

Subject: Weekly Update: Cotton Crossing 8/27/2021

WEEKLY UPDATE
COTTON CROSSING

Hello Board,

Things are really moving along now. I know the Board is in the process of setting up a workshop among itself for when everyone is back in town for September, please let me know what I can do to help.

COMPLIANCE – VIOLATIONS:

- Next week, **Thursday, 9/2**, will be the first official drive by our Compliance Manger.

We'd love to set something up so the Board can meet the driver either on that day or the following date in September when he's back, so you can share any sore points or priority items that he can focus on during visits. I've already communicated your concerns about 2364 Village Path and 2218 Gruene Lake Dr so he's aware of that.

The driver can be as strict or as lenient as the Board needs. However, we can only enforce rules present in the governing documents, we cannot make up new rules that aren't already supported in the governing documents because we need to be able to direct homeowners to that verbiage when they challenge a violation letter.

- **Scheduled Drives:** Tentatively for **Thursday, 9/2**, and again on **Thursday, 9/16**. Please note dates are subject to change sometimes.

- **Process for Violations:** The driver will perform the compliance visit in the community then upload all violations to a queue in Smartwebs for Goodwin's team to use when dispersing the letters to their intended recipients. Smartwebs is where we track violations and any contact from homeowners who respond to violation notices.

BOARD INPUT NEEDED:

- **D&D Invoice enclosed;** I'll process payment for the enclosed invoice we received from D&D next week but need the Board to authorize the release of these funds at just over \$41k.

- **GMI Delinquency Process:** Per email to the Board on 8/20 and again on 8/27, 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.

THIS WEEK:

- **Street Lights:** Michael and Glen are the resource for the street lights. Please let us know when the lights that are being worked on might be reinstalled, or back *on* so I can inform residents who contact

me. Also, is there a list of which lights are currently down so I can check that when homeowners contact me and only push what isn't on the list to the Board for response?

8/24 Sent Board report from Carter saying there are at least two lights out on the 1600 block of Hanz Dr.

8/19 Sent Board report from Morgan who said the street light in front of her home at 2231 Cotton Blvd has been on 24/7, thinks the photocell needs to be cleaned.

- **Committee Solicitation:** Thanks, Madison, for helping with this. The Eblast went out on 8/24. I also pinned the solicitation on TownSq.

Enclosed is the excel spreadsheet of volunteers who inform me of their interest in serving. I'll send you an updated version next Friday as well.

- **Invoices:** Please share any invoices with me that need to be processed.

NEXT WEEK:

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

- **TownSq Architectural Review:** I am creating an application form for Cotton Crossing with Goodwin's info in it. It will go live next week on TownSq; I'll put together an email blast that we'll send out driving homeowners to utilize TownSq for ACC needs; but they can also be sent directly to me or Goodwin for processing as well.

PROJECTS:

- **Hanz Dr Runoff Issue:** I sent this request to Liberty on 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.

- **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:

- **Becky** and Ken make up the ACC. I've given Becky registration information to get her on TownSq so she can review applications that come through there in the future.

- **Kens Replacement on ACC:** Ken will need to step down from the ACC on or shortly following 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.

EMAIL BLASTS:

A running list of what I've dispersed; please make suggestions on what else you want going out and I'll be happy to help you create those eblasts...

- 8/24: Volunteers Needed – Committees

- 8/06: Management Change (Goodwin & Company)

ENCLOSED:

- D&D invoice \$41k

- Cheatsheet, Board input requested

- Committee List as of 8/27/2021, I will update as I receive volunteer information

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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