



**RIVER PLANTATION COMMUNITY IMPROVEMENT ASSOCIATION  
MINUTES OF QUARTERLY HOMEOWNER MEETING  
NEXT MEETING NOVEMBER 8<sup>TH</sup>, 2016**

**OCTOBER 27<sup>TH</sup>, 2016**

The Board of Directors of the River Plantation Community Improvement Association, Inc. ("RPCIA") held their Quarterly Homeowners meeting at 7:30 pm on October 27<sup>th</sup>, 2016 at the River Plantation Country Club, 550 County Club Drive, Conroe, TX, 77302, a place open to all owners.

The meeting was called to order at 7:30 pm.

The following Board members were present: George Gilmer, Joe Tipton, Linda Schneider, and Steve Schneider, Jamie Goodman, Mike Lee, Eric Bunsey, Steve Dresel and Annie Altenhofen.

**PRESIDENT'S REPORT - Jamie Goodman**

After leading the group in the Pledge of Allegiance, Jamie introduced the officers and board members. She congratulated the team on completing quite a few initiatives within the first 2.5 months. She explained that the board had elected to meet twice a month for the near future to address issues and make changes as quickly as possible.

She highlighted the following updates:

- The flood debris was collected by Montgomery County.
- Trash Day was a success

It was reported that our contract with IMC has been terminated and a new management company, Crest Management, has been chosen after careful review of three bids. Jamie has worked with Crest in the past and they represent several large communities similar in size to River Plantation. We are currently in transition with IMC to Crest and we ask for patience during this time.

Because of the change and the current budget, the board has elected to suspend having a resource in the RPCIA office and instead, will encourage and educate residents on contacting Crest management directly or seeking assistance on [www.rpcia.com](http://www.rpcia.com).

Crest offers online payment processes as well as management of documentation which is required for the RPCIA and something that was not being managed properly. Jamie estimated the savings to be approximately \$50,000 per year. It is also estimated that at our current rate of receivables to expenses, we would be out of money in approximately a year.

Crest has a very high rate of collections and has helped other communities increase receivables.

Homeowner input indicated some concern about not having the RPCIA office open for assistance, Jamie assured the residents that this was a very difficult decision, but we are confident that we can meet and exceed the residents needs for communicating with Crest and paying their dues promptly.

**TREASURER REPORT – Eric Bunsey:**

A report was provided on the Flood insurance claim covering the sports park buildings. The Actual Cash Value Loss is \$34,739. The Community was responsible for the deductible of \$5,617. Checks



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approximating \$29,000 have been received. Flood policies exclude pool pumps so along with the deductible expense was the expense to replace the pool pumps.

The cash Bank balance of the association held in two Woodforest Bank accounts is \$187,884 and \$114,295. Accounts receivable is approximately \$766,237 of which approximately \$180,000 is more than 90 days old.

To date expenses exceed budget by \$36,333. The top four categories over budget are legal fees, pool contract, pool repairs, and trash removal. Pool contract and waste service are timing issues and not a concern for the year. Under budget included, landscape and maintenance, notices statement and bridge maintenance.

In general terms, a budget overage would need to be made up in one of three ways:

1. Raise Dues
2. Reduce expenses/option.
3. Improve Collections

It is the intention of the board to focus on collections and reducing expenses to give an opportunity to fully evaluate needs.

The Security Constable Program currently budget under the Administrative Expense category is better categorized separately. An advantage that Crest offers is access to their account professionals and will provide value in future reporting.

He explained the Profit and Loss and how some of the areas show a larger expense due to seasonality. He reviewed the budget in detail and discussed some areas of unusual expenses including Legal fees. It was discussed that we had a larger than normal legal fees due to the re-election and the involvement of the Fowler Law firm in many of the meetings as well as the re-write of the by-laws. In addition, we have had additional expenses involved with the demand letter. Several areas are under budget including Landscaping, Notices/statements as well as bridge maintenance. It was noted that we've reduced expenses sending only one annual statement but that homeowners may appreciate a reminder through signage and email reminders.

He continued that he is completing several reviews with IMC in regards to billing to the homeowner as well as vendor payments. Several monetary amounts are not categorized properly such as constable expenses under Administrative. Eric is looking forward to working with Crest and their accounting team to assist with future reporting.

**COMMITTEE REPORTS**



**RIVER PLANTATION COMMUNITY IMPROVEMENT ASSOCIATION  
MINUTES OF QUARTERLY HOMEOWNER MEETING  
NEXT MEETING NOVEMBER 8<sup>TH</sup>, 2016**

**Park and Pool – Joe Tipton**

Joe reported that insurance money has been received by RPCIA for the updates and they are in the process of receiving bids for all repairs including plumbing, electrical and drywall. In addition, 4 courts were resurfaced, one court repaired and the basketball court repaired. The vendor also assisted with some sinkholes and repairing the chain link fence at the park.

**Grounds and Maintenance - Joe Tipton**

Joe reported that our new landscaping company, Protex, has been doing a great job. In addition, we have raised the canopy at 5 parks and the results have been very well-received. He is monitoring their performance closely and is reviewing various areas in need including space at the Park and Pool. Joe reported that the erosion at Stewarts Creek are being reviewed by Mr Blackburne and steps are being taken to complete the repairs. Corrections and repairs have been made to sprinklers at the RPCIA office as well as at the front entrance and by the sign. We had significant clean up by Montgomery County in regards to flood debris. This was NOT something that they were required to do and after many phone calls they agreed to assist. Streetlights that are in disrepair are being tagged with an orange ribbon for Entergy to repair. In addition, the board has discussed having Block Captains to assist reporting issues regarding dumping in parks, parking illegally and ditches needing attention.

**ACC - Mike Lee**

Mike has stated that he intends to complete ACC requests in approximately 48 hours. There have been 14 requests approved in the past 2 and half months including several exterior updates such as paint and trim color, new roof, a few driveway updates and more. He indicated that he drives by every home that applies for updates and reviews them personally to ensure they meet the requirements. Several homeowner comments around compliance arose. Mike encouraged them to communicate directly with him if they have questions or concerns about neighboring updates. It was also indicated that most approved updates have a yard sign delivered, however, there is a shortage of the signs and some approved updates may not have a sign.

**Compliance - Mike Lee**

Mike indicated that violations are reviewed monthly and will continue to be reviewed with Crest. 42 violation letters have been sent out. Resident comments indicated that there was disappointing performance in the past with the management company prior to IMC. Mike and Jamie assured the residents that every effort will be taken to have violations be relevant, timely and overall, to improve the beauty of River Plantation.

**Special Events - Annie Altenhofen**

Annie stated that we completed several successful events including the fall garage sale, community-wide clean-up as well as having planned a Fall-O-Ween festival for October 29<sup>th</sup> at the Sports Park. We expect to continue to have Santa at the Gazebo as well as suggesting Breakfast with Rudolph and working with the Country Club for a lighted golf cart parade for the holidays. Notifications will be more forthcoming with email blasts and signage.



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**Communications and Technology - Annie Altenhofen**

The board approved the use of a new website platform that will allow for us to communicate and manage all residents of River Plantation, homeowners, renters and more. This will also allow for residents to request communication preferences to establish if they wish to have mailed or electronic communication including newsletters, email blasts as well as reminders of events. In addition, the site will allow for ACC electronic form submittal, notification to board members of concerns in the community, reservations of the amenities and more. Payments will be handled through the Crest management site. The newsletter is intended to be re-established with the updated website and should be complete and online by December.

**Safety - Steve Dreisel**

Steve stated that the budget for security was current at \$109,000 and he was working with his committee to establish the best use of these funds for the purposes and needs of the community. He stated that we currently receive 60hrs a week of Constable hours and may receive less if we contract with sheriff department, however, it all must be reviewed. A new sheriff is being installed and after that, we will evaluate options. Steve is also working on security for both the RPCIA building as well as the pool house and is reviewing crime analytics from the county and constables to identify opportunities.

**HOMEOWNERS INPUT/COMMENTS:**

Homeowners commented throughout the discussions regarding the committee members reports.

**NEXT MEETING:**

The next Board meeting is scheduled for Tuesday, November 8<sup>th</sup>, 2016 at 7:30pm at the River Plantation office. The Executive Board meeting was adjourned at 10:10. General meeting resumed and summary of executive session was given. Meeting was adjourned at 10:12pm.