

Subject: Weekly Update: Cotton Crossing 9/03/2021

WEEKLY UPDATE
COTTON CROSSING

Hello Board,

Wishing everyone a happy Labor Day Weekend.

GOODWIN'S OFFICE CLOSURE

Goodwin's offices will be closed Monday in observation of the holiday. We'll resume normal operations Tuesday, 9/7/2021. If an emergency comes up, please contact me at my cell phone number which is always listed at the bottom of my weekly updates for your convenience.

UPCOMING BOARD MEETING:

DATE: Wednesday, 9/15/2021

TIME: 6:30 p.m.

LOCATION: Glen's Residence at 1652 Hanz Dr, New Braunfels, TX 78130.

NOTICE TO COMMUNITY: I can put together the notice if you prefer or I can use a template you like using. Let me know ASAP. Notice must go out no later than 72 hours ahead of a meeting. I like to give ample notice. Homeowners should be allowed to listen in or to attend if they want.

AGENDA: ??? What will your agenda include. Here's what I recommend...

- Review and approval of most recent Board meeting minutes.
- **2022 Budget:** Will the Board be creating the 2022 budget? If so, by when will it be ready for review. I'm always considerate of trying to adapt to the processes that have been in place with properties I'm new to so please let me know how I can help with this initiative.
- **First Financial Packet:** The first packet won't be ready until later this month. We are uploading the current 2021 budget to our VMS system which is needed for the packet. I don't think this will be ready by 9/15.
- **Management introduction** and overview of deliverables including contact options, TownSq, vendor mgmt., deed enforcement, ACC modification application processing, homeowner account management.
- **Smartwebs overview** of compliance/violations for the Board, this might wait for executive session.
- **Committee Solicitation**, inform residents we continue to welcome volunteers to help with the formation of committees. Will there be a **National Night Out** event 10/05, **Fall garage sale**.
- **Holiday Décor:** What's the plan for holiday décor. I can get a bid from Outdoor Décor or any other vendors you prefer upon request.
- **Street lights:** Provide neighbors with an update on the status of street lights that are under repair, etc.
- **Projects:** Pro Scapes has the project request for barriers to help with runoff. Should we invite Pro Scapes? Let me know and I'll ask him to be present.
- **Drainage Concerns:** We briefly went over this during our meet n greet. Brent's office made contact with Goodwin this week, this is one of many items we'll ask him for information about to see what we can do to help with establishing a reciprocal maintenance agreement. I recall Glen saying Brent couldn't do that himself but that he had recommendations for other firms who might assist.
- **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.

COMPLIANCE – VIOLATIONS:

- **Scheduled Drives:** Tentatively for Thurs, 9/02, and again on **Thurs, 9/16**. Please note dates are subject to change sometimes.

Dear Board,

We're very excited to launch our violation enforcement touchpoint. We had our first compliance visit this week, **Thurs, 9/02**. Only a small handful of violations issued this round. We request the Board's guidance with understanding what you consider a violation so we're able to be consistent across the community and so we know what to focus our attention on. These first couple of months will be us sorting those details out with the Board to find a balance.

The driver asked when trash pick-up is scheduled and for info about acceptable placement of BBQ pits/trash receptacles. The next drive is tentatively scheduled for Thurs, 9/16 so any guidance on what the Board considers a violation VS not a violation is also greatly appreciated.

We've already communicated the concerns about 2364 Village Path and 2218 Gruene Lake Dr so the driver has that info. He'll apply the same logic to other properties with overgrown vegetation.

The driver is reviewing guidelines from the gov documents but we know to ask the Board for feedback since no two Boards are the same and the verbiage in gov documents is sometimes open to interpretation.

Please provide Board directives on the following...

- Short list of priority items you want the driver to focus on during visits. Can be as strict or as lenient as you needed. 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. I recommend starting off with leniency in mind and maybe becoming stricter as time goes by so we're able to train homeowners to get used to the letters and items. If becoming strict right off the bat then I'd recommend an eblast to the community informing them that the Board intends on enforcing XYZ guidelines and when those guidelines will be newly enforced.

- Advise on trash pick up days,

- Advise on acceptable placement for trash bins when not on the curb for emptying,

- Advise on acceptable placement of BBQ pits when not in use,

- Advise on any other item you want the driver to be aware of moving forward.

Communication is key, we believe violation enforcement has the potential to be an effective tool for the community and are happy to adapt our process to meet the needs of the Board and the community.

- **Smartwebs...** <https://smartwebs.com/login/>

Username: CottonCrossing

Password: Goodwin123!

Please do not attempt to change the credentials. Smartwebs is the platform Goodwin uses to track, queue, and disperse notifications to homeowners about violation issues.

The above credentials will enable Board members to view what's in the Violations tab; Smartwebs is the platform the Compliance driver uses when uploading items to our *queue* and then to *print*/dispersal to homeowners.

- **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. Letters are released from Smartwebs daily, the latest when letters will be released from us is one business day following when violations are added to the queue for printing.

BOARD INPUT NEEDED:

- **2022 Budget:** Will the Board be creating the 2022 budget? If so, by when will it be ready for review. I'm always considerate of trying to adapt to the processes that have been in place with properties I'm new to so please let me know how I can help with this initiative.
- **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:

- **D&D Invoice \$41k;** The Board has approved the DD invoice, expensed to be coded against 5393, Retention Pond Repair. Thanks everyone!
- **GMI Delinquency Process:** Thanks, Ken, for signing this document. I've forwarded it to Bridge with Goodwin's Delinquencies for processing. 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.
- **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, and again on 9/02. I also pinned the solicitation on TownSq. Madison is working to print the solicitation and tape them at mailbox areas.
 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.

NEXT WEEK:

- **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. Tray has been out of pocket as of 9/03 and is recovering from an injury but said he'll work on this as soon as he returns. 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.
- **CCOA Email Domains:** Glen said he would help to create dedicated email addresses for Board members like Rachel.

ARCHITECTURAL COMMITTEE:

- **Kens ACC Replacement:** Kens' replacement is Melissa Munson.
- **Becky ACC TownSq.** I've given Becky registration information to get her on TownSq so she can review applications that come through there in the future.

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...

- 9/02: Volunteers Needed – Committees
- 8/24: Volunteers Needed – Committees
- 8/06: Management Change (Goodwin & Company)

ENCLOSED:

- Cheatsheet, Board input requested
- Committee List as of 9/03/2021, 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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