

Stone Oak Homeowners Association Annual Meeting

October 18, 2022



Annual Meeting Agenda

1. Reading of 2021 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 (Q&A)
11. New Business
12. 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 2021 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
 - Daniel Cervantes, Vice President, Director
 - Danielle Bundy, Secretary, Director
 - Gail Moore, Vice President - Management, Officer
 - Shannon Green, Vice President - Finance/Treasurer, 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 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 unexpected water clarity issues this season
 - Water quality has always stayed within proper levels
 - Black Algae bloom has not been reported for six seasons now
- Repairs
 - Routine filter media exchange
- 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 trash cans
 - New dog poop station
- Upper Passage Playground
 - New Mulch ordered/installed in the spring
 - More mulch will be ordered once weather cools off
 - Proactive ant control

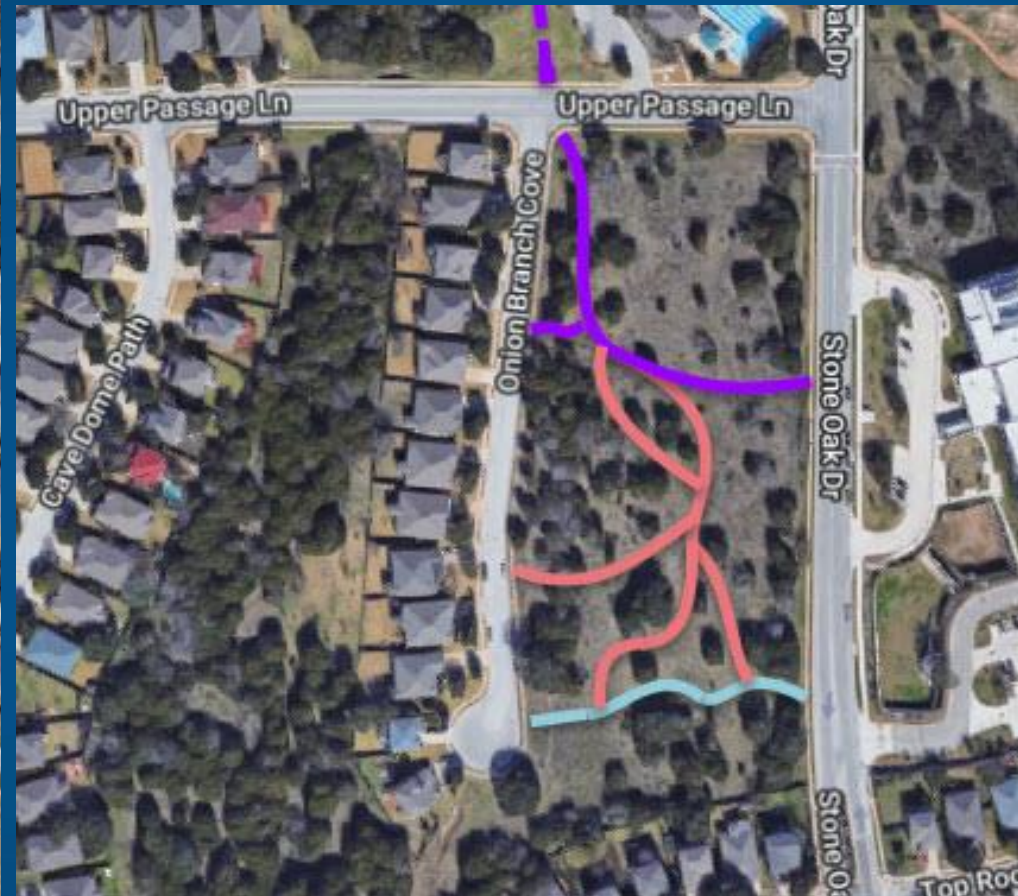
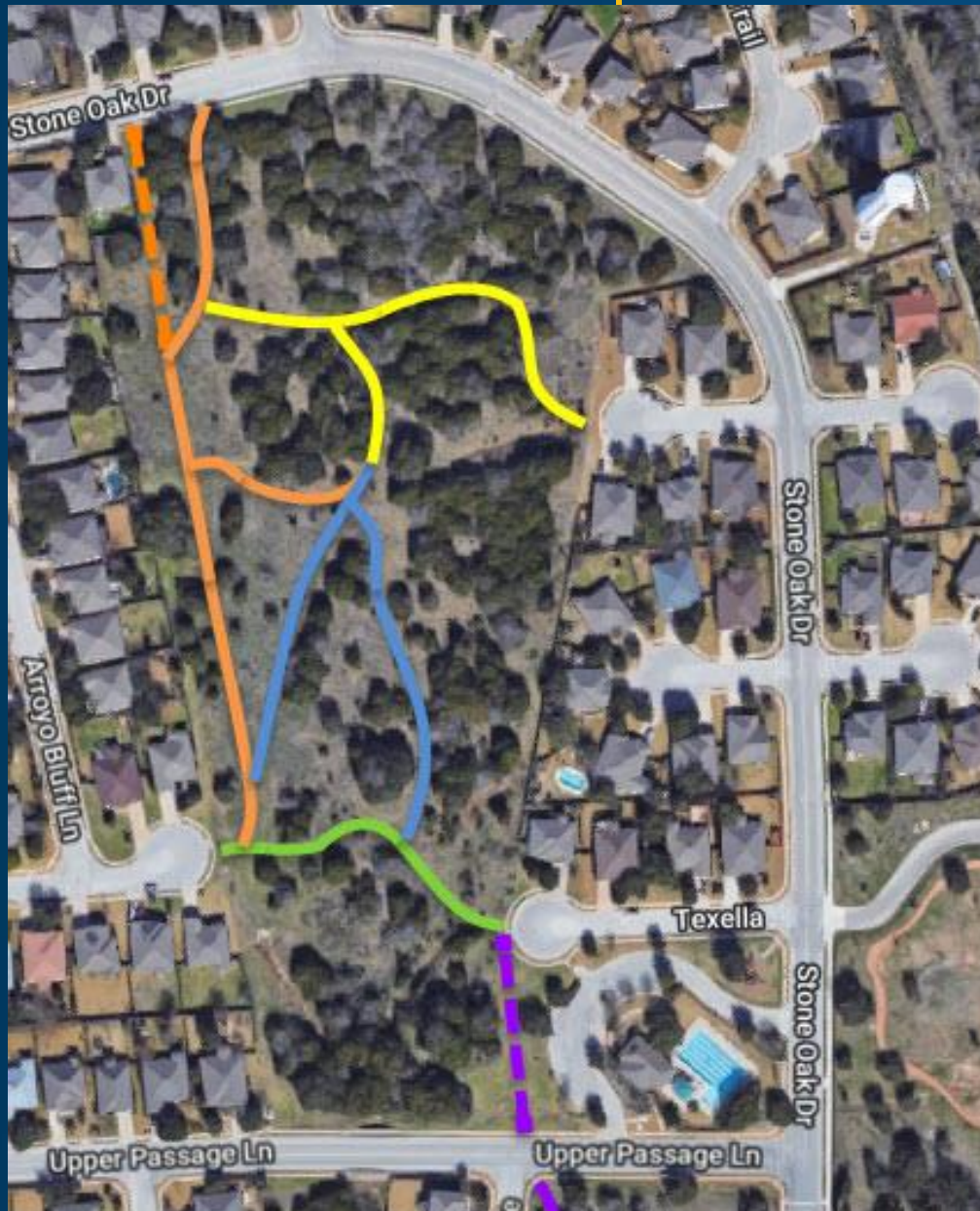
Trails

Maintenance and Improvements

- Hiking trail updates
 - New dog poop stations
 - 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 2023

- Budget Process
 - Board meeting in fall to review 2023 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 2023+

- 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 2023+

- Projects
 - Front entrance upgrades



Budgeting

Plans for 2023+

- Projects
 - Front entrance upgrades



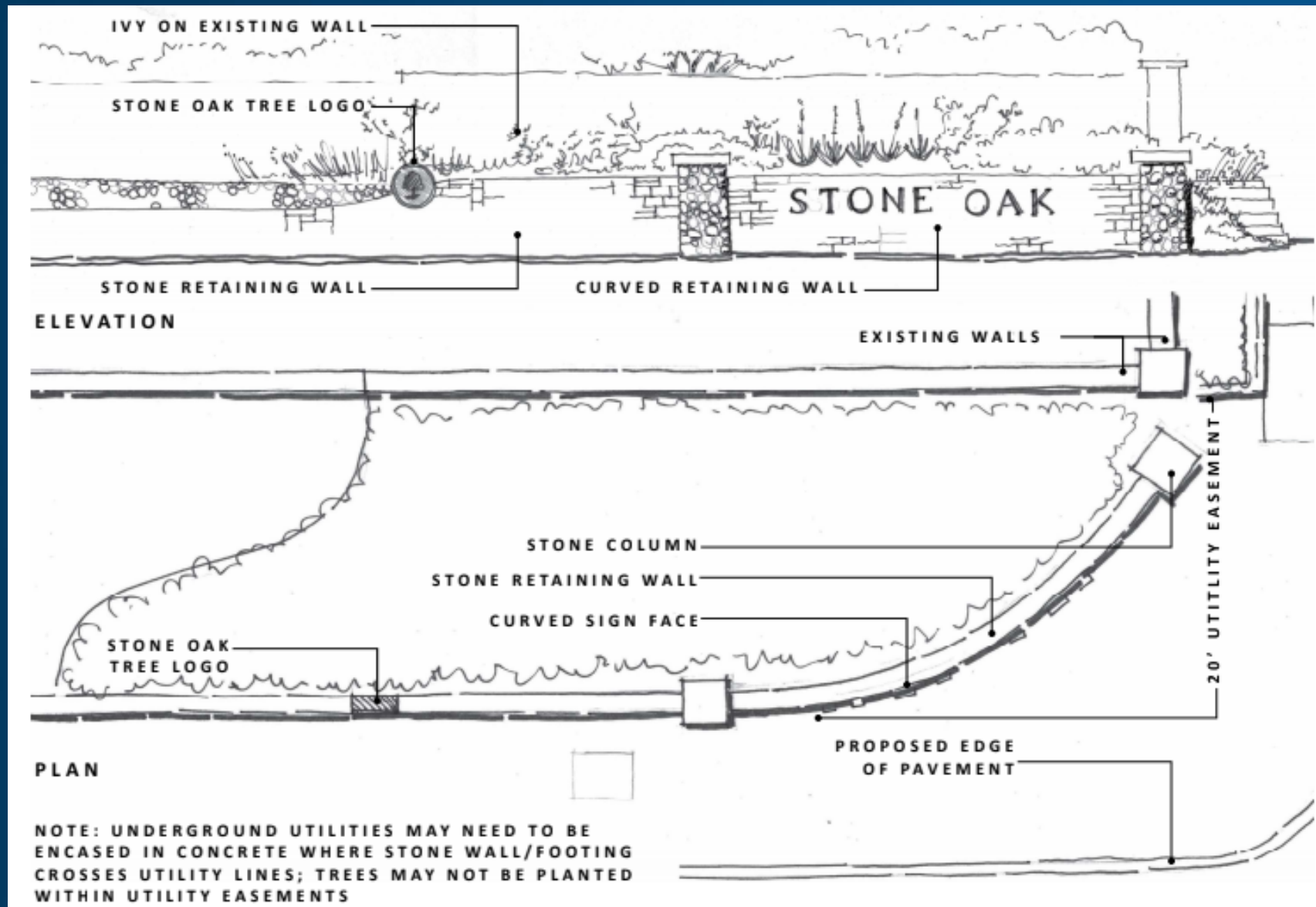
Budgeting

Plans for 2023+

- 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

Concept "C"



Budgeting

Rendering "C"



Budgeting

Rendering “C”



Budgeting

Rendering “C”



Budgeting

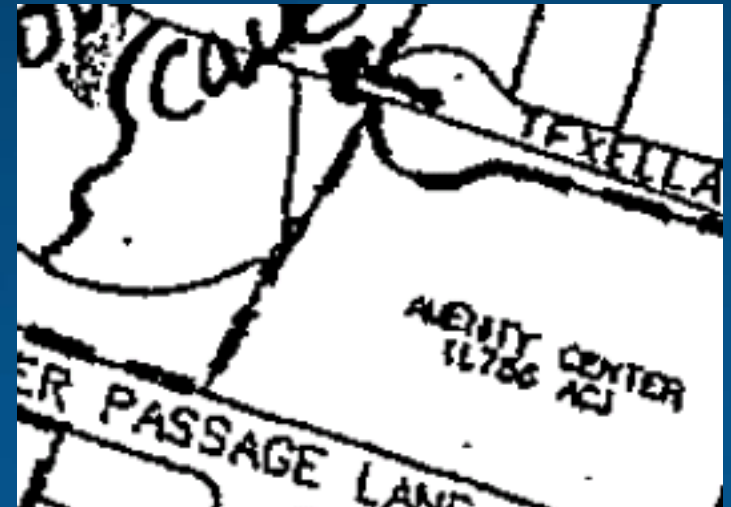
Plans for 2023+

- 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 2023+

- Projects
 - Upper Passage Park upgrade- Swings



Budgeting

Plans for 2023+

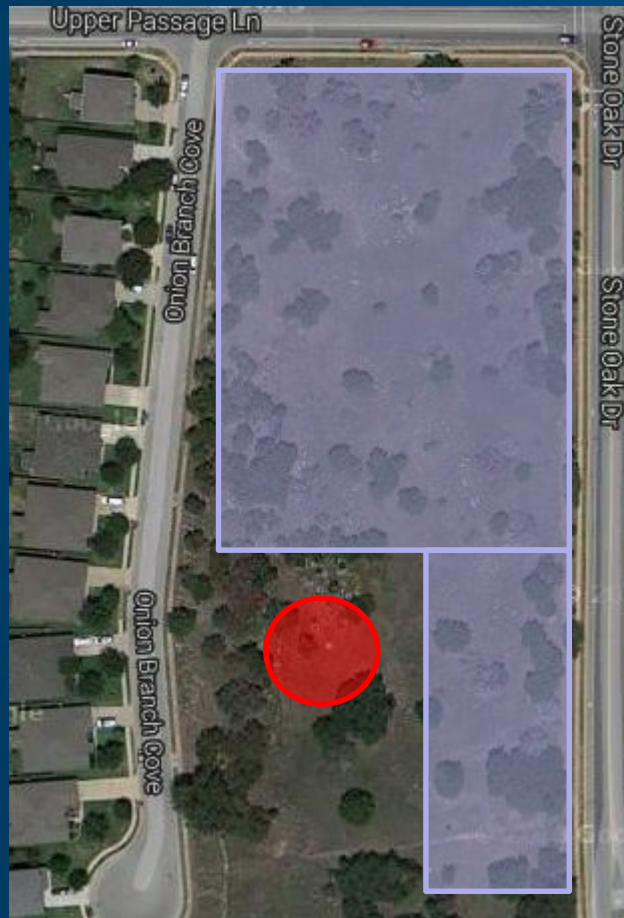
- Projects

- 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 2023+

- Projects
 - Amenity Center/Pavilion:



Delinquencies

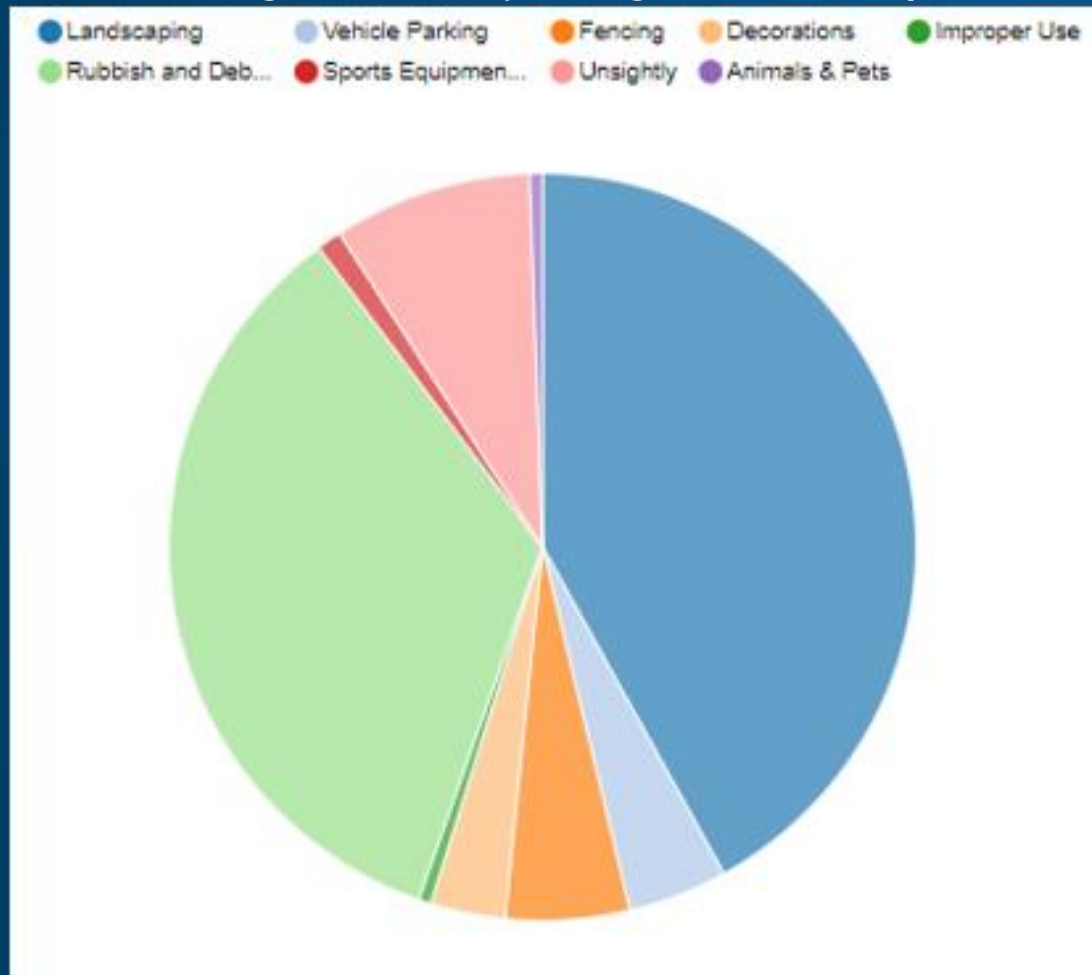
Status Update

- 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 #2

One Three-Year Term

Property Manager Report

Emily Francis, Goodwin & Company

ASOHmanager@goodwintx.com

512-852-7999

TownSq

Register at 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 'townSq + G&Wco' web application interface for managing resident requests. The interface is divided into several sections:

- Left Navigation Menu:** Contains links for Home, Residents, Groups, News & Events, Requests, Messages, Reservations, Documents, and Assignments. The 'Requests' link is highlighted with a red arrow.
- Top Bar:** Displays the user profile 'Goodwin Info' for 'Shadow Creek Community' and a search bar. A red arrow points to the search bar.
- Requests Section:** Features a 'Requests' header with a sub-header 'Organize and respond to requests from residents. This channel is private between the resident and management.' Below this is a 'Categories' list including Architectural Review, GTM Electric and Lighting, General, Incidents, Maintenance, Manager Requests, and PPT Landscaping. A 'Filter by' section allows filtering by All, Pending, Open, and In process. A red arrow points to the 'Open request' button in the top right of this section.
- Open request Form:** A modal form titled 'Open request' with fields for Title, Category (a dropdown menu), and Description. It also includes an 'In name of' field (optional) and an 'Attachments' field (optional). Red arrows point to the 'Title', 'Category', and 'Description' fields. At the bottom of the form are 'Cancel' and 'Open request' buttons.

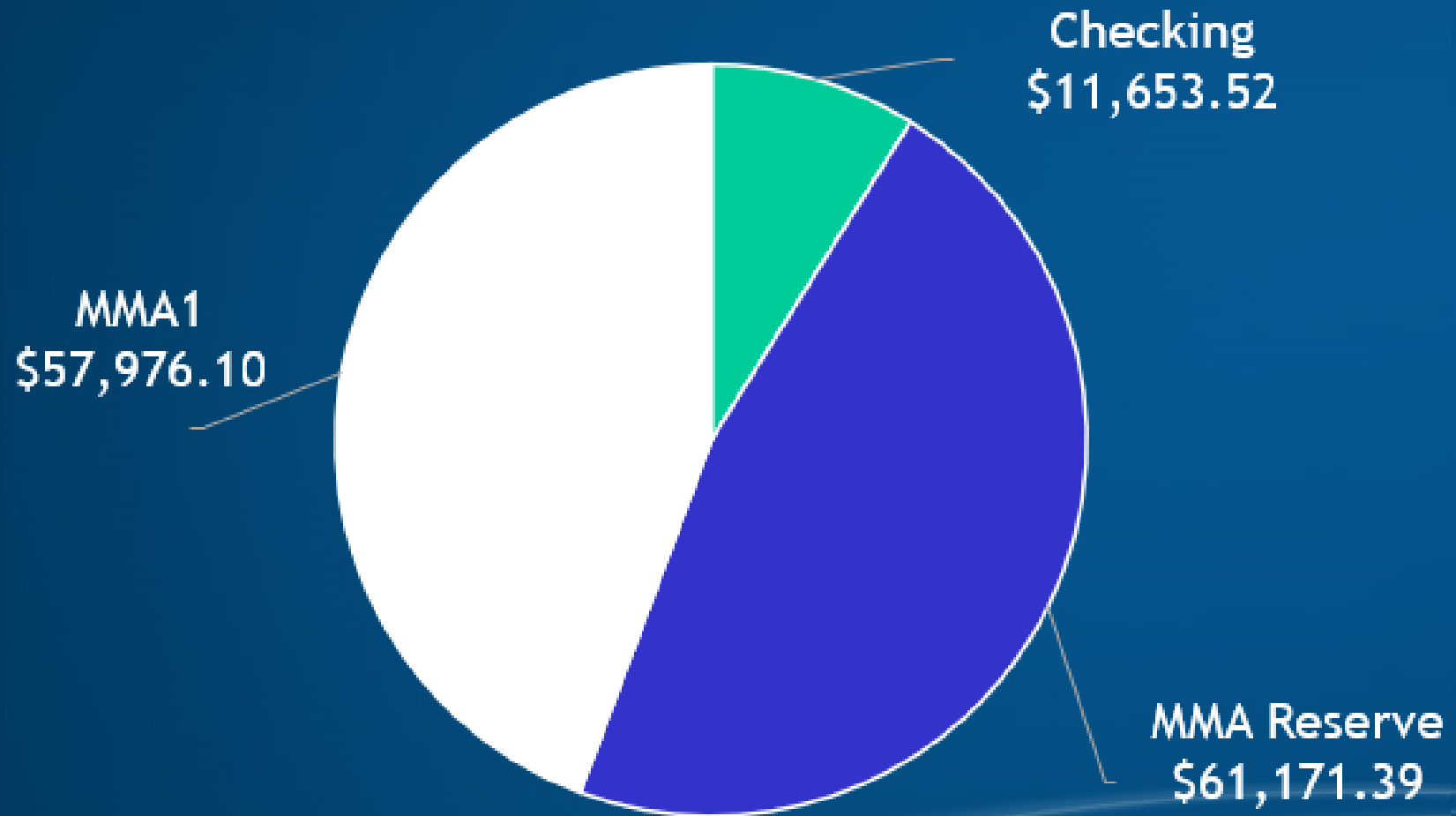
Goodwin Service Team

- 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 or Phone - 855-289-6007 or LiveChat - 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 or Phone - 855-289-6007 and request to speak to delinquencies

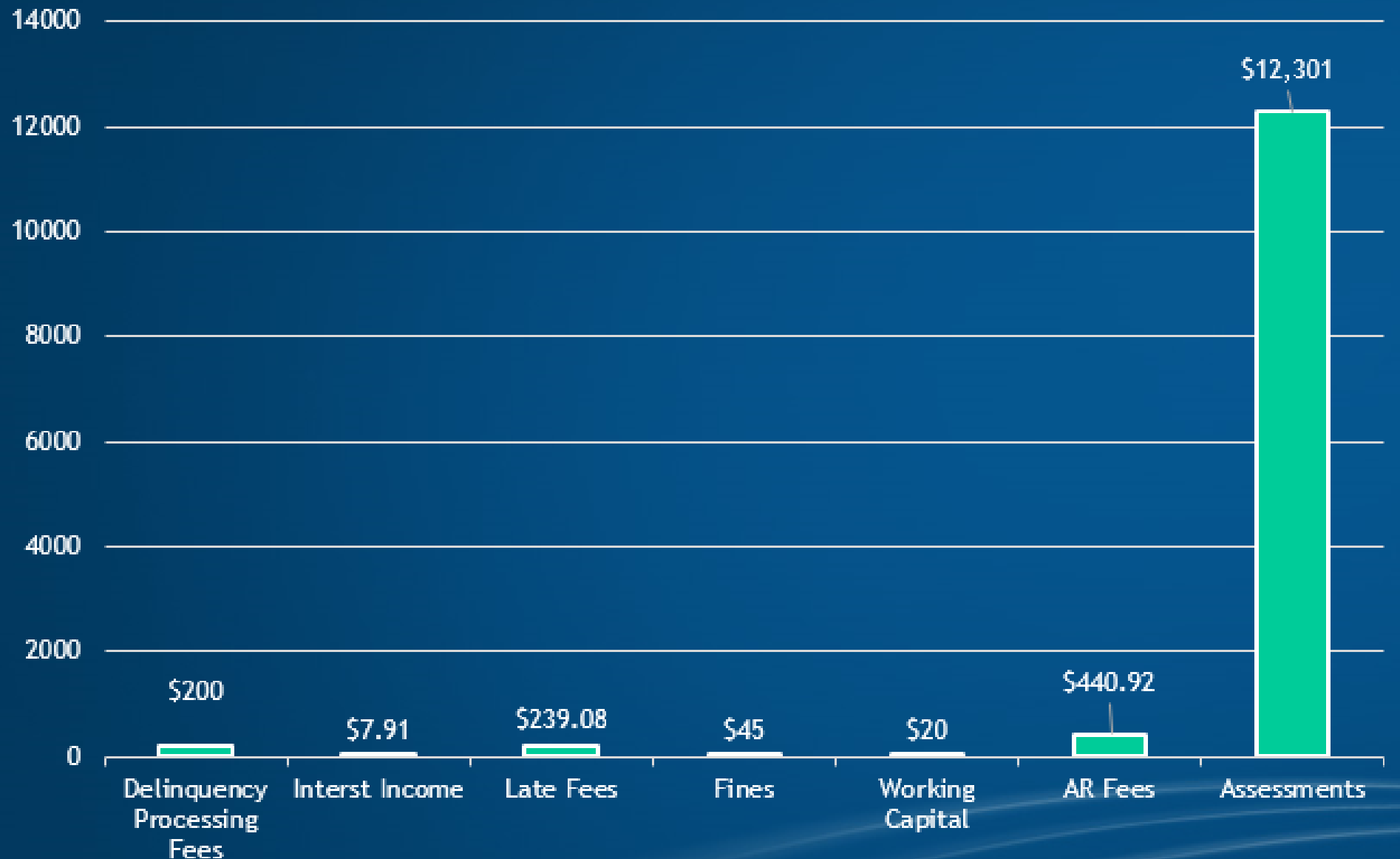
Goodwin Service Team

- For all questions about selling/refinancing your unit or purchasing a unit - please contact - Resales at: Email - resales@goodwintx.com or Order a resale directly at - 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 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 or Phone - 512-852-7980

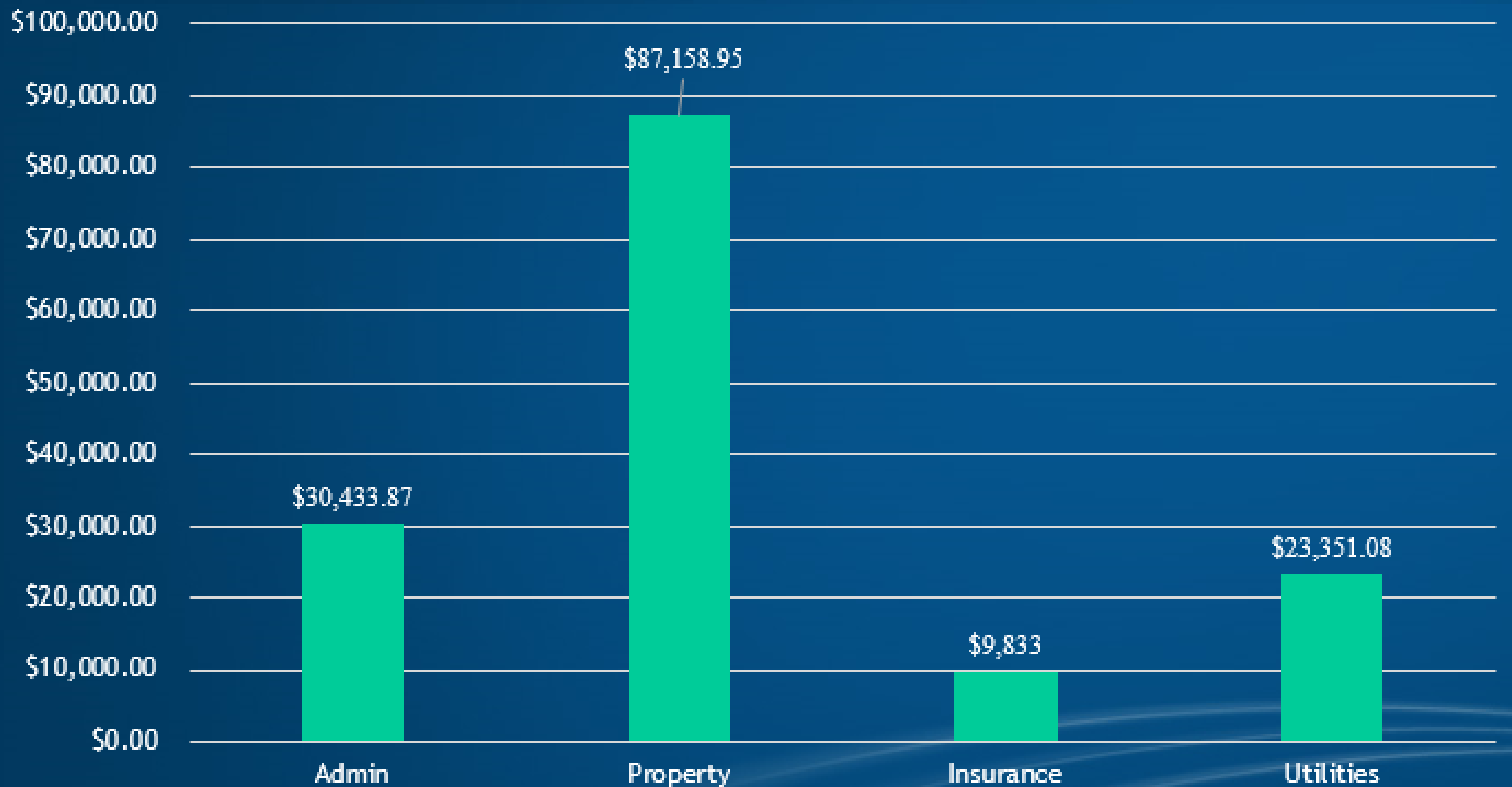
YTD Assets 9/30/2022



YTD Income (9/30/2022)



YTD Expenses (9/30/2022)



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

- Karen Williamson, 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

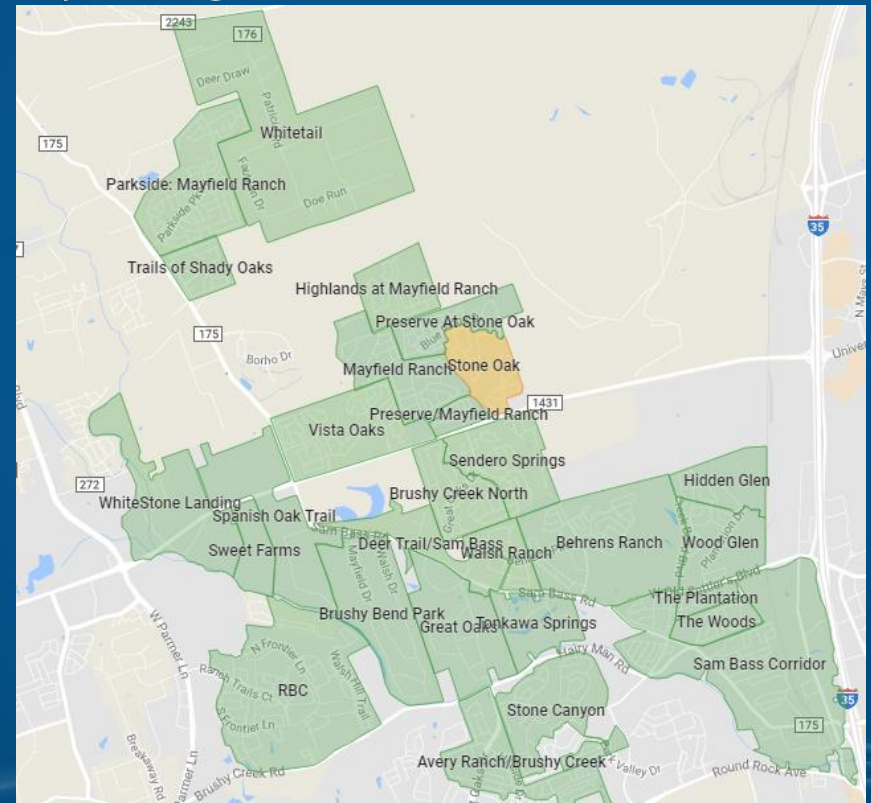
Publicity/Web

- 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

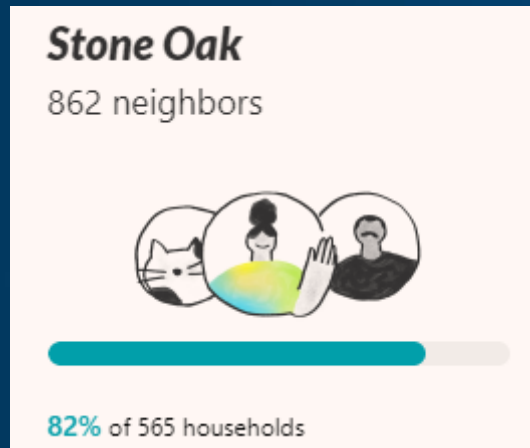
- Nextdoor - <http://www.nextdoor.com>
 - Much like a Neighborhood based Facebook
 - Choose to see/post up to 27 nearby neighborhoods, including:
 - Preserve at Stone Oak
 - Mayfield Ranch
 - Highlands at Mayfield Ranch
 - Preserve at Mayfield Ranch
 - Sendero Springs
 - Vista Oaks
 - Brushy Creek North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



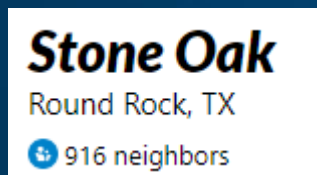
Committee Report

Publicity/Web

- Nextdoor - 2021



- Nextdoor - 2022



Committee Report

Publicity/Web

- Pool Info

Recycle on:		Pool Temp:	
Oct	27	83.4	°F

October 16, 2022: The pool heater temp has been increased for the upcoming cold front. Expect temperatures between 82-85.
October 13, 2022: The pool heater has been turned on and set to 78. As weather cools off more, we'll raise the temperature to keep it comfortable
April 7, 2022: The Upper Passage Pool heaters have been turned on. Expect temperatures between 82-85 in the next couple days.
March 29, 2022: The Upper Passage Pool heaters have passed their test fire for the season. Typically, we turn the heaters on when the water temperature stays at/above 70 for a couple days (to limit condensation in the units). This happened the week after Easter last year. We will post once they turn on this year... its getting close!

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.)

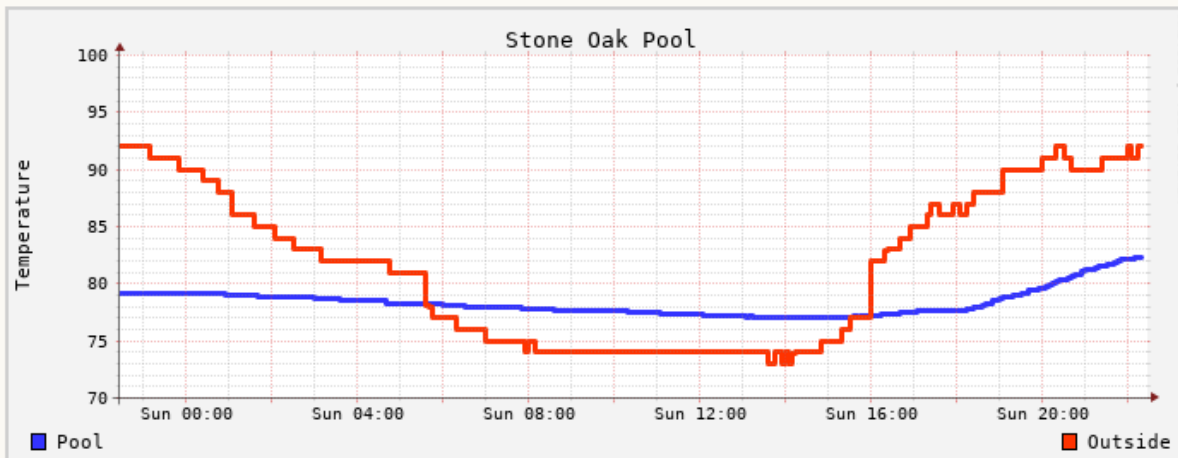
Reactivating your Key: All Upper Passage keys got deactivated on May 22nd, 2020, due to liability issues surrounding COVID-19. If you have not reactivated your key since then, please visit <https://www.stoneoakhoa.org/poolwaiver/> for more info.

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:



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

President - Isaac Kishk - 512-524-7511 - president@stoneoakhoa.org

Vice President - Daniel Cervantes - vicepresident@stoneoakhoa.org

Secretary - Danielle Bundy - secretary@stoneoakhoa.org

Vice President* - Finance/Treasurer - Shannon Green

Vice President* - Management - Gail Moore

Committee Chairs

ACC/M&S - Vacant - accrequests@stoneoakhoa.org

YOTM - Vacant- yard@stoneoakhoa.org

Playground - Marcos Peña - playground@stoneoakhoa.org

Pool - Judy Oskam - pool@stoneoakhoa.org

Publicity - Isaac Kishk- publicity@stoneoakhoa.org

Recreation- Debi Cooke - rec@stoneoakhoa.org

Web - Isaac Kishk - webmaster@stoneoakhoa.org

Welcoming - Karen Williamson - welcome@stoneoakhoa.org

*Non-voting Officer