

*River Oaks Council of Co-Owners*  
**Board Meeting Minutes**  
**July 20, 2017**

Call Meeting to Order

The River Oaks Council of Co-Owners General Board Meeting was called to order at 6:40 p.m. at St. Anne's Catholic Church, located at 2140 Westheimer, Houston, Texas 77098 in the St. Joseph Room, by Lyla Gillaspie, Board President.

Board Members Present:

- Lyla Gillaspie                      Board President
- Neil Goldstein                      Vice President
- Kathleen Mundy                      Secretary
- Michael Olsen                      Member at Large
- Michelle LeBlanc                      Treasurer

Recording Secretary & KRJ Property Manager:

- Therese Morales

Waive the reading and approval of Previous General Meeting Minutes – May 25, 2017-A motion was made, seconded, and the Board unanimously approved the minutes as written.

Financial Report-Therese Morales:

Financials:	<u>5/25/17</u>	<u>7/20/17</u>
Operating Account:	\$141,843.23	\$ 28,498.84
<u>Money Market Accounts:</u>		
Insurance Reserves	\$ 50,993.22	\$ 69,935.22
Replacement Reserves	\$431,334.96	\$445,000.28
Total Money Market	<u>\$482,328.18</u>	<u>\$514,935.50</u>
Total Cash	\$624,171.41	\$543,434.34

## Old Business-Lyla Gillaspie:

- Kelly Hawkins, new owner of KRJ Management-Lyla spoke about the new owner and how customer service oriented he is. She went on to say he will be here tonight to speak to the homeowners about plans for KRJ going forward.
- VF Landscape improvements (due to winter damages)-Lyla advised the winter damage work has been completed, and there will be more “spring work” to do in the near future. She also advised homeowner’s if they see needed work to be done, to contact Therese and let her know about it.
- Open Records Policy – Lyla spoke about the reasoning behind adopting the policy, the adoption of the policy, and the Open Records Policy has now been placed on the website for all homeowner’s to view.
- Rule Changes going into affect-Lyla advised the new Amendment to the Rules going into effect had to have some final “wording” changes according the Association lawyer. The new changes will involve the following:
  - No unit may be leased/rented for less than six (6) months
  - Exterior color of any window/door/blinds/shades being white or an acceptable neutral color
  - Landscape lights and applying for approval of such
  - Storage shed responsibility
  - Window box planter information
  - No pet may exceed 18” in height & 48 lbs. in weight
  - Pool hours 5:00 a.m. to 10:30 p.m.
  - No vehicle may be parked in an unassigned parking space for more than 72 consecutive hours
  - Storage of vehicles/muffler noise
  - More detailed information for 2<sup>nd</sup> story unit flooring installation’s

- Garrick Roofing company Final Invoice/Permits- Lyla advised the Mansard Roof Replacement for the entire property has been paid for including the retainage of (\$25,300.10). She went on to say all the required permits have been **Finalled** by the City of Houston, and not one problem was found.

#### New Business:

- Homeowners talking to the guards- Lyla reminded everyone that we have "courtesy guards". They are here to monitor our cameras, sign in/out contractors and delivery personal, keep watch over the property, and sign deliveries in and out. The volume of packages has increased DRAMATICALLY over the past 2 years, due to increased online shopping. We are experiencing a special problem with Amazon, since they have started making their own deliveries. Homeowners are supplying the gate code when placing orders with Amazon, so their drivers simply enter the property by using the code. Not only does this violate our policy that ALL deliveries must sign in and out at the guard house, but when the guards see an unauthorized person walking around the property on the cameras, they are forced to leave their post to find the person and inquire why they are on the property. Since the guard's time is stretched to the max, especially during the daytime shifts, Star Security has once again requested the homeowner's cooperation in engaging the guards in lengthy conversations. Star monitors the office cameras to observe their guard's job performance. The guards report that a lot of the homeowner's questions, reports, and inquiries are things that should be directed to our property manager. They are then forced to take time to call, text, or file a report to Therese. Most of our guards really try to accommodate the homeowners, but Lyla said we have to remember they are not a concierge service. Unfortunately, we do have a few homeowners who try to engage the guards in "gossip" sessions, it puts the guard in an awkward situation, because they don't want to appear rude to the homeowner, but it does put their job in jeopardy with their employer Star. Lyla asked that we all be mindful of the guard's

time, and not unnecessarily take them away from the job they are here to perform.

- 911 Information (handout)-Lyla explained the new expanded 911 system that our resident police officer advised the Board about. The Board provided a handout, and Lyla explained to go on the website of [www.911.org](http://www.911.org) and fill out as much, or as little information as you want to, but the 911 system will retain the information in case there is ever an emergency and you need to call 911.
- Camera Vandalism-Lyla explained about the intentional damage done to the cameras at WG 4, and she feels adding a few cameras at a time in some areas would benefit the property.
- Pool plaster-Lyla advised the bottom of the pool had to have a plaster repair due to the age of the plaster, and how quickly the manager had the repair performed.
- Entry Gate System Bids- Lyla advised the existing gate system in place is a very old system, so far the Board has received one bid and it was approx. \$25,000.00, and this will be the next project the board works on.
- Carports- Lyla advised the carports are overdue on being replaced, the board in the future will look at updating them into a more clean, stream lined type of carport with no overhang.
- The Boards criteria for selecting and engaging vendors-Lyla explained the difference between a proposal vs a contract, and the process the board goes through when approving a proposal and/or contract.
- Property inspection (miscellaneous items in carport)-Lyla spoke about removing the miscellaneous items from the carport spaces that have been noted many times on the property inspections received by the Board (carts, bikes, etc.), and letters have even

been sent advising homeowners to remove these items-which is not being done.

#### Maintenance Issues completed since the last meeting:

- New pool signs have been made to match the others that advise homeowners –no glass in pool area. The signs are scheduled to be installed this week.
- A sign is being made for the Security Office to alert visitors & contractors where to go to sign in to gain access for the property.
- Soffit replacements were made at #210, #269 & #270
- An additional camera was installed in security office
- Fence repairs were performed
- A large tree branch was removed by #239
- We only had 1 common pipe repair since the last meeting
- Two “smokers outposts” were placed at the pool
- We received our pool permit from the City
- New American Flag was put up
- Dog bags ordered twice since last meeting- \$389.70

#### Homeowner Forum:

A homeowner inquired about guest parking on Peden once Fuzzy’s Taco’s opens. Lyla explained the Board was going to approve tonight two cameras to be installed in that area, and that Therese has already contacted Weingarten Realty, and spoken to them several times about this exact issue. Surveillance signs were installed under the towing signs on the wrought iron fence to help with the parking situation also.

A homeowner had the idea when he has a friend visiting to have them sign in, and the guard give them a piece of paper for the dashboard to say “ROG Visitor”, so the guard would know the car belongs there, and not parked illegally.

A homeowner advised that there are vines coming through the carport in the east lot.

A homeowner inquired if a different type of carport numbering could be performed due to thefts.

A homeowner inquired about painting of the wrought iron railings. Lyla advised this is a project that will be handled in the future, as the painter used previously is currently involved in another big job, and it's worth the wait on him due to pricing.

Adjournment:

Being no further business to discuss, the general session adjourned at approximately 8:30 p.m.