company by explaining how his mother, Caroline Bonds, founded it and still works daily at the company office. In 2015 and 2016, Crest was awarded a Top Workplace honor by the Houston Chronicle, an honor based solely on employee feedback. They also enjoy an A plus rating with the BBB of Houston. Mr. Higgins also explained how his home was flooded by Harvey as he lives near Mason Creek and how he shares the feelings that the Canyon Gate homeowners have all experienced.

James Pongrass started off with discussing Deed Restrictions and Bill Higgins explained that time is given to residents to comply and photos of D/R violation are supplied if necessary. He also talked about ACC applications and how they are processed.

The presentation then moved to discussion of onsite staff and annual cost of 24 hrs/wk (3-4 days/week) including taxes and fees. More cost discussion took place ranging from monthly management fee which includes full monthly accounting, board meetings including minutes, annual meeting, ACC applications, welcome letters, board member orientation as well as on-line access for board members to financials, deed violations and ACC applications. Also includes access for homeowners to account statements, deed restriction violation status and community info.

Bill Higgins also demonstrated Crest's software called Board Decision Assistant which helps the board with ACC applications. Their software also gives the board 24/7 access to all Association documents, financial reports, homeowner records and correspondence, ACC change requests and an action item list of all maintenance requests and status.

Crest's 12-month contract and its flexibility to adjust and change contract were discussed, as well as Crest's ability to provide Canyon Gate with an onsite presence as soon as possible. Mr. Higgins promised a proactive involvement on Crest's part, stating, "We are all in this together."

Mr. Higgins left approximately 2:30 pm and the board discussed a few key points from both presentations regarding costs and the need to enter contract negotiations carefully and studiously. Kristine Thomason, KJT Consultants, asked for copies of our insurance policies and advised she would be in touch with the board once her recommendations were complete. Bernie Leaney took copies of the written proposals from Crest and Associa PMG-H to give to Joe Gibson and James White.

The meeting adjourned at approximately 3:00 pm

Doug Brewer, Secretary