

SWHO Board of Director Meeting Minutes  
September 22, 2016

**1. Called to Order- 6:15pm; Martin Salazar called the meeting to order.**

**2. Attendees** - Melissa Martinez-Carrasco (President), Angela M. Casas (Secretary), and Karen Mueller (Treasurer); Martin Salazar (Vice-President/Assistant Treasurer) and Haydee Guzman (Assistant Treasurer) attended via WebEx; Trio Management and Monica Moreno and Gabby Moon.

**3. President's report-** no report.

**4. Secretary's Report-**

- **Approval of May 7, 2016 meeting minutes-** still outstanding
- **June 15, 2016 meeting minutes-** approved via email dated 8/29/16 per *Board Approval/Consideration Outside of Regular Board Meeting per TEXAS PROPERTY CODE, TITLE 11. RESTRICTIVE COVENANTS, CHAPTER 209. TEXAS RESIDENTIAL PROPERTY OWNERS PROTECTION ACT*
- **June 27, 2016 meeting minutes-** approved via email dated 8/29/16 per *Board Approval/Consideration Outside of Regular Board Meeting per TEXAS PROPERTY CODE, TITLE 11. RESTRICTIVE COVENANTS, CHAPTER 209. TEXAS RESIDENTIAL PROPERTY OWNERS PROTECTION ACT*
- **July 29, 2016 meeting minutes-** motion by Karen Mueller with the exception of the duplicate item 3, second by Martin Salazar & Haydee Guzman. All approved.

**5. Treasurer's report-**

- **Review of Monthly Financials-** see attached financials provided by Trio Management. G&L Property Insurance on payment plan.
- **IRS Tax Return status for unfiled years** – Angela Casas will provide Karen Mueller copy of 2013 tax return to guide her on filing of 2014 & 2015 tax filings. There was confirmation that the tax returns for 2007-2012 are still not available in online storage and Angela agreed to upload them.
- **Status of Collections-**
  - 30 day certified letter phase will expire 10/30/16
  - Karen Mueller motioned to send accts to collection agency first; Angela Casas second motion. All approved.
  - Angela Casas motioned to send any account over \$1000 in the rears directly to attorney; four accounts. Karen Mueller second motion. All approved.

**6. Old Business**

- **Gate update- Repair**
  - Karen Mueller was able to replace switches and was retrained on proper releasing of gate from entrapment mode.
  - A police report was filed for visitor that hit the exit gate when entering improperly, the insurance claim was filed and pursued by Karen and payment for gate service call of \$189.44 was received from AAA Insurance.
  - Melissa Martinez-Carrasco motioned to accept 4 quarter bid at \$209/qtr. Angela Casas second motion. All approved. Trio Management will forward official contract.

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- **Gate is Non-Operational Sign-** deferred verbiage to Trio Management. Suggestion, “Gate Not In Use At This Time.”
- **Status of Opening of Exit Gate for City Compliance-** we need to contract with (gate company) and see how we can get them to open the exit gate and program so that we have it open twice a day, entrance and exit. Quickpass controls the entrance timing. We currently do not have control of the exit gate. Melissa suggested that we have Compound gate company tell us what would be needed to accomplish this during their quarterly maintenance visit.
- **Status on Damaged Light Pole-** Karen Mueller motioned to accept B&M Electric Inc. proposal dated 9/22/16; see attached. Melissa Martinez-Carrasco second motion. All approved.
- **Status on Sprinkler System-** Melissa Martinez-Carrasco motioned to request deficiency report from new landscaping co. we enter into a contract with. Karen Mueller second motion. All approved. Karen Mueller reported that the leak at the entrance had been repaired.
- **HOA Insurance status-** Melissa Martinez-Carrasco reported, “already provided an insurance status.” As status of the Insurance was provided during the treasurer's report done by Trio.
- **Status on Street Light Bulb Replacement on Latrobe Post-** Karen Mueller was able to replace with the help of Mr. Carlos Guzman. Light bulb purchase and replacement approved per *Board Approval/Consideration Outside of Regular Board Meeting per TEXAS PROPERTY CODE, TITLE 11. RESTRICTIVE COVENANTS, CHAPTER 209. TEXAS RESIDENTIAL PROPERTY OWNERS PROTECTION AC; part of Approval to fix the daylight sensors and replace the lights bulbs at the entrance gate and street light bulb replacement .* Haydee reported that the 2nd light bulb was now functioning properly and did not need replacement at this time but that they would monitor it.
- **Property Management Transition**
  - **Outgoing Property Manager report-** no items
    - **Status of Physical HOA supplies/equipment/keys-** set of keys still outstanding for sprinkler system up front.
  - **Status of Trio Transition List**
    - Access to onsite property cameras
    - Financials, bank statements, for 1<sup>st</sup> half of 2016 were found and Danae agreed to obtain and scan them.
  - **Legal Review of Governing Documents-** Trio Management presented bid from Bill Crist of \$400 (see attachment) to have a legal review of all of our current governing documents to include resolutions filed with the City of San Antonio. Karen Mueller motioned to accept the bid. Melissa Martinez-Carrasco second motion. All approved.
- **Status of Visitor Passes-** *Melissa Martinez-Carrasco reported on reassessment of management contract. The Board would take over management of the visitor passes and the quickpass account. Karen got physical possession of all the passes that were left.* Discussion was had about the appropriateness of making the expense for a new order instead of using paper visitor tags already in stock. Karen Mueller inquired with our current towing company to see if having two different colors and type of tags would interfere with their towing. Angela Casas made a motion to use paper visitor passes and replace with plastic permanent passes by 12/31/16 which would include placing a new order of visitor tag in the same style and color as our current visitor tags. Melissa Martinez-Carrasco second motion. All approved.

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It was agreed upon that we would still charge the homeowner for the request for visitor tags with the disclosure that they would be receiving a permanent plastic set beginning in the New Year. Board approved new charge for visitor tags from \$15/set to \$20/set.

Melissa and Trio attempted to give a summary of the outcome of the meeting with Trio regarding solvency and maintaining the contract. Only items that were allowed to be reported were that the meeting was mostly about solvency and that Karen had agreed to handle transponders and visitor passes. The rest of the summary was agreed to be done in Executive Session after the regular meeting.

Clarification requested by Danae on how to handle issuing visitor passes. It was agreed that the paper visitor passes would be issued at the cost of \$10 each with the understanding that these would be replaced once the order of new plastic tags was done. New passes to be ordered for arrival by 1/1/17.

- **Monitoring Parking Violations-** clarification of validity and appropriateness will be determined during governing document review. Melissa brought up discussion regarding enforcement/monitoring of parking violations. During discussion, it was stated that enforcement of appropriate street parking needed to continue due to safety concerns, but that enforcement of visitor parking rules was pending completion of the legal review. It was also noted that at this time, pending outcome of inquiry by Trio with insurance company, that only BOD would be authorized to call Bexar Towing.

## 7. New Business

- **Offsite Storage Contract-** contract was cancelled. *Board approval/Consideration Outside of Regular Board Meeting per TEXAS PROPERTY CODE, TITLE 11. RESTRICTIVE COVENANTS, CHAPTER 209. TEXAS RESIDENTIAL PROPERTY OWNERS PROTECTION ACT*
- **Obstruction of HOA Streets for School Buses-** Karen Mueller's email dated 9/1/16; Pending Insurance review of if volunteers are covered under policy. Haydee Guzman motioned to have Board of Directors be the only persons allowed to call in tows to towing company until we get guidance/clarification reference insurance policy and validity of Parking Resolution. Angela Casas second motion. All approved.
- **Approval of 2017 Budget-** Trio Management presented proposal; see attached. Angela Casas motioned to approve the proposed budget with the following adjustments: Irrigation SAWS Inspection (budget line item #5601) increase from \$350-\$550; increase for Transponders (budget line item #5325) from \$1000-\$2000 and a decrease in Visitor Passes (budget line item #5335) from \$2000-\$1000. Melissa Martinez-Carrasco second motion. All approved. Jessica questioned if Quickbooks should be cancelled. It was agreed that Trio would confirm we would still have access to our data and then would proceed with cancellation.
- **Landscaping Contract-** Raul Garcia from (lawn company) presented a bid of cutting grass once, cleaning shrub beds and pruning all of the shrubs, no trees \$534.96; for all property. Karen Mueller asked the price just for mowing the grass in the front; \$60, \$75 for the front and the park; per visit. Weed control \$75-\$90 just for the front & \$30 for park. Mr. Garcia reported that back flow device was not installed correctly in entrance area and quoted inspection cost of \$100/per meter. Angela M. Casas motions to contract Mr.

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Garcia for one time clean up charge of \$534.96, \$75 for mowing of front and back as needed and \$125 for one time weed treatment for front and park (includes two applications). Melissa Martinez-Carrasco second motion. Martin Salazar approved. Karen Mueller opposed citing concern about ability to meet existing financial obligations and Haydee Guzman abstained.

- **ACC Violation: non-complaint properties with lawn Issues-** discussed to clarify process for remedying non-complaint properties with lawn issues (failure to maintain). Options were to schedule force mow and/or send to City of San Antonio Compliance. Properties would be billed for force mows and Trio Management internal collection process will be used for collections. Melissa Martinez-Carrasco made a motion to force mow and/or send non-complaint properties to City of San Antonio Compliance, on a case by case basis. Karen Mueller second motion. All approved.
- **Quickbooks cancellation-** monthly fee not included in 2017 budget. Management was under the impression that we would be cancelling the service by end of year; \$42.95/mo charge. Karen Mueller was under the impression it had already been cancelled and that we could still access the data. Management was questioned if they could have everything done by end of year. No one is clear on whether data could still be accessed after cancellation of services. Management will follow up to seek clarification on whether or not we will be able to access our data after cancellation.
- **New Legal Counsel-** Melissa Martinez-Carrasco motions to contract Bill Crist as our attorney of record and instruct Mr. Crist to send letter to Tom Newton. Karen Mueller second motion. All approved.
- **eFax cancellation-** management confirmed that eFax service would not be renewed.
- **Annual Assessments Discounts-** management informed us that giving annual assessments discounts is not allowable by Texas property code. Management will send board the "wording." Karen agreed to remove the discount from the home page and Trio was to draft a notice to be sent to members now (October) notifying them that there will be no annual assessment discounts this year. 2017 Annual Assessments notices will be mailed out beginning November 1, 2016. Jessica also reported that the \$195 charge had been removed from all outstanding accounts.
- **Board Approval/Consideration Outside of Regular Board Meeting per TEXAS PROPERTY CODE, TITLE 11. RESTRICTIVE COVENANTS, CHAPTER 209. TEXAS RESIDENTIAL PROPERTY OWNERS PROTECTION ACT**
  - Approval of Board of Director Meeting Minutes for June 15, 2016, June 27, 2016 and July 29, 2016; see attachment.
  - Approval to cancel offsite storage contract as part of the emergency response to the "Summerwind: Trio Re-Assessment of entering into contract with Summerwind" email from Trio on 8/26/2016. It was included in the response Karen Mueller sent to the board only on 8/26, so that BOD could develop a plan of action. No replies from BOD were received, but Melissa and Karen attended the meeting with Trio in person to address this issue and ensure contract stayed intact.
  - Approval to fix the daylight sensors and replace the lights bulbs at the entrance gate and street light bulb replacement; see attachment.
  - Consideration of Gate Damage; Claim #012476771; see attachment. (MARKED SENSITIVE)
  - Approval to Establish New Landscaping Services/Company; see attachment.
- **Next Board of Directors Meeting-** TBD. Projection, early Dec 2016 at 6:30pm.

Above-mentioned Executive Session did not occur due to time constraints.

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**8. Meeting Adjourned – 8:10 pm**