
**CHAPARRAL MANAGEMENT COMPANY
COMMUNITY E-NEWS
VOLUME 5 – NOVEMBER 2004**

Welcome to Chaparral Management Company Community E-News!

We hope this newsletter will help keep everyone abreast of what is going on in our neighborhoods. Look here for local development news, regional planning issues, news from the state legislature, company news, and short articles that can be clipped and reprinted in your own community newsletter. We hope it is a way of sharing good news and best practices with our Boards, Builders, Developers, Service Providers, and Friends.

AREA NEWS

Montgomery County Household Hazardous Waste Collection Facility – Montgomery County Precinct 3 recently opened the county's first household chemical waste facility to dispose of and recycle hazardous materials found in the home, including paint, motor oil, pesticides, herbicides, solvents and batteries. The facility will also collect old electronic equipment, such as computers, monitors, television and cell phones. The facility at 1118 Pruitt Road, next to the Precinct # 3 Barn, is open from 9 a.m. to 6 p.m. Wednesday and from 9 a.m. to 2 p.m. the third Saturday of every month. There is a fee for most items. For directions to the facility and more information call Becky Cottingham at 281-367-7283.

Noise Reduction Plan sent to FAA – A homeowner group fighting to cut the noise from Bush Intercontinental Airport announced that its noise reduction plan has been forwarded to the Federal Aviation Administration. For information regarding the Coalition of Homeowner Alliances Requiring Government Equity (CHARGE) and the plan that was submitted to the FAA go to www.thecharge.org.

Greater 1960 Improvement District – The 1960/Champions Improvement Corporation is soliciting public support for the creation of a "municipal management district" for the area along FM 1960 from I45 to Highway 290. The Greater 1960 Improvement District would have to be created by specific legislation proposed to be adopted in the upcoming 79th Session of the Texas Legislature. Community Improvement Districts such as the one proposed for the 1960 area typically concentrate on

- Transportation and mobility improvements
- Security and public safety enhancements
- Beautification of the local environment
- Economic development programs to recruit and retain business and create new jobs.

The district proposed for the 1960 area will be funded primarily by an annual assessment on the value of land and improvements for commercial properties only. The district will supplement the services provided by local and state government and coordinate the delivery of a broad array of public services. For more information, contact your community association manager or look for information at www.greater1960district.org.

NEIGHBORHOOD NEWS

Congratulations to the Kleinbrook Community Association – The Board of Directors of the Kleinbrook Community Association recently closed on a \$175,000 loan to replace their aging recreation facility that had deteriorating siding, was not ADA compliant and lacked air conditioning

and heating. Besides being air conditioned and heated, the new facility will have a large meeting area and kitchen and bathroom facilities for large community groups. The modern one-story facility will upgrade the entry to the community and have a positive impact on property values in the neighborhood.

Social Events – Research shows that community associations that sponsor neighborhood events have less vandalism, fewer deed restriction violations, better collection rates and a higher degree of satisfaction with their communities than those that do not. This month, a huge “thank you” goes out all the Boards of Directors and the Social Committees that sponsor events throughout the year. Special thanks this month go to:

Lake Windcrest POA – This association organized hayrides to take “trick or treaters” around the neighborhood. The hayrides added a “hometown” feel to the night and made it possible for neighbors to meet neighbors in the newly developing subdivision.

Northview Homeowners Association--- In spite of an earlier rain out, this association held a very successful Fall Festival on October 30. More than 80 children participated in the event that included a costume contest, karaoke singing, face painting, cake walks, and special contests for the toddler set.

Spring Trails Community Association – This association sponsored “Boo Night” for Halloween, making “trick or treating” a neighborhood event.

Wimbledon Estates Homeowners Association – Active with lots of Social Events, this Association has a Fall Festival that this year included a Petting Zoo, in addition to the hayride, games and craft booths. The community experienced the joy of birth when a Momma Goat gave birth early to a precious little black and white kid. Assisting in the birth of the kid was a local girl scout, Bailey. Of course, the little black and white kid now enjoys the name of “Bailey”.

Thought for the Day – “Paying a Little, Expecting a Lot” – Sometimes associations contract with the lowest bid vendor and then expect and insist on the same service or product that the highest bid vendor promised. The extra management cost of supervising the lowest bid vendor to ensure the job is done properly is often not worth it. **Advice: Expect a lot? If so, expect to pay more.** (Item # 4 from “Seven Deadly Sins” Published by Orten & Hindman, P.C. Reprinted by *The Regensis Report.*)

CHAPARRAL NEWS AND ANNOUNCEMENTS

Spotlight on Customer Service –Did you ever wonder who was responsible for reviewing all of the applications for home improvements that come in the mail every day? Betty Gillory, an employee of Chaparral Management Company since 1991, coordinates all of the ACC functions for the community associations. She is assisted now by Evelyn David who joined the company in 2002, and between them, they are in almost constant contact with the various Architectural Review Committee members and each of the homeowners as they go through the application and review process. Betty and Evelyn see themselves as liaisons between the homeowners and the committee. They work to make sure that homeowners have all the information they need to present a completed application and they take pride in having all the applications complete before the committee members review them.

CMC Staff Achieves National Ranking – The National Board of Certification for Community Association Managers awarded the “Certified Manager of Community Associations” CMCA ® designation to **Gloria Lee** and **Debbie Harris**. CMCA® candidates must successfully complete a 16-hour course and pass the National Certification Examination. They must adhere to the CMCA ® Standards of Professional Conduct and obtain continuing education credits amounting to an additional 16 hours of course work every two years to remain certified. Certified community association managers have demonstrated competency in contracting, accounting, insurance, physical plant maintenance, government relations, board management, and related community association operation skills. *Congratulations, Gloria and Debbie!*

NEWSLETTER ARTICLE - (Feel free to cut and paste this article into your neighborhood newsletter)

Before publishing this article, please check with your property manager to confirm these are the dates applicable to your association! If your dates are different, your manager can modify this article for your community newsletter.

PAYING YOUR ANNUAL ASSESSMENT

Some people think that the annual maintenance fees only pay for landscaping the entrance area or sending deed restriction compliance letters, but in fact, the annual maintenance assessment fees for your community association pay for essential services in your neighborhood such as trash collection, street lights, electricity, mosquito control, water and emergency phones at the pools, and so on. They also pay for the operation of the community pool and other amenities. So, if your maintenance fee is not paid in a timely way, your neighbors end up paying your share, and they can't keep that up forever or the community association will go broke.

The Board of Directors must therefore set a firm collection policy to protect the financial integrity of the association. This is the policy that has been set by the Board. It is published here to help clarify the steps in the process and avoid misunderstandings. The assessment statements are mailed in November and unless stated otherwise the annual assessment fee is due on January 1, 2005. Full payment must be postmarked by January 31, 2005 to avoid penalty and interest. The following are the critical dates in the Collection Policy for our community.

CRITICAL DATES

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|---------------------------------------|--|
| <u>January 1, 2005</u> | Assessment is <u>DUE</u> |
| <u>January 31, 2005</u> | Grace period ends. Payments must be postmarked by January 31, 2005 otherwise the payment is <u>LATE</u> . A monthly late charge and interest on the unpaid balance are posted monthly to the account. |
| <u>After January 31, 2005</u> | A late charge and interest charged is added to the account and the 1 st Delinquent Notice Sent |
| <u>After February 28, 2005</u> | An additional late charge and interest is charged to account. 2 nd Delinquent Notice Sent |
| <u>After March 31, 2005</u> | The third late charge and another interest fee is charged to account. The Final Delinquent notice is sent certified mail and the fee for sending a certified statement is charged to the account. The homeowner is notified of the right to a hearing before the Board. |
| <u>After April 15, 2005</u> | A title search is generally requested and the delinquent account is charged \$25.00 for the title search. The Title Search is preliminary to sending the account to the Association's attorney for collection. In addition, the late charge and interest for the month of April is charged to the account. |
| <u>After April 30, 2005</u> | The delinquent account is referred to the Association attorney for a collection demand letter. The account is charged for the attorney demand letter, the monthly late charge and interest. From this step in the collection policy forward, the delinquent |

account continues to accrue the late charges and interest as well as all attorneys' fees.

WHERE TO PAY

Mail Payment to Lockbox-Assessment should be paid through the lockbox at P.O. Box 920714, Houston, TX 77292-0714 as indicated on the assessment statement and the return envelope provided.

Mail or Bring to Chaparral Management Company-Assessments are accepted at the office of Chaparral Management Company during normal business hours, Monday – Friday 9 a.m. – 5 p.m. at 3934 FM 1960 W #200, Houston, TX 77069. You are ***strongly encouraged*** to send your payment to the lockbox as indicated above.

If you need to request a payment plan - You may request a payment plan from the Board of Directors. Please phone Chaparral Management Company at 281-537-0957 for more information or to download a Payment Plan Request form go to www.chaparralmanagement.com.

SPECIAL COMMENTS

If you think your mortgage company is paying your assessment, please verify with your mortgage company. If you have received the assessment statement, a copy has not been sent to your mortgage company. If your mortgage company escrows for the assessments, you will need to forward a copy of the assessment statement to your mortgage company. If your mortgage company pays late, you are still responsible for interest and late fees.

If you need additional information, phone 281-537-0957.

CHAPARRAL MANAGEMENT COMPANY COMMUNITY E-NEWS is published periodically by Chaparral Management Company. Information presented here is intended to be informative and authoritative but it is not legal, financial, or other expert advice. If such advice is needed, the reader is advised to engage the services of the appropriate professional.

If you would like to discontinue receiving the Chaparral Management Company COMMUNITY E-NEWS, please reply with “remove” in the subject line. We would also appreciate your comments.

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