



Grayhawk HOA

2021 Annual Meeting

Monday December 13, 2021



Agenda

1. Call Meeting to Order
2. Introductions / Overview
3. Proof of Notice of Meeting / Waiver of Notice
4. Approval of 2021 Annual Meeting Minutes
5. Financial Review
6. 2021 Review
7. 2022 Plans / Projections
8. Q & A Session
9. Adjourn Meeting



2022 Board

Years of Service

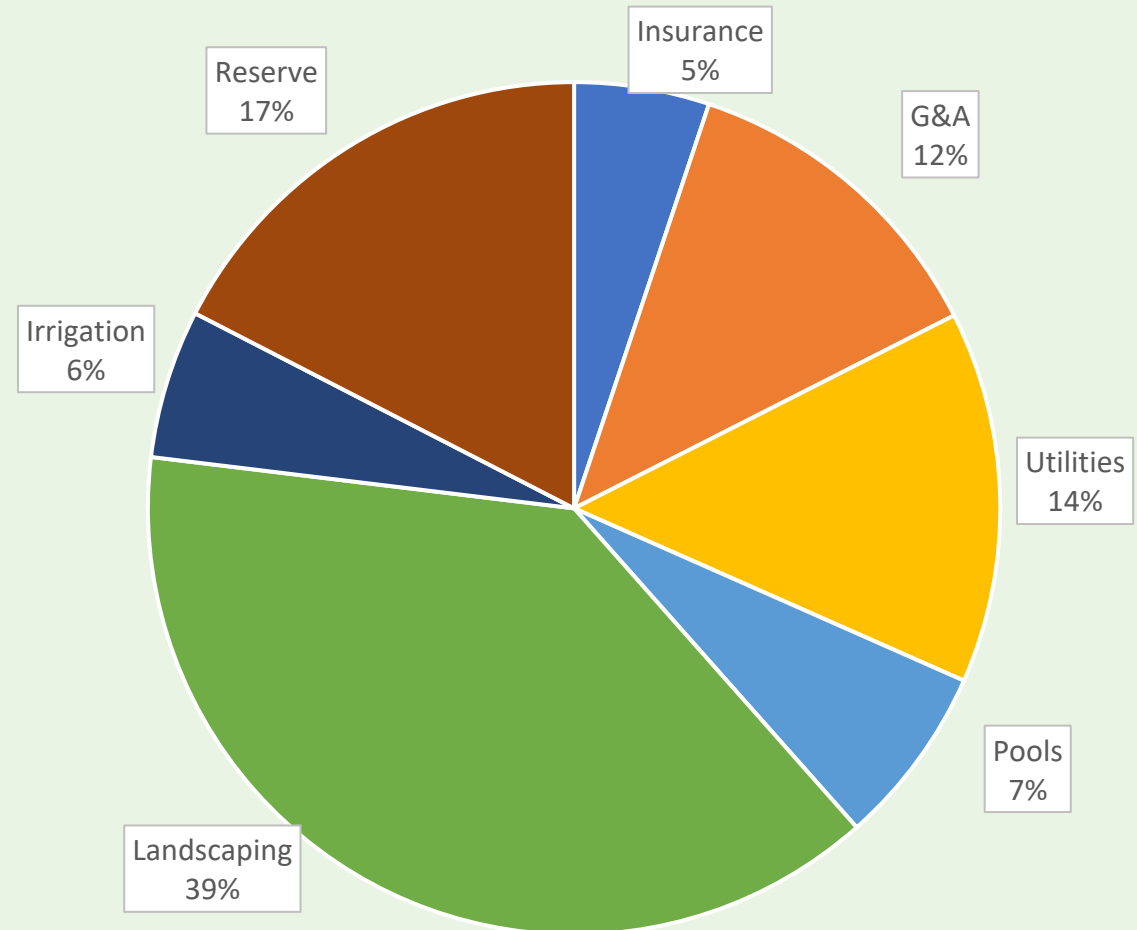
President	John Beck	2
Chairperson	Melanie Marx	8
Treasurer	Brad Boercker	1
Secretary	Tinika Draper	1
VP	Don Amick	13
VP	Ade Opere	2
VP	Suzanne Johns	1

SBB Management	Betty Crudden
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Financial Review - Expenditures

Understanding where HOA
Dues are spent

Dues Collected	<u>\$ 1,182,000</u>
Insurance	\$ 60,000
G&A	145,000
Utilities	165,000
Pools	80,000
Landscaping	462,000
Irrigation	66,000
Reserve	<u>204,000</u>
Total Expenses	\$1,182,000





Financial Review – 2021

Retrospective

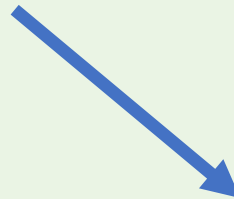
	2016	2018	2019	2020	10/2021 YTD	2021 Budget YTD	Variance	2021 Annual Budget	Remaining Budget
Income	\$ 1,000,811	\$ 1,271,885	\$ 1,192,138	\$ 1,192,872	\$ 1,000,416	\$ 985,233	Favorable	\$ 1,181,050	\$ 195,817
Expenses									
G&A	\$ 143,425	\$ 134,346	\$ 135,177	\$ 148,602	\$ 112,481	\$ 109,968	Unfavorable	\$ 135,427	\$ 25,459
Taxes	\$ -	\$ -	\$ -	\$ -		\$ 405	Neutral	\$ 905	\$ 500
Insurance	\$ 45,426	\$ 48,083	\$ 51,159	\$ 54,234	\$ 46,826	\$ 49,488	Favorable	\$ 59,466	\$ 9,978
Utilities	\$ 151,779	\$ 157,598	\$ 137,224	\$ 174,601	\$ 96,479	\$ 142,670	Favorable	\$ 159,404	\$ 16,734
Infrastructure/Maint	\$ 44,594	\$ 55,249	\$ 317,170	\$ 20,154	\$ 18,790	\$ 37,256	Favorable	\$ 47,807	\$ 10,551
Swimming Pool	\$ 90,772	\$ 108,277	\$ 79,631	\$ 74,874	\$ 138,605	\$ 95,106	Unfavorable	\$ 98,400	\$ 3,294
Landscape Maint	\$ 315,802	\$ 311,253	\$ 397,209	\$ 315,411	\$ 330,398	\$ 329,350	Neutral	\$ 395,220	\$ 65,870
Irrigation Maint	\$ 144,640	\$ 140,675	\$ 52,818	\$ 115,198	\$ 43,029	\$ 45,500	Favorable	\$ 54,000	\$ 8,500
Patrol	\$ -		\$ 960		\$ 425	0	Neutral		\$ -
Special Projects	\$ -	\$ 14,962	\$ 7,794	\$ 36,077	\$ 9,129	\$ 22,017	Favorable	\$ 26,421	\$ 4,404
Total Expenses	\$ 936,438	\$ 970,443	\$ 1,179,142	\$ 939,151	\$ 796,162	\$ 831,760	Favorable	\$ 977,050	\$ 145,290
Reserves	\$ 53,550	\$ 73,908	\$ 103,136	\$ 193,378	\$ 170,000	\$ 170,000	Neutral	\$ 204,000	\$ 34,000
Expenses + Reserves	\$ 989,988	\$ 1,044,351	\$ 1,282,278	\$ 1,132,529	\$ 966,162	\$ 1,001,760	Favorable	\$ 1,181,050	\$ 179,290
Net Income	\$ 10,823	\$ 227,534	\$ (90,140)	\$ 60,343	\$ 34,254	\$ (16,527)	Favorable	\$ -	\$ 16,527

2021 YTD Variance for pool/landscape related to winter storm damage
Pool expenditures above budget due to damages of hard freeze Feb 21

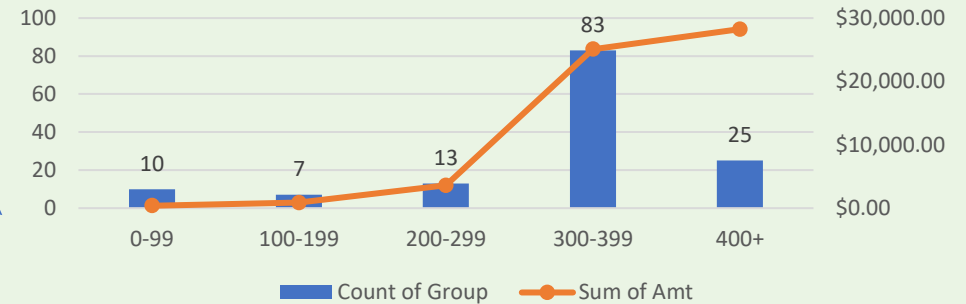
Delinquencies

A/R Aging Receivable Reason

Assessment (138)	\$ 58,154.06
Attorney Fees-Collection (55)	\$ 18,911.71
Interest (167)	\$ 13,585.20
Other	\$ 14,298.69
Total	\$104,949.66



Delinquent Assessments Categories and Amounts Owed



Summary

- New Payment System with SBB Owner Portal
- 138 Accounts have some kind of “Assessment Due”
- 113/138 (82%) Accounts owe less than \$400.
- 7 Accts are Pending HOA Foreclosure
- HOA Charges 15% interest on outstanding dues.
- **Payment Plan options exist for seriously delinquent accounts.**

Simplified Collection Process:

1. Notification
2. Certified Letter
3. Demand Letter from Atty
4. Mortgage Notification
5. Lien
6. Foreclosure



2021 Review

- 5 Committees were Officially Formed via Resolution
 - Architectural Control Committee
 - Beautification Committee
 - City Liaison / Safety Committee
 - Hill Remediation Committee
 - Real Estate Committee
- 3 Committees are in Process of Final Resolution
 - Communication
 - Finance
 - Social



2021 Review

Architectural Control Committee

- To maintain the aesthetic integrity and property values of the Grayhawk Community by managing the formal approval process HOA members must use if they wish to make modifications to the exterior of their property.
- Added new members to the committee, allows for faster reviews and decisions
- **All modifications** to the exterior of the home or property require an ACC Request form be submitted and approved prior to any work being commenced
- All approved requests become part of a permanent record for that address
- Reviewing approximately 15-20 requests per month



2021 Review

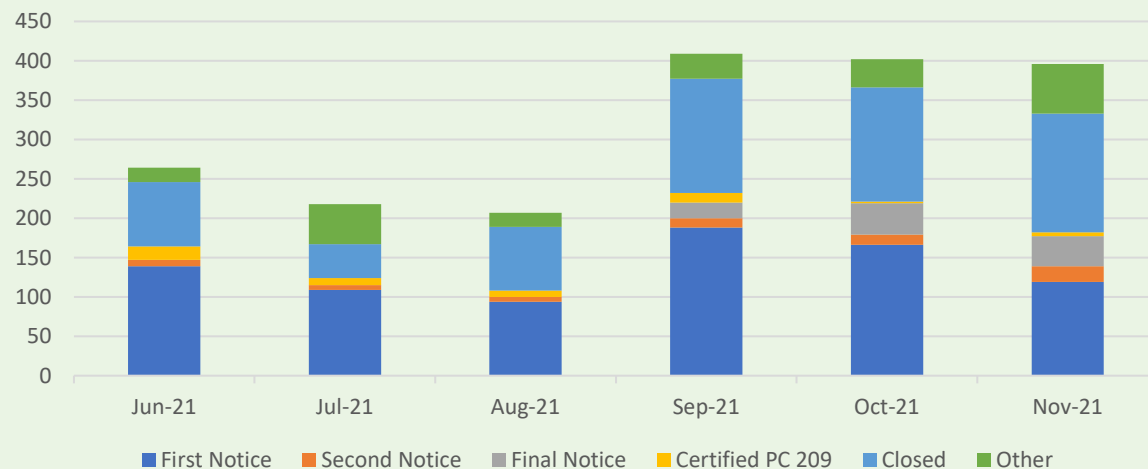
Beautification Committee

- To maintain the aesthetic integrity and the property values of the Grayhawk Community through planned maintenance of, and improvements to, all Common Area Property (pools, fountains, ponds, entries, playgrounds, lighting, and landscaping), and to work with the Property Management Company to identify homeowner properties that are in violation of the HOA Declaration relating to property maintenance standards.
- Repaired damage to pool buildings and remove trees and shrubs damaged from winter freeze
- Had repairs done to many pumps and fountains in the ponds
- Toured the primary common areas to identify items that need to be repaired or updated
- Has begun to work on a 3-5 Year Plan

Homesite Upkeep and Maintenance

- Yard Compliance Inspection has increased
- Previously 1 driver every 2 weeks
- Currently 3 Drivers every 2 weeks (No additional cost to HOA)

Homeowner Notifications (June - Nov 2021)





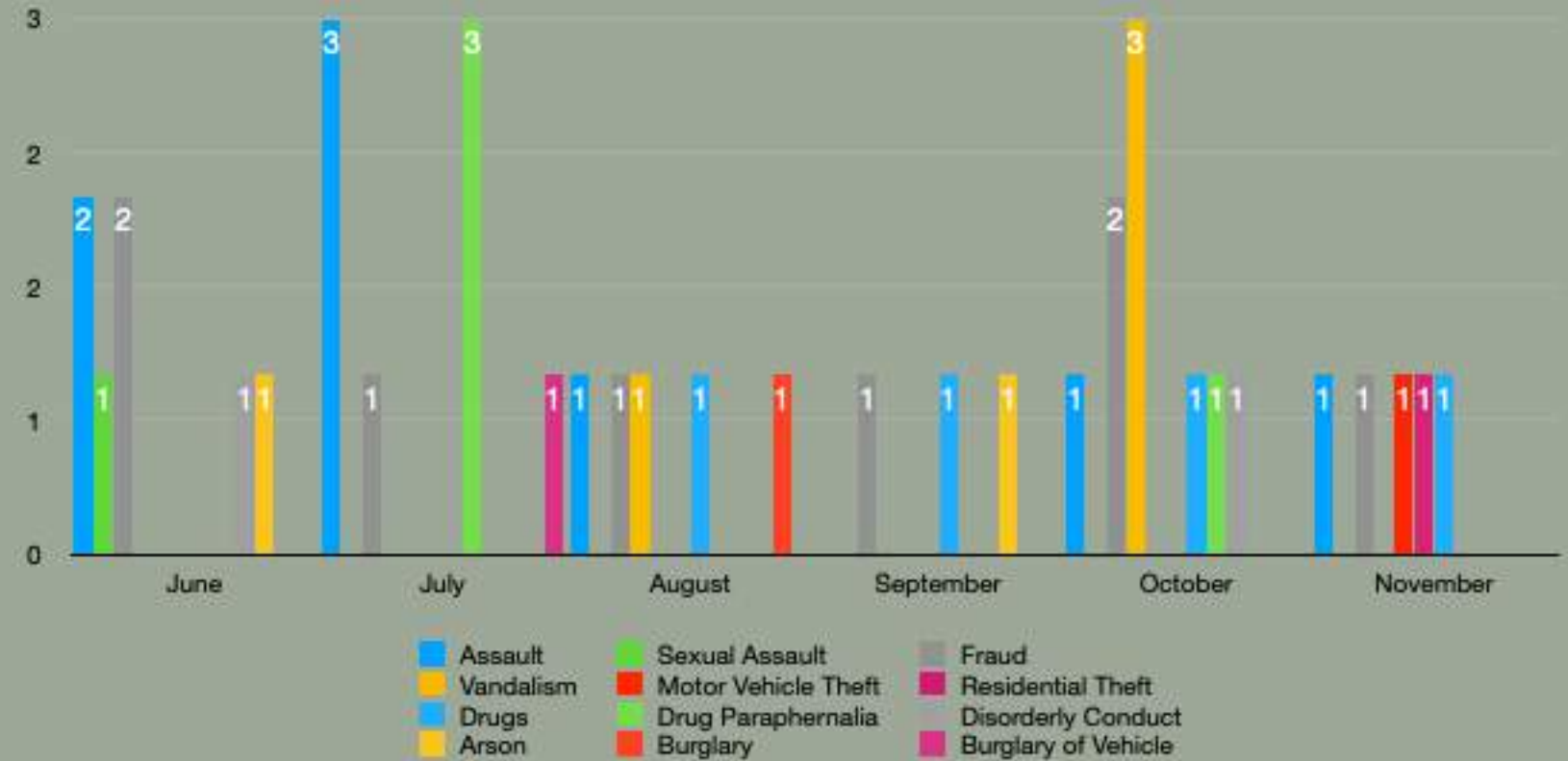
2021 Review

City Liaison / Safety Committee

- To keep the Grayhawk HOA community updated on all plans and activities within the City of Frisco and surrounding areas that may have an effect upon our community, property values, or quality of life; and to develop strategies and programs to promote a safe environment within the Grayhawk community.
- Attending or reviewing recordings of monthly various City meetings
- Working with Frisco Police Department to launch the Neighborhood Watch Program to the community
- Submitting requests for sidewalk repairs in neighborhood
- Providing monthly Crime Statistics within the neighborhood
- Continued development around our neighborhood
 - PGA Headquarters – Omni Resort – Fields Development
 - NW Community Park -
<https://www.friscotexas.gov/DocumentCenter/View/25626/Northwest-Community-Park-Master-Plan-2021-PDF?bidId=>

Grayhawk Crime Stats

Chart 1



June - 7 incidents

July - 8 incidents

August - 5 incidents

September - 3 incidents

October - 9 incidents

November - 5 incidents



Safety & City Liaison

Neighborhood Watch - Block Captain

[https://www.friscotexas.gov/313/
Neighborhood-Watch](https://www.friscotexas.gov/313/Neighborhood-Watch)

My Frisco Service Requests

[https://friscotx.citysourced.com/
default.aspx](https://friscotx.citysourced.com/default.aspx)

Issues with signs, garbage, street cracks

Safety Tips

Turn your porch lights on

Keep your car doors locked and garage
doors closed

If you see something, say something -
Call 9-1-1

Frisco PD now has online reporting
(non-emergency): [https://
www.friscotexas.gov/1687/File-a-
Report-Online](https://www.friscotexas.gov/1687/File-a-Report-Online)



2021 Review

Hill Remediation Committee

- To investigate possible resolutions to the Grayhawk Hill failure, to present recommendations to the Grayhawk Board, and oversee testing and construction activity until such time as the selected resolution has been fully completed.
- 7 members who work in various construction disciplines
- Obtained original, city approved plans for neighborhood and original drawings from developer on construction of hill
- Discussions with City Engineering and Development Services members
- Released Request for Proposal to 10 Geotechnical / Land Design / Engineering firms
- Initial proposals were received on Friday



2021 Review

Real Estate Committee

- Provide input to the Board of how the committee member's clients, both buyers and sellers, view the Grayhawk Community including positive and negative impressions.
- Providing monthly reports on home sale statistics for neighborhood
- 76 Homes sold in 2021
- High Selling Point - \$683,000 – September
- Low Selling Point - \$323,000
- Homes selling quickly at 7% or more above asking price



2021 Review

Communications / Website Committee

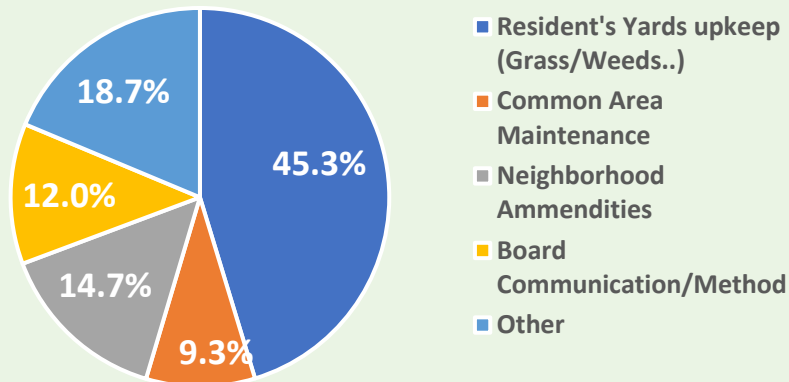
- Mission Statement and Responsibilities being drafted
- Website was updated to current technology with a new look and feel
- Beginning to use online forms – ACC, Volunteer Submittals
- Eliminated restrictions on sending emails to community



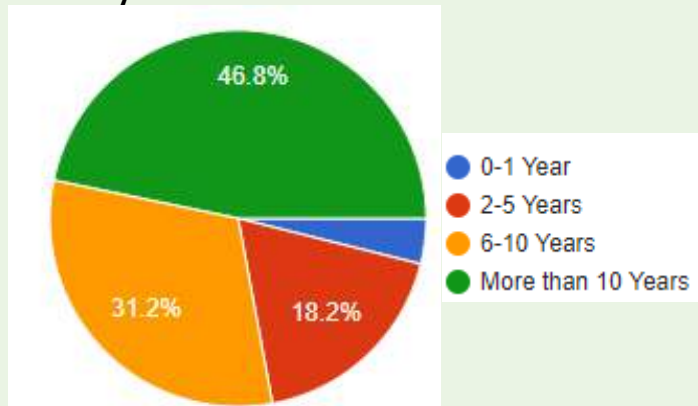
2021 Resident Trial Satisfaction Survey

Select Findings

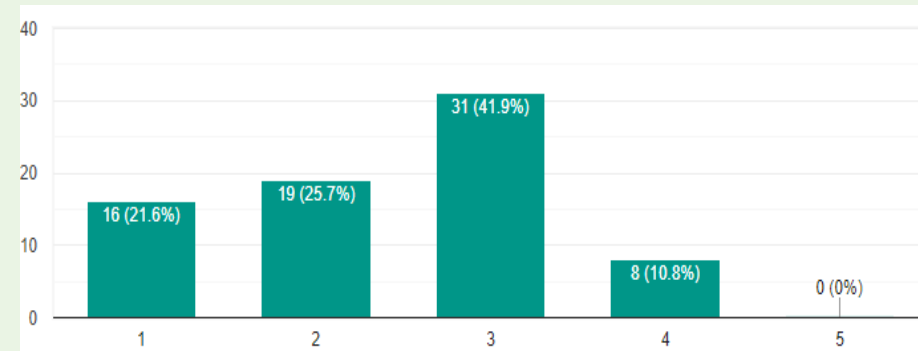
What is the single largest opportunity facing Grayhawk?



How long have you been a resident of Grayhawk?



Overall, how would you rate your association (5=Best)?



2022 Survey

- Annual survey will be performed by HOA Board for satisfaction and areas of opportunity/feedback.
- Available September 1, 2022 and available online through October 1.
- Results will be provided at 2022 board meeting and provide YOY performance for the board to review.

2021 Review

Social / Holiday Committee

- Mission Statement and Responsibilities being drafted
- COVID curtailed all activities except for July 4th Parade
- First Annual Holiday Decorating Contest
 - Judging ends tomorrow
 - Winners Announced this week
- Wing.com launch Event
 - Drone delivery service from Walgreens 423/Eldorado





2021 Review

Finance Committee

- Mission Statement and Responsibilities being drafted
- Detailed review of accounting method, account usage, and reporting held with SBB with recommended changes being implemented
- 2022 Budget prepared with modifications to include seasonality of various expenses



2022 - Moving Forward

Areas of Focus

- Repair / Improve Primary Amenities
 - North Pool
 - Replace Arbor
 - Replace Fence
 - Refresh of area inside fence and at entrance
 - Clean/Paint Pool House
 - South Pool
 - Replace Arbor
 - Install new shade over kiddie pool, same model as installed last year @ North Pool
 - Clean/Paint Pool House
 - Evaluating modifications to area inside of fence
 - Gazebo @ Bavarian & Hennessey
 - Take down immediately
 - Evaluating options for replacement
- Establish Inventory / Location of all HOA Equipment
- Create Equipment Maintenance and Life Cycle Plan



2022 - Moving Forward

Areas of Focus

- Hill Remediation
 - Select Geotech firm to conduct all required testing on hill
 - Determine the range of options available for reconstruction of hill and estimated costs
 - Hold community meetings to
 - Present findings and available options
 - Obtain input from Community on preferred paths forward
 - Determine top 2-3 options and put to a community vote
 - There is not a timetable established as yet for these steps
- Financial Planning
 - Move funds into higher interest-bearing accounts – CD's
 - Ensure all accounts are fully covered under Federal Insurance Programs



2022 - Moving Forward

Areas of Focus

- Create 3-5 Year Plan for Improvements to Common Areas
- Launch Neighborhood Watch Program via Block Parties
- Hold a small number of larger social events / outings
 - Grayhawk Night at FC Dallas or Frisco RoughRiders
 - Build on Holiday Decorating Contest, tie to community event such as fall/winter festival
- Build out Grayhawk Website
 - Open side to promote Grayhawk to potential buyers
 - Useful information on protected side for homeowners only
- Develop best methods of communicating to owners and residents through multiple avenues: email, text, Facebook, Nextdoor, etc.
- Create Feedback program to learn what potential buyers think of our community



2022 - Moving Forward

Areas of Focus

- Continue to improve timely response from the Board to homeowner issues
- Finalize Mission Statements and Responsibilities for the last three committees
- Encourage participation from more homeowners to serve as volunteers for the 8 committees



Q & A