

Subject: Weekly Update: Cotton Crossing 8/20/2021

WEEKLY UPDATE



COTTON CROSSING

Hello Board,

I hope everyone had a great week. Thank you, Glen, for continuing to be a valuable resource to us during this period and for communicating with Dominie at Goodwin Transitions. We appreciate your knowledge and help!

BOARD INPUT REQUESTED:

- **GMI Delinquency Process:** Per email to the Board on 8/20, CCOA is slated to begin the GMI Delinquency Process on November 1, 2021. 30 days from that date, the Association's positive and negative credit filing will begin. We need the onboarding form approved and returned to me for processing as soon as possible. Please let me know if there are questions and we'll engage our AR Lead. Goodwin & CO has done extensive data analytics and due diligence to build a payment solution process that is second to none in the industry. Our data shows that on average, we are 1/3rd the cost of a 3rd party collection agency while being 3 times as effective.

- **Cheatsheet:** I sent the Board an email on 8/19 asking for help filling in the information in our Cheatsheet. SEE ENCLOSED for the cheatsheet. I need anyone to verify information and fill in any blanks to help us best serve CCOA. Thanks in advance.

- **Reserve Study:** I sent the Board a list of questions on 8/20 that reserve study vendors will require to be able to provide a proposal. I am ready to solicit RS vendors for proposals once the questions and map is provided. If no map exists, help creating will be appreciated and key.

- **Committee Solicitation:** The Board is interested establishing Committee's for Social, Beautification, etc. I sent the Board an email on 8/19 with an email blast template you can use to solicit neighbors for volunteers. I need to hear back from the Board with approval to disperse it and I can get it sent to all email addresses provided to us by Glen.

THIS WEEK:

- **Balance Forward** billing will be dispersed by Monday, 8/30. BF information was supplied to Goodwin Transitions this week. Thanks, Glen.

- **Invoices:** Please share any invoices with me and Dominie that need to be processed. We do not have any invoices pending payment at this time.
- **Compliance:** Driver Debbie Laughlin has been partnered with Cotton Crossing, Initial drive is being scheduled for September. She has been informed of your concerns about...
 - a) 2364 Village Path: Property is overgrown front/back and appears to be abandoned. +
 - b) 2218 Gruene Lake Dr: Property with shabby vegetation in front yard.
- **Liberty Landscape:** I've reached out to Tray to introduce myself and to get him setup as a vendor in Goodwin's system.
- **Roundup to Weeds:** Tray says the crew already serviced the river rock strip beside 2215 Gruene Lake Dr and Liberty routinely sprays weeds in that area. They also spray weeds in all of the other common areas including mailbox beds, the roundabout, and walking paths.
- **2215 Gruene Lake Dr: Property line** unclear. I sent an email to the Board on 8/20 with screenshots from Comal CAD and aerial Google maps; looks to me like the easement may be part of the river rock and part of the crushed granite strip but I can't be 100% certain without a surveyor becoming involved.

PROJECTS:

- **Hanz Dr Runoff Issue:** I've submitted this request to Liberty as of 8/20. Scope includes removal of debris/crushed granite from streets and replenished at intended beds, the installation of stone or another barrier material recommended by Tray and that he indicate on aerial map where these barriers would go. Will share his proposal with the Board upon receipt. I asked that he have it to me within the next two weeks but that's flexible unless you need him to provide this info sooner.
- **Street Lights:** Michael and Glen are the resource for the street lights. Thanks so much for the information you shared with me last week, Michael. Please let me know if I can assist.
- **D&D Drainage Issues:** I offered to assist with the concerns outlined by the Board during our recent meet n greet but Michael says the City is already inspecting the tunnels to identify deficiencies requiring our attention and that I'm not to contact D&D. Thanks, Michael. Please let me know if I can assist.
- **CCOA Email Domains:** Glen said he would help to create dedicated email addresses for Board members like Rachel.

ARCHITECTURAL COMMITTEE:

- **ACC:** Ken currently serves on the ACC and will need to step down 9/1/2021 pursuant to legislative update saying Board members may not serve congruent terms on the ACC; The ACC may appoint a replacement to fill Ken's seat.

Manager will email Ken for list of current ACC members so they can get setup in the review program offered by Goodwin.

ENCLOSED:

- Cheatsheet, Board input requested
- GMI Delinquency Process x7, see email from me on this subject on 8/20 for details

CONTACT INFORMATION:

Please know I am here for you!

- **Community Manager:** Matthew Perez, **210-447-5582** (cell/fax), Matthew.Perez@GoodwinTX.com
Contact me at my 5582 number during normal working hours M-F. You may provide my 5582 number to homeowners who need to reach us.
- **After Hours Emergency Number:** For exclusive use by Board members only, to report maintenance emergencies requiring immediate attention; This number is NEVER to be provided to homeowners as it's my personal cell phone. **210-993-2099** (cell/text).

All routine items that aren't urgent will be addressed during normal working hours and should be communicated to me via email or at my 5582 number.

Thanks for your partnership and thanks for all you do!
Best,



Matthew Perez

Community Manager

Goodwin & Company

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