

Sonterra West Homeowners Association

Annual Meeting Minutes

October 13, 2015

I. Call to order

Andy Bilger (Meeting Facilitator) called to order the regular annual meeting of the Sonterra West Homeowners Association at 6:00 p.m. on October 13, 2015 at 113 Limestone Terrace, Jarrell, TX 76537.

II. Introductions and Roll call

- a) The following persons were invited: All homeowners of Sonterra.
- b) Introductions by Andy Bilger, Vice-President presenting the Sonterra West Board of Directors. Andy introduced and defined his role as the Declarant, to represent the company that invests, manage basic business and to oversee the budget of Sonterra West HOA.
- c) Andy Bilger introduced and defined the role of the HOA Property Management Team managed by Ashley Singh. He explained that the only role of the HOA Property Management Team in Sonterra is for Code Enforcement of the CCR's (covenants, conditions and restrictions).
- d) Meeting Secretary provided a sign in sheet to document persons present. 12 officially signed the sign-in sheet but 18 noted as being present.

III. Treasurer's Report

Andy Bilger presented a high level recap of the 2015 Budget and the benefits of using local management team, personnel, contractors, etc. Andy explained the difference between the HOA and the MUD. The Park-n-Rec Fee on the Sonterra MUD water bill will be increased from \$22 monthly fee to \$23 shortly but this is not HOA related. Andy mentioned that Sonterra West HOA has the smallest operating budget in the Central Texas area. Most average an estimated \$325 cost per household per year. Dues are only paid at closing. The 2015 Sonterra West HOA Budget is available at www.sonterrahwa.org

IV. Overview of Community

- a) Andy Bilger announced the agenda item Lennar, as a new builder in Sonterra.

- b) Ashley Singh, HOA Manager, presented the agenda item, “Rollout of New Database,” targeted for November 2015. The high level benefits presented were more efficient, effective and quicker. The tool has built in GPS, email and mass email capabilities, and better file retrieval options. Andy noted that the Architectural Review Process is lengthy because of the legal approvals required. Averaging 15-20 days with the current process.
- c) Andy Bilger and Ashley Singh spoke on behalf of the agenda item, “Enforcement of CCR’s.” An average of 420 letters are currently mailed monthly per Andy. Most common violations are unkept yards. The largest resident complain is currently pets. Ashley defined the details required to keep up a yard (regular/routine mowing, weed eating, trimming, weeding of flower beds and watering). Andy talked about requiring the use of pre-emergent by the homeowners.
- d) Ashley Singh announced the agenda item, relocation of the HOA office from 113 Limestone Terrace to 304 Sonterra Blvd Suite 100 Unit D. Both Andy and Ashley mentioned that no walk-ins are permitted. The process is to request and schedule an appointment in advance.

V. Homeowners Questions & Answer Period – Most questions were not HOA related but a response was provided.

- a) Question - Why are construction vehicles from 314 driving through the neighborhood too fast and stirring up dust?
- b) Question - Why is construction traffic not exiting through the construction site?
- c) Question - Why are construction trucks driving too fast and too early in the morning (before 7 a.m.)
- d) Question - Why are contractors’ not respectful and asking residents to move vehicles parked on the street?

Response - Andy address the above construction issues. Construction is normally 120 days out. He is in the area on the daily basis but not at each owner’s house. The trucks can be from road or home construction. If from home construction, he suggested that homeowners first contract the builder/sales manager to inform of the situation. He inform the crowd that the home builders trucks can not drive on the dirt roads, required to drive on county roads and are authorized to work various hours but hours may shift when the weather shifts.

e) Question - Why did the new trees planted this year throughout the neighborhood die?

Response – Trees were planted in the spring. Irrigation lines were installed, but did not get connect to the meter, because it happened to be over looked by the contractor.

Question – Why is the pool limited not open for a longer season?

Response – The Sonterra pool is managed by the MUD, therefore it has normal MUD operating hours. It's a common practice to limit the hours for cost and safety reasons. Andy provided history, statistics and various examples. Andy has talked with the school to possible use the pool for high school swim meets and partner up to purchase a heater for a longer season.

f) Question – Why do we have to pay HOA fines to get into the pool, if the pool, is owned by the MUD?

Response – There is an agreement between HOA and MUD to hold people accountable.

g) Question – Why are violations posted on Social Media?

Response – HOA's have a hard time collecting debt. Ashley responded after verifying with attorney, the HOA decided to attempt to collect the \$32,000 of debt by posting on social media after the attempts of mailing out multiple statements hadn't worked. Posting on social media was very effective and worked well. The first of the year the HOA will be more aggressive with collecting debt with the assistance of the new database, additional staff and improved legal action

h) Question – Why was some LGI homes built and sold without topsoil, before finishing the landscaping? And ditch needing cleaned up

Response – Andy informed the audience that new ditches are normally only cleaned up twice annually, because they need time to compact and get established. As far as the LGI issues, he has no control over the homebuilders; he noted that you must not delay reporting of issues to the homebuilders.

i) Question - Why are there no sidewalks/trails up and down 313 where kids are out and about?

j) Question – Why are there no crosswalks between areas on 313?

Response – Andy shared with the group that the biggest issue isn't the cost of installing sidewalks, it assigning a responsible person for future maintenance and repairs. The county owns the first ten feet of everyone's yard and county must approve who will be the responsibility party and it can't be the homeowner. He talked about the master park plan to add trails connecting areas around the school that the developer can and will be doing.

k) Question – Why are there no speed bumps?

Response – Andy responded with letting everyone know that speed bumps are illegal in Williamson County, so that's why Sonterra does not have any.

l) Question – Why are there no speed limit signs?

Response – Per Andy, most the streets are shorter than the 500 feet to place signs. Signs are normally place facing both ways and the cost is \$200 a sign. Signs were being stolen too often, so the county stopped replacing them.

m) Question – What is the policy on dog barking and poop cleanup?

Response – Dogs barking are the biggest complaints but once again hands are tied in enforcement. There are no policies requiring cleanup of pets being walked in the subdivision.

n) Question – What's up with the 2-swing park?

Response – Instead of storing the swings to be used years later, Andy decide to put them up for immediate usage given a quieter area for those with babies.

o) Question – What is the change with the water bills?

p) Question – What is up with the water pressure differences in various parts of Sonterra?

q) Question – What is the smell of the water?

Response – Water quality has been tested 10 times and no problems have been identified. The smell is generated because the water hasn't been exposed to air until it comes out of the faucet. With grants, Andy is working on a Regional Water Pipeline coming from Lake Granger in the next 3-5 years that should correct the issues. Currently there are 3 well but moving towards 4.

r) Question – Is there plans for park and pool expansions?

s) Question – How about plans for parks on the other side of 313?

Response – The center of Sonterra will shift with growth and Andy will keep that in mind with the development of parks and pools. As the numbers climb and usage of the pool increases Andy will develop more. Currently the pool numbers were 350 for June, 250 for July and 118 for August. Also, their rule of thumb is a pool for every 1200-1500 houses. There are plans for 2 splash pads, one inside current fenced pool area and one outside.

VI. Closing Remarks

Closing remarks by Andy Bilger included complementing the HOA for doing a GREAT job for a THANKLESS job.

VII. Adjournment

Andy Bilger adjourned the meeting at 7:28 p.m.

Minutes submitted by: Erlamond “Monte” Payne, on October 15, 2015

Minutes approved by: Ashley Singh, on October 19, 2015