

# Stone Oak Homeowners Association Annual Meeting

October 5, 2021



SCAN ME



# Stone Oak Homeowners Association Annual Meeting

October 5, 2021



# Annual Meeting Agenda

1. Reading of 2019 Annual Meeting Minutes
2. Special Guests
3. Board of Directors Report
  - a. Board of Directors and Management
  - b. Landscaping & Lighting
  - c. Upper Passage Pool
  - d. State laws & ACC guidelines
  - e. Budgeting
4. Delinquencies
5. Violations
6. Election of Directors
7. Property Manager Report
8. Committees
9. Committee Report(s)
10. Items from the Floor (Survey Results)
11. Items from the Floor (Q&A)
12. New Business
13. Adjourn

# Establish Quorum & Call to Order

## President, Board of Directors

In the event a quorum is not present, 51 of 507 (10%), we have to adjourn the meeting.

A new call for quorum will be called, which only requires 35 of 507 (2/3 of previous 10%).

\*per Stone Oak HOA By-laws.

# Reading of 2019 Annual Meeting Minutes

## President, Board of Directors

We ask that a motion from the floor be called to “dispense with the reading of the minutes and approve them as distributed/printed”

A second is required. A voice vote will be called, upon the second.

# Board of Directors Report

Board of Directors

# Board of Directors and Management

## Introductions

- Departures
  - No resignations this past term
- Existing Board
  - Isaac Kishk, President, Director
  - Gail Moore, Vice President, Director
  - Shannon Green, Secretary, Director
  - Danielle Bundy, Vice President - Finance/Treasurer, Officer
  - Daniel Cervantes, Vice President - Management, Officer
  - Joe Fulwiler, Advisor, Officer
  - Josh Wiegand, Advisor, Officer
- Management
  - Emily Francis, Goodwin & Company

# Landscaping & Lighting

## Main entrance & islands

- Maintenance
  - Landscaping contract has maintained line of sight specifications
  - Dense plants must not go above 18-24"
  - Trees must not go below 6" over the islands, and 8" over the street
  - Younger/smaller trees will be "thinned" out, as pruning too much that low will stunt growth
  - Overgrown grasses and very mature bushes removed
  - Storm damage cleanup
- The HOA landscaping contract only maintains the common area's right of ways, does not maintain homeowner's properties.

# Upper Passage Pool

## Seasonal Issues

- Rules
  - As residents, you have the authority to enforce the rules. However if you feel uncomfortable, contact a Board member or RRPD.
- Maintenance
  - No reports of water clarity issues this season (so far)
  - Water quality has always stayed within proper levels
  - Black Algae bloom has not been reported for five seasons now
- Repairs
  - Routine filter media exchange
  - New heaters
  - New bathroom stalls and flooring redone
  - New tables!
- Temperature
  - Heated for lap swimming and comfort for active swimmers
    - Target temp is 85, however external factors will affect this.

# Upper Passage Pool

## Pool Access

- Due to possible COVID-19 liability issues, the pool waiver was updated on May 22, 2020 and all keys disabled
- If you have not submitted an updated waiver, please visit:  
<https://www.stoneoakhoa.org/poolwaiver/> to reactivate your existing key
- If you need to replace a key, please visit:  
<https://www.stoneoakhoa.org/pools/> and follow the “Keys” instructions

# Playgrounds

## Maintenance and Improvements

- Top Rock Playground
  - New Mulch ordered/installed in the spring
  - More mulch will be ordered once weather cools off
  - Proactive ant control
  - New benches and picnic tables finally installed
- Upper Passage Playground
  - New Mulch ordered/installed in the spring
  - More mulch will be ordered once weather cools off
  - Proactive ant control
  - New benches and picnic tables finally installed

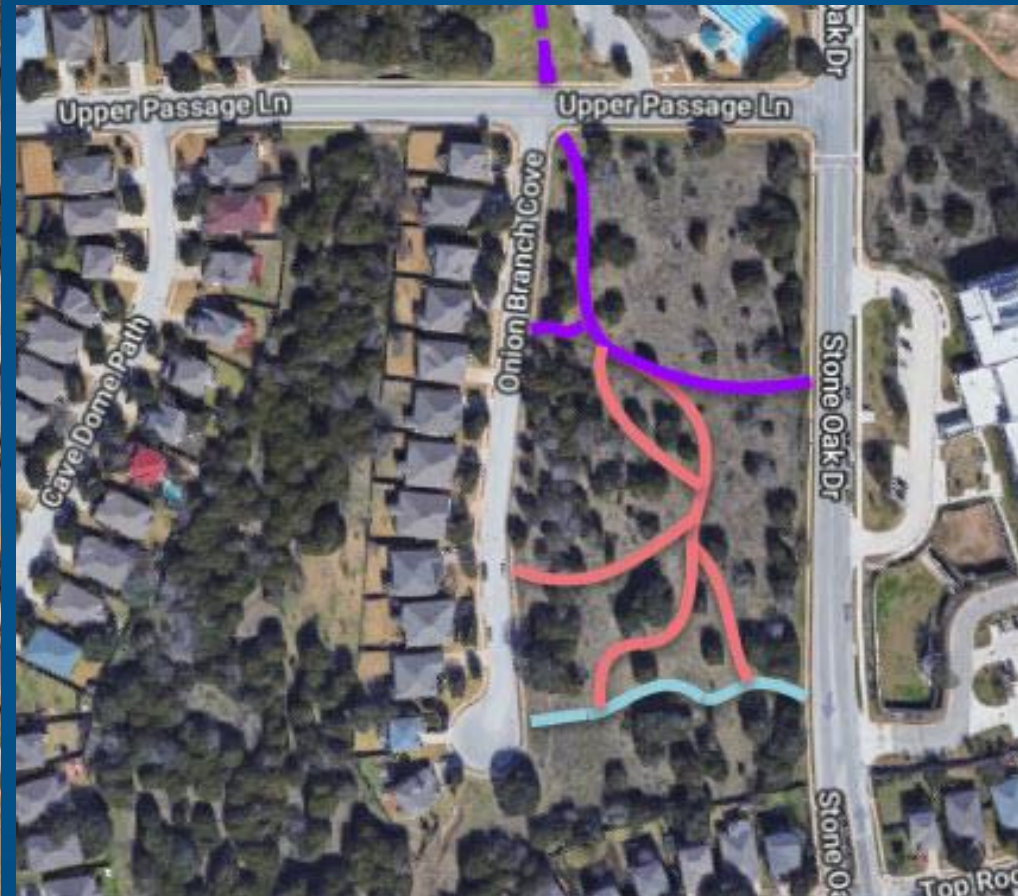
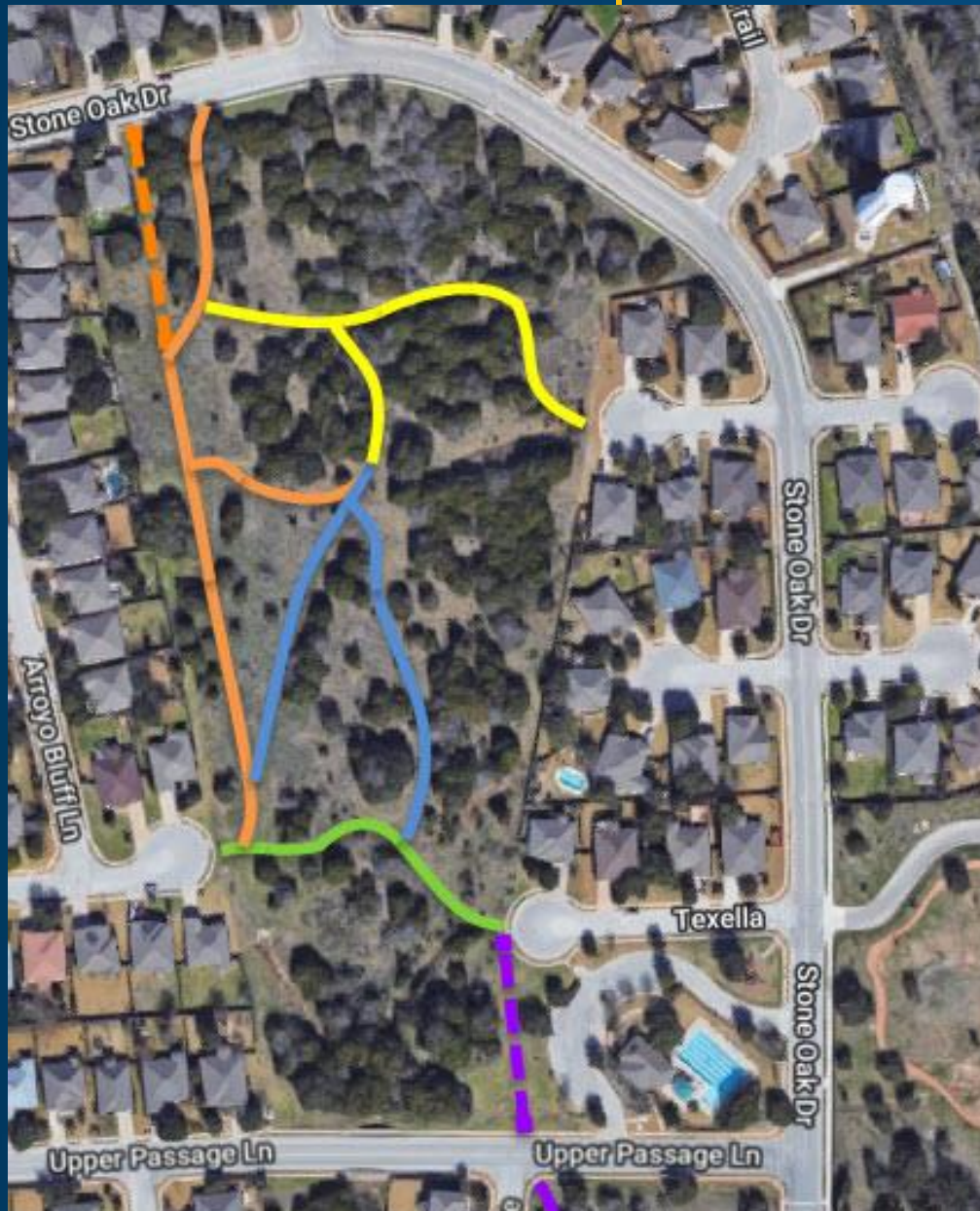
# Trails

## Maintenance and Improvements

- Hiking trail updates
  - Quarterly mowing, as well as as-needed mowing for faster growth times
  - Full build out with mulch to be done over the years in phases
  - <http://www.stoneoakhoa.org/amenities/trails/>
- Trail maintenance
  - There has been an upwell in volunteers to help keep the trails clean.
  - We need to gather contact info and get people on the “Maint & Security” Cmte so we can do this properly

# Trails

## Maintenance and Improvements



# State Laws

State laws that govern HOA processes & ACC guidelines

- Overview

- CC&Rs are officially filed with the County, the process of changing them requires 2/3 vote of all members
- State law overrides HOA CC&Rs
- All State Laws still allow for ACC review of all items

*(CC&R = Covenants, Conditions, and Restrictions)*

*(ACC = Architectural Control Committee)*

# State Laws

## State laws that govern HOA processes & ACC guidelines

- Xeriscaping
  - Deed restrictions that enforce percentages of allowed xeriscaping are still valid, however the percentage has been increased by law
  - Deed restrictions which state what type of xeriscaping are still valid
    - Native planting is allowed
    - Mulch is allowed
    - Flagstone/pavers are allowed
    - Crushed granite will be reviewed on a per application basis
    - Medium sized river rock will be reviewed on a per application bases
      - Entrance island is a perfect example of an acceptable size

# State Laws

## State laws that govern HOA processes & ACC guidelines

- Solar Panels

- Must match the slope of the roof
- Mounted on the roof, but must not extend over the roofline
- Mounted 3-6 inches above shingles
- Mounted in a water-tight fashion to prevent leaking
- Frame to match shingle color or panel color
- Frame must not rust. (Aluminum, high strength PVC, powder coated iron)
- Electric relay mounted near power meter
- Inverter/batteries stored in an enclosed environment (garage)
- Asked to be placed on the back 1/3 of the house
- Not visible from the street (when possible)
- Exceptions allowed if home does not face proper direction

# ACC Guidelines

## Established ACC guidelines

- **Sheds 10'x10'x8'** - automatic approval if:
  - It matches the house's colors
  - It matches the house's materials
  - The footing is not more than 12-18"
- **Landscaping**- normally approved unless:
  - Lot drainage has been altered significantly in which it effects the neighboring lots
- **Sprinkler systems**- normally approved, caveats:
  - It must be certified by a licensed plumber [as stated in municipal codes]
  - Copy of certification sent to the management company
- **Satellite dishes**- automatic approval, however:
  - Asked to be placed on the back 1/3 of the house
  - Where it is not visible from the street
  - Exceptions allowed if line of sight can not be established

# ACC Guidelines

## Established ACC guidelines

- **Painting**- automatic approval if:
  - The colors match existing colors
  - Are uniform with the neighborhood style
- **Roofing**- automatic approval if:
  - It matches the previous roofing material and color
  - Alternate material and color pending ACC review
- **Gutters**- automatic approval if:
  - Seamless
  - Match the color of the top trim/eave.
  - Downspouts should match the color of the wall, which is connected to the eave. (i.e. if bricks are on the lower half, the color of the spout may be the same as the hardiboard above it)

# ACC Guidelines

## Established ACC guidelines

- Wrought iron fencing
  - Only if lot backs to a greenbelt
- Wrought iron fencing with stone base
  - Only if lot backs to a greenbelt
- Concrete/Driveway staining
  - Professionally licensed contractor must do the work
  - The bid must contain an assurity bond
  - Once complete, the work must be re-inspected by an ACC or board member
  - It must be a stain, not paint
  - Must be of neutral colors/earth-tone to match the color of the house, and must not contrast with the neighboring houses.
  - The pattern used must be the pattern approved in the request
  - Border patterns must be included in the request if applicable
  - Original swatches must be sent to the management company and the ACC chair, to verify the scanned copy on the request is accurate.

# ACC Guidelines

## Established ACC guidelines

- Previously denied requests:
  - Permanent basketball goals
  - Wrought iron bar “security” doors
  - Wrought iron window bars
  - Bright pastel house paint
  - Front entry door paint which does not match the home/neighborhood
  - Above ground pools

# Budgeting

## Plans for 2022

- Budget Process
  - Board meeting in fall to review 2022 budget
  - Board approves annual increase in dues
  - Board votes on whether or not to enforce the increase
- Reserves
  - Must plan for contingencies in case of major maintenance not covered by insurance
  - A few examples:
    - Clubhouse roof
    - Pool deck
    - Re-sealing and/or repainting the parking lot
    - Replacing or repairing the pool fence
    - Replacing playground equipment
    - Landscaping/electrical/sprinkler systems
    - Projects

# Budgeting

## Plans for 2022+

- Projects
  - Front entrance upgrades
    - Establish budget set aside for project
    - Coordinate with the City of Round Rock, TxDOT, and LCRA
    - ~~Gather bids for renderings~~
    - Gather bids for work
    - Start project

# Budgeting

## Plans for 2022+

- Projects
  - Front entrance upgrades



# Budgeting

## Plans for 2022+

- Projects
  - Front entrance upgrades



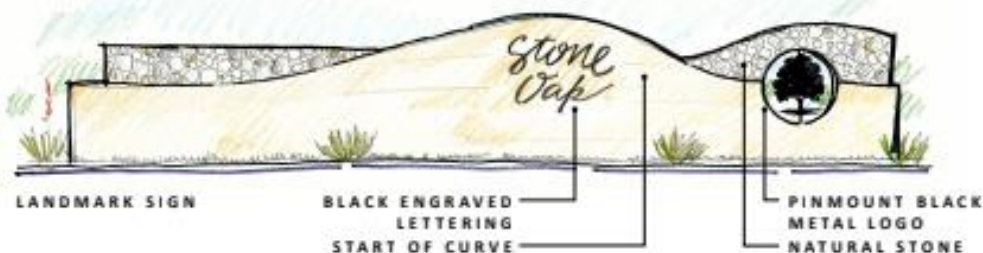
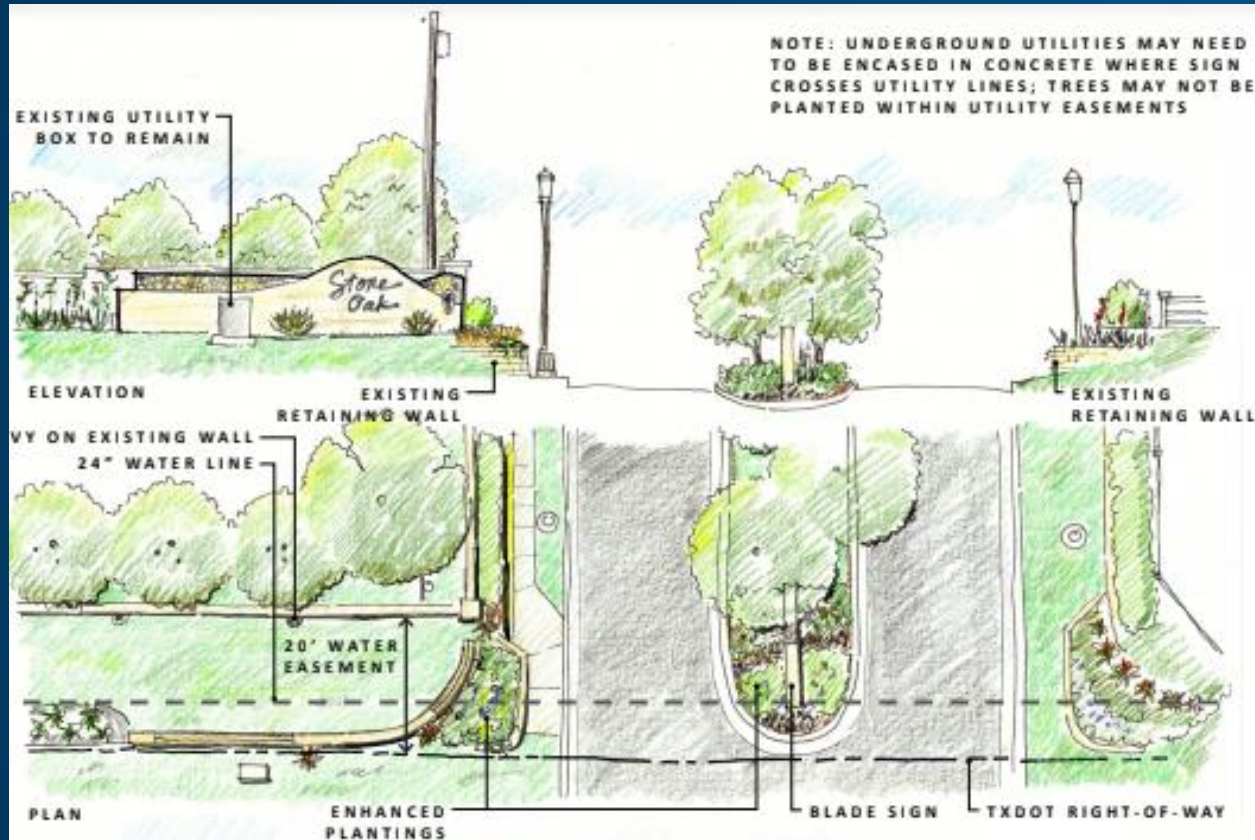
# Budgeting

## Plans for 2022+

- Front entrance upgrades
  - Concepts & Renderings have been completed
  - Two concepts got provided initially. The Board liked items for each and requested a “merged” one
  - Reminder: these are just concepts and renderings, not a final plan
  - We would like to see the new wall wrap around further back
  - Sound barrier design to closely resemble or fit with new wall to avoid design “clash”
  - Pending TXDoT plans on 1431 expansion

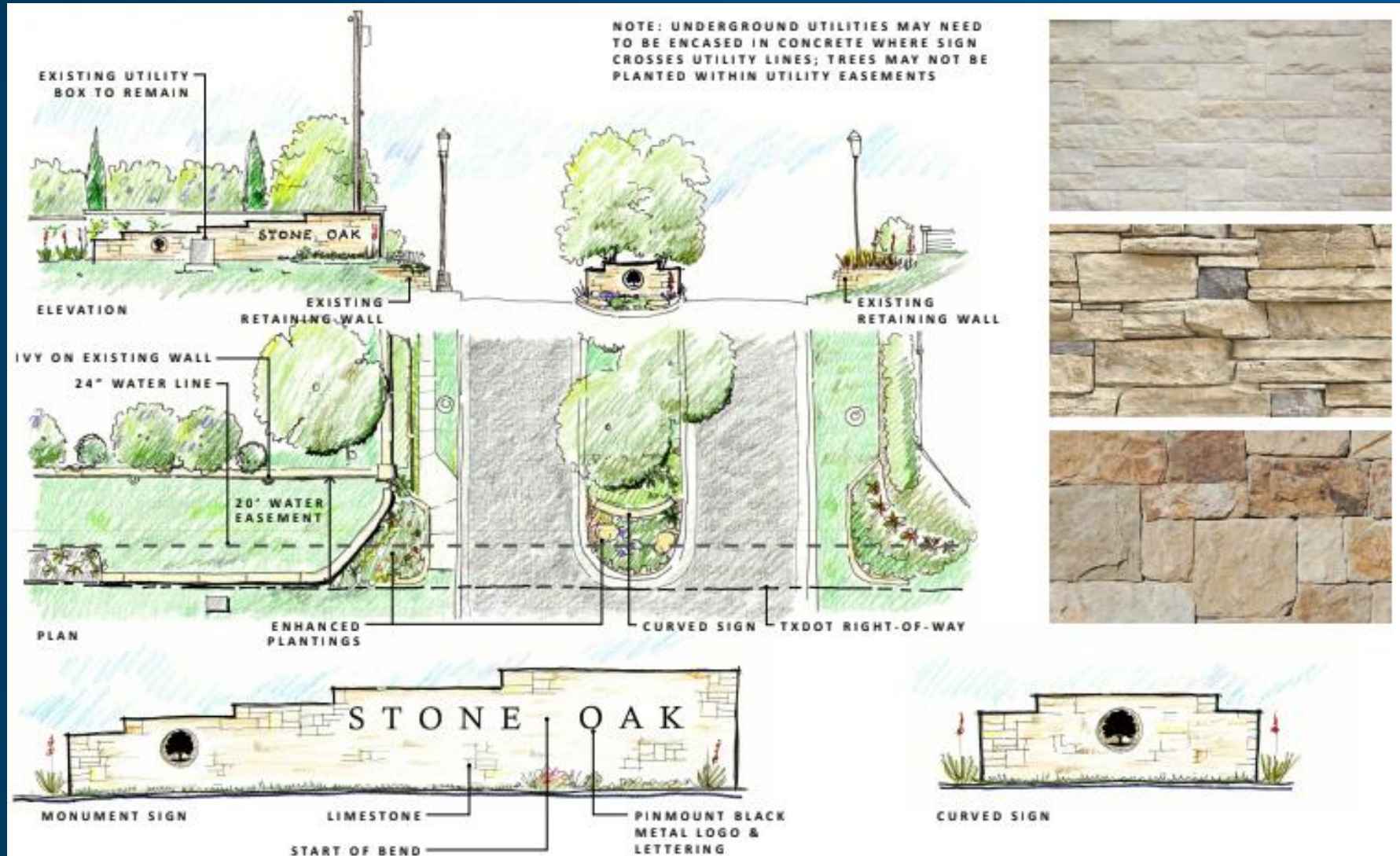
# Budgeting

## Concept "A"



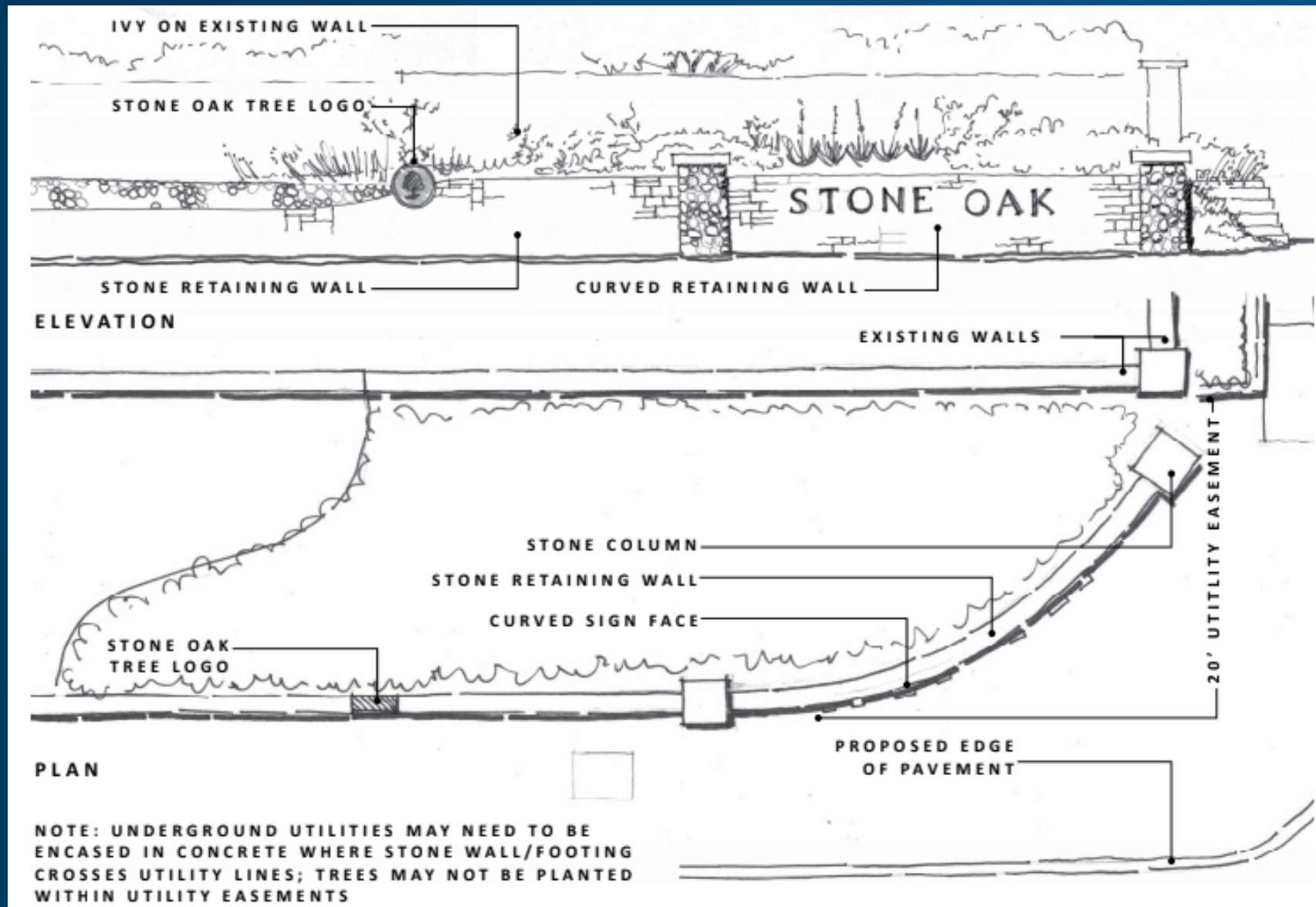
# Budgeting

## Concept "B"



# Budgeting

## Concept "C"



# Budgeting

## Rendering "C"



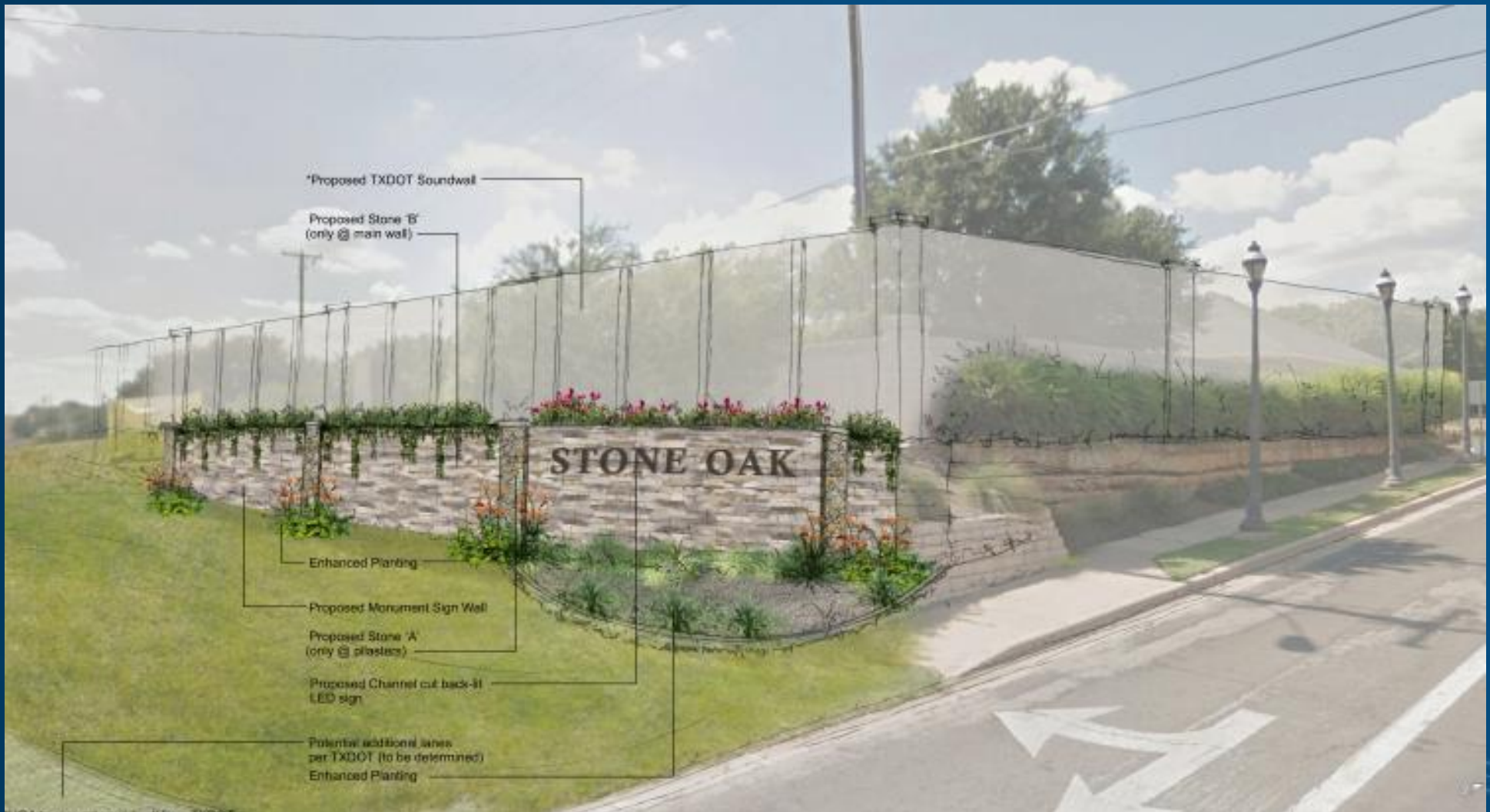
# Budgeting

## Rendering “C”



# Budgeting

## Rendering “C”



# Budgeting

## Rendering “C”



# Budgeting

## Plans for 2022+

- Front entrance upgrades
  - Two concepts got provided initially. The Board liked items from each and requested a “merged” concept
  - Solicit input from the community
  - Update renderings based on input
  - ~~◦ Wait for 138 kV powerline poles to be completed~~
  - Coordinate right-of-way agreements with TxDOT/LCRA/CoRR
  - Pull signage permits with CoRR
  - Solicit bids for construction
- New section on website to provide status updates, set up polls, and documentation (coming soon)

# Budgeting

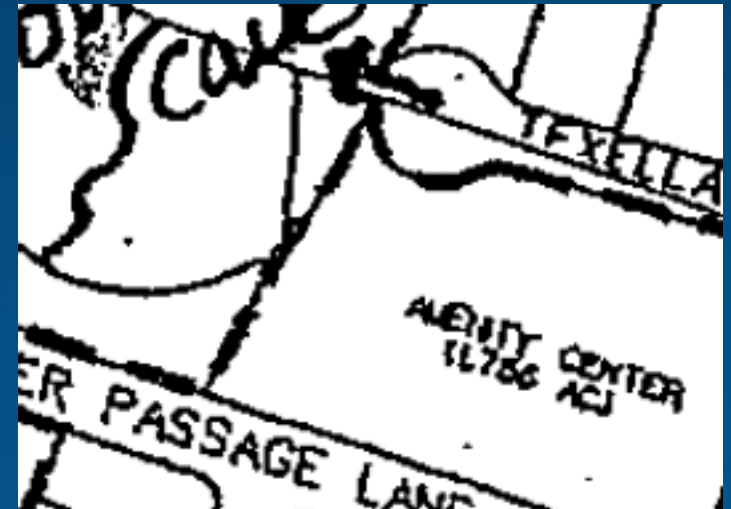
## Plans for 2022+

- Projects
  - Upper Passage Park upgrade
    - Establish budget set aside for project
    - Replace aging playscape
    - Possibly add swings on current land where playscape is
    - Possibly add swings to triangle section of land west of the pool parking lot
    - Gather bids for renderings
    - Gather bids for work
    - Start project

# Budgeting

## Plans for 2022+

- Projects
  - Upper Passage Park upgrade- Swings



# Budgeting

## Plans for 2022+

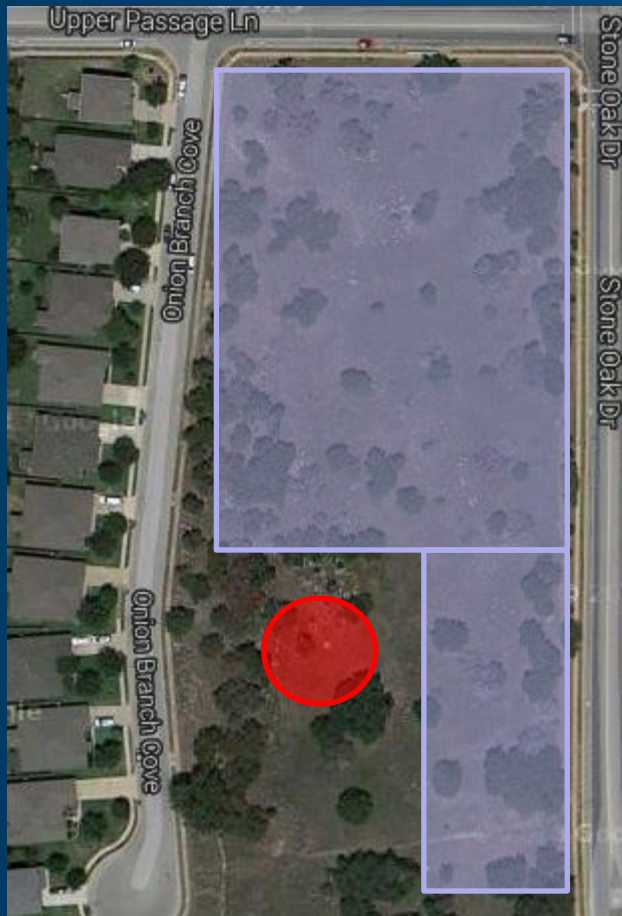
- Projects

- Amenity Center/Pavilion:
  - Form a committee
  - Establish budget set aside for project
  - Possibly rezone a section of the land across from the school
    - Currently the whole parcel is a Karst Preserve
    - The law does not require this size of a buffer for the cave(s)
    - Attempt to get an official State/County/City study on this land
- Amenity Center:
  - Gather bids for renderings
  - Gather bids for work
- Pavilion:
  - Gather bids for renderings
  - Gather bids for work
- Weigh options between Amenity Center and Pavilion
- Start project

# Budgeting

## Plans for 2022+

- Projects
  - Amenity Center/Pavilion:



# Delinquencies

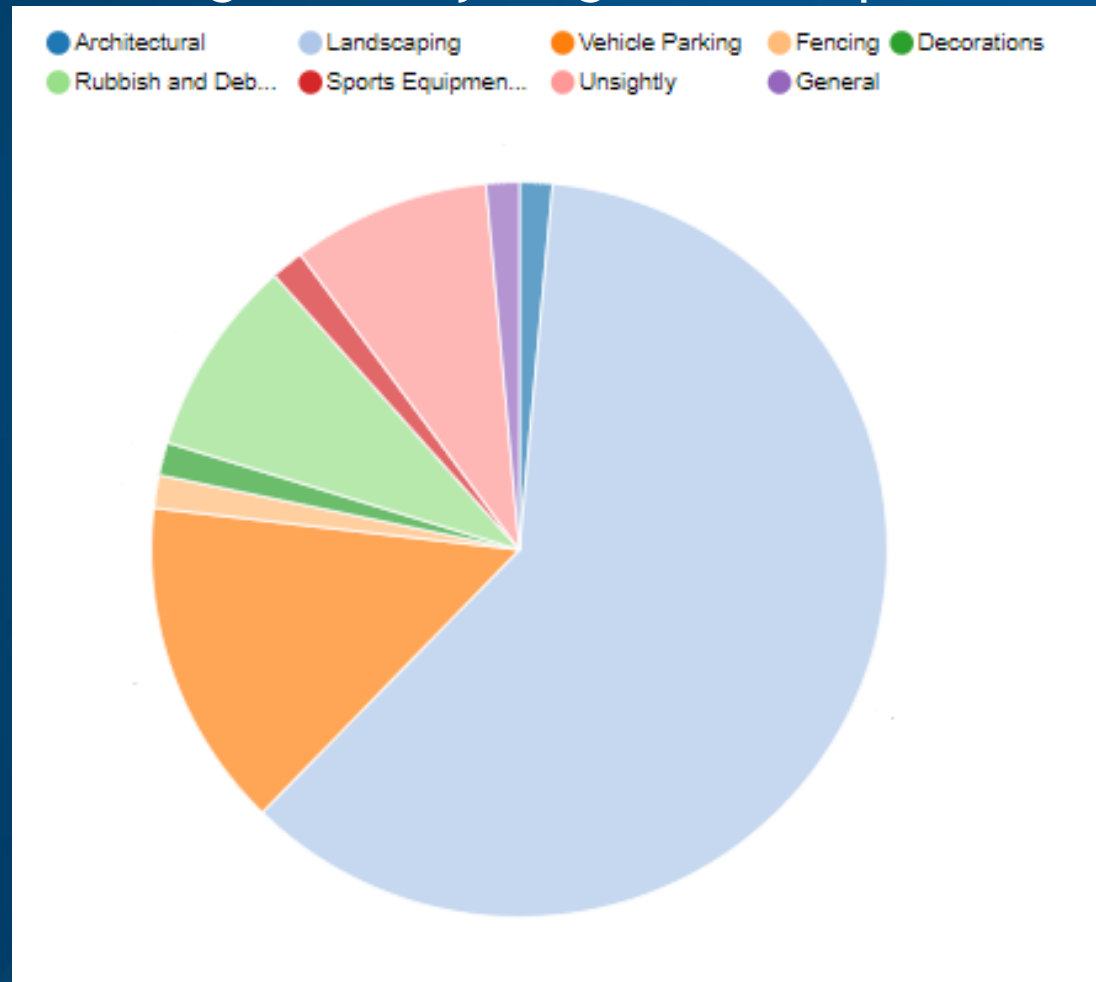
## Status Update

- Status
  - [redacted, contact Goodwin & Company for details]
- Actions
  - Reviewed our collections process to make sure it provides homeowners with timely options to settle accounts
  - Working with homeowners to try to settle accounts
  - Pursuing resolutions through legal counsel
  - Following through to the end of the legal process in extreme cases
- Notes
  - We have seen a vast improvement utilizing our new legal counsel
  - Less homeowners are delinquent compared to last year
  - Homeowners are more willing to negotiate settlements, instead of accruing more fees

# Violations

## Status Update

- Goodwin & Company
  - Manager's report will provide details
  - Board is continuing to clarify neighborhood priorities



# Election of Director #1

## One Three-Year Term

Due to COVID related restrictions during the fall & winter, the 2020 election was postponed. This term will only last two years.

# Election of Director #2

One Three-Year Term

# Property Manager Report

Emily Francis, Goodwin & Company

[ASOHmanager@goodwintx.com](mailto:ASOHmanager@goodwintx.com)

512-852-7999

# TownSq

## Register at [app.townsq.io](http://app.townsq.io)

- Account Balance and Payment Information
- Announcements
- Documents
- Request Pool Keys
- Resident Requests/Questions
- Historical Request by Account with Goodwin
  - Board has access to view all information and response time

# Resident Requests

The screenshot displays the 'Requests' section of the townSq + G&Wco application. The interface includes a left-hand navigation menu with options like Home, Residents, Groups, News & Events, Requests, Messages, Reservations, Documents, and Assignments. The 'Requests' menu item is highlighted with a red arrow. The main content area is titled 'Requests' and contains a search bar, a '+ Open request' button (highlighted with a red arrow), and a 'Manage' button. Below the search bar, there are filters for 'Categories' (Architectural Review, GTM Electric and Lighting, General, Incidents, Maintenance, Manager Requests, PPT Landscaping) and 'Filter by' (All, Pending, Open, In process). A modal window titled 'Open request' is open on the right, showing fields for Title, Category (a dropdown menu), Description, In name of (a dropdown menu), and Attachments. Red arrows point to the 'Open request' button, the 'Title' field, the 'Category' dropdown, and the 'Description' field. The modal also includes 'Cancel' and 'Open request' buttons at the bottom.

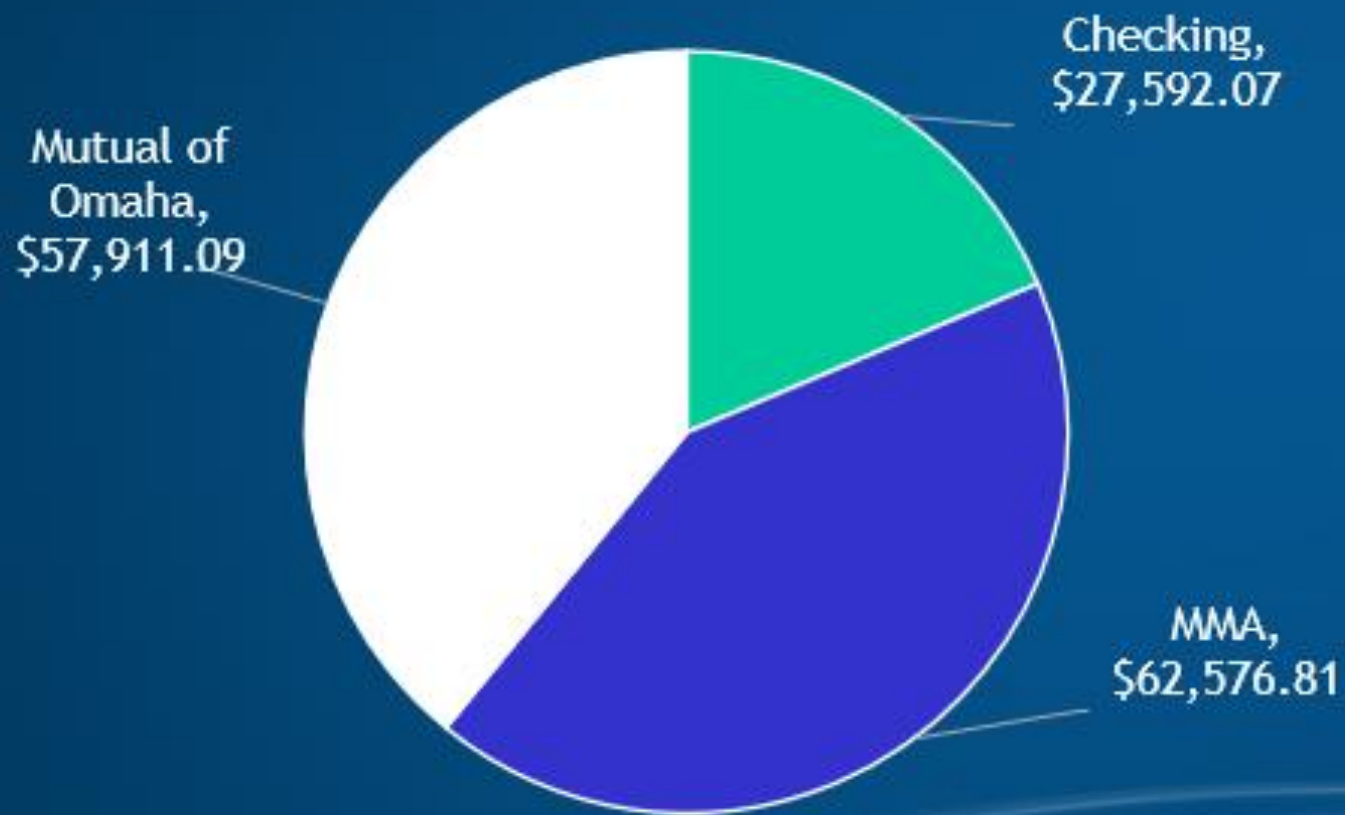
# Goodwin Service Team

- For all questions regarding your account, making a payment, a statement or generalized customer service questions - please contact - Customer Service at: Email - [info@goodwintx.com](mailto:info@goodwintx.com) or Phone - 855-289-6007 or LiveChat - [www.goodwintx.com](http://www.goodwintx.com) and select chat with a Live Agent on the bottom right of the webpage
- For all questions about your account balance, delinquency notices, payment plan requests and fee waiver requests - please contact - Delinquencies at: Email - [Delinquencies@goodwintx.com](mailto:Delinquencies@goodwintx.com) or Phone - 855-289-6007 and request to speak to delinquencies

# Goodwin Service Team

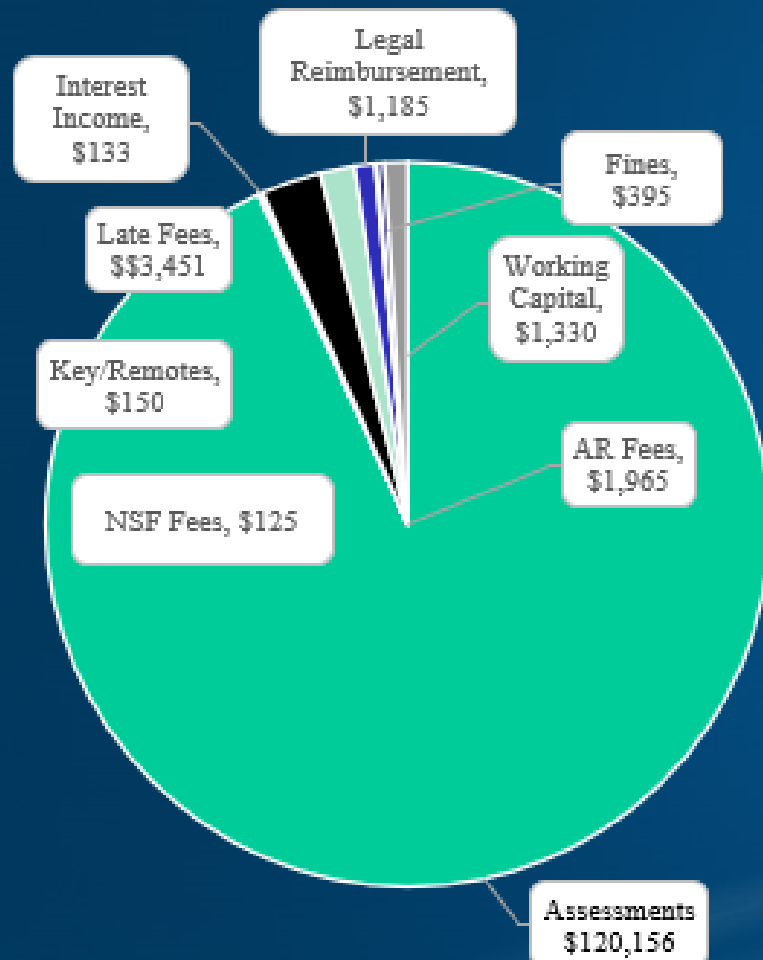
- For all questions about selling/refinancing your unit or purchasing a unit - please contact - Resales at: Email - [resales@goodwintx.com](mailto:resales@goodwintx.com) or Order a resale directly at - [www.goodwintx.com](http://www.goodwintx.com) and select “order a resale certificate” or Phone - 512-502-7543
- For all questions regarding violation notices or compliance questions/submissions - please contact Compliance at: Email - [compliance@goodwintx.com](mailto:compliance@goodwintx.com) or Phone - 512-502-2115
- For all questions about Amenity Access(pool gates/keys, gate remotes/keys/access devices) - please contact - Amenity Access at: Email - [amenityaccess@goodwintx.com](mailto:amenityaccess@goodwintx.com) or Phone - 512-852-7980

# YTD Assets

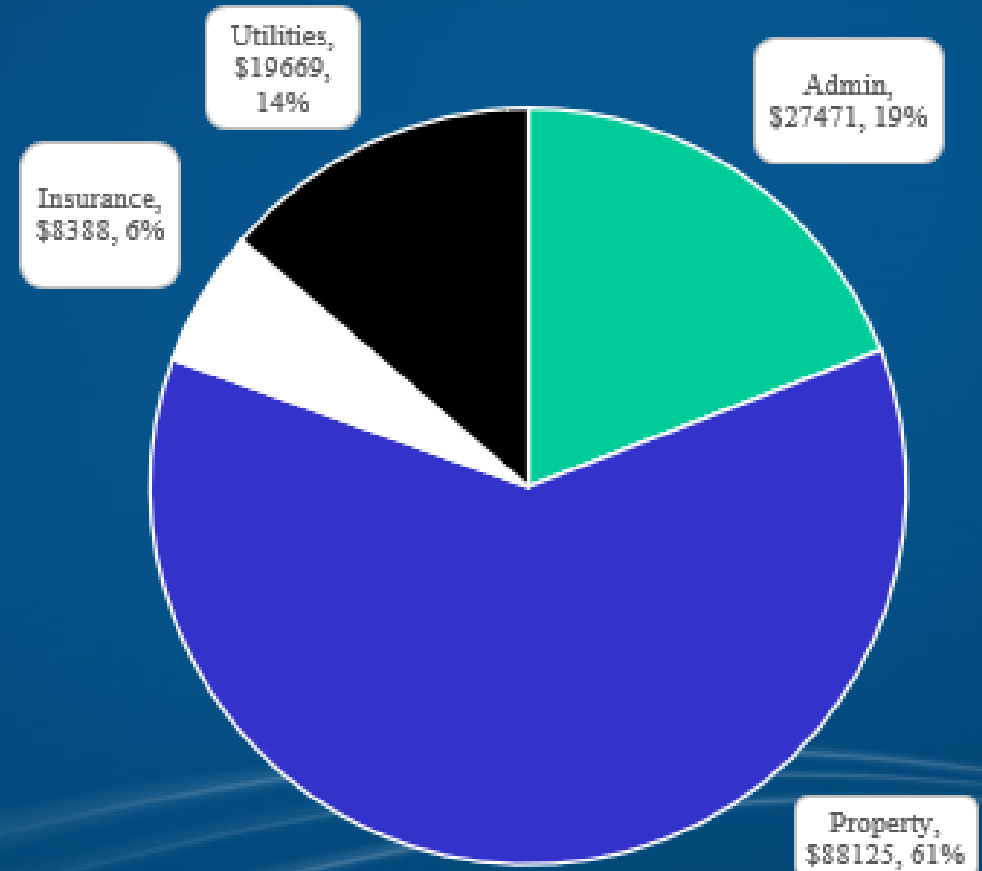


# YTD Income and Expenses (8/31/2021)

## Income



## Expenses



# Committees

## Introduction/Recognition/Recruitment

- Committee vacancies
  - We need volunteers to fill vacant chairs
  - Help the community
  - Field suggestions and complaints

# Committees

## Introduction/Recognition/Recruitment

### Committee Chairs

- Vacant, Welcoming
- Judy Oskam, Pool
- Vacant, ACC
- Vacant, Maint & Security
- Isaac Kishk, Publicity
- Isaac Kishk, Web
- Marcos Peña, Playground

### New Committee Chairs/Members needed

- Chair, ACC
- Chair, Recreation
- Chair, Yard of the Month
- Chair, Maint & Security
- Members, ACC
- Members, M&S
- Members, Pool
- Members, Recreation
- Members, Publicity
- Members, Welcoming

# Committee Report

Committee Chairperson(s)

# Committee Report

## Welcoming Committee

- Welcoming committee went dormant in 2019
- Soliciting volunteers to lead and help
- Goodwin notifies the committee of new owners monthly
- Baskets and gifts are sourced from:
  - Dollar General
  - World Market
  - Sams/Costco
  - Round Rock Chamber
  - Williamson County Civic Center
  - HEB

# Committee Report

## ACC (Architectural Control Committee)

- ACC members double as Maintenance & Security members (until we have more volunteers to split this again)
- Online semi-automated system in place for document and approval management of requests
- Always looking for more volunteers

# Committee Report

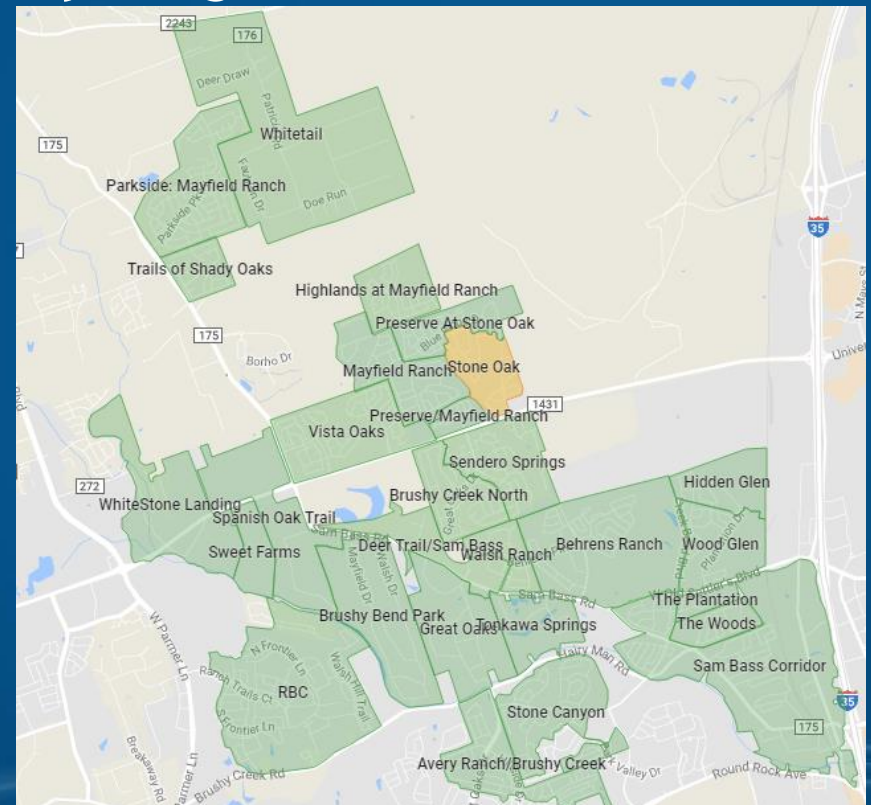
## Publicity/Web

- Website - <http://www.stoneoakhoa.org>
  - Board & Management contact information & form
  - Community, HOA links & Documents (contains CC&Rs)
  - ACC guidelines & Request form
  - Report deed violations
  - FAQs
  - Helpful links
  - Local home listings
  - ~~Subscribe to:~~
    - ~~eNewsletter (inactive)~~
  - Event calendar
  - Pool/playground reservation system
  - Yard of the Month (*when active*)

# Committee Report

## Publicity/Web

- Nextdoor - <http://www.nextdoor.com>
  - Much like a Neighborhood based Facebook
  - Choose to see/post up to 27 nearby neighborhoods, including:
    - Preserve at Stone Oak
    - Mayfield Ranch
    - Highlands at Mayfield Ranch
    - Preserve at Mayfield Ranch
    - Sendero Springs
    - Vista Oaks
    - Brushy Creek North
  - Community only posts
  - Community only “sales”
  - Community only events
- Town Square - <https://asoh.sites.townsq.io>
- Goodwin Website - <http://www.goodwintx.com>



# Committee Report

## Publicity/Web

- Nextdoor -2019

### Stone Oak

760 neighbors

[Invite](#)



79% of 563 households

15,847 neighbors in

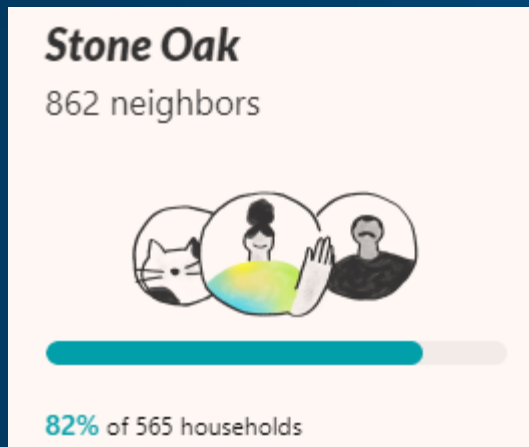
27 nearby neighborhoods



# Committee Report

## Publicity/Web

- Nextdoor - 2021



# Committee Report

## Publicity/Web

- Pool Info

Recycle on:	Pool Temp:
Oct 14	82.2 °F

Oct 3, 2021: The Upper Passage Pool heater temperature has been raised since its starting to cool off outside. Expect temps between 80-83.

July 27, 2021: The Upper Passage pool now opens at 5AM

The Stone Oak pool is open year round! The pool is not heated during the colder months, as it is cost prohibitive. The heater is used to extend the season, typically April/May to October/November, dependent on weather.

**Keys:** Go to the [Goodwin Amenity Access page](#) (association management), select the swimming pool and fill out the form. (If you are having trouble logging in, please [click here](#) for Goodwin's contact information.)

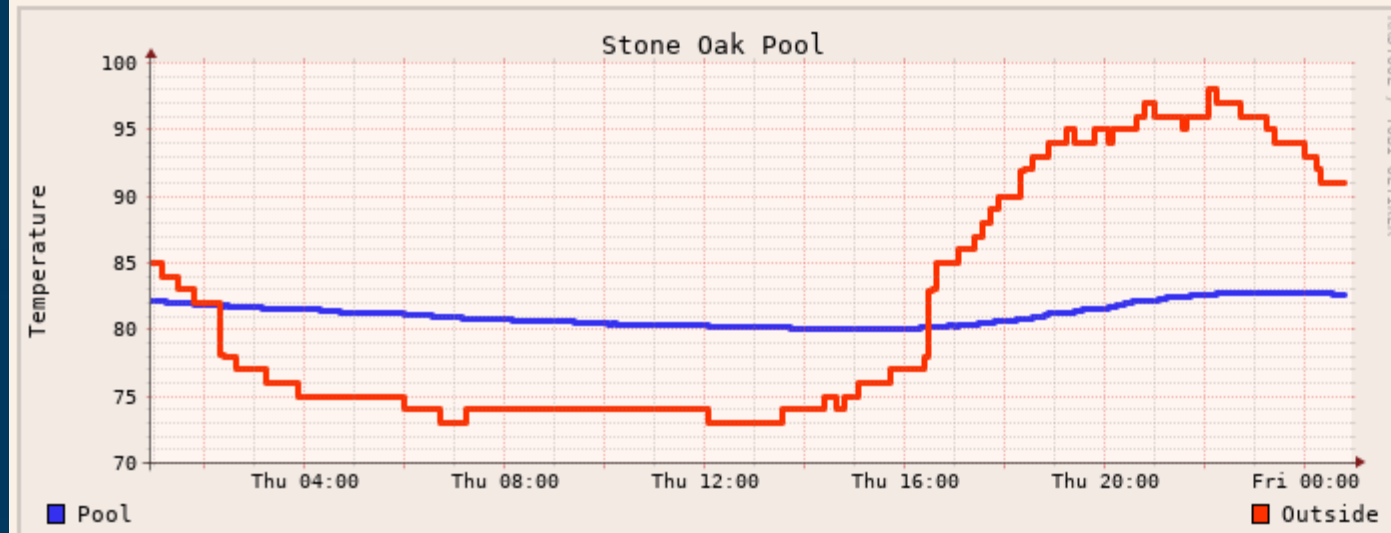
**Reactivating your Key:** All Upper Passage keys got deactivated on May 22nd, 2020, due to liability issues surrounding COVID-19. If you have not reactivated your key since then, please visit <https://www.stoneoakhwa.org/poolwaiver/> for more info.

**Hours & Party Restrictions:**

**Stone Oak (3900 Upper Passage):** 5:00 AM – 11:00 PM Central (Adult swim only- 5-8AM, 10-11PM). First come first serve. No reservations required.

**Preserve at Stone Oak (3831 Blue Ridge):** 6:00 AM – 8:00 PM Central. First come first serve. No reservations required.

**Pool Conditions:**



If you have any questions or problems, please email [pool@stoneoakhwa.org](mailto:pool@stoneoakhwa.org).

# Committee Report

## Publicity/Web

- ~~eNewsletter - <http://www.stoneoakhoa.org/newsletter>~~
  - ~~Needs a volunteer to manage~~
  - ~~A monthly eNewsletter was attempted, we will try and rejuvenate this~~
  - ~~Normally will mail out on second Friday of the month~~
  - ~~Accepting advertisements~~
    - ~~Ad rates established and online~~
    - ~~Ad deadline is the first Friday of the month~~
  - ~~Accepting articles~~
    - ~~Articles which do not advertise for a company are free~~
    - ~~Articles which promote a company must follow Ad rates~~
    - ~~Article deadline is the first Friday of the month~~
- Facebook - <http://www.facebook.com/stoneoakhoa>
  - The Board & Publicity committee post news and updates
  - Residents share pictures around the neighborhood
  - Residents post lost pets

# Items from the Floor (Q&A)

President, Board of Directors

# New Business

## Board of Directors

# Adjourn

President, Board of Directors

# Stone Oak HOA

## Contact Information

### Board - [soboard@stoneoakhoa.org](mailto:soboard@stoneoakhoa.org)

President - Isaac Kishk - 512-524-7511 - [president@stoneoakhoa.org](mailto:president@stoneoakhoa.org)

Vice President - Gail Moore - [vicepresident@stoneoakhoa.org](mailto:vicepresident@stoneoakhoa.org)

Secretary - Shannon Green - [secretary@stoneoakhoa.org](mailto:secretary@stoneoakhoa.org)

Vice President\* - Finance/Treasurer - Danielle Bundy

Vice President\* - Management - Daniel Cervantes

### Committee Chairs

ACC/M&S - Vacant - [accrequests@stoneoakhoa.org](mailto:accrequests@stoneoakhoa.org)

YOTM - Vacant - [yard@stoneoakhoa.org](mailto:yard@stoneoakhoa.org)

Playground - Marcos Peña - [playground@stoneoakhoa.org](mailto:playground@stoneoakhoa.org)

Pool - Judy Oskam - [pool@stoneoakhoa.org](mailto:pool@stoneoakhoa.org)

Publicity - Isaac Kishk - [publicity@stoneoakhoa.org](mailto:publicity@stoneoakhoa.org)

Recreation - Debi Cooke - [rec@stoneoakhoa.org](mailto:rec@stoneoakhoa.org)

Web - Isaac Kishk - [webmaster@stoneoakhoa.org](mailto:webmaster@stoneoakhoa.org)

Welcoming - Vacant - [welcome@stoneoakhoa.org](mailto:welcome@stoneoakhoa.org)