

Flintrock Falls POA BOD Meeting – October 25, 2018

Board Members Present: Kevin Daley, Kent Wells, Grant John, Tom Rich, George Gutierrez
Others Present: Megan Maedgen of First Service Residential and members of the Flintrock POA

1. Call To Order: The meeting was called to order at 9:02 am.
2. Confirmation of Quorum and Consideration of July 2018 Board Minutes: A Quorum was confirmed, and a motion was made to approve the minutes. Motion Carried.

3. Resident – Address the Board

There were approximately 50 attendees. Thirteen Residents requested to address the Board with concerns or comments. Eleven spoke and there were two no-shows. Some speakers did not remain for the Board's responses.

RESIDENT COMMENTS:

Johannes Larcher

- Board is trying to coerce residents with new powers
- Enforce the current CC&R's
- What will happen with new powers with future boards
- Eliminate items 7,8,9 from the Transponder Agreement

Jeff Broaddus

- Communication between FSR and Residents is infrequent and with a negative tone often a tongue lashing, we are being talked down
- POA dues have increased with little value in return to Residents
- New tags cost is a 150% increase over the current RFID, what's the justification?

Amy Pany

- What is the rationale for guards no longer calling residents to inform us of guests
- Signage at Honors Gate is too small, needs clarity
- Supports the idea of a new management company
- Need evening board meetings so working Residents can attend
- Need two-way communication from Board/FSR and Residents
- Quick Pass decision has turned into a control tool

LaDonn Whittenburg

- Install spikes at the Shared gate to stop cut through
- Install Speed Bumps on JND to slow down speeders
- Need 24/7 guards at both gates
- Hire a new POA Management Company
- Web site is obsolete
- Board is utilizing power it doesn't have to force Quick Pass on Residents
- Allow Parking on the streets after 11 pm; we don't go to sleep at 11 pm, often entertain well past this time

Lisa Butler

- She mimics and generally supports what other speakers have said thus far
- Need to have sidewalks finished out on vacant lots since challenging for strollers and dogs having to step off existing unfinished sidewalks

- Overnight parking, don't want to see cars parked on street
- Addressing Residents with respect
- Thought we were moving from SW Management when they became FSR, time to change management companies
- Board meeting are no longer held at FF Clubhouse, now at FSR offices, too far to attend
- FSR/Megan does not return phone calls, when she does is way over 24 hours after I called

Lynne Hook

- New residents of 2 months
- Almost did not buy here due to the slow response by FSR for community documents, was turned off by them
- Wants to live in a community that is friendly and accessible

David McKenzie

- Has set up many HOA's, run them
- Transponder Agreement is a liability to residents
- Quick Pass transition system, doesn't agree with guards not calling residents
- Time of Board meetings is inconvenient at 9 am

Jane Schwendinger

- Board Minutes are vague, need to improve and reflect what was discussed, provide board with a professional standard template
- Minutes are either never posted or posted too late, often a week before the meeting; post a draft of the minutes a week after the meeting so Residents know what was discussed

Emily Archer – No show

Richard Barth

- Quick Pass requirements not explained
- Attended Quick Pass tutorial meetings, no one in attendance could answer questions
- Who is going to teach residents how to use Quick Pass app
- Registration on Quick Pass website is a problem, couldn't register

Phil Wood

- Wanted to know if he could add stepping stones from his residence to either POA property or Golf Course property

Jake St. Philip

- Speeding is problem on GBD
- Thanks for discussing it with LPD and for putting up the digital speed monitor currently up, you can move it down further and place it on my yard
- How about putting in speed bumps

Roy Edmiston – No Show

BOARD RESPONSE:

The hot button issue was the QuickPass program – Why we moved so quickly, the requirements to receive a transponder or Toll Tag. Ability to continue to call the Guards for visitors. Some asked for an orientation on how the QP system worked, and how accommodate those who do not use smart phones. Other items addressed by Residents during Q&A were drainage on sidewalks and algae control,

removing shared gate, improving signage and landscaping at Honors gate, collecting overdue assessments from residents, Board meetings in evenings or weekends to accommodate the working community, place BOD meeting dates on calendar and posting minutes in timely manner, consider open forum / town meetings to improve communication. The Board's responses to the Residents questions / comments follows:

- Kent Wells explained we moved to QuickPass because the Hills, after several months study, decided to switch from Radiant to QP. FRF would be Radiant's only residential customer with no future technological improvements and Flintrock residents would have to subscribe to QuickPass anyway to access the Hills for golf and friends. We had less than three weeks to decide and why everything seemed rushed. But we had no alternative and no time to review with the Community. QP does offer better security and eventually an easier system to use.
- After earlier discussions with our attorneys we were assured all the tagging requirements were enforceable through the By-Laws and/or CC&R's, so the Board withdrew the Signature requirement. The Board will review current regulations in light of Residents comments and rewrite where appropriate but still maintain our objective for Resident safety.
- We will conduct orientation programs week of Nov 5 to explain benefits of and how to use QP. Dates to be advised. Subsequently advised Tagging would start Nov 12 after Shared Gate is equipped for Transponder usage. We will also review way(s) to accommodate residents who do not use Smart Phones.
- Drainage on sidewalks will be discussed with attorney for responsibility and liability before taking further action. Will continue to monitor.
- Installing sidewalks on unbuilt lots is a challenge for homeowner and FRF. Lot owner doesn't want to have to pay twice for the sidewalk if builds on it; FRF can pay for the sidewalks installation but then the community is paying for their own sidewalk and their neighbor. Further review needed.
- Speeding – we have asked the LWPd to monitor it more closely. Currently have a speed monitor on GBD and will try move further down GBD to see if cars actually speeding and where. Concern for children, especially visitors unfamiliar with our roads. Initial data didn't confirm a speeding issue on GBD. Bigger problem is ignoring STOP signs. The LWPd did issue several tickets a few months ago for not observing STOP signs. Would like more patrolling but when we met with Police they advised FRF is low priority since no serious issues, not even iPhone and iPad robberies anymore.
- Remove shared gate – highly unlikely since involves many components and Hills and Club want it for safety since reduces cut-through and some speeders on Jack Nicklaus.
- Spike Strips and Speed Bumps on Jack Nicklaus – Spike strips noisy and inconsistent aesthetically with the community. Plus discouraged by Police since can affect first responders. Speed bumps similarly unattractive and penalize most of residents for a few violators.
- Signage and Landscape on Honors – once the gates fixed, barrier arms operating and QP functioning, we will spruce up the access off Serene, the monuments and inside area near the gate wall. Currently reviewing signage for better efficacy and locations. Maybe the resident(s) suggesting this will consider joining the Committee to insure pleasant aesthetic entry.
- Communications – Can do better; hopefully a new website will be a big step and the new Website and Communications Committee will offer suggestions. Open forums will be evaluated.
- BOD Meetings in evenings or Weekends – biggest challenge to timing of meetings is availability of Directors to assure a quorum. Will investigate options so hopefully more residents can attend. Past experience showed evening meetings didn't increase attendance. Also investigate holding meetings at Flintrock Clubhouse.

- Posting BOD meetings and events on calendars and timely posting of meeting notes – will post a meeting summary shortly after the meeting and then UNAPPROVED DRAFT minutes posted shortly thereafter. BOD Meeting dates will be placed on calendar. Minutes formally approved at next BOD meeting.
- Open Forum – will review

4. New Business

- a. Ratify Installation Costs of Barrier Arms and Bollards – Cost of Bollards at Honors \$3,000. Barrier Arms at Honors and Jack Nicklaus \$26,150. Installation weeks of Oct 29 and Nov 5. Motion Carried.
- b. Ratify QuickPass Contract – Contract \$16,433 and monthly service fee \$1,354 / \$16,250 annually. Compares to \$21,000 annual Radiant service costs so QP installation is amortized over 3.5 years. Motion Carried
- c. Discussion: QuickPass Tagging Update – learned Oct 29 Shared Gate finished weekend of 11/09 and start Tagging Nov 12. Will advise Resident schedule. Need volunteers to assist with tagging.
- d. Discussion: Sidewalk Drainage Issues – Question of responsibility and liability. Reviewing with Attorneys before establishing approach. Concern is resident's safety so need establish protocol for new construction on certain lots and responsibility.
- e. Discussion: Annual Meeting – Scheduled for Thursday, January 17, at 6:30pm. Moved venue from LAC to FRF Clubhouse Pavilion. Advised 3 Board positions to be elected.

5. Old Business

- a. Discussion: Website / Communications - New resident friendly interactive Website for January rollout. George Gutierrez explained the objective and asking for volunteers to assist in building the website. Two attendees offered to help. Circular requesting additional Volunteers mailed Oct 26. May consider using social media to announce messages on Website.
- b. Discussion: Approved persons for Camera Viewing – For privacy and liability reasons, only licensed companies can view cameras so Securitas Guards, FSR managers, LWPD as needed, and possibly specific BOD members as needed. We were asked if considering 24/7 Guard service so can detect violations / damages at night. Will review under overall Security plan

6. Committee Reports

- a. Finance – Through Sept Income and Expenses on tract with \$51,000 transferred to the Reserve but could experience some extra costs over balance of year for Cameras, Barrier Arms and QuickPass system. Laddering funds into multiple short-term CD's to earn extra interest and maintain liquidity.
- b. Social – Three successful Meet & Greets, with October 2 M&G in concert with National Night Out honoring our Police Force with 100 attendees. M&G's for 2019 are Feb 19, June 18, Oct 1 w/ NNO. An Attendee asked for more functions like Ice Cream night for children. Hopefully that attendee will offer to join the Committee. Would like more Volunteer help and understand some Residents considering joining.
- c. Landscape – Trimmed trees in public areas. Residents need do same with trees and shrubs along the sidewalks. Spruced up Jack Nicklaus / Golden Bear corner by 17th Tee box. Committee requested some additional funds for Red Rock. Once QuickPass and Barrier Arms installed at Honors Gate will spruce up the Honors entry area and monuments. Will have Holiday lighting at the gates.
- d. Architectural – Meet alternate Tuesdays to review home and pool projects. Visitors welcome but topics routine. 10 houses in stages of construction in 2018 and recently approved 2 more houses for Cabo del Sol and Golden Bear / Black Wolf. 6 pools approved plus fences and landscapes.
- e. Roads – Sidewalks now included under Roads Committee. Will review Roads, Sidewalks and Curbs in March 2019 for repairs needed. Major Reserve expense will be road replacement which is currently

scheduled for 2023-2025 at estimated \$1.2MM but may be able to delay. Concern with water running off hillsides, especially from Serene Hills, and penetrating under the asphalt which could wear out the roads sooner. Some recently repaired areas already showing water impact.

f. Security – Cameras connected to read license plates but may need upgraded lenses. Honors Exit gate should be fixed next week. Barrier Arms installed next week. Reviewing Guard Service and cost of 24/7 Guards at Jack Nicklaus and at Honors. An Attendee asked what our ultimate intention for Guard service which may assist evaluating the options. Extra lighting may be required to improve camera plate reading.

7. Board Report – several items and projects were discussed during the meeting.

8. Management Report

Financials updated and on website. Community communications on Tree Trimming, First State of Lakeway, Honors gate damages and exit gate hours, Landscape Maintenance, City of Lakeway Survey. Resident violations for Landscape, Garbage cans, Garage Doors and Overnight parking.

9. Closing

A motion was made to adjourn the Meeting. The Meeting was adjourned at 11:42.

10: Executive Session:

Called to order at 11:45

Aged Owner Balances: Discussion occurred with action plan.

2019 Budget: Tentative approval with final review of Budget in November and Board approval in December.

Executive Session adjourned at 11:55

Meeting Minutes written collectively by the POA Board of Director's and Megan Maedgen, Community Manager