



CASTLE HILLS RESIDENTIAL ASSOCIATION, INC.

ANNUAL MEETING 2023



PLEASE JOIN US
IN A MOMENT
OF SILENCE.



MEETING AGENDA

- ❖ Welcome & Introductions – Kristen Fritz
- ❖ Certify Quorum
- ❖ Approval of Minutes of Preceding Meetings
- ❖ HOA Facts & Information
- ❖ 2024 Annual Assessment
- ❖ Report of Officers
 - ❖ Questions & Answers – Eric Stanley

WELCOME & INTRODUCTIONS

CASTLE HILLS HOA TEAM:

- **Kristen Fritz** - Senior Association Manager
- **Krissy Kelly** - Assistant Association Manager
- **LaTonya Coleman** - Resident Coordinator
- **Janessa Rivera** - Compliance Coordinator
- **Malia Tibbie** - Commercial Compliance Coordinator
- **Aundrea Dorsey** - Association Property Manager
- **Terrance Singleton** - Property Maintenance Technician
- **Winstead PC Legal Representation: Preston Patten**

CASTLE HILLS RESIDENTIAL ASSOCIATION BOARD:

- **Zach Bright**
- **Parker Bright**
- **Eric Stanley**



QUORUM & APPROVAL OF MINUTES

- ❖ Confirmation of Quorum

- ❖ Approval of Minutes of Preceding Meetings

 - ❖ Motion to approve 2022 meeting minutes

HOA FACTS & INFORMATION

❖ 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 for a fee)
- Basketball & Tennis Courts (Basketball court resurfaced in 2022)
- Pickleball Court (new in 2019, resurfaced in 2022)
- 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 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 by residents for a fee)

❖ Lady Bettye Drive (built in 2022)

- Swimming Pool
- Workout Room
- Playground

❖ Sports Fields (residents & youth sports only)

-Refurbished, backstops replaced & additional parking installed 2022

❖ Disc Golf Course, Dame Carol Way

❖ Sand Volleyball Court, Dragon Banner Drive

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

HOA FACTS & INFORMATION (CONTINUED)

WHO TO CONTACT? POST-ANNEXATION DIRECTORY

❖ Castle Hills Master Association

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

❖ Streetlights

- CoServ Electric is responsible for streetlight 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

❖ 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*

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

HOA FACTS & INFORMATION (CONTINUED)

❖ Sword Bridge Mail Center:

- 39 full time employees; 1 manager, 2 supervisors, 26 mail carriers, 10 mail clerks
 - Built in 2004 (expanded twice since then) – Renovation delayed, planned for this fall/winter

❖ 2022 package delivery stats:

- 293,053 packages delivered year end
- 970 average daily package delivery
- 2022 saw a 14% increase in package delivery from year prior

❖ 2023 package delivery stats so far: 166,015 packages delivered

- Increase of 5,702 from last year so far (3.5% increase)

❖ 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 in 2021

Number of homes currently
being delivered to: **4,818**

Packages delivered by year:

2018: **201,133**

2019: **213,558**

2020: **266,010**

2021: **252,628**

2022: **293,053**

HOA FACTS & INFORMATION (CONTINUED)

❖ Compliance & Enforcement:

- 2022: 1,792 violation letters issued
- 2023 YTD: 1,146 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 to clarify the rules and regulations that encumber all estates in the community.

❖ The process may seem lengthy but has proven effective in getting desired results to protect property values and the aesthetic appeal of Castle Hills.

2023 & 2024 BUDGETED PROJECTS

- ❖ For 2023, the delayed renovation to the Mail Center will occur this fall/winter, allowing for a better flow of delivery vehicles and additional space for package processing
- ❖ For 2024, projects will be:
 - ❖ Repainting the Amenity Centers (interior and exterior as needed), budgeted at \$50,000
 - ❖ Fence to enclose Sports Fields, budgeted at \$35,000
 - ❖ Enables the fields to be closed for maintenance or after rain to protect and prevent damage
 - ❖ Tennis Court fountain replacement, budgeted at \$12,000

How Does Castle Hills Compare To Other HOA Communities' Dues?

- **Stonebriar North:** \$3,300 annually *fully gated community
- **Tribute:** \$2,022 annually
- **Willow Bend Lakes:** \$2,450 annually
- **Windsong Ranch:** \$1,764 annually

2024 ANNUAL ASSESSMENT

❖ 2024 Annual Assessment per home: \$1,242

- ❖ \$110 of the assessment will be allocated to the Capital Reserve to replenish and continue setting aside funds for large, infrequent, or unexpected costs of the growing and aging amenities and common areas.
 - **22-23 Major Capital Reserve Expenses:**
 - **Lake Avalon Overlook:** \$433,695 (\$250,000 loan, to be repaid in 2024 & 2025)
 - **Sports Fields Rehab + Parking:** \$83,228
 - **Fountain Replacements at Lake Avalon and Merlin's Ponds:** \$77,947
- ❖ 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.





Q&A

ERIC STANLEY