

# Stone Oak Homeowners Association Annual Meeting

September 26, 2023



# Annual Meeting Agenda

1. Reading of 2022 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 2022 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
  - <vacant>, 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 had some issues for a week when the automated controllers needed to be recalibrated
  - Black Algae bloom has not been reported for seven 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 has been approved and to be installed in October
  - Proactive ant control
- Upper Passage Playground
  - New Mulch ordered/installed in the spring
  - More mulch has been approved and to be installed in October
  - Proactive ant control

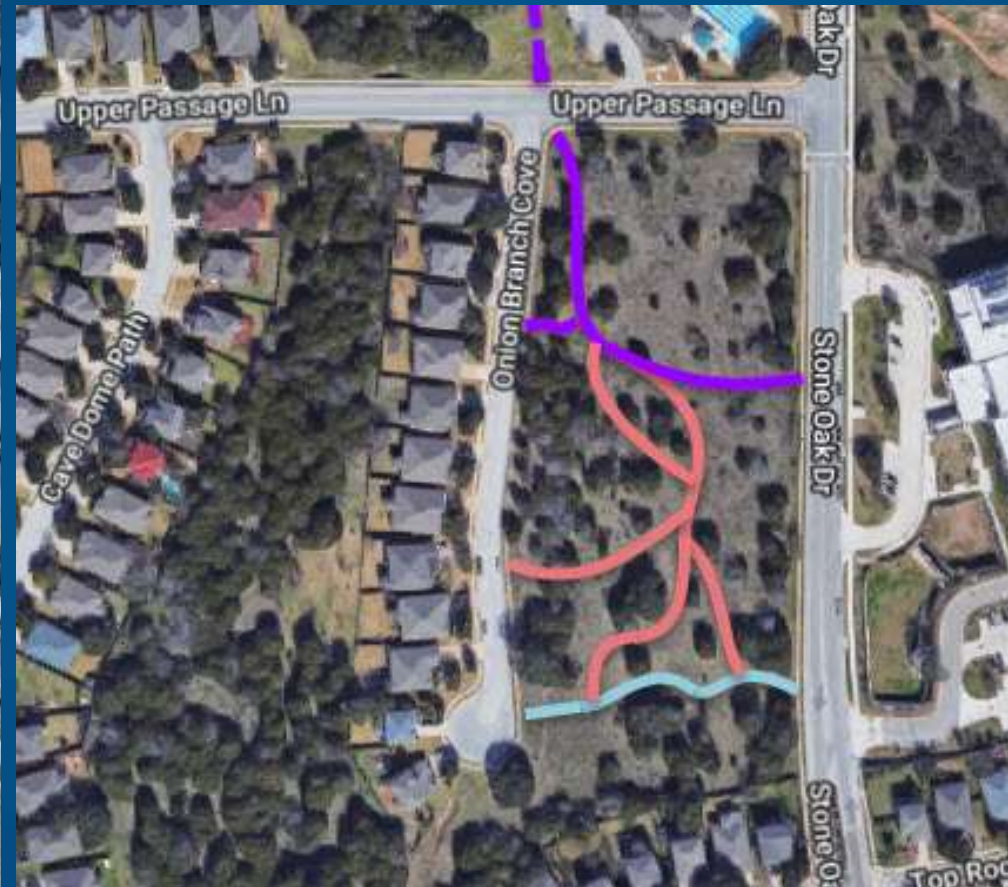
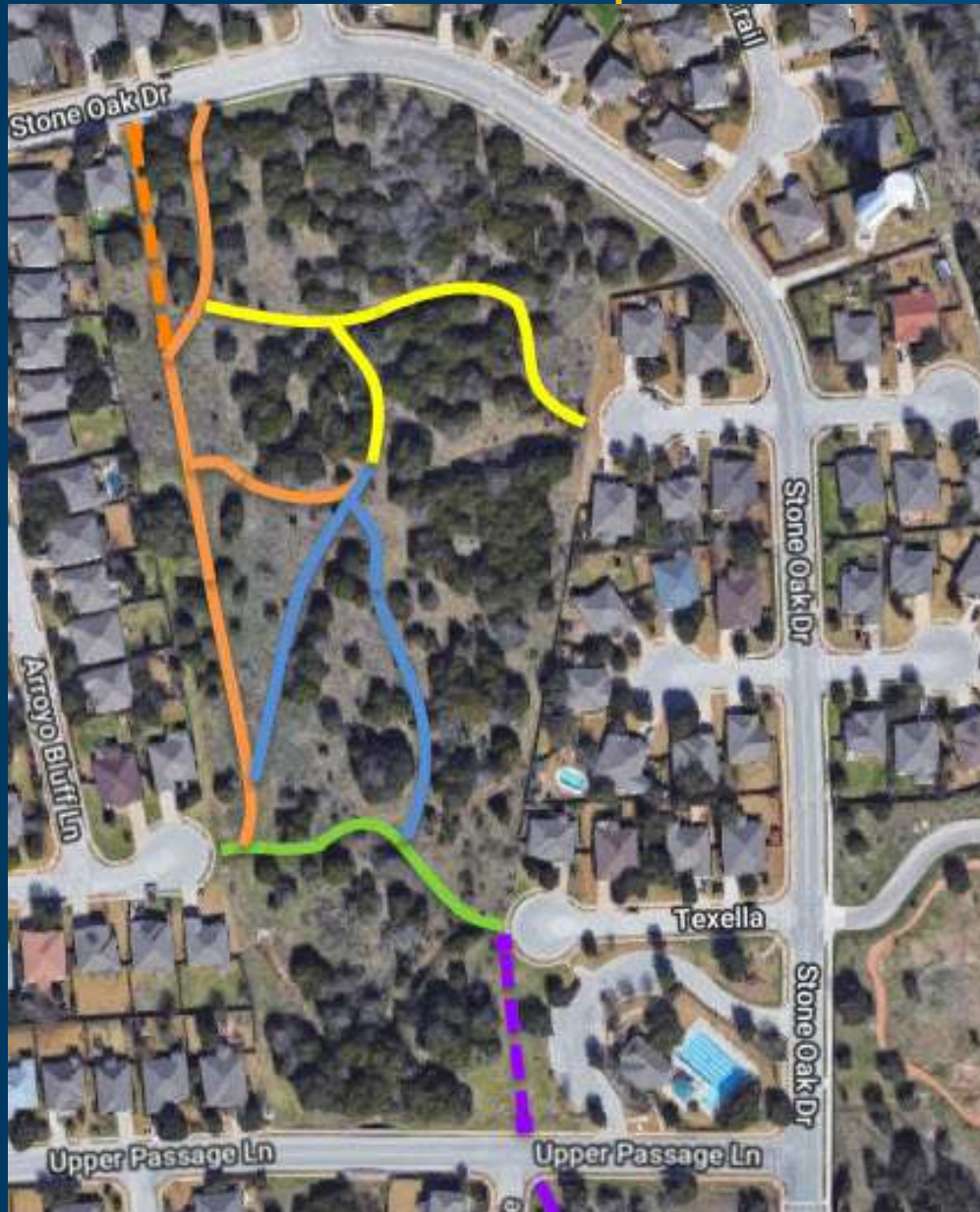
# Trails

## 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/>

# 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

- ACC Guidelines may be reviewed at:  
<https://www.stoneoakhoa.org/hoa/acc-guidelines/>



# Budgeting

## Plans for 2024

- Budget Process
  - Board meeting in fall to review 2024 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

## Problems from 2023

- Storm Damage
  - Plumbing issues at the pool
    - Multiple line freezes in the walls
    - New water fountains
    - Multiple irrigation leaks
  - Landscaping
    - We lost multiple trees
    - Remaining trees had to be cut back quite a bit
    - Greenbelts still have some clean up required
- Drought
  - We are close to losing a few more trees in the right-of-way
  - Many bushes may not recover
- Budget hit from these have not allowed us to buy more pool furniture, or clean up the greenbelts as quickly.

# Budgeting

## Plans for 2024+

- 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 2024+

- Projects
  - Front entrance upgrades





# Budgeting

## Rendering



# Budgeting

## Rendering



# Budgeting

## Plans for 2024+

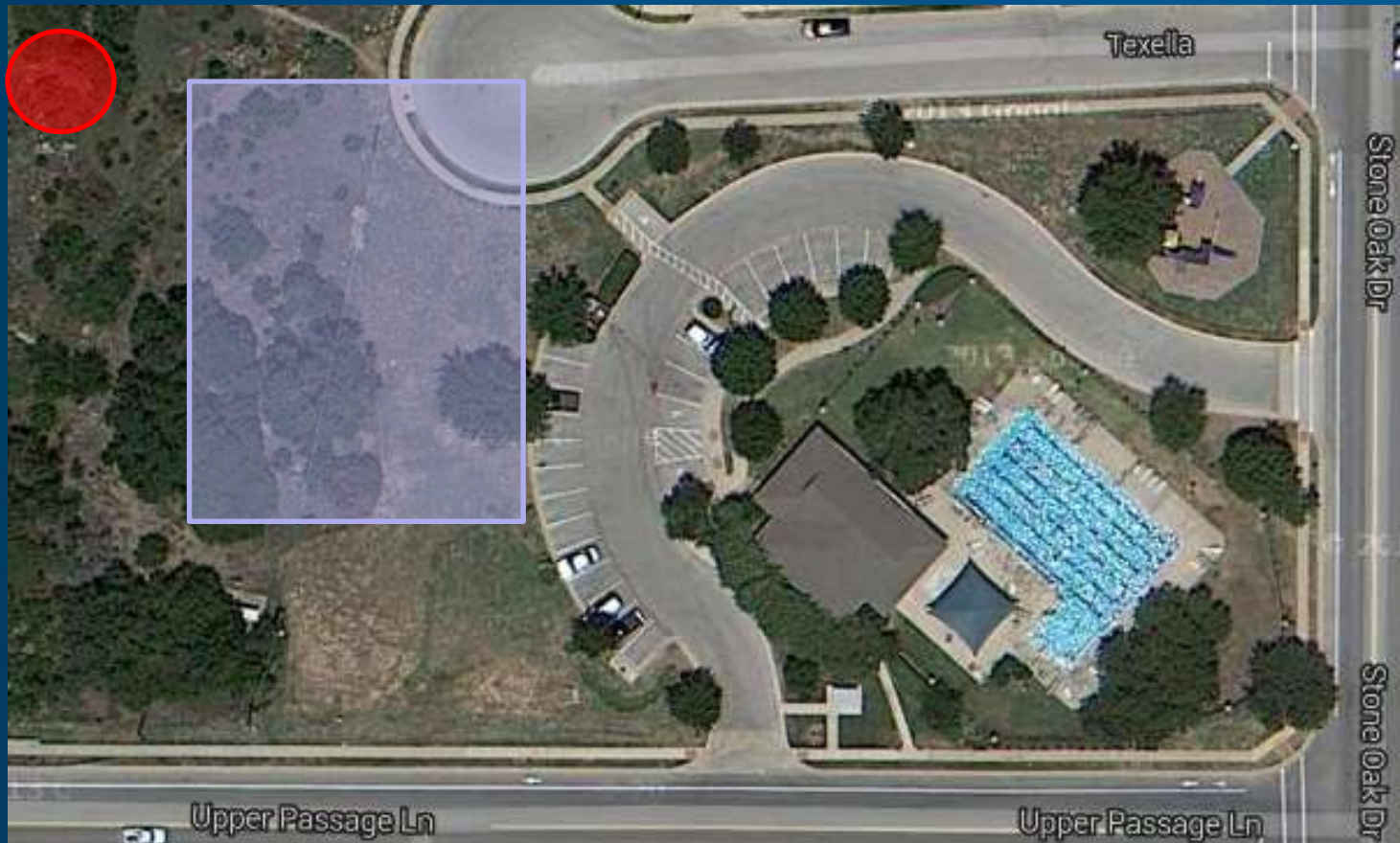
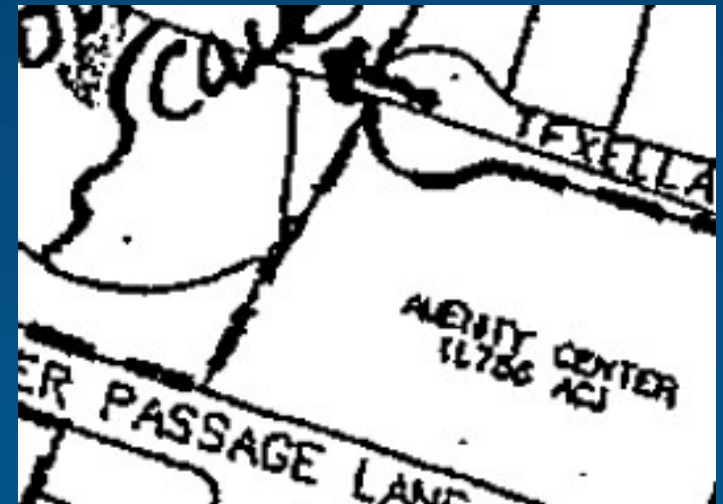
- Projects
  - Upper Passage Park upgrade
    - Establish budget set aside for project
    - Replace aging playscape
    - Possibly add swings on current land where playscape is
    - Possibly add swings to triangle section of land west of the pool parking lot
    - Gather bids for renderings
    - Gather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



# Budgeting

## Plans for 2024+

- Projects
  - Upper Passage Park upgrade- Swings





# Budgeting

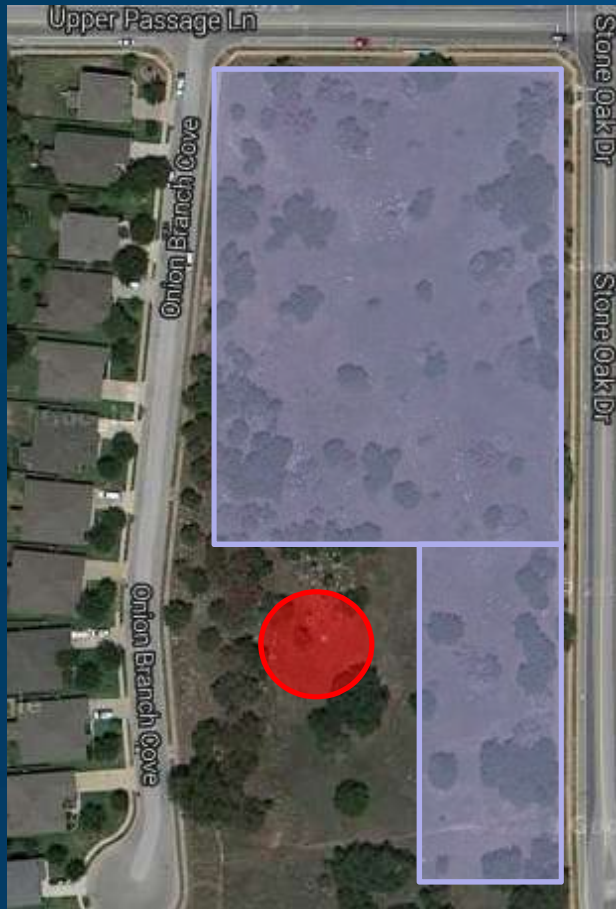
## Plans for 2024+

- 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 2024+

- Projects
  - Amenity Center/Pavilion:



# Delinquencies

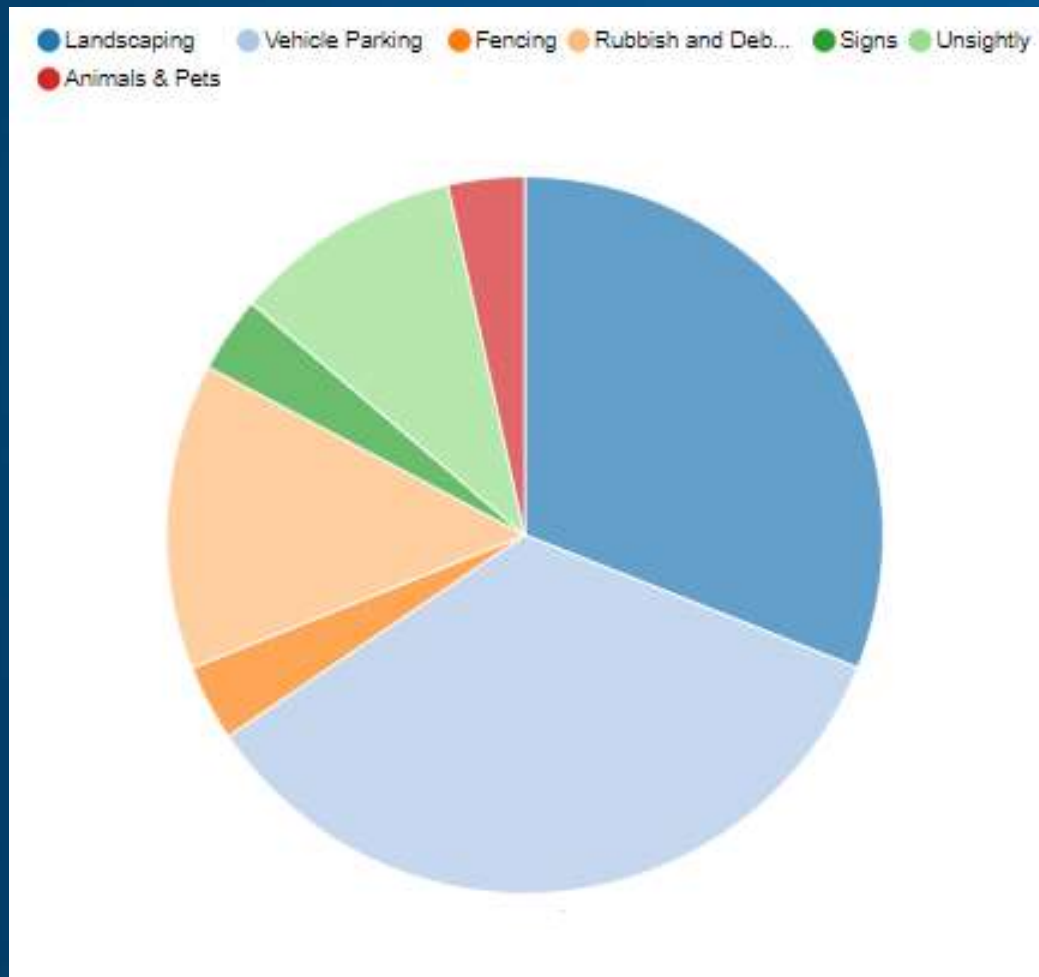
## Status Update

- 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 #3

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 'townSq + G&Wco' interface for managing resident requests. The sidebar on the left includes navigation links: Home, Residents, Groups, News & Events, Requests (highlighted with a red arrow), Messages, Reservations, Documents, and Assignments. The main content area is titled 'Requests' and includes 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, PRT Landscaping) and 'Filter by' (All, Pending, Open, In process). A modal titled 'Open request' is open on the right, showing fields for Title, Category (highlighted with a red arrow), Description (highlighted with a red arrow), In name of (optional), and Attachments (optional). The modal also includes 'Cancel' and 'Open request' buttons.



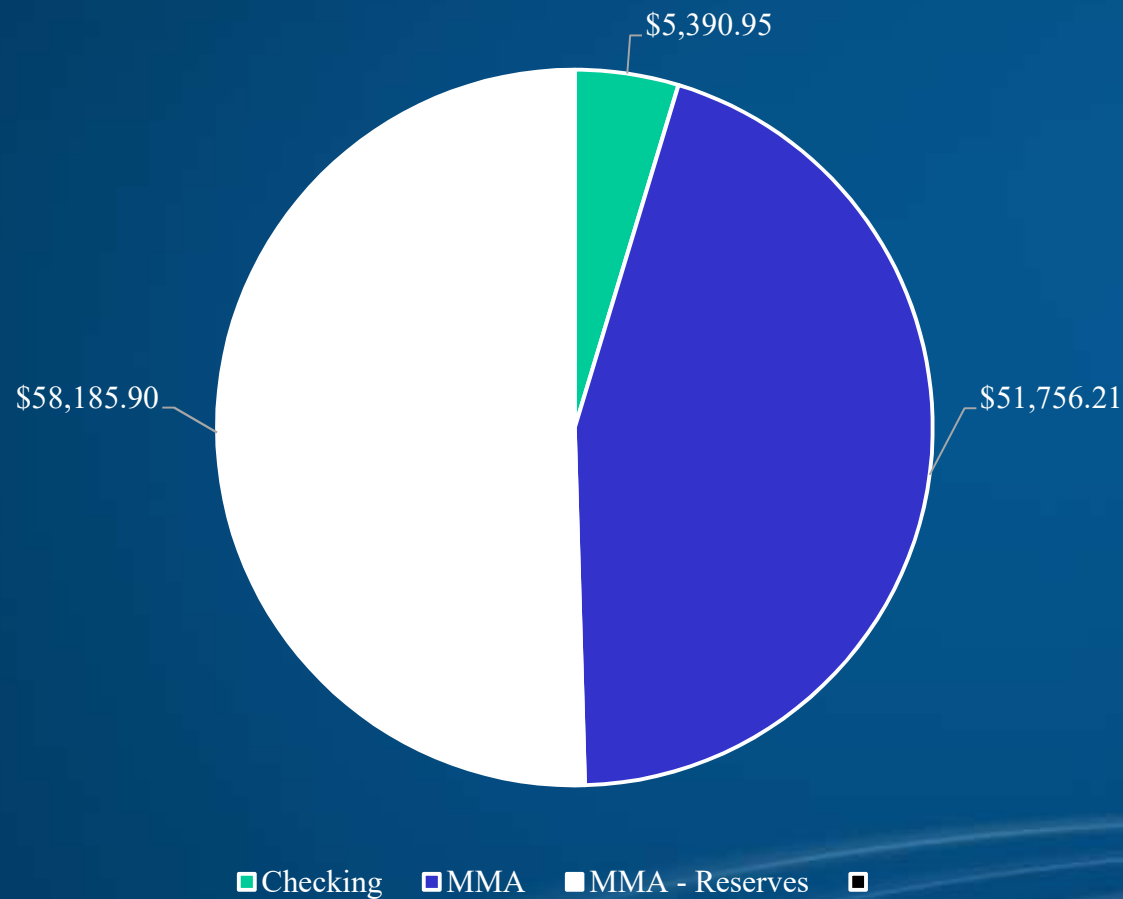
# Goodwin Service Team

- 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](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

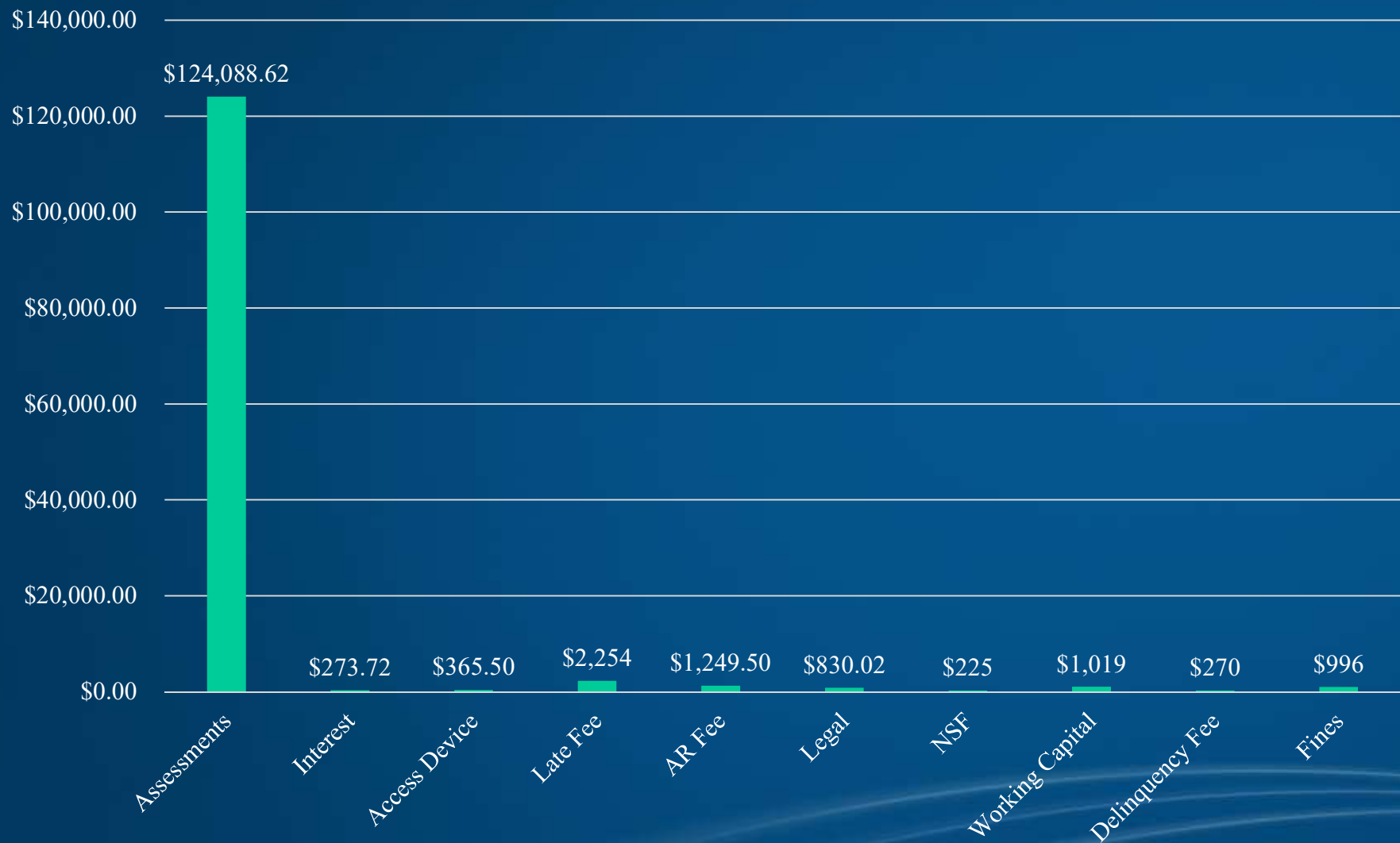
# Goodwin Service Team

- 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 8/31/2023



# YTD Income (8/31/2023)



# YTD Expenses (8/31/2023)



# 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 is back!
- Soliciting volunteers to 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

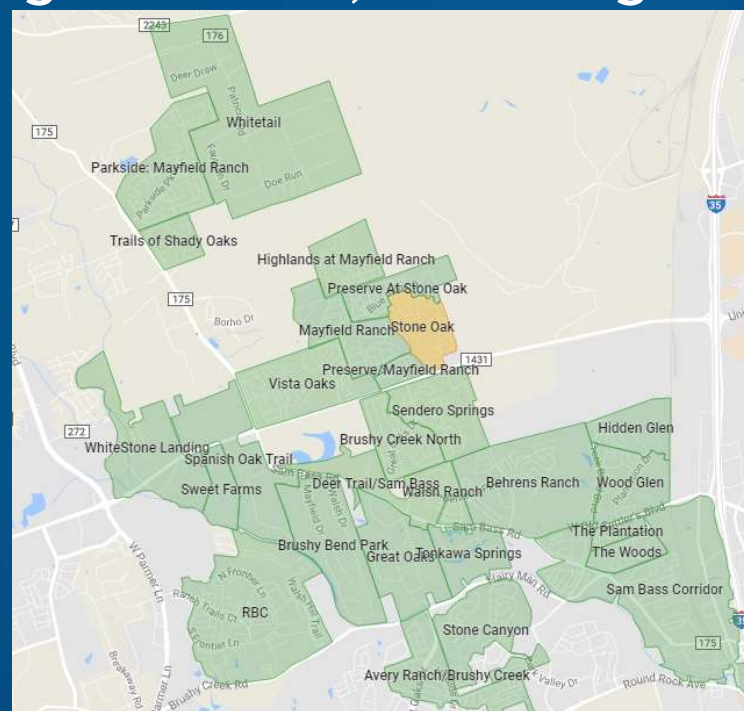
## Publicity/Web

- 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
  - 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 for 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



# Committee Report

## Publicity/Web

- Pool Info

Recycle on:	Pool Temp:
Sep 28	84.1 °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.)

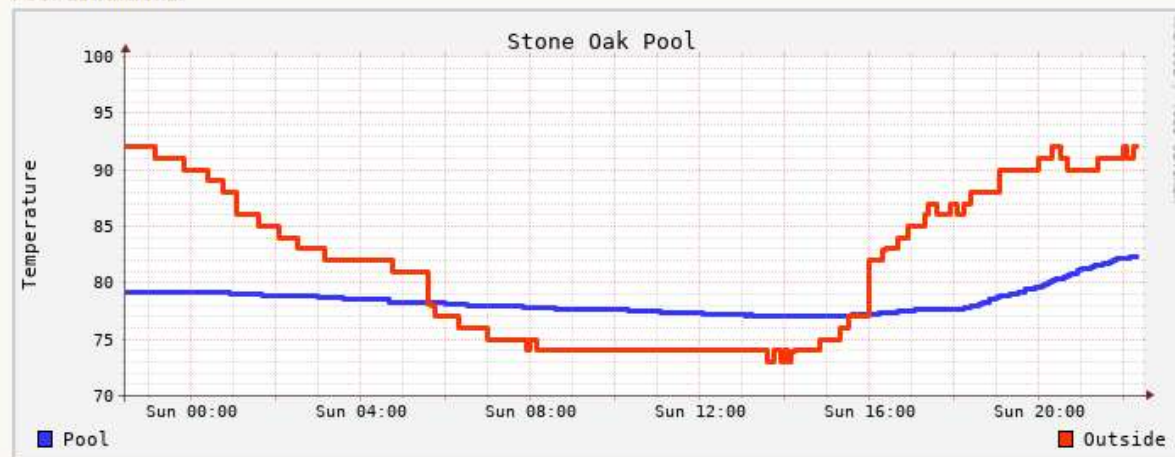
**Reactivating your Key:** All Upper Passage keys got deactivated on May 22nd, 2020, due to liability issues surrounding COVID-19. If you have not reactivated your key since then, please visit <https://www.stoneoakhoa.org/poolwaiver/> for more info.

**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:**



# 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 - Daniel Cervantes - [vicepresident@stoneoakhoa.org](mailto:vicepresident@stoneoakhoa.org)

Secretary - Danielle Bundy - [secretary@stoneoakhoa.org](mailto:secretary@stoneoakhoa.org)

Vice President\* - Finance/Treasurer - Shannon Green

Vice President\* - Management - Gail Moore

### 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 - Karen Williamson - [welcome@stoneoakhoa.org](mailto:welcome@stoneoakhoa.org)

\*Non-voting Officer