

Canyon Lake Hills POA
Regular Monthly Meeting
October 20, 2020

The Regular Monthly Meeting of the Canyon Lake Hills POA was called to order on October 20, 2020 at 7:01pm by President Casey Christian at the Civic Club on Oblate. A quorum was established. In Attendance: President Casey Christian, Vice President Bette Gilbert, Permits Alicia Castleman, Treasurer Sophia Klaxon, Recreation Director Cynthia Anders and Secretary Jessica Arceneaux

- I. President Casey Christian
 - a. Recapped September's Meeting Minutes:
 1. **Motioned made and Approved** (BG/AC) Minutes from August 18, 2020.
 2. Discussed pool cards and protocol to obtain one.
 3. **Motioned and Approved** (BC/CC) Treasurer's Report.
 4. Discussed POA issues with Real Manage, asked for ideas, assistance and support to look for another management company or solution.
 5. **Motioned and Approved** (BG/CC) to allow RealManage to send the late notices.
 6. Multiple permits were granted.
 7. Discussed planning a Dumpster Day with Best Waste our preferred vendor.
 8. **Motioned and Approved** (JA/AC) Brett Parker, Hill Country Snake Removal to inspect pool area for snake and remove any if found for \$50. He can come out for free if one is seen again within 48 hours of inspection.
 9. **Motioned and Approved** (BG/WB) to accept the bid from Happy Gnome to do the work of repairing picnic tables covers and box for utility.
 10. **Motioned and Approved** (BG/AC) to not hold a National Night Out event this year.
 11. **Motioned and Approved** (BG/WB) to have Timothy Devault Co. perform financial audit.
 12. New Board Members
 1. **Motioned and Approved** (BG/WB) Cynthia Anders as Recreation Director
 2. **Motioned and Approved** (CC/AC) Sophia Klaxon as Treasurer

3. Introduced Mel Cunningham who has volunteered to help with accounting

- b. **Motion made and Approved** (BG/AC) Minutes from September 15, 2020.
- II. Treasurer's Report – Sophia Klavon
- a. In process of being on-boarded
 - b. Will have a report next month.
- III. VP Report – Bette Gilbert
- a. 3 years contract with Real Manage expires Nov. 1st
 1. Tried to get a replacement in past month with no success.
 2. The conveyance fee will change from \$310 to \$155.
 3. Real Manage is not going to reimburse us for mistakes they have made.
 - b. Due to inability to locate a better management company, **Motion and Approved** (BG/CC) to sign a 1 year contract with RealManage.
 - c. Member Jack Glaros – has been trying to get a response from Real Manage since August regarding questions about his invoice. Has emailed and telephoned. He is wanting an explanation of the charges; he has multiple conveyances.
 1. CC explained that Real Manage serves as the POA management company. RM issues the invoices responsible for accounting.
 - a. Cannot get ahold of anyone at RM
 - b. Inaccurate invoicing
 - c. Taking too long to adjust/correct an invoice/account.
 2. BG – POA gets the late fee, RM gets the conveyance fee.
 3. BG – we have a San Antonio RM Point of Contact. I will have her contact you, Mr. Glaros.
 4. BG – the 2017 Board went with Real Manage thinking it would be a good decision for the community. RM cannot handle our multiple lots, our lots that do not have addresses or when Comal County have changed our addresses.
 5. All we can do is follow-up with any issues presented to us. Give them documentation of a change and keep on them to correct the invoicing.

6. CC – suggestion to have a RM representative come to a meeting. BG – fee for them to attend. Further discussion needed.
 7. When a property sells, the Title Company gives the information to Real Manage. If it is a private sale, it is the responsibility of the owner to contact Real Manage with all information and changes.
- d. Member Ruth Barrow –
1. How much do you pay RM a month or year?
 2. BG - The CLPOA pays \$850/month to Real Manage.
 3. BG – if you mail a note of correction with your payment, Real Manage never sees it.
- e. Member Peter Shallish – rhetorical question – Who owns the data?
1. BG – There is an off-boarding process. I don't know.
 2. Mr. Shallish has accepted to help look at contracts if needed.
- f. Email vice-president@clhpoa.org if you have any extreme problems with Real Manage.
- g. RM just sent late notices in October
1. There were 267 delinquent notices and 28 regular notices totaling \$70K
 2. 98 accounts did not get notices less than \$25.
- h. A Property Damage Claim (Sept. 3 & 4 storms) was made to insurance. It is less than \$2k for pool pump, pool motor and control, security camera, computers, surge protectors, pool card system.
- i. After contacting 5 companies, BG received 2 bids for picnic table shelter repairs and maintenance. Best bid was \$1050.
- j. Electrical company had to rewire at pavilion; added 110 outlet & replaced meter. Bill will be coming and probably be expensive. Waiting for lens cover to be replaced. The bill will be turned into the insurance company.
- k. Per our By Laws we must have an official CPA audit at least every 3 years, we have requested Timothy Devault Co. to perform the audit. BG sent TDC what information she had access to but they will have to request more from Real Manage.

IV. Pools Report – by Cynthia Anders, Recreation Director

- a. Pool is closed for the season
 - b. Pump was repaired
 - c. CA needs contact info of maintenance person so she can have her stack chairs & continue emptying trash cans.
- V. Permits Report, Alicia Castleman
- a. 14 new Permits were issued
 - 1. 3 carports
 - 2. 1 garage
 - 3. 1 deck
 - 4. 1 pool
 - 5. 2 building additions
 - 6. 6 new builds
 - 7. 14 tree
 - b. **Motioned and Approved** (AC/CC) Habitat for Humanity to have 20ft x 10ft construction trailer on property for 6mos. during build.
- VI. **Variances**
- a. Shed was built in 5ft. utility easement. We are working with owners to make sure they get the utility releases.
 - b. Member Vickie Higginbotham presented photos of neighbors' properties that she wants to have POA see if they are in violation.
 - 1. Multiple photos presented were of a RV, Home with white car, storage in front of house, and inoperable cars.
 - 2. CC informed Ms. Higginbotham that we cannot accept photos with no information attached. We need addresses and note of complaint.
 - c. Member Scot Giesenschlage with Rapid Development – Why can I not get a building permit? BG – You cannot get a building unless all accounts are Paid In Full with Real Manage accounting. The Rapid Development Bookkeeper approached Board to present paperwork to prove payment. Tabled issue to be discussed privately, not during Regular Meeting time.
 - d. Member John de Tournillon – Motioned move to next order of business; seconded - AC

- e. **Motioned and Approved of variance of Woodcrest** shed in Utility Easement (x2) (AC/BG).
- f. Member Greg Drake of 1060 Canyon Edge would like to clear his lot.
 - 1. Needs help identifying trees on lot.
 - 2. AC informed him where to find the application for a permit and where to email it.
- g. **Motioned and Approved** to accept variance of Comfort deck unpermitted in Utility Easement (AC/CC).

VII. Recreation Report

- a. Dumpster Day tentatively set for Nov. 14th, Saturday 6am at the pool parking lot with Best Waste.
- b. Cost will be approximately \$180 per container.
- c. Best Waste will provide 2 masked and gloved men to man truck.
- d. **Motioned and Approved** Dumpster Day with occur Nov. 14th with Best Waste. (CA/BG)
- e. CA needs contact info of Jason the metal collector.
- f. Before it is posted, we need all the restrictions and requirements to attend/participate.

VIII. Other Business

- a. Member Yvonne Bell on Lakeview commented that her neighbor across the street wants to list his home on AirBnB. Is that permitted? BG – The deed restrictions do restrict STR. Past court settlement allows STRs with a minimum of 30 days. The Texas Supreme Court ruled in favor of property owner so they can have STR of any amount of time.
- b. If you see a rental house with loud parties, underage drinking, etc., call the sheriff. If there are more people that you believe the septic can handle, call the county. They can be taxed as a hotel, a recreation tax.
- c. Member Carolyn Mitchell – I understand that the POA's hands are tied but can the POA board do?
- d. CC – Sending a letter will not do anything. The POA cannot impose fines or put liens on property if they have STRs.

- e. BG – Sent the owner of one property a letter with their deed restrictions to advise that their STR was a violation of our deed restrictions. They responded with an immediate threat of a lawsuit.
- f. Girl and Boy trespassing at pool after hours were never found.
- g. Member Jack Glaros, revisiting the Real Manage issues.
 - 1. 2017 board did not have full understanding of RM contract.
 - 2. We are in process of planning to take the accounting in-house.
 - a. Mel Cunningham has setup the system twice in the past.
 - b. We need to resolve a multitude of issues to take over all of accounting.

IX. Adjournment 8:19pm (CC/BG)