



Castle Hills Residential Association, Inc.

Annual Meeting 2020

Agenda

- ❖ **Welcome** – Kristen Fritz
- ❖ **Proof of Notice of Mailing and Confirmation of Quorum**
- ❖ **Approval of minutes of preceding meeting**
- ❖ **Report of Officers – Secretary – Eric Stanley**
- ❖ **Question & Answer** – Eric Stanley

Welcome

❖ HOA Team:

- ❖ **Kristen Fritz** – Senior Association Manager
- ❖ **Krissy Kelly** – Assistant Association Manager
- ❖ **Cassie Flores** – Compliance Coordinator
- ❖ **Kylie Bondi** – Resident Coordinator

❖ Attorney:

- ❖ **Alex Valdes** – Winstead PC

❖ Castle Hills Residential Association Board Member:

- ❖ **Eric Stanley** - Secretary

Proof of Notice of Mailing and Confirmation of Quorum

❖ Notice

- ❖ Oral Statement – Confirmation of Mailing

❖ Quorum

- ❖ Participants
- ❖ Developer Votes

Approval of Minutes from Preceding Meeting

- ❖ **Minutes from 2019 Annual Meeting**

- ❖ Motion to Approve

HOA

Facts & Information

❖ **Mail Center:** 32 full time employees; 1 manager, 21 mail carriers, 10 mail clerks

- **Built in 2004** (expanded twice since then)

❖ **2019 package delivery stats:**

- **213,558** packages delivered
- **33,066** packages delivered in December (highest volume month)
- **707** average daily package delivery

❖ **2020 package delivery stats so far:**

- **220,280** packages delivered
- **27,688** packages delivered in May (highest volume month so far)
- **April – August** saw a **40%** increase in package delivery from years prior

❖ **Mail Center for Carrollton in Phase 11, built in 2018**

❖ **Mail Center for Lewisville section of Phase 10, built in 2020**

HOA

Facts & Information (continued)

❖ Amenity Centers & Other Amenities

❖ Queen Margaret (built in 1999)

- Swimming Pool (renovated 2007)
- Workout Room
- Playground
- Banquet Room* (may be rented by residents only for a fee)
- Basketball & Tennis Courts (resurfaced 2019-3rd time)
- Pickleball Court (new in 2019)
- Game Room & Community Library

❖ Sword Bridge (built in 2004)

- Swimming Pool (renovated 2018)
- Workout Room
- Playground
- Community Garden

❖ Joyous Circle (built in 2008)

- Swimming Pool
- Workout Room
- Playground

❖ Anna Avenue (built in 2010)

- Swimming Pool
- Workout Room
- Playground
- Banquet Room* (may be rented by residents only for a fee)
- Basketball Court (resurfaced 2019)
- Sand Volleyball Court

❖ Proud Knight Lane (built in 2015)

- Swimming Pool
- Workout Room
- Playground
- Banquet Room* (may be rented to residents only for a fee)

❖ Sports Fields (residents & youth sports only)

❖ Disc Golf Course

HOA

Facts & Information (continued)

❖ Castle Hills Parks:

Maintained by DCFWSD unless notated otherwise

- ❖ Dragon Park
- ❖ Pirate Park
- ❖ Castle Park
- ❖ Panhandle Park
- ❖ Hidden Park
- ❖ Round Table Park
- ❖ Teardrop Park
- ❖ Academy Park
- ❖ Windsor Castle Park
- ❖ Almsbury Park

- ❖ Stoney Passage Park
- ❖ King Lionel Park
- ❖ Fan Park
- ❖ King Mark Park
- ❖ Phase 11 Park
- ❖ Berndt Park
- ❖ Phase 7 Park
- ❖ Lake Avalon Park
- ❖ Sports Fields – **HOA Maintained*
- ❖ Disc Golf Course in Phase 11 – **HOA Maintained*

HOA

Facts & Information (continued)

❖ Compliance & Enforcement:

- **2019:** 1,637 violation letters issued
- **2020 YTD:** 1,325 violation letters issued

❖ Most common compliance issues:

- **Maintain Estate** - Landscaping
- **Improper Trash Receptacle Storage**

❖ These letters are intended to create compliance, not revenue.

- Fines are imposed only in the most severe of cases, where no response is received.

❖ The letters are generally well received, and encourage communication with us to clarify the rules and regulations that encumber all estates in the community.

❖ Our process may seem lengthy, but it has proven effective in getting the results the community wants in maintaining the property values and aesthetic appeal of Castle Hills.

Castle Hills Changes & Operations

❖ **Annexation Expected in 2021**

❖ **Lewisville Assumes All Municipal Functions**

- Equalized tax rate across all of Castle Hills
- Castle Hills as a “beat” for Lewisville PD
- City of Lewisville Fire Department Authority
- After hours emergency response
- Health Inspections for city food establishments
- Animal Control
- HOA services still applicable and will continue uninterrupted

The Denton County Fresh Water Supply District

- ❖ The **Denton County Fresh Water Supply District (DCFWSO)** is an “acting municipality” as Castle Hills is not yet annexed into the City of Lewisville. The DCFWSO and Castle Hills HOA have divided responsibilities for the community that often get confused.
- ❖ The **Denton County Fresh Water Supply District** is responsible for the below, with a few exceptions:
 - Park Maintenance & Improvements
 - *Sidewalk & Road Repair (*Sidewalks directly in front of or beside the home is the responsibility of that property owner. The DCFWSO can be contacted for guidance or possible repair of these sidewalks*)
 - Street & Alley Drainage Issues
 - Street Signage
 - *Trash Receptacles (*Lewisville Residents Only; Carrollton Residents need to contact CWD*)
- ❖ **CoServ Electric** is responsible for the below:
 - Street Lights (additions, replacement & repair)
- ❖ All inquiries applicable to the above areas or topics are encouraged to be directed to the appropriate entity by the resident.

Reports of Officers – Eric Stanley

HOA Basic Cable Contract Termination:

- ❖ Effective January 1st, 2021, the Castle Hills Residential Association will no longer be providing free basic cable through Grande Communications to Castle Hills residents.
- ❖ With streaming services becoming the preferred platform for entertainment options, the basic cable service through Grande is now obsolete.
- ❖ This will not affect your service currently provided by Grande, but you will see a change in your monthly bill if you are utilizing the basic cable option.
- ❖ Castle Hills Northpointe residents DO NOT have this basic cable as the service was being phased out at the time of your phase's development.

New Allocation of These Funds:

- ❖ The funds that were allocated to the basic cable service will now be used to create a greater reserve fund for large, infrequent, or unexpected costs of the amenities and common areas at an estimated total of **\$180,000**.
- ❖ They will also be used to complete some much needed updates and maintenance throughout the community, at an estimated total of **\$260,000**.
- ❖ The first planned project is an overhaul and update for the Queen Margaret Community Center in 2021, at an estimated cost of **\$200,000**.
 - This is the oldest amenity center in the community, and the main hub for residents.
 - The work will include interior and exterior renovations, and updates to the pool area.
- ❖ An additional nighttime patrol will also be added, at an estimated cost of **\$60,000**.
- ❖ These will be the starting projects, and others will follow.

Reports of Officers – Eric Stanley

Yearly Budget Process

- The budgets are established at the end of the year for the following year.
- Castle Hills Residential Association, Inc. is a non-profit and any unused funds cannot be 'given back' to residents.
- Any excess funds (if there is any) remains 'static'.
- Fixed costs did not go down due to COVID-19.
 - Some costs do not change, no matter the situation (property taxes, establishment insurance, etc.)
 - These fixed costs are worked into the budget

Reports of Officers – Eric Stanley

2021 Budget:

- ❖ Much like the rest of the world, the COVID-19 pandemic has impacted Castle Hills and the HOA.
- ❖ In 2020, the HOA saw a reduction of income from Pool Memberships and Banquet Room rentals, and an increase in staffing and supply needs for the Castle Hills Mail Center to accommodate increased package delivery. This created a need for a **\$10** increase in the General Operating portion of the Annual Assessment for 2021:
 - **2020 General Operating portion of Annual Assessment: \$820**
 - **2021 General Operating portion of Annual Assessment: \$830**
- ❖ We will also be increasing the Capital Reserve contribution from the Annual Assessment by **\$10** to continue setting aside funds for large, infrequent, or unexpected costs of the amenities and common area:
 - **2020 Capital Reserve contribution per home: \$20**
 - **2021 Capital Reserve contribution per home: \$30**
- ❖ **Total Annual Assessment per home for 2021: \$860**
 - The dues are subject to increase as the community continues to grow. More residents mean more amenities and maintenance of those additions in addition to existing expenses.

Questions & Answers - Eric Stanley

- ❖ Can the tree trimming service be a 'mandatory opt in', and residents who do not want their trees trimmed send in the form to 'opt out'?
- ❖ When will Castle Hills Residential Association transition to the residents?
- ❖ What is the purpose of our 'mail room' and what is it's process?
- ❖ Will our mail process change when annexed?

Questions & Answers - Eric Stanley

- ❖ What are some of the direct responsibilities of the HOA?
- ❖ How can Castle Hills residents be more involved in the HOA and its process for community decisions?
- ❖ Who is responsible for the trees and drainage issues in the parkway in front of my home?
- ❖ What is the HOA's process for enforcing the rules and regulations of the community?

Questions & Answers - Eric Stanley

- ❖ What is being constructed on the “maintenance lots” just outside of Villas II, along Lady of the Lake Blvd? Will the road link to Royal Minister Blvd?
- ❖ What are the plans to maintain iron fences in Castle Hills, specifically at Academy Park, along Lady of the Lake and the side of Lake Avalon? Many are rusting and leaning.
- ❖ What is the status of the amenity addition proposal for Castle Hills Northeast?

In Closing- Eric Stanley

We much prefer these meetings to be 'in-person' and have a live, interactive Q&A session, lasting as long as residents wish to ask questions.

Due to the COVID-19 pandemic and the social distancing mandates and precautions, this year's meeting could not be held in person.

We are hopeful that next year's meeting will be able to be held in person.

Your patience and understanding with this year's adjustment is greatly appreciated.

Thank you for your participation this year, and hopefully we will be welcoming you back to an in person meeting next year!