



The Villages of Westcreek Owners' Association, Inc.
1994

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**Regular Meeting of the Board of Directors
Villages of Westcreek Owners' Association, Inc.**

I. OPEN MEETING: The Regular Meeting of the Board of Directors was called to order by the President at 7:00 p.m., Thursday, September 16, 2010. The purpose of the meeting was to conduct regular business as identified in the pre-announced Agenda. Meeting minutes for the August Regular Monthly Meeting (dated August 19, 2010) were reviewed and approved by a vote of 4/0.

Board Members Present:

John Steele, President	Alan Foss, Vice President
Rick Severs, Asst. Secretary	Judi Cannon, Treasurer

Board Members Absent: Kevin Drummonds, Secretary

Staff Present:

Brenda Tate, Community Manager	Oswald Willis, Asst. Community Manager
Freddie Gavia, Maintenance Superintendent	DeAdra Harston, Recreation Superintendent
Ken Lemanski, Standards Superintendent	

Members Present:

Mr. & Mrs. Besecker	Julio Aguilera	Guy Oliver	Joyce Oliver
Cassandra Garcia	Jean Woodward	Bill Fenstermacher	Barbara Hopkins
Gene Hopkins	Amanda Long	Amalia Long	John Parson
Hector Castillo	Liliane Castillo	Arnold Nino	

II. OPEN FORUM:

Mr. Steele again explained the process for the open forum. Each Member that wishes to address the Board will step forward to the podium and speak. They may address one issue at a time and return to the end of the line until they have addressed all issues they wish to address. All comments should be addressed to the Chair and no back-and-forth conversations should be conducted during the open forum period. Mr. Steele went through the sign-in list to give everyone a chance to speak. After everyone had a chance to speak, the floor was opened to anyone that failed to sign up or wished to speak again. The following individuals spoke:

- a. Mrs. Besecker suggested that each homeowner be given one free replacement id card and only pay the fee after they have used that option. She felt that they have lived in the community and had the same id long enough to warrant a free replacement when the original id has become unserviceable. Mr. Steele stated the ad hoc pool committee was looking at potentially changing the id card system and moving to an electronic id card. Mrs. Tate also said that the Association has a policy of replacing cards for those that have become unserviceable due to time versus those lost or damaged due to neglect. She asked Mrs. Besecker to bring in the unserviceable card and we would happily replace it for free. **CLOSED.**
- b. Mr. Julio Aguilera asked if the Board could provide an update to the speed limit and Mr. Steele told him it would addressed as part of the agenda in unfinished business. He also asked about boats being parked in driveways versus in the garage or out of sight. He reported a boat in the driveway for a long period on Amy Francis and Mr. Lemanski will look into it. Mr. Steele told him it should not be parked long term there. Mr. Aguilera asked why the standards monitor was not visiting the Gardens as often as before. He was asked if he felt they needed to be there daily due to some poor conditions that seem to be tolerated. Mr. Lemanski and Mrs. Tate stated they would follow-up on this situation the next day. Mr. Foss asked if he would call the office when he sees a problem and Mr. Aguilar agreed to call as the violation is noticed and the staff would take immediate action. Mr. Guy Oliver said it would be nice if the standards monitors would talk to the homeowners as they make their rounds to promote good relations. **CLOSED.**

- c. Ms. Amanda Long stated it was her first time at a Board meeting and said that there were some standards problems in her village, specifically with individuals not mowing or edging their yards. She also said she had noticed an 18-wheel truck parked when you turn off Talley Road onto Point Bend for sometimes as much as a week at a time. A Sheriff's Deputy was present and asked if there was anything we can do about the truck parking on our streets. He stated it was a ticketable offense and the fine was \$150 a night to park on the streets of a residential neighborhood. Mrs. Long also brought up some concerns with the pool, specifically allowing her and her family members to sign waivers to swim in the pool without lifeguards. Mr. Steele informed her that the Ad hoc Pool Committee is putting together a number of recommendations for the Board in this area and that is one of the potential categories they are looking into proposing. **CLOSED.**
- d. Mr. John Parson identified himself and noted he attended the meeting to give a report for the Architectural Review Committee (ARC) and had no other comments at this time. **CLOSED.**

III. COMMITTEE/DEPARTMENT REPORTS:

- a. Recreation Department: A written report was provided and is attached to these minutes. Mrs. Harston shared with the community that last year we had 87 enrolled in soccer and this year there are 147 enrolled with only 29 non-homeowners signing up. Mr. Steele stated that the annual picnic had 563 members attend the annual picnic and recognized the hard work put into the effort by Mrs. Harston and the staff. He also thanked the rest of the volunteers. Mrs. Harston gave a brief on the Fall Festival, which was originally the Octoberfest, and informed everyone that the Senior's group asked to put on a haunted house at the Community Center in conjunction with the Fall Festival. Mr. Steele voiced his concern that the Octoberfest had been changed to exclude adult beverages. A discussion ensued around having an event which focused on adults and where adult beverages were sold by the Association. Mr. Willis stated that the previous Board voted to cease selling alcohol due to the liability issues. Mr. Steele asked if the Board felt we should continue with plans for the fall festival versus reinstating the original format of the Octoberfest. A motion was made and seconded and opened for discussion to continue with current plans for a fall festival versus an Octoberfest. After a brief discussion, the Board approved the motion by a vote of 4/0. **CLOSED.**
- b. Maintenance Department: A written report was provided and is attached to these minutes. Mr. Gavia asked if there were any questions and Mr. Steele asked about the question from last month on staining the fences facing Talley Road. It is $\frac{3}{4}$ of a mile with an estimated cost of \$8,791.69. A discussion occurred on having the money in the budget to do the work this year. Mrs. Cannon stated that we had budget for the year \$14,000 and actually spent a little over \$5,000. Mr. Steele asked if there is a motion to stain the fence along Talley Road. Mrs. Cannon made a motion, it was seconded, and the Board approved the motion by a 4/0 vote. Mr. Gavia was asked to go ahead with the work. **CLOSED.** Mr. Gavia stated that since the Pop Warner football team is caring for the football and baseball field, it greatly reduced the amount of area the maintenance staff had to mow. Therefore, there is no immediate need to upgrade to a bigger mower this time. Mr. Steele asked who had requested the three future projects listed in the maintenance report. Mr. Gavia explained each of the items and Mr. Steele asked him to provide estimates and the Board would consider them. Mrs. Tate stated that all these had been put into the budget for next year. **CLOSED.**
- c. Standards Department: A written report was provided and is attached to these minutes. Mr. Steele noted that over the past two months the staff has been working very hard on the policy to actually contact the homeowners in person and that seems to be working as the number of notices has been reduced from 1081 notices in July to only 454 in August. Mr. Foss asked if a contact phone number is put on the courtesy notices to give the homeowners a person to call. Mr. Lemanski said the Superintendent's number is on the report. Mrs. Besecker thanked Mr. Lemanski and his staff for getting the vegetation trimmed along the sidewalks so people could walk without having to duck trees. Mr. Lemanski stated that the fence project was finally completed. **CLOSED.**
- d. Community Management Department: Mrs. Tate provided a written report. Mrs. Tate stated that the new computer systems were installed and running fine. The total delinquent assessments year-to-date is \$69,715.88. Mr. Steele told everyone he would be making a presentation on past due assessments at town hall meeting. Mrs. Tate asked if there were any questions and Mr. Severs asked about the meeting with lawyer. Mr. Steele briefed on what was discussed at the meeting with the Board, which Mr. Newton provided free of charge. He spent a little more than an hour with the Board to help the Board understand the process with past due assessments, foreclosures, and our responsibility to the Members in good standing within the

community. Mr. Steele briefed everyone on the highlights of the meeting and stated that he would walk through the entire timeline in detail at the town hall meeting. Mr. Severs asked if the Community Manager would discuss the new office hours, which are 9 am to 6 pm on Monday and from 9 am to 5:30 pm as well as the first Saturday of each quarter from 9 am to 12 noon. The next date the office will be open on Saturday will be October 9th, 2010. **CLOSED.**

- e. Architectural Review Committee. Mr. John Parson stated that Mr. Lemanski provided the written report that was given to the Board and Mr. Parson briefed on it. Mr. Parson stated that 34 ARC requests were submitted and only 6 were disapproved. He also gave an example of the most common error that led to disapproval. Mr. Steele asked the question about plat maps and if the Association could obtain plats for all properties. Mr. Willis stated that it would cost for each and that would be very expensive. Homeowners are able to obtain them from the County and the ARC allows those few that do not have them to provide pictures. After some discussion, the bottom line was that we would do whatever we could to assist the Homeowners, when possible. The ARC is working on some changes to the CC&Rs that were errors from the previous release/changes. **CLOSED.**
- f. Finance Committee: Mrs. Cannon stated that the Committee met on September 14th and Mr. Ken Lemanski was elected Vice-President. Cassandra Garcia was elected the Secretary. The primary discussion revolved around the FY2011 budget. Mrs. Cannon stated that she would present the budget to the Board in executive session and it would be presented to the Members at the town hall meeting. Mr. Steele opened the floor for questions. Mrs. Cannon gave a brief run-down on the financial statements year-to-date and for the month of August. Though we were below budget in August, we are doing well for the year with approximately \$80,000 above budget. **CLOSED.**
- g. Landscaping Committee. Mrs. Cannon stated that the committee had not been formed yet and would probably not be done until after the budget had been finalized. Mrs. Liliane Castillo was present with a copy of previously approved landscaping plan which had not happened due to budget shortfalls in the past. **CLOSED.**
- h. Nominating Committee. Mr. Steele asked Mrs. Jean Woodward and Mrs. Joyce Oliver to serve on the Committee and they have agreed to do so; however, he asked for at least two more volunteers from the Community and announced that there would be two positions up for election. As one of the members must be a Board member, Mr. Steele stated he would ask Mr. Drummonds upon his return if he was willing to serve on the Committee. **OPEN.**
- i. Communications Committee. Mr. Bill Fenstermacher briefed on the progress of the Committee. He provided minutes for the meetings thus far and explained the many areas being explored. Mr. Fenstermacher introduced the members of the Committee. The website is the primary focus at this time; however, the VWOA now has a Facebook account. He announced the time and date of the next scheduled meeting and reiterated that every Member of the Association is cordially invited. **CLOSED.**
- j. Public Safety Committee. Mr. David Daniels was not in attendance and no report was provided; however, Mr. Foss stated that he would be making a presentation at the town hall meeting. **CLOSED.**
- k. Ad hoc Pool Committee: Mr. Drummonds was not present and no report was provided; however, meeting minutes were provided for all meetings thus far. **OPEN.**
- l. Ad hoc By-Law and Administrative Resolution Review Committee: Mr. Drummonds was not in attendance; however, all minutes were forwarded to all members of the Board thus far. No report was provided. **OPEN.**
- m. Strategic Planning Committee: Mr. Severs provided a copy of all meeting minutes thus far and provided a draft Administrative Resolution for the Board to decide upon. Mr. Severs made a motion to approve the AR as provided; the motion was seconded; and approved by a vote of 4/0. **OPEN.**

III. UNFINISHED BUSINESS:

- a. Speed Limit Signs. Mr. Steele contacted the Bexar County Engineer department and they verified the information we received from the Sheriff's Deputy at a previous meeting. For the Association to lower the speed limit in our community, we would have to conduct a speed study and show that the majority of the drivers on our streets are driving faster than the posted speed limit, even though we believe the current speed

limit is too fast. However, in the Gardens, we can lower the speed limit, but the Sheriff's Deputies cannot enforce the limit since it is on private streets versus public streets. The Board will be looking at lowering the speed limits in the Gardens in executive session. It was suggested that we contact the Bexar County Sheriff's office to enforce the stop sign and this will slow traffic down for a while. Mr. Steele asked the staff to contact the Sheriff's Department. **OPEN.**

- b. Proposal from Mr. James Holmes. Mr. Holmes was not in attendance and he had not provided a proposal. Mrs. Tate agreed to contact him to determine if he was still interested in providing a proposal to teach the youth of our community about the hazards of drugs, gangs, and alcohol. **OPEN.**
- c. Swim Team Proposal. The swim team provided the hours they needed the pool to the Ad hoc Pool Committee; however, a proposal had not been received by the Board as of the time of this meeting. **OPEN.**
- d. Amending the Articles of Incorporation. Mr. Steele explained the issues with holding a special meeting of the Members of the Association and the requirement for notification. **OPEN.**

V. NEW BUSINESS:

- a. Mr. Hopkins asked if he could make a recommendation to the Finance Committee. He recommended the number of Standard Monitor's be increased from 6 to 8. Mrs. Cannon agreed the recommendation would be taken under consideration by the Finance Committee. **CLOSED.**
- b. No other new business was brought before the Board.

VI. The Next Meeting: The next regular meeting will be held on Thursday, October 21, 2010 at 7:00 p.m. in the Community Center.

VII. Adjournment: There being no further business before the Board, the meeting was adjourned at 8:22 p.m.

Written by:

Kevin M. Drummonds, Secretary

Date: _____

Approved by:

John B. Steele, President

Date: _____

Posted in the VWOA Book of Minutes by:

Brenda Tate
Community Manager
VWOA

Date: _____

STANDARDS DEPARTMENT REPORT

REPORT FOR THE VWOA BOARD OF DIRECTORS FOR THE MONTH OF SEPTEMBER 2010

Presented to the BOD on October 21, 2010.

Kenneth M. Lemanski Sr., BA, CEM.

Superintendent of Standards

<u>Topics</u>	<u>ACTION AND OR NOTES</u>	<u>STATUS</u>
STANDARDS		
ARC Committee	Staffed with two regular members and two alternate members. Mr. Geasler has resigned from the ARC.	Open
Property Improvement Applications	Seventeen (17) were approved and six (6) were not approved for September. See attached graph for those that were approved or not approved.	Info Only
Texas Property Code Letters	Eight (8) TPC Letters were mailed. This is an increase of five (5) from Aug.	Open
Courtesy Notices Issued	684 were issued for the month of September. This is an increase of 230 more than the 454 issued in August.	Info Only
Verbal Courtesy Notices Given	108 for September.	Info Only
Staffing/Personnel	Fully staffed with six (6) part time Standards Monitors.	Closed
Re-Sale Inspections	Eight (8) were completed for the month of August.	Info Only
Yard/Garage Sales	There were twenty-three (23) permits issued for September. Two garage sales without permits were closed down by the monitor.	Info Only
PROJECT MANAGEMENT		
SA Tree Challenge	This project is still on schedule. The trees are expected to arrive in early November and they are scheduled to be planted on the weekend of Nov 13. More volunteers are needed for this project.	Open
Public Safety Report	We have had two incidents on Westcreek View involving a section of fence	Info Only

and the Highpoint Monument located at Westcreek View and Park Point. Both objects were struck by a vehicle and the office staff is working these issues with the insurance companies. Crime Alerts continue to be placed on the web site and the constant contact email program. According to the web master this is one of the most popular areas in the constant contact email program according to reports he has received from Google.

National Night Out	As of Oct 13, 2010. I only know of two neighborhoods that put on an event. One was in the Gardens and the second one was in the 1900 block of Creek Knoll.	Info Only
End of Westcreek Oaks Drive	We have had some more illegal dumping at the dead end area of this street. I'm working with David Villa from Bexar County Public Works to see if we can get Westcreek Oaks Drive barricaded off at Sage Run with a gate. There is no reason for anyone to go past Sage Run on Westcreek Oaks Drive.	Open
Speed Signs in the Gardens	This project is completed with the installation of the signs in the Gardens. One set of signs has been placed on Pinafore and the second set is on Caravel.	Closed
Nature Trail	I have made contact with Marty Hauseman who is a Westcreek resident and also a Scout Master who has several boys in his Troop who are in need of an Eagle Project for their Eagle Badge. I have also met with Mr. Severs and we have discussed the area where he would like to see the nature trail started.	Open

Maintenance Department Monthly Report
September 2010
Maintenance Superintendent
Freddie Gavia

Equipment Status:

- Poulan Pro Hedge Trimmer: inoperable- pull to start cord assembly on back-order.

Weekly Schedule:

Monday:

- Clean up Sports Park after weekend activities.
- Sports Park Pool Lawn maintenance.
- Pick up trash on the main roads.
- Begin monument maintenance.

Tuesday:

- Continue with monument maintenance.
- Greenbelt lawn maintenance.

Wednesday:

- Complete monument/greenbelts maintenance.
- Begin Sports Park lawn maintenance.
- Pick up supplies as needed.

Thursday:

- Staff meeting.
- Continue with Sports Park lawn maintenance.
- Check water softener.

Friday:

- Community Center Lawn maintenance and wash down patios.
- Clean Pavilion and restock for weekend activities.
- Ensure Sports Park trash cans are empty.
- Clean all equipment and conduct preventative maintenance.

Notes:

- Pick up trash on the main roads as needed.
- Pick up trash at the Sports Park as needed.
- Remove tagging / graffiti.
- Make any and all repairs as necessary.
- Special projects.

Fence Staining:

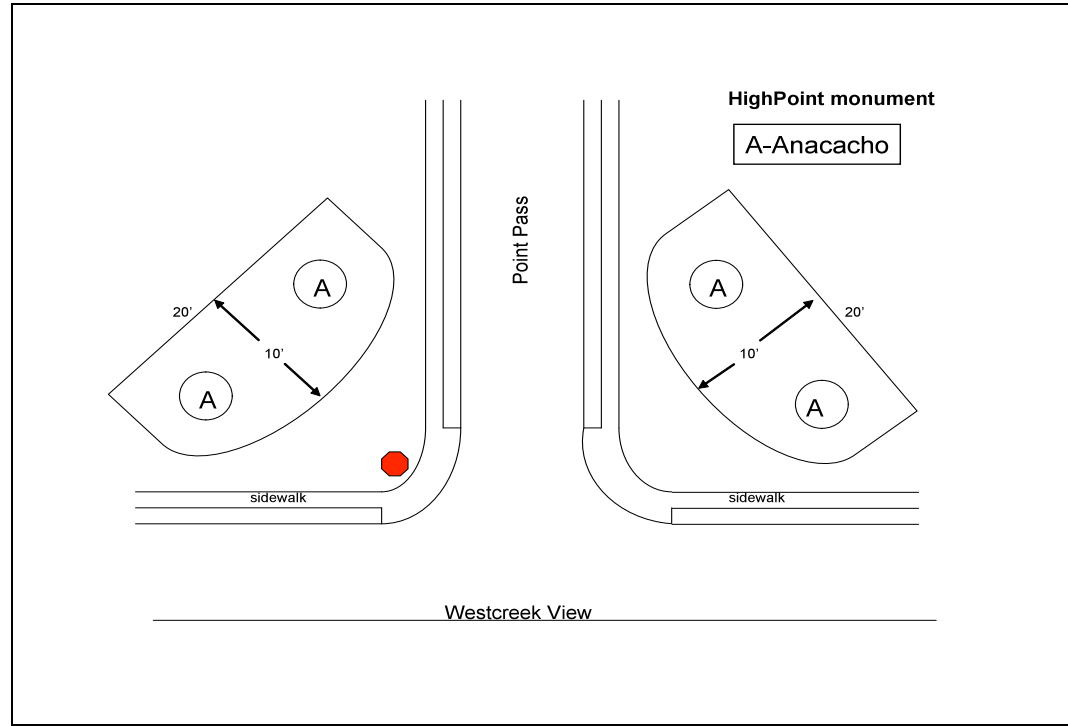
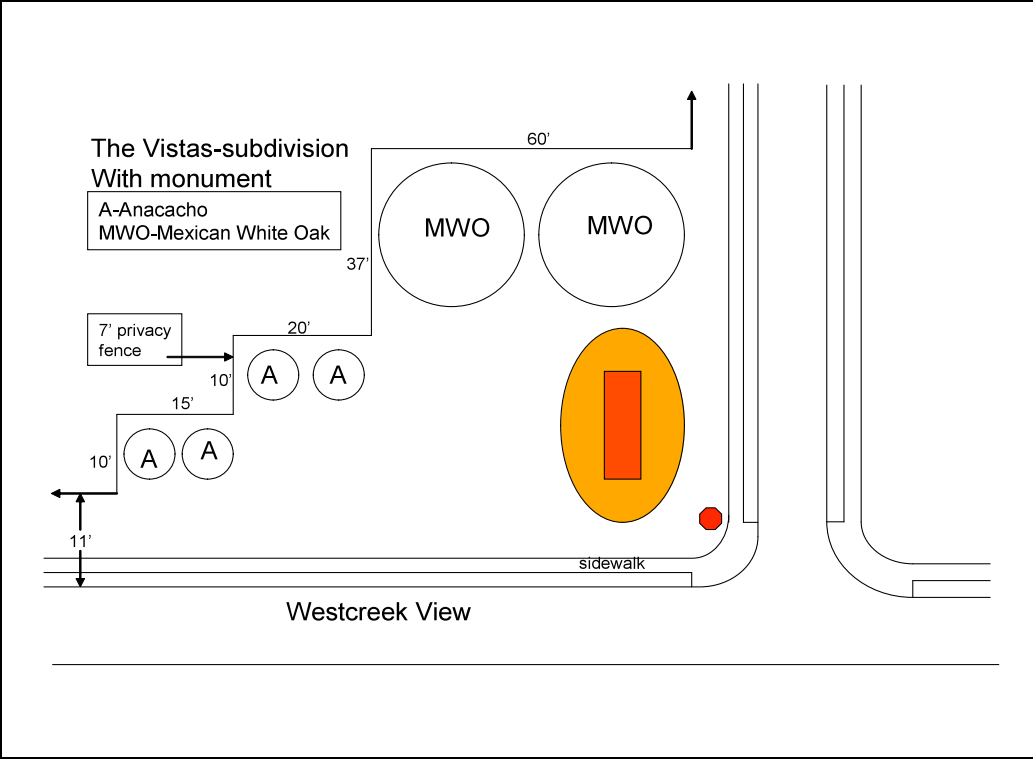
- Fence staining has begun on Talley Road. Approximately one-third complete.
- This project will be hindered somewhat due to other projects: mulching/chipping, dispersal of mulch, tree challenge.
- Projected completion is before the end of the year.

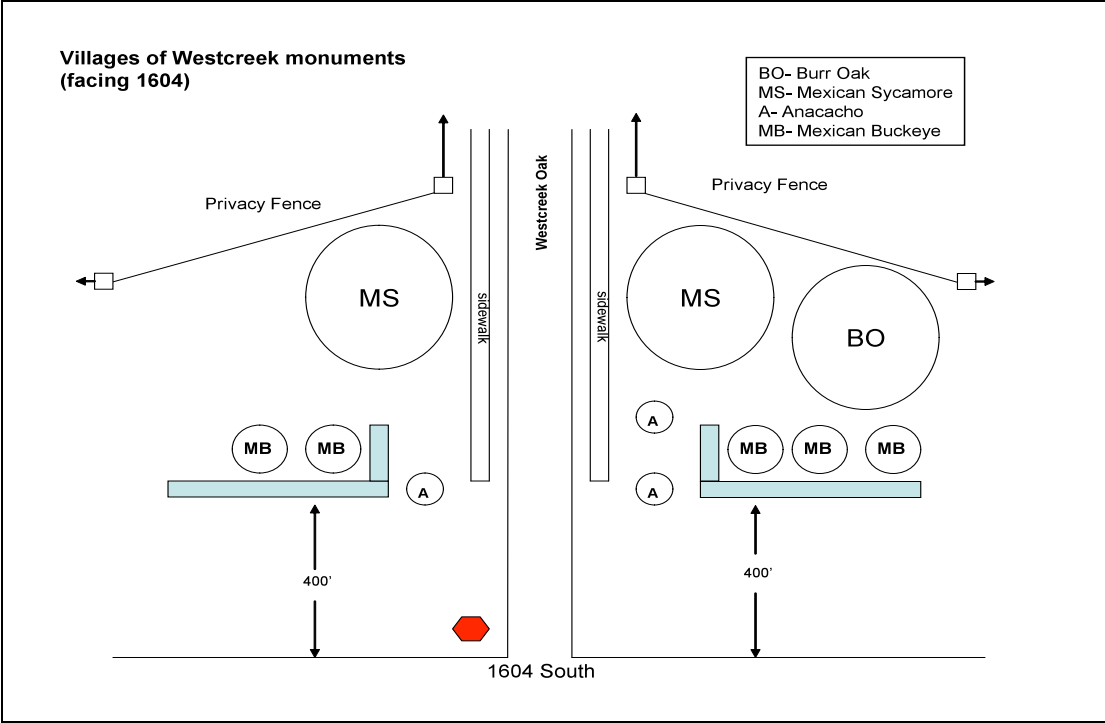
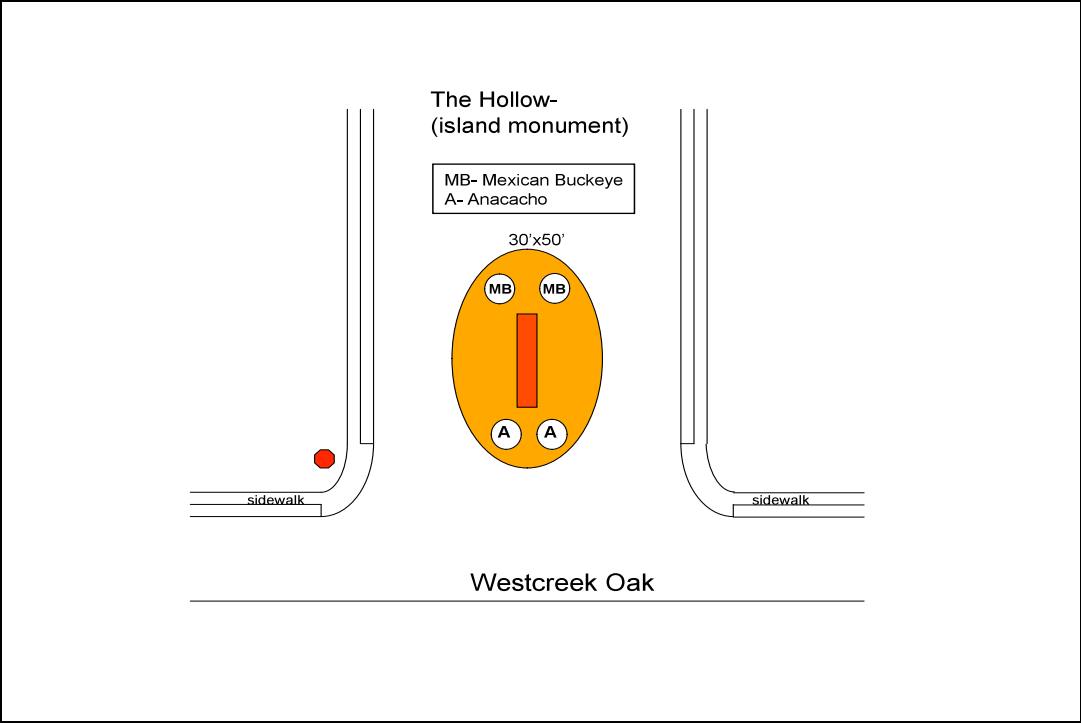
Mulching/Chipping:

- 2 day operation (13-14 sept)
- Rental from The Home Depot. \$425 total cost.
- Operation produced approximately 12cu.yds.
- Fair market value of the mulch is \$25 per yard totaling: \$300.
- Savings of \$125

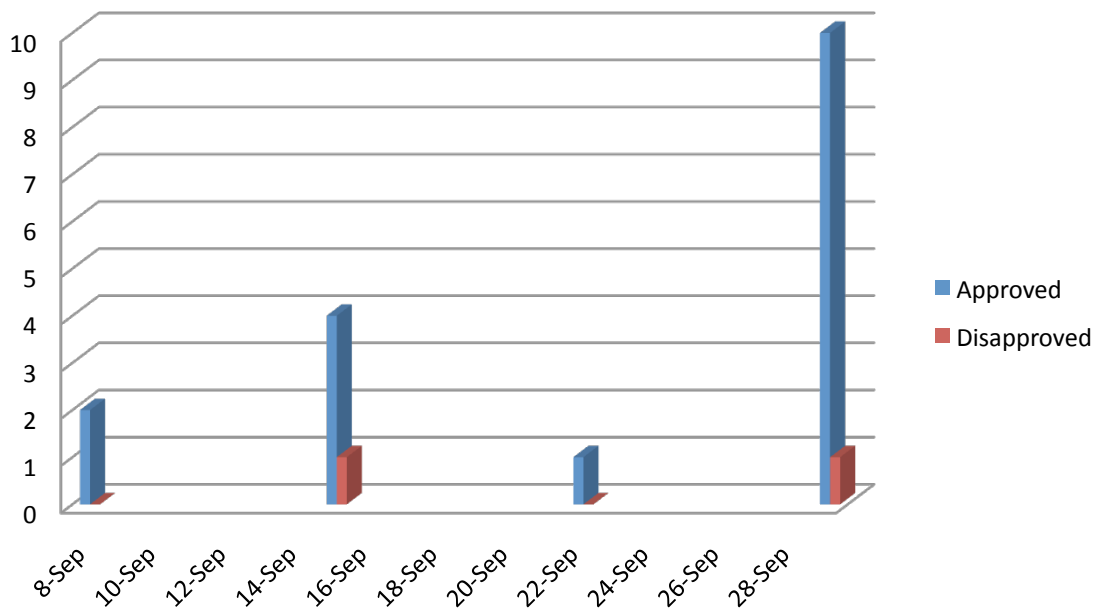
Tree Challenge:

- Tree planting training was on Saturday, Oct. 9 from 8 am- 12pm at Rosedale Park.
- Tree delivery was moved up to late October.
- The Community Center pool will serve as the storage area.
- Volunteers to help with the planting, anyone?
- Monuments to receive trees: (*see attachment*)
 - The Vistas
 - High Point (Point Pass)
 - The Hollow
 - VWOA monuments at 1604/Westcreek Oaks entrance.





PIA CHART FOR SEPTEMBER 2010



Most of the PIA's that are disapproved are rejected because the homeowner has not provided a Plat, enough information or the request does not comply with the CC&R's or the current Standards. The first three weeks after Labor Day were slow as far as applications to the ARC are concerned. It picked up again at the end of the month after the home and garden show was held in San Antonio.

Strategic Planning Committee
Villages of Westcreek Owners' Association, Inc.
12395 Military Drive West
San Antonio, TX 78253

REGULAR MEETING MINUTES
Tuesday, September 28, 2010

CALL TO ORDER: Rick Severs, Chair called the meeting to order at 6:30 pm.

ATTENDANCE:

Committee Members: Bill Fenstermacher, Lil Castillo, Rick Severs and Judi Cannon.

Absent: None

VWOA Staff: Oswald Willis, ACM and Ken Lemanski, Superintendent of Standards.

MINUTES APPROVAL: The minutes from the meeting of October 24, 2009 were reviewed by the committee members.

ANNOUNCEMENTS, PRESENTATIONS AND REPORTS: Mr. Severs went over the requirements of Administrative Resolution #9, Strategic Planning Committee Terms of Reference. Mr. Willis volunteered to serve as the Co-Chair and Mr. Lemanski volunteered to serve as the Secretary/Treasurer of the committee. Mr. Severs stressed we only make recommendations to the Board of Directors after we have researched our ideas and have looked at the costs involved for a recommended project or idea. This committee will only meet once a quarter. The next meeting is scheduled for Oct 12, 2010, so there is still time for input for the budget. Another goal of the committee is to improve services without adding costs for the community.

UNFINISHED BUSINESS: None

NEW BUSINESS: Mr. Fenstermacher was asked to put together an online survey so we can survey the residents on the suggestions the committed already has and find out if there are any new ideas or needs from the members of Westcreek. The members of the committee were asked to look at what has been suggested for community needs as a whole and to rate this needs.

ADJOURNMENT: There being no further business, the meeting was adjourned at 7:40 pm. The next meeting was scheduled for October 12, 2010, 6:30 PM at the Association Conference Room.

Date: _____

Harold (Rick) Severs, Chair Strategic Planning Committee

CC: SPC File
Attachments: AR #9
Kml

Villages of Westcreek
San Antonio, TX 78253
September 25, 2010

State of the Community

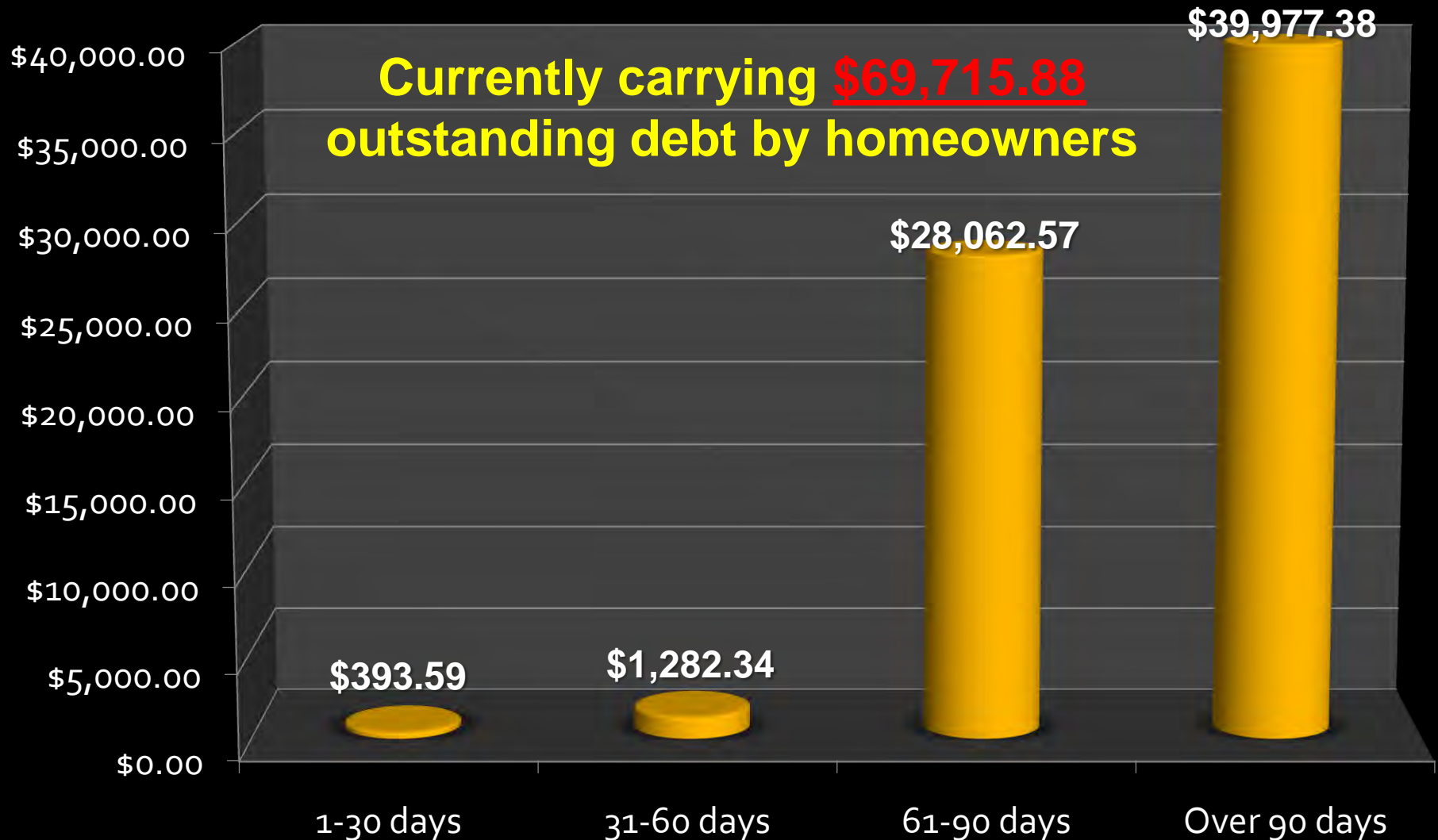
Agenda

- Bexar County Commissioner, Precinct #1, Honorable Sergio “Chico” Rodriguez
- State of the Community Address, President
- Staff Update, Community Manager
- Draft 2011 Budget, Treasurer
- Board Members Presentations
- Question and Answer Session

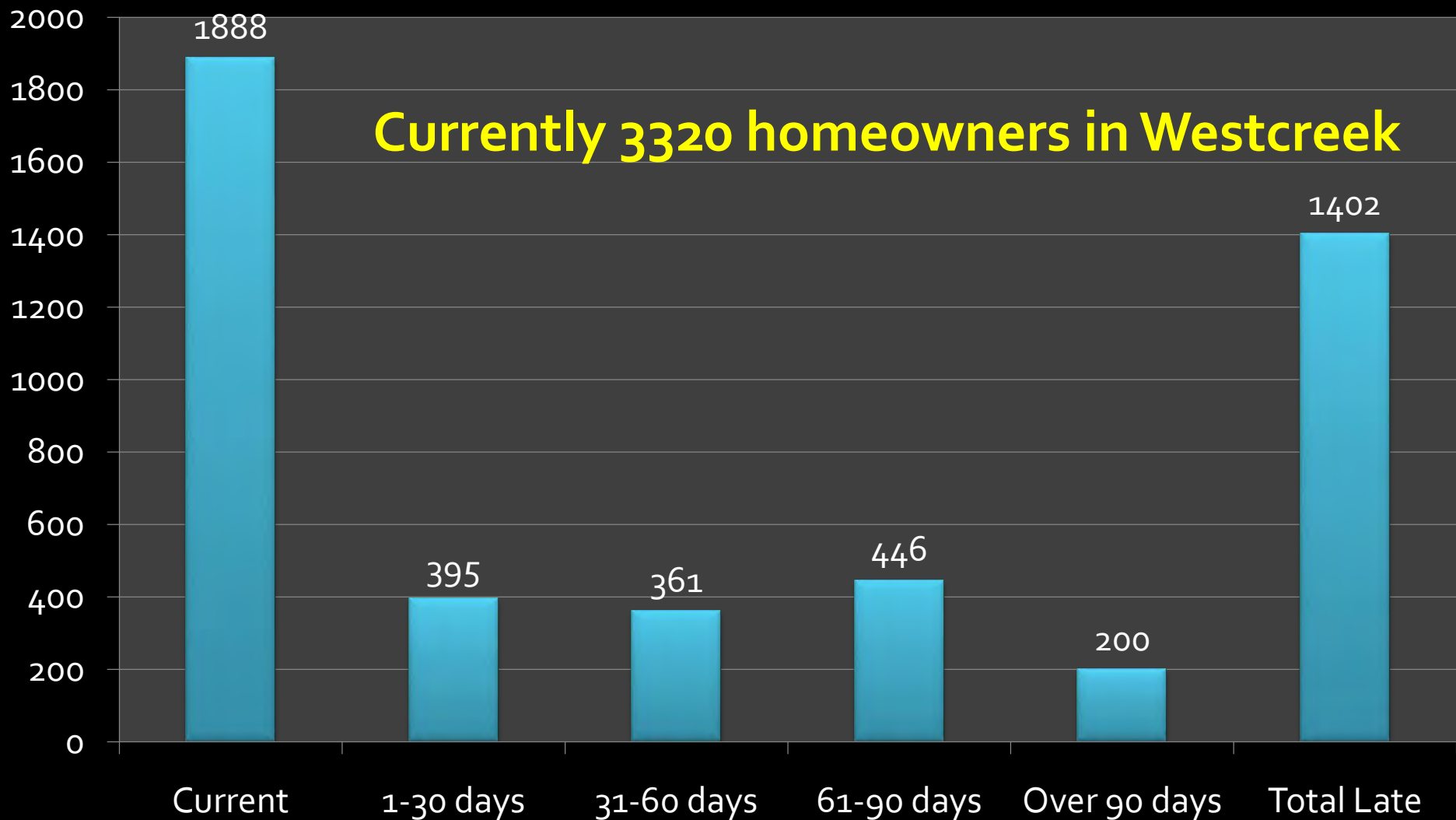
State of the Community

- Late Assessments are decreasing but still impact the homeowners

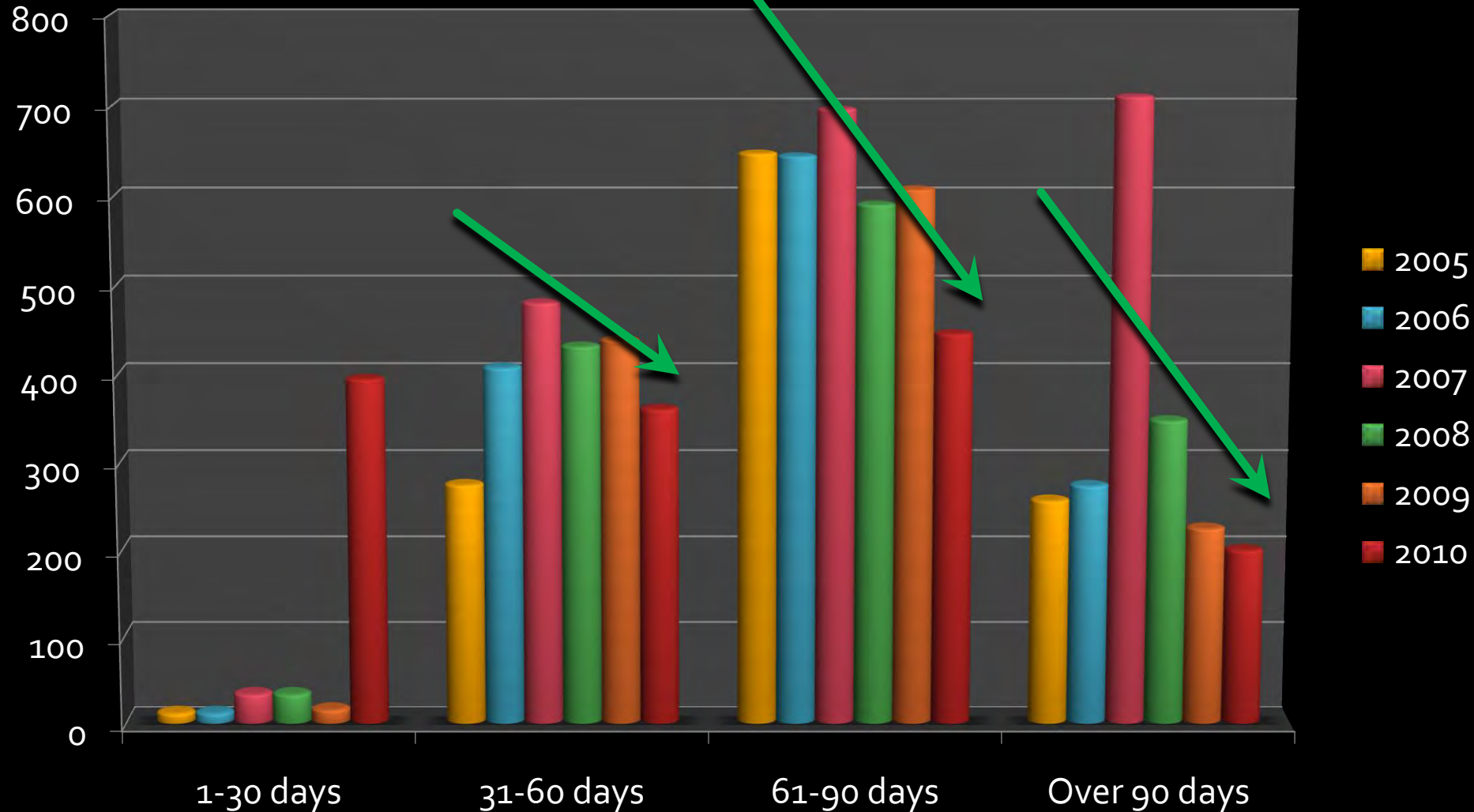
Monetary Impact



Numbers of Homeowners Involved



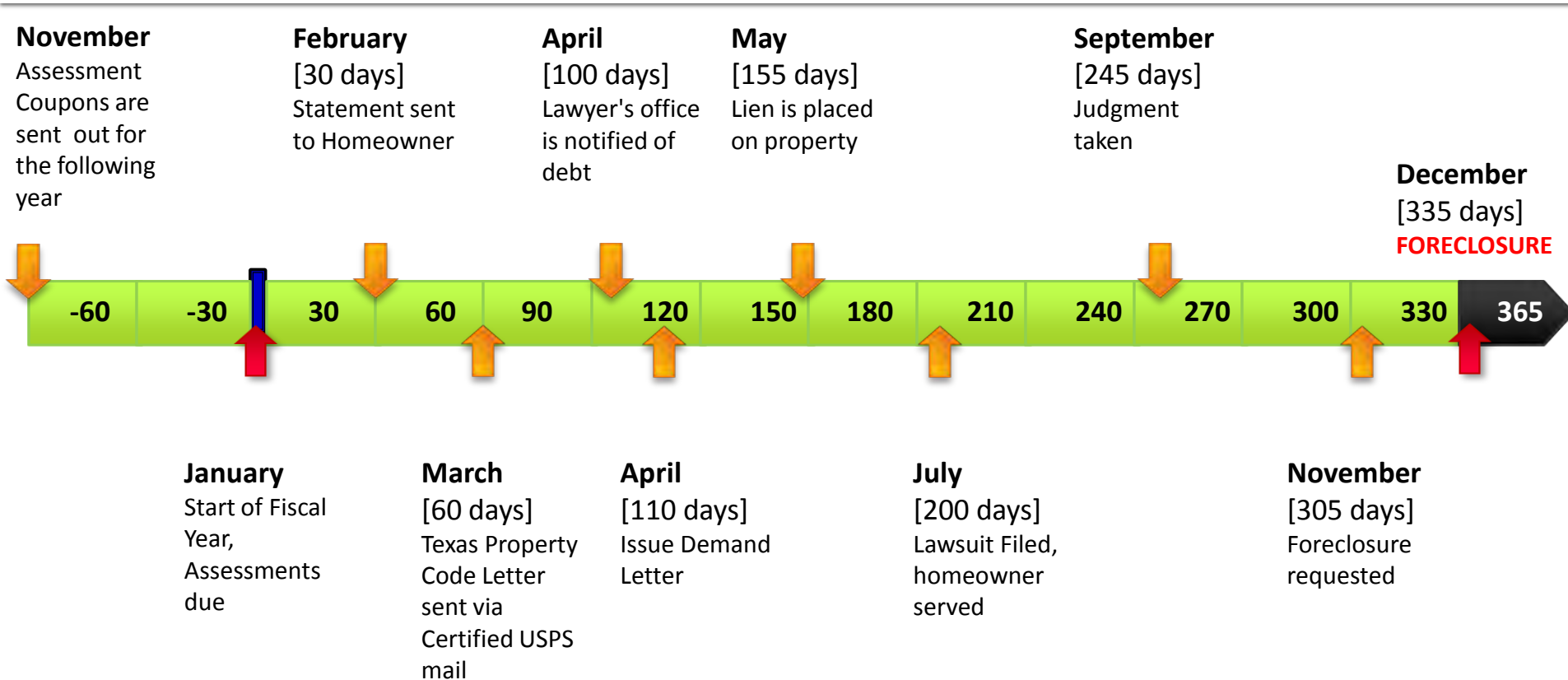
Long-Term Trend



State of the Community

- Late Assessments are decreasing but still impact the homeowners
- “De-mything” foreclosures and the HOA process for collecting on delinquent assessments

Notional Delinquent Assessment Timeline



Payment arrangements can be made with office at any time before it is sent to the lawyer and after it is sent to the lawyer

COMMUNICATION IS KEY

State of the Community

- Late Assessments are decreasing but still impact the homeowners
- “De-mything” foreclosures and the HOA process for collecting on delinquent assessments
- Long-term projects for the future

Long-Term Projects

- **Online payments and account access**
 - PayPal
 - Secure Access
- **Community Bylaws Revision**
 - Overdue amendments
 - Doesn't solve CC&R issues
- **Fence Project**
 - More sustainable options
- **Neighborhood Lights**
 - Solar powered
 - Yard lights
- **Use of 26-acres of undeveloped land**
 - Self-storage
 - Day Care
 - Nature Trail



Call for Assistance

- Please help us to get everyone's mailing address, email address, phone numbers, etc.
- Volunteers for Committees
- 2011 Election and Annual Meeting



**Welcome to the
Villages of Westcreek Town
Hall Meeting
Fall 2010**



Declaration of Covenants, Conditions and Standards

CC& R's

- ▶ The Villages of Westcreek was established on **January 25, 1987** By San Antonio Savings Association, a state chartered mutual saving and loan association of Bexar County, Texas. The Declaration of Covenants, Conditions and Standards is the governing document that controls everything we do as an owners' association.
- ▶ This is a deed restricted community.
- ▶ When you bought into Westcreek you agreed to follow the CC&R's and pay your assessments

Board of Directors

John Steele
President



Alan Foss
Vice President

Judi Cannon
Treasurer

Kevin
Drummonds
Secretary

Harold Severs
Asst. Secretary

Management staff



Community Manager
Brenda Tate

Asst. Community
Manager
Oswald E. Willis,
CMCA®

Administrative Staff



GRACE
BRIGGS

JENNIFER
BELL

KIM
BIRCHFIELD

Standards Department Staff

Superintendent of
Standards
Kenneth Lemanski



Standards
Monitor
Adrian Suttles

Standards Monitor
Joel Hernandez

Standards Monitor
Nick Hogue

Standards Staff (Continued)

Superintendent of
Standards
Kenneth Lemanski



Standards
Monitor
Alan Harlan

Standards Monitor
Isabel Rogue

Standards Monitor
Melynda Porter

MAINTENANCE DEPARTMENT STAFF



Superintendent of
Maintenance
Freddie Gavia

Foreman
Frank Tenorio

Grounds Keeper
Perry Turner

Maintenance works!

- New Pergola
- Graffiti removal
- Park & Monuments
- Common area care
- Daily trash pickup

I



Remember When?

The original office in the Sports Park



Some Past and Present Home Builders in the Villages of Westcreek

- K. B. Homes
- Centex Homes
- Armadillo Homes
- Pulte Homes
- Lennar Homes
- Fox Jacobs Homes
- Gemcraft Homes
- Century Homes
- D.R. Horton Homes
- McMillan Homes
- Greensboro Homes
- JH Cruz Homes

Villages

- ▶ 19 separate villages
- ▶ Over 3,290 homes currently occupied
- ▶ Average of 4 people per house–hold
- ▶ Estimated population, 13,160
- ▶ Compare to local small cities in the San Antonio Metropolitan area
 - City of Alamo Heights: 7, 319 *
 - City of Castroville: 2,664 *
- ▶ We are bigger than some of the smaller cities in our area!

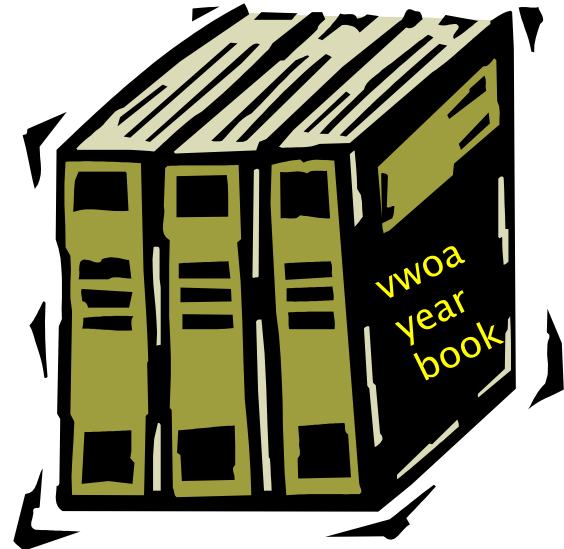
* 2000 US Census

Number of homes in the Villages of Westcreek

- ▶ Currently 3,290 homes built as of Sept 1, 2010
- ▶ Upon completion, 3,407 homes in THE VILLAGES OF WESTCREEK OWNERS' ASSOCIATION!
- ▶ The second largest Homeowners Association in the San Antonio Metro Area
 - The GNW has 4,399 homes

Schools

- ▶ Galm Elementary School
 - For years this was the only school in or near Westcreek.
- ▶ Ott Elementary School
- ▶ Luna Middle School
- ▶ Brennan High School
- ▶ Northwest Vista College





New Community Center Building
Opened July 2006

Office hours



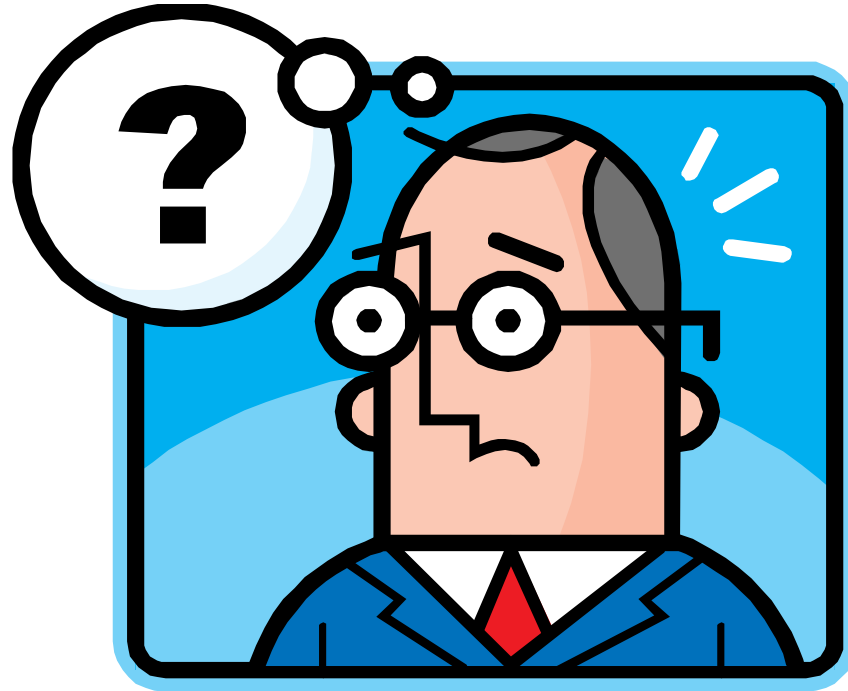
- ▶ Monday 9 am to 6 pm.
- ▶ Tuesday through Friday 9:00 am to **5:30** pm
- ▶ First Saturday each quarter – 9 am to 12 pm
- ▶ Staff is available after office hours, appointments can be scheduled for after regular office hours
- ▶ After hours *emergency phone* contact number is 210-854-9282. For VWOA issues only

Communication tools

- ▶ News Letter: WESTCREEK TIMES
 - Issued 4 times per year
- ▶ Website: www.villagesofwestcreek.com
- ▶ Telephone: 210-679-8761
- ▶ Fax: 210-679-0040
- ▶ Constant Contact E-Mail Service
 - Crime and Consumer Alerts
- ▶ Facebook
- ▶ Signage at all the main entrances to W/C

Your Office Staff

Did you ever wonder what your office staff does on a daily basis?



All in a days work #1

- ▶ COLLECT ASSESSMENTS
- ▶ ASSESSMENT INFORMATION REQUESTS
- ▶ CUSTOMER INQUIRIES
- ▶ CUSTOMER COMPLAINTS
- ▶ FUNCTION SCHEDULING
- ▶ LEGAL LEDGERS
- ▶ OUTGOING MAIL
- ▶ CERTIFIED MAIL
- ▶ RESALE CERTIFICATES
- ▶ STANDARDS INQUIRIES
- ▶ ID CARDS
- ▶ FAXES
- ▶ INCOMING AND OUTGOING CALLS
- ▶ INCOMING MAIL
- ▶ SCHEDULING OFFICERS FOR FUNCTIONS
- ▶ EMERGENCY PHONE DUTY
- ▶ UPDATING FORMS
- ▶ PROPERTY RESEARCH
- ▶ CLASS/ACTIVITY REGISTRATION
- ▶ PAVILLION CONTRACTS
- ▶ PAVILLION SCHEDULING
- ▶ WELCOME PACKAGES
- ▶ ASSESSMENT INQUIRIES
- ▶ CLOSINGS
- ▶ FUNCTION CORDINATING
- ▶ FUNCTION ROOM TOURS
- ▶ COMPANY FILING
- ▶ LEGAL FILING

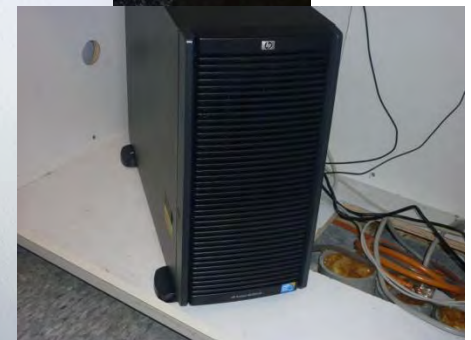
All in a days work #2

- ▶ NOTARY FUNCTIONS
- ▶ END OF MONTH REPORTS
- ▶ UPDATE FILES
- ▶ UPDATE DATABASE
- ▶ UPDATE QUICKBOOKS
- ▶ NEWSLETTER MAIL OUTS AND AD SALES
- ▶ MAINTAIN COMMUNITY BOARD
- ▶ OFFICE PROCESSING
- ▶ COMMUNITY CENTER UPKKEEP
- ▶ MAIL DISTRIBUTION
- ▶ PROPERTY ADDRESS RESEARCH
- ▶ ROOM INSPECTION AFTER FUNCTION
- ▶ RENTALS
- ▶ PROCESS YARD/RUMMAGE SALE PERMITS
- ▶ PROCESSING/RESEARCH RETURNED MAIL
- ▶ ADDRESS LOOK UP FOR MONITORS
- ▶ PREPARE YEARLY ASSESSMENT MAILOUT
- ▶ PREPARE ANNUAL MEETING MAILOUT
- ▶ SATURDAY QUARTERLY OFFICE COVERAGE
- ▶ PREPARE RESALE PACKAGES
- ▶ ADMINISTRATIVE SUPPORT
- ▶ MAIL BACK DEPOSITS

Amenities in the Villages of Westcreek

- ▶ Community Sports Park
- ▶ Swimming Pools (2) (Available for rentals)
- ▶ Tot Lot (Playground)
- ▶ Baseball Field (Improvement planned for spring 2011)
- ▶ Soccer/Football Field (Improved this fall)
- ▶ Basketball Court (Full Court)
- ▶ Tennis court (2)
- ▶ Walking/Running Trails
- ▶ Pavilion (Available for rentals)
- ▶ Sand Volleyball Court
- ▶ Overflow Parking Lots (3)
- ▶ Community Center (Available for rentals)
- ▶ Nature Trail (Planned for early 2011)

New computers & server



New contracts = Annual Savings

▶ Phone system:	\$14.95
▶ Trash collection:	\$50.00
▶ Cancelled storage contract:	<u>\$99.00</u>
Monthly Savings:	\$163.95

Total Annual Savings:	\$1,967.40
-----------------------	------------

Parks and Recreation

Superintendent of
Parks & Recreation
DeAdra Harston

Coach
Al Machail



Parks & Recreation

Recent Events:

▶ VWOA Triathlon

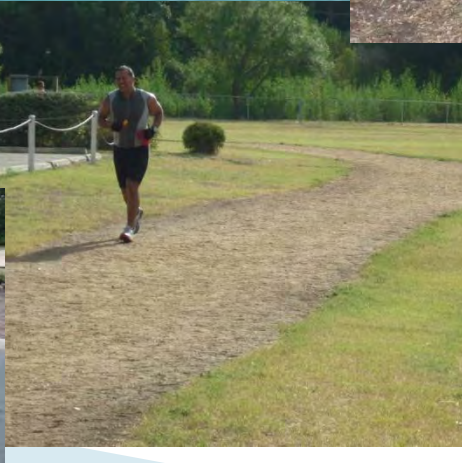
- Super event for family relays and members.
- Gear up for November 6, 2010

▶ Annual Picnic

- **563** members attended. **Woo-hoo!**
- horse rides, snow cones, new friends
- great food from Grady's Bar-b-que,
- freebee give a ways
- Brennan ROTC and Luna MS dedicated help
- **Don't miss it next year!**



Triathlon fun



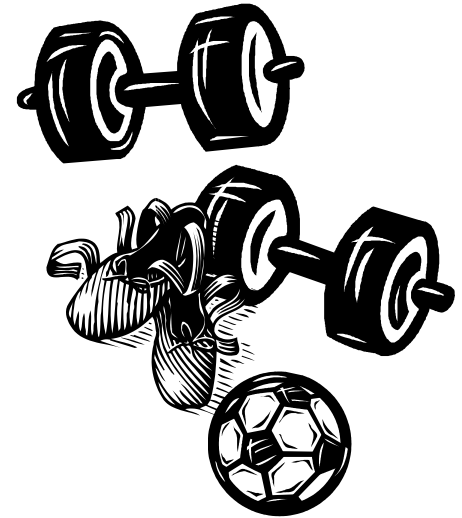
Annual Picnic fun



O, what fun!

Programs & classes

- ▶ Olympic Karate
- ▶ SMASH
 - Zumba, Hip Hop, Ballet/Tap/Acro
- ▶ WC Scrapbooking
- ▶ PiYo & Turbo Kick
- ▶ Muscle Toning
- ▶ Soccer
 - Enrollment increased from 67 to 148
 - Games against VWOA teams and Devine Association
 - Kicking, green grass fun!
 - Games: Saturday mornings at Park





I-Carly Camp



Strength



Summer Show



Discipline



Yoga

► Raiders Pop Warner Football

- Practice: Monday, Tuesday & Thursday evenings
- August – December
- 4 home games
- **Benefits:**
 - \$10,000 of sod added to football field
 - Gorgeous, lush green fields
 - Dirt/seed/sod brought onto baseball fields
 - VWOA receives percentage of concessions
 - New sprinkler system on fields
 - Team pays for irrigation of field and electricity
 - VWOA logo to be stenciled on field
 - Goal posts painted





Gorgeous, lush, green grass from
Raider Pop Horner Football Team!



Events still to come

- ▶ Rummage Sale – October 2
- ▶ Fall Festival – October 16
- ▶ Triathlon – November 6
- ▶ Christmas Bazaar – November 13
- ▶ Snack with Santa – December 4
- ▶ Christmas Light Contest – December

Join your
VWOA friends!

It's a magical season for making memories!

NEXT

- ▶ We will discuss our Standards

Villages of Westcreek Homeowners' Association

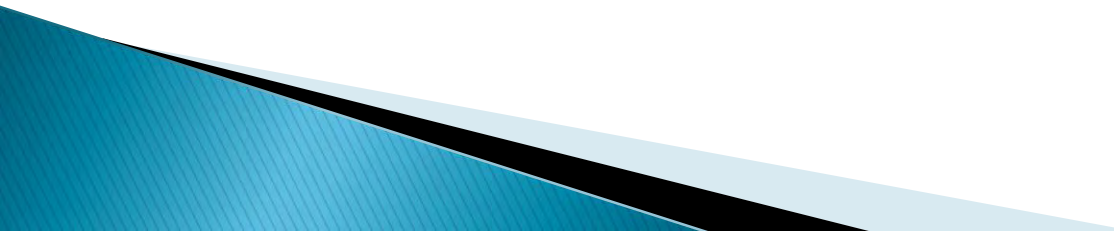
Standards Department
and the
Architectural Review Committee

This is one example of why we have standards enforcement in place.

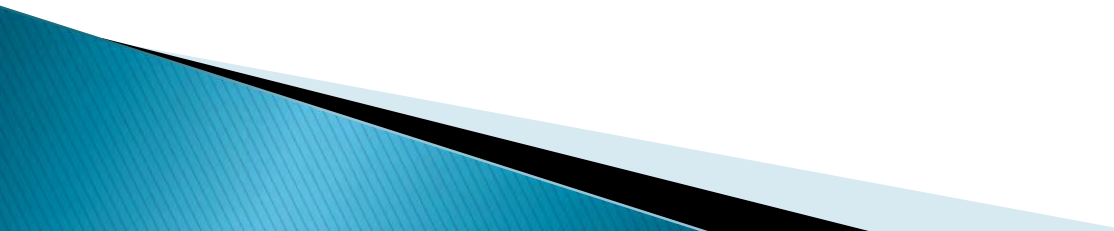


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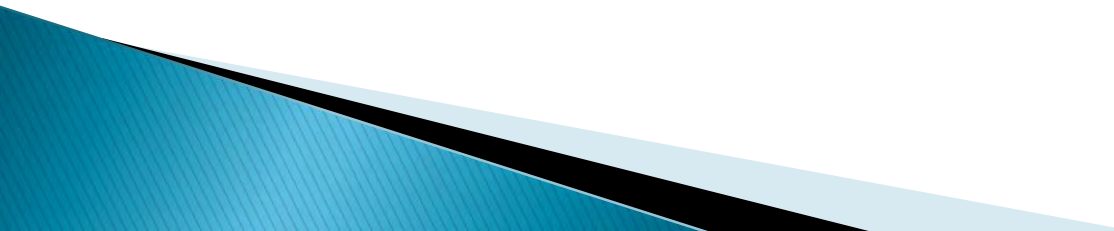
Standards Department

- ▶ The purpose and the goal of the Standards Department is to help maintain the values of our homes here in the Villages of Westcreek.
 - ▶ The Standards Department consists of the Superintendent of Standards and six part time Standards Monitors who work twenty hours per week and average 520 homes each. Each member of the Standards Department is a resident of Westcreek.
- 

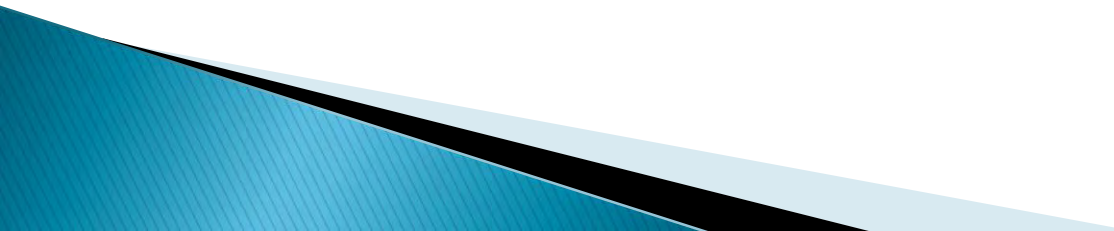
The Architectural Review Committee (ARC)

- ▶ The ARC is made up of five Westcreek homeowners who volunteer their time for our community.
 - ▶ They are appointed by the Board of Directors and serve one six year term.
 - ▶ The ARC meets weekly on Tuesday afternoons at 4:30 PM in the conference room of the Community Center. These meetings are open to all residents.
- 

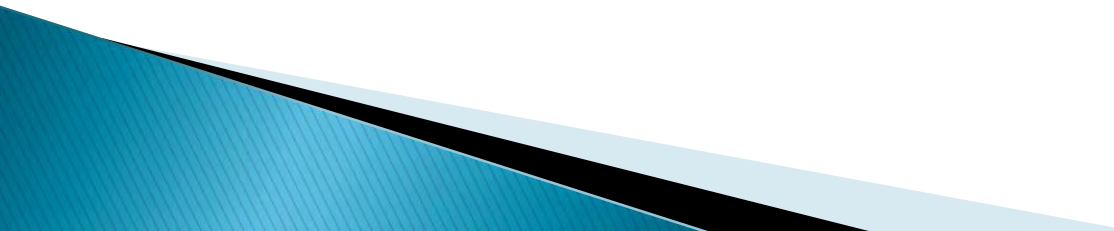
The Architectural Review Committee (ARC)

- ▶ The new standards were developed and re-written by the ARC.
 - ▶ This was a project which took over two years to complete.
 - ▶ The ARC did bring in experts in their field for artificial grass, solar power and metal roofing.
 - ▶ Several of the standards were changed to comply with new technology, the recent drought and instructions from our Attorney.
- 

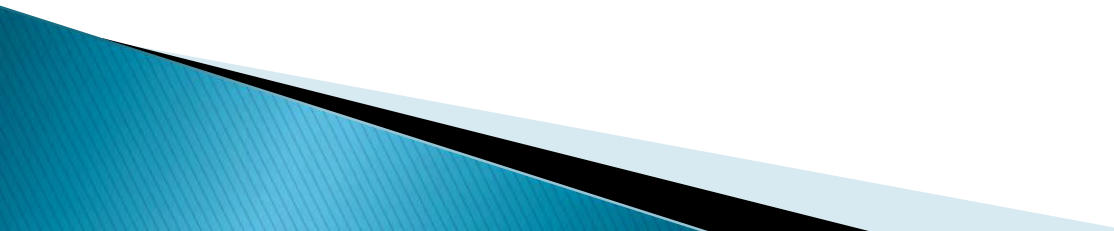
The New Standards

- ▶ The new Standards for Architectural Design and Property Maintenance were introduced at the Annual Meeting in April 2010.
 - ▶ The Standards are available on line at our website: www.villagesofwestcreek.com. Click on the Documents tab on the left column of the home page and then scroll down to the Standards.
 - ▶ Printed copies of the Standards are also available at the Associations' Office.
 - ▶ The Standards apply to *all* owners and non-owners.
- 

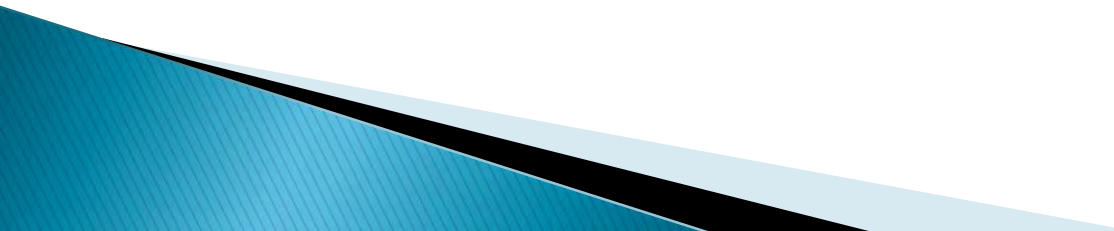
Overview of the new Standards

- ▶ Trash and Recyclable Containers now have a curfew.
 - ▶ Yard and Garage Sales are allowed with a \$15.00 Permit.
 - ▶ Estates Sales are allowed with a no fee Permit.
 - ▶ Your assessments must be current when you apply to the ARC for an improvement and for a yard/garage and Estate Sale Permit.
- 

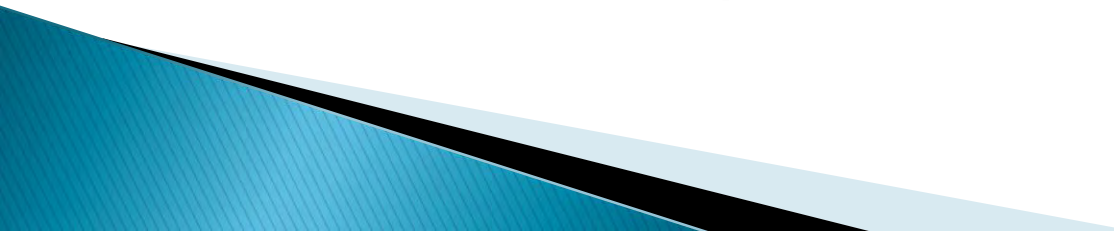
Some of the new items in the Standards are:

- ▶ Solar power panels, wind mills and metal roofs may be approved on a case-by-case basis.
 - ▶ Artificial Turf may also be approved.
 - ▶ The allowable yard area of Xereoscaping has been increased to 50% of the non-hard surface.
 - ▶ You are now allowed one 20 foot flag pole.
 - ▶ RV's, Boats, etc., are now permitted 48 hours before and after each trip to be parked at the residence. They cannot block the sidewalk.
 - ▶ ***When in doubt apply to the ARC with the PIA Form.***
- 


Trash Containers

- ▶ Trash or recyclable containers can be placed out at the street, curb, or on the grass no earlier than 6:00 PM the night prior to the scheduled pickup day.
 - ▶ The trash or recyclable container must be in no later than 8:00 AM the day *after* the scheduled pickup day.
 - ▶ The trash or recyclable container must not block the sidewalk at any time.
 - ▶ When stored, trash cans must be out of sight from the street at all times.
- 

Yard and Garage Sales

- ▶ Yard and Garage Sales are allowed on the second Saturday of each month except for the months of May and October when the Community Rummage Sale is held in the Sports Park.
 - ▶ You must obtain a Yard or Garage Sale Permit from the Association Offices by 4:00 PM on the Thursday prior to the sales date. Cost is \$15.00. Assessments must be current.
 - ▶ Homeowners are allowed only two yard or garage sales per year at their home.
 - ▶ The sale sites are checked by a Standards Monitor for compliance.
- 

Grass and Yards

- ▶ The standards state the grass must not be any taller than 5 inches.
 - ▶ The grass should be edged and trimmed.
 - ▶ Weeds and grass growing in the flower beds and lawns must be removed.
 - ▶ The resident is responsible for the weeds and grass in the seams and cracks of the driveway, sidewalk, walkway, between curb and street.
 - ▶ The resident is also responsible for the removal of an overabundance of leaves from the yard, sidewalk, driveway, walkway, street/curb.
- 

Graffiti is a major problem. Do you know where your paint cans are?



02.11.2008 13:16

Basketball goal– so wrong. No closer than 15 feet from the curb.



02.06.2007 11:43

This is an example of someone who
takes pride in their home and yard



09.29.2006 09:15

Conclusion for Standards

If we all work together we can keep Westcreek looking nice and keep our home values up.



Villages of Westcreek
Owners' Association

Managers Report

September 2010.

Presented to the Board of Directors

- President John Steele and I Met with Centex Builders Representative Regarding condition of several lots of Centex property located on the villages of Westcreek. These lots have not been mowed or kept up to Westcreek standards. An offer was made by Centex, instead of Centex Keeping up the lots. Centex offered to gift the land to the Villages of Westcreek. Please note each time Centex has been approached about the condition of the land. The company has offered to gift the land to the association. The land is not large enough to build anything on and would have no value to the association. The cost of taxes and upkeep would be added to the Associations budget as well. The offer of land was rejected. A proposal from Centex to pay the villages' of Westcreek either a monthly fee to maintain the land for them or to accept a onetime payment to maintain the land is still being discussed at the Centex offices.
- The monument on Highpoint was struck by a motor vehicle and sustained quite a bit of damage. A police report was obtained and estimates for repair have been sent to the insurance company of the responsible party.
- Five property liens originally filed for nonpayment of assessments were paid and released this month.
- A restitution check in the amount of \$100 was received from the person that graffitied the fence in 2008. Total balance still due is \$ 3000
- I Met with Paula Roberts regarding upgrading and revamping the Westcreek web page .I was given the great ideas of the communication committee .With the improvements the web page should become more user friendly. We are also in the logistic stages of online payments.
- The fence on Westcreek view was struck by a motor vehicle. The driver was taken into police custody. We are in contact with the insurance company and are in the process of getting bids for repair.

Total Assessment delinquency \$ 120,219.40

Community Center Functions 3
Pavilion parties 6
Pool Parties 3

Closings
Resale 20
New 9

ID card transactions 74

Constant contact stats for the month of September Villages of Westcreek Constant Contact Email
Status Report
September 2010
Emails:

Date	Email	# of recipients	# of opens	Link & # of click-thrus
9/1	Communications Volunteers	627	275	VWOA website – 2
9/3	Office Closure	630	273	VWOA website – 9
9/3	Crime Alert	630	368	VWOA website – 7
9/7	Budget Meeting Cancelled	634	190	VWOA website – 3
9/8	Town Hall Mtg	634	190	VWOA website – 6
9/10	Consumer Alert	363	360	VWOA website – 6
9/14	Crime Alert	658	428	VWOA website – 26
9/17	PiYo Classes	662	253	VWOA website – 15
9/17	Town Hall Mtg & Assessments	662	249	VWOA website – 4
9/17	Strategic Planning Comm.	662	257	VWOA website – 6
9/21	Fall Festival	665	341	VWOA website – 10
9/21	Rummage Sale	665	323	VWOA website – 6
9/28	Muscle Toning	676	256	VWOA website – 7
9/29	Newsletter	677	381	VWOA website - 196

Subscribers:

As of Sep 30, 2010, there were **677 subscriber** email addresses.

Brenda Tate
Community Manager