

Castle Hills Residential Association, Inc.

Annual Meeting 2022



Agenda

- ❖ **Welcome – Krissy Kelly**
- ❖ **Certify Quorum**
- ❖ **Approval of Minutes of Preceding Meetings**
- ❖ **Notice of 2023 Assessment Increase**
- ❖ **HOA Facts & Information**
- ❖ **Report of Officers**
- ❖ **Questions & Answers**

Welcome

❖ HOA Team:

- ❖ **Kristen Fritz** (*Not Present*) – Senior Association Manager
- ❖ **Krissy Kelly** – Assistant Association Manager
- ❖ **Ashley Glanton** – Resident Coordinator
- ❖ **Janessa Rivera** - Compliance Coordinator
- ❖ **Malia Tibbie** - Community Coordinator

❖ Winstead PC Legal Representation

❖ Castle Hills Residential Association Board:

- ❖ **Zach Bright** – President
- ❖ **Parker Bright** – Vice President
- ❖ **Eric Stanley** – Secretary

Quorum & Approval of Minutes

- ❖ **Confirmation of Quorum**

- ❖ **Approval of Minutes of Preceding Meetings**

- ❖ Motion to approve 2020 meeting minutes

- ❖ Motion to approve 2021 meeting minutes

2023 Annual Assessment

- ❖ 2023 Annual Assessment per home: \$992
 - ❖ \$30 of the assessment will be allocated to the Capital Reserve to continue setting aside funds for large, infrequent, or unexpected costs of the growing amenities and common areas
 - ❖ 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.

How does Castle Hills compare to other HOA communities?

- ❖ Stonebriar North: \$3,036 annually
- ❖ Tribute: \$1,200 annually
- ❖ Austin Waters: \$1,257

HOA

Facts & Information

❖ **Sword Bridge Mail Center:**

- ❖ 34 full time employees; 1 manager, 2 supervisors, 21 mail carriers, 10 mail clerks
- ❖ **Built in 2004** (expanded twice since then) – Renovation planned for this fall/winter

❖ **2022 package delivery stats so far: 160,313** packages delivered

- Increase of 11,195 from last year so far (7% increase)
- Last year there were 30,844 packages delivered in December (highest volume month)
- 974 average daily package delivery

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

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

❖ **Mail Center for Carrollton section of Phase 10, built 2021**

HOA

Facts & Information (continued)

❖ **Compliance & Enforcement:**

- **2021:** 1,250 violation letters issued
- **2022 YTD:** 1,104 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.

HOA

Facts & Information (continued)

❖ Amenity Centers & Other Amenities

❖ Queen Margaret (built in 1999, renovated 2021)

**Staffed*

- 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)

❖ Lady Bettye Drive (built in 2022)

- Swimming Pool
- Workout Room
- Playground

❖ Sports Fields (residents & youth sports only)

- ❖ Refurbished 2022 & additional parking installed

❖ Disc Golf Course

❖ 2 Sand Volleyball Courts – Sir Kelly Mail Center

HOA

Facts & Information (continued)

❖ **Community Parks & Grounds Maintenance** **Castle Hills Master Association (CHMA) vs. City of Lewisville**

There are over 3,768,000 square feet of Parks and Common Areas within Castle Hills, spread across 126 parcels.

Below is a list of the major parks, which the majority are currently maintained by City of Lewisville post annexation:

Maintained by CHMA: 972-410-6614

- ❖ Academy Park
- ❖ Boot Park
- ❖ Lake Avalon
- ❖ Sports Fields
- ❖ Phase 11 Park
- ❖ Disc Golf Course
(in phase 11)
- ❖ Lake Avalon Fountains
- ❖ Merlin's Ponds Fountains
- ❖ Queen Margaret Playground
- ❖ Sword Bridge Playground
- ❖ Joyous Circle Playground
- ❖ Anna Avenue Playground
- ❖ Proud Knight Playground
- ❖ Lady Bettye Playground

Maintained by City of Lewisville: 972-219-3550

- ❖ Almsbury Park
- ❖ Castle Park
- ❖ Dragon Park
- ❖ Hidden Park
- ❖ Panhandle Park
- ❖ Pirate Park
- ❖ Round Table Park
- ❖ Stoney Passage Park
- ❖ Teardrop Park
- ❖ Windsor Castle Park
- ❖ King Lionel Park
- ❖ Fan Park
- ❖ King Mark Park
- ❖ Berndt Park
- ❖ Phase 7 Park

Who To Contact?

Post-Annexation Directory

❖ Castle Hills Master Association

- Amenity centers and their grounds (pools, workout rooms, sports courts, playgrounds, etc.) – (972) 410-6614
- Banquet Room Rentals & Tennis Court Reservations – (972) 899-7500
- Residential Architectural Review Committee (RARC)
- RARC@brightco.com

❖ Streetlights

- **CoServ Electric** is responsible for Street Light additions, replacement & repairs
 - 800-274-4014 (press #4, then #5 for repair & maintenance)

❖ Trash Pick Up & Receptacles

- **CWD** for Lewisville residents only (972) 392-9300
- Carrollton residents call the City of Carrollton at (972) 466-3120

- ❖ All inquires applicable to the above areas are encouraged to be directed to the appropriate entity by the resident.

❖ City of Lewisville

- Streets, Sidewalks & Screening Walls – (972) 219-3510
- Report Water Leak Or Sewer Issue – (972) 219-3510
- Animal Services – (972) 219-3478
- Hazardous Waste – (972) 219-3699
- Code Enforcement – (972) 219-3480
 - *Not applicable to HOA rules*

2022 & 2023 Projects

- ❖ This year, the Sports Fields were redone, and additional gravel parking added
- ❖ The Lake Avalon Overlook Bridge refurbishment has begun and is estimated to be complete in late fall of this year.
- ❖ For 2023, the focus will be major repairs and renovations to the Sword Bridge Mail Center estimated at **\$150,000**
 - ❖ This is the main hub for mail in Castle Hills, with mailboxes for 3,979 homes
 - ❖ Structural repairs and basic interior cosmetic work
 - ❖ Expand package room due to the increased volume in package mail
- ❖ The Sword Bridge pool needs some potentially significant repairs, which will be determined in the off season.

Q&A

Eric Stanley

