



RIVERSTONE

Annual Homeowner Meeting

November 2017



2017 RSHOA Annual Meeting

Agenda

- ❖ Call to Order, Welcome & Introductions
- ❖ Approve 2016 Annual Meeting Minutes
- ❖ Developer Update
- ❖ Present Approved 2018 Assessments and Budget
- ❖ Riverstone Homeowners Association, Inc. Overview
- ❖ Introduce Resident Reporting Tool
- ❖ Board of Directors Election Results
- ❖ Call for Resident Committee Volunteers
- ❖ Questions & Answers



Riverstone Homeowners Association, Inc.

Organizational Overview

- ❖ Board of Directors
 - Policy Making
 - Long-term Visioning
- ❖ Management/Staff
 - Implement Policies
 - Work towards achieving vision
 - Serve customers
- ❖ Volunteers
 - Resident Committees

Riverstone Homeowners Association, Inc.

Board of Directors

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graph TD; A[Board of Directors] --- B[Trey Reichert]; A --- C[Tom Wilcox]; A --- D[Linda Howell];
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Trey
Reichert

Tom
Wilcox

Linda
Howell

HOA Management Transition

- ❖ Management switched from a 3rd party company to an on-site team
 - Benefits of on-site management include:
 - ✓ Prompt response to questions
 - ✓ Firsthand awareness of community issues
 - ✓ Ability to build relationships with residents
 - ✓ Closer interaction with service providers
 - ✓ More adaptability to perform property inspections



Riverstone HOA Staff

Jaime Villegas, CMCA, AMS, PCAM
Community Manager

Administration

Alexa Goldstein
Front Desk Administrator

Community Relations

Kayla Barton
Community Relations Supervisor

Finance

Felecia Alexander
Finance Supervisor

Ashley Bodungen
Finance Assistant

Fitness

Blake Crawford
Fitness Director

Lifestyle

Nick Deacon
Director of Fun

Operations

Julie Kveton
Operations Supervisor

Taren Milazzo
Access Control Coordinator

Miguel Castro
Maintenance

Tennis

Giorgio Botto
Tennis Pro



Hurricane Harvey Aftermath

- ❖ There were no reported cases of bodily injury
- ❖ The Homeowners Association incurred damage in Common areas
 - Damage not covered by insurance
 - Lake control panels, playground fall surface, debris removal, pressure washing – \$91,000
 - Landscaping – Board approved additional funds to help replace damaged/destroyed landscaping – \$35,000

Hurricane Harvey Aftermath

- ❖ Riverstone residents and the community rallied together to help those in the affected areas
- ❖ Recovery continues for those affected
- ❖ Harvey relief fund



Developer Update

Trey Reichert

**Vice President and General Manager
Riverstone by The Johnson Development Corp.**



An aerial photograph of a residential development. A yellow line is drawn across the top of the image, highlighting a road. The text 'UNIVERSITY BLVD' is written in yellow, bold, capital letters above the line. The development features several large, irregularly shaped ponds with blue and green water. The houses are arranged in clusters, with some areas showing dirt roads and construction. The surrounding area is a mix of green grass, trees, and more developed areas.

UNIVERSITY BLVD

AVALON AT RIVERSTONE

THE GROVE AT RIVERSTONE



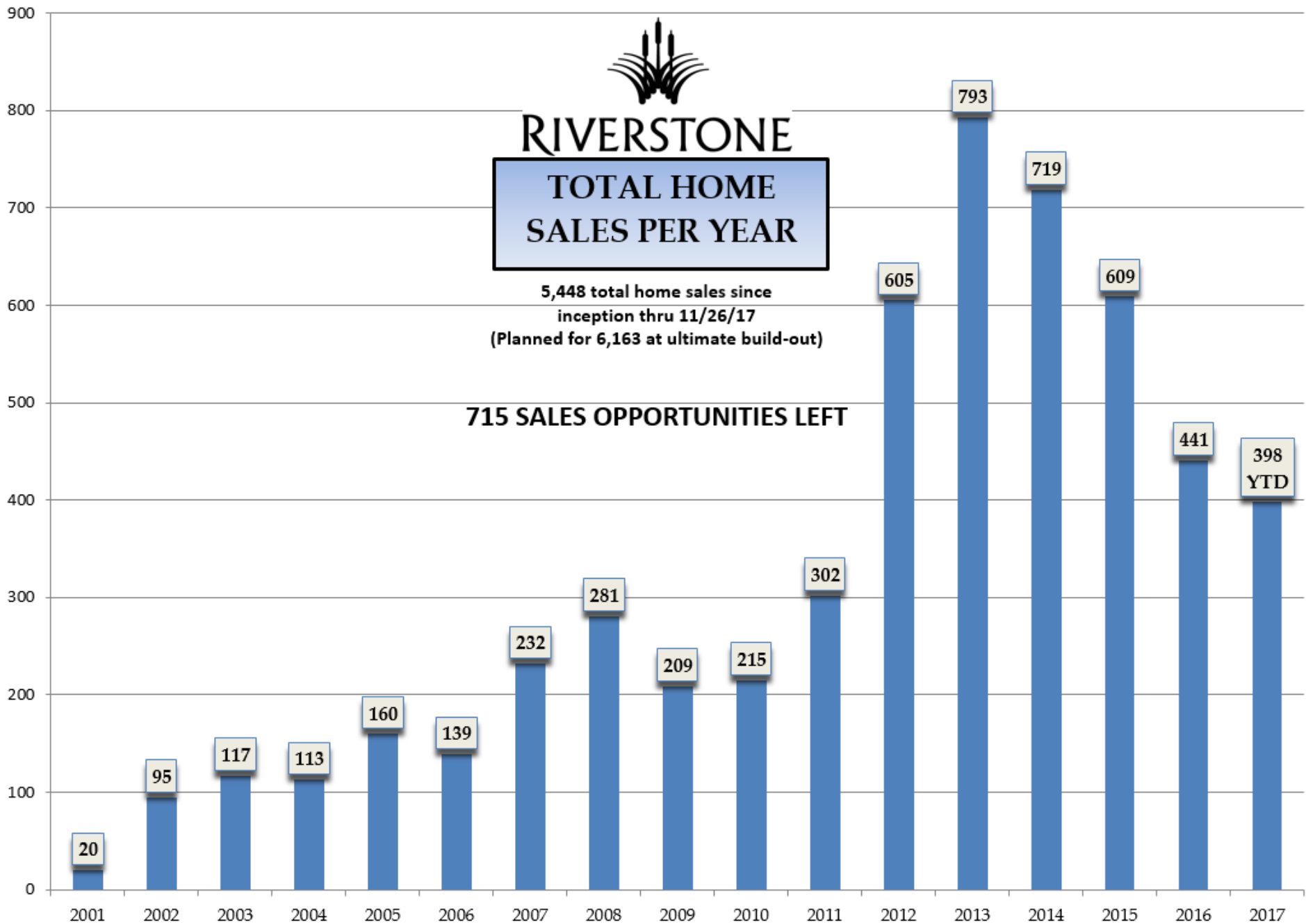


RIVERSTONE

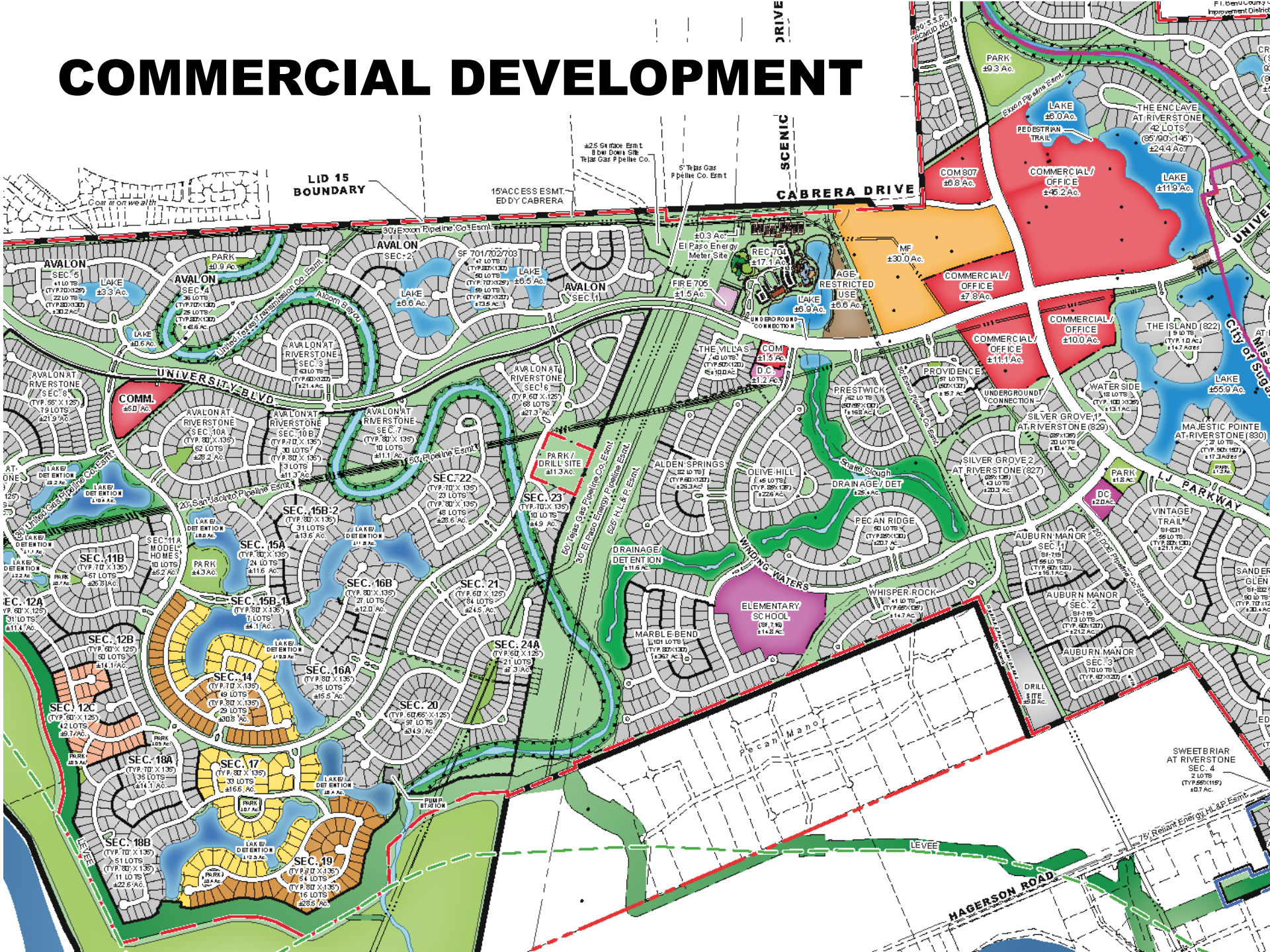
TOTAL HOME SALES PER YEAR

5,448 total home sales since inception thru 11/26/17
(Planned for 6,163 at ultimate build-out)

715 SALES OPPORTUNITIES LEFT



COMMERCIAL DEVELOPMENT





REGENCY CENTERS

REGENCY CENTERS



REGENCY CENTERS



REGENCY CENTERS



REGENCY CENTERS



MULTI-FAMILY, RETAIL AND SELF-STORAGE



NOBLE SEVEN COMMERCIAL CENTER



FUTURE RETAIL



FUTURE DAY CARE



FUTURE AGE-RESTRICTED UNITS



FUTURE COMMERCIAL CENTER





WILDLIFE DISCOVERY PARK



WILDLIFE DISCOVERY PARK



WILDLIFE DISCOVERY PARK



Root and tree roots reach deep for water and nutrients. An extensive root system helps plants stay put and stabilize the soil preventing erosion.

Soils are created by the weathering of minerals and decomposing organic matter. Often you can see different layers of soils made up of different materials.

Underground you will find earthworms, bacteria, fungi and numerous other critters. These decomposers keep soil healthy and provide a food source for other animals.

WILDLIFE DISCOVERY PARK

Riverstone Homeowners Association 2018 Assessments & Budget

Felecia Alexander

Finance Supervisor

Fiscal Responsibility

Riverstone Homeowners Association should be fiscally responsible in all aspects of providing services and maintaining the community.

Association Responsibilities

When you live in a planned community, there are many advantages that are only available to owners who are a part of a homeowners' association. The biggest advantage is the protection to your property values.

The Association is responsible for protecting property values through:

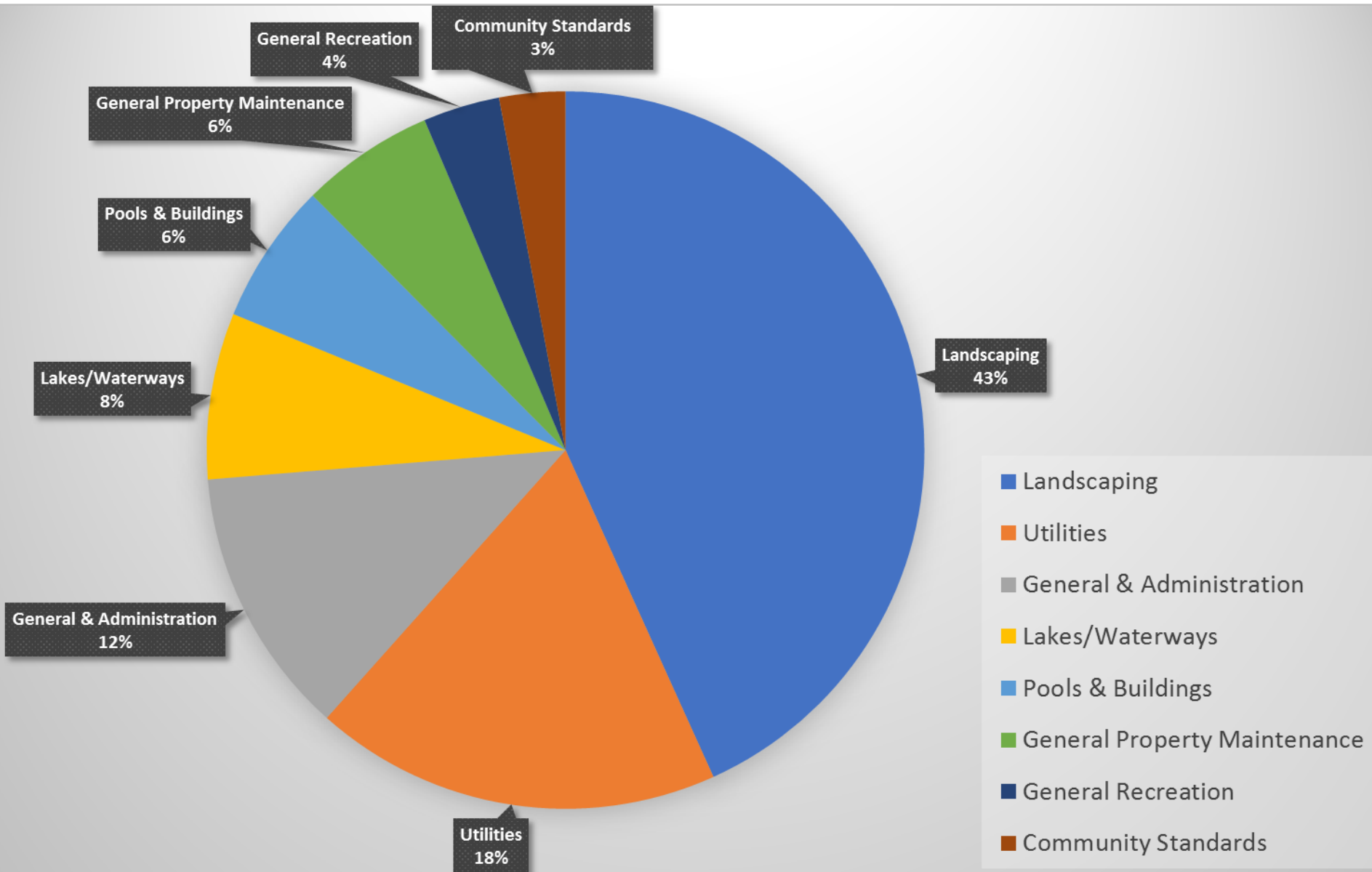
- Common area maintenance (landscaping & amenities)
- Managing the Associations' assets
- Community Standards enforcement
- Providing community programming and events

2017-2018 Operating Budget

	2017	2018
Income	BUDGET	BUDGET*
Assessment Income	\$ 6,275,499	\$ 5,860,684
Other Income	<u>\$ 614,850</u>	<u>\$ 567,503</u>
Total Income	\$ 6,890,349	\$ 6,428,187
Expenses		
Common Areas	\$ 5,583,033	\$ 5,079,576
Recreation & Fun	\$ -	\$ 208,402
Compliance	\$ 2,500	\$ 190,265
General & Administrative	\$ 797,316	\$ 750,961
Reserve & Capital Contribution	<u>\$ 507,500</u>	<u>\$ 198,982</u>
Total Expenses	\$ 6,890,349	\$ 6,428,187
Operating Income/Loss	\$ -	\$ -

*2018 Budgeted Assessment Income and Expenses do not include the separate gated neighborhood assessments/budgets.

Major Operating Costs



Cost Per Unit

Residential Assessment Rate* **\$1,050**

(3.4%, or \$35 increase from 2017)

<u>Expenses</u>	<u>Cost Per Unit</u> (5,540 Units)
Common Area	\$917
Recreation	\$ 37
Community Standards	\$ 34
General & Admin	\$136
Reserves (from Assessment)	<u>\$ 36</u>
	\$1160

*Non-assessment revenue reduces assessment amount

Historical Assessment Rate

Year	Annual Assessment	Units
2013	\$ 895	2,849
2014	\$ 895	3,211
2015	\$ 975	3,460
2016	\$ 1,015	4,280
2017	\$ 1,015	4,826
2018	\$ 1,050	5,540

2018 Assessments

Payment Options

- **Online (eCheck, Credit Card, Debit Card)**
- **Personal Bill Pay**
- **Personal Check**
- **Payment Plans**
 - General Enrollment - Three Monthly Installments
 - Payment Plan for Hurricane Harvey Affected Properties (Quarterly Installments)

Non-Assessment Revenue

- **Sources of Non-Assessment Revenue:**
 - Resale Certificates
 - Transfer fees
 - Certificate of Compliance fees
 - Collection related fees
 - Reimbursement from other entities for services (Levee Improv. District, Riverstone Commercial POA)

Estimated 2018 non-assessment revenue is \$567,503

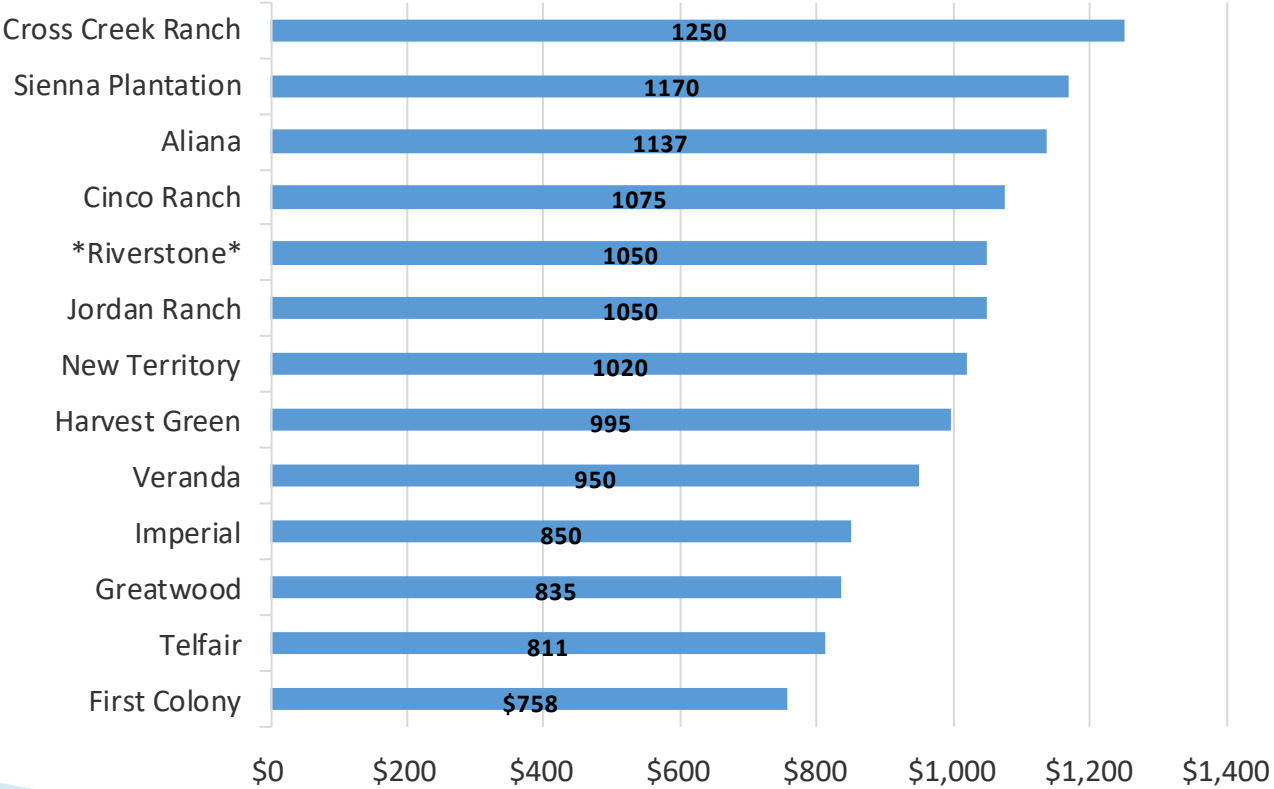
Neighborhood Assessments

- One of the most significant changes to the 2018 budget is the creation of separate budgets for each gated area, as required by neighborhood supplemental addendums.
- Each gated area will now have income, expenses, and reserves tracked individually. This will allow for each neighborhood to be solely responsible for its own gate maintenance as well as maintenance of the private lakes and fountains
- For 2018, each home in gated neighborhoods will have an additional Gated Neighborhood Assessment of \$683, also an 3.45% or \$23 increase from 2017.
- For 2018, lakefront properties will not see an increase to their Lakefront Lot Assessment of \$60

2018 Area Homeowner Association Dues Comparison

Community	Amount
Cross Creek Ranch	\$1,250
Sienna Plantation	\$1,170
Aliana	\$1,137
Cinco Ranch	\$1075
Riverstone	\$1,050
Jordan Ranch	\$1,050
New Territory	\$1,020
Harvest Green	\$995
Veranda	\$950
Imperial	\$850
Greatwood	\$835
Telfair	\$811
First Colony	\$758

Annual Assessments



2018 Reserve Budget

Beginning Balance		\$ 3,290,074.00
<i>Reserve Income</i>		
Contributions		\$ 527,800.00
Interest on Reserve Accounts		\$ 5,400.00
Total Income		\$ 533,200.00
<i>Reserve Expenses</i>		
2018 Reserve Expenses		\$ (700,732.00)
Total Expenses		\$ (700,732.00)
Ending Balance		\$ 3,122,542.00
<i>As of 12/31/2018</i>		

Riverstone Homeowners Association Overview

Jaime Villegas
Community Manager

A Few Items Maintained by the Association

Common Area and Amenities:

- ✓ Pools
- ✓ Tennis Courts
- ✓ Parks
- ✓ Lakes and Fountains
- ✓ The Club at Riverstone
- ✓ Playground Equipment
- ✓ Gates
- ✓ Splash Park
- ✓ Streets in gated communities
- ✓ Landscape maintenance of all main roadways and cul-de-sacs
- ✓ Deed Restrictions

2017 Architectural and Violation Reports

Architectural Modifications

Applications: 347 (as of 11/16/17)

Deed Restriction Violations

Total: 1088 (as of 11/16/17)

*Lawn Maintenance/Grass: 412

*Landscaping/Shrubs: 56

*Trash Receptacle in View: 74

*Unapproved Basketball Goal: 31

*Unscreened Gas Meter: 87

*Red Mulch: 128

*Unapproved Landscape Borders: 39

*Unapproved Signage: 4

*Noise/Pets: 8

*Miscellaneous (Painted sidewalks, burglar bars, mold issues, etc.): 249

2017...

A Year of Change



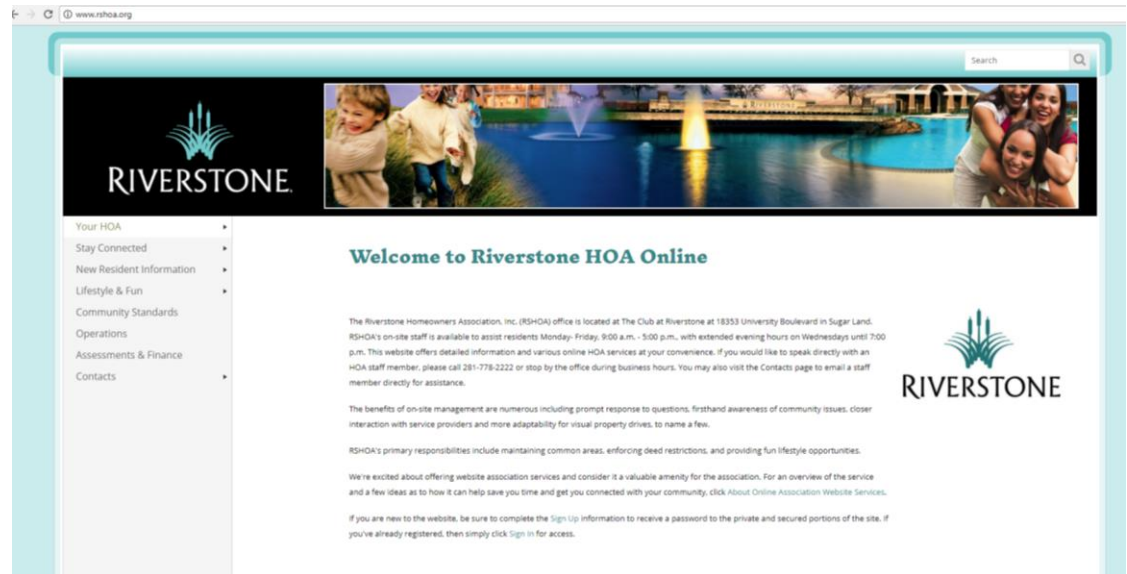
2017 Highlights

- ❖ On-site management
- ❖ Improved Customer Service
- ❖ New Resident Reporting Tool – LUKE



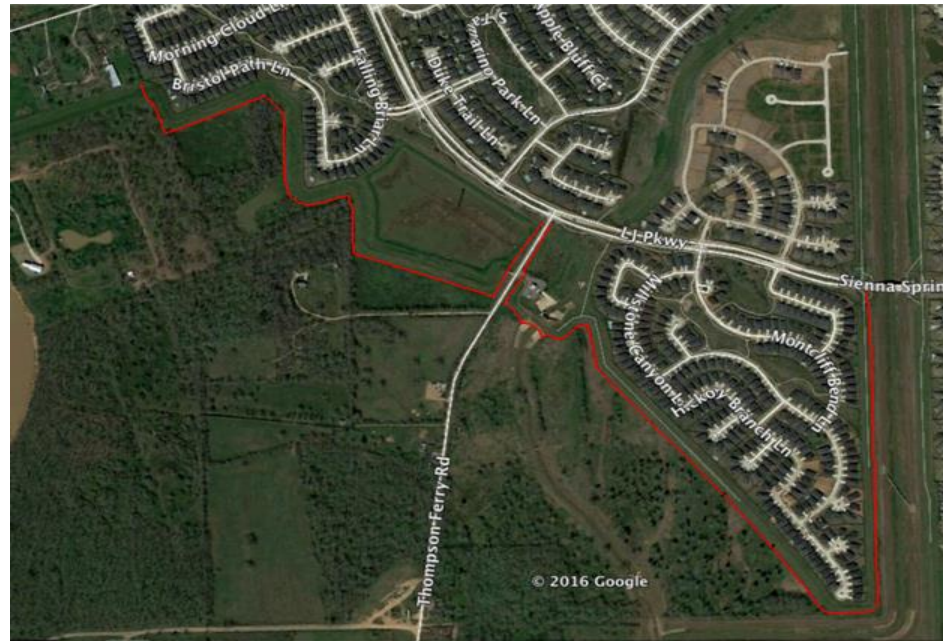
2017 Highlights (cont'd)

- ❖ Immediate activation of amenity cards
- ❖ Ability to add EZ Tag/Gate Access information in-house
- ❖ Addition of a gate access staff member
- ❖ New Website – www.rshoa.org



2017 Highlights (cont'd)

- ❖ Worked closely with other entities to provide installation of additional wildlife fencing along levee



2017 Highlights (cont'd)

- ❖ New Holiday Decorations
- ❖ Landscape Replacements and Enhancements



2017 Event Highlights



Jan 28th: Casino Night

Feb 11th: Couples' Murder Mystery Dinner

Feb 25th: Bark For Life

Mar 3rd: Texas Hoedown

Apr 29th: Crawfish Boil

May 13th: Mom & Me Paint Party

Jun 10th: Date Night at the Pool

Jun 17th: Top Golf Resident Trip

Jul 1st: Red, White & Boom!

Aug 5th: Summer Luau

Sep 23rd: Wildlife & Nature Expo

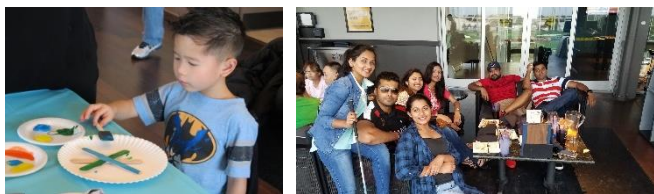
Oct 28th: Trail of Treats

Nov 16th: Tree Lighting

Nov 17th: Holiday Market

Dec 2nd: Santa's Wonderland Resident Trip

Dec 16th: Winter Wonderland



2018...

Looking Ahead



2018 Community Events



Jan 27th: Casino Night

Feb 24th: Touch A Truck

Mar 10th: Bark For Life

Apr 21st: Crawfish Boil

May 26th: Splashin' Into Summer

Jun 30th: Red, White & Boom!

Aug 18th: Summer Luau

Sep 22nd: Texas Hoedown

Oct 13th: Wildlife & Nature Expo

Oct 27th: Trail of Treats

Nov 15th: Tree Lighting

Nov 16th: Holiday Market

Dec 16th: Winter Wonderland

2nd Friday Each Month: Bite Nite Friday

Culinary/CSA Mixers & Classes

New Events for Toddlers, Teens, Seniors

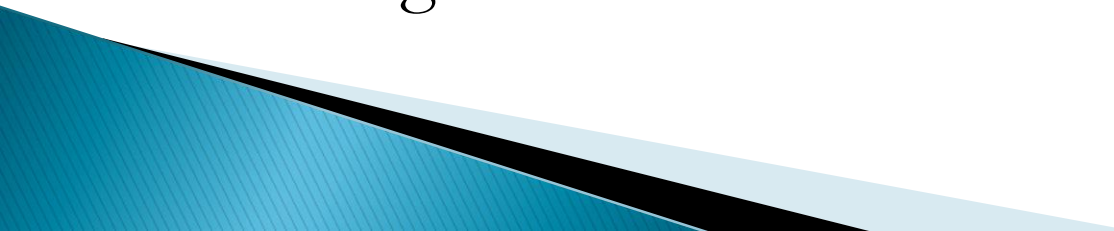
***Events Subject to Change**

Looking Ahead to 2018

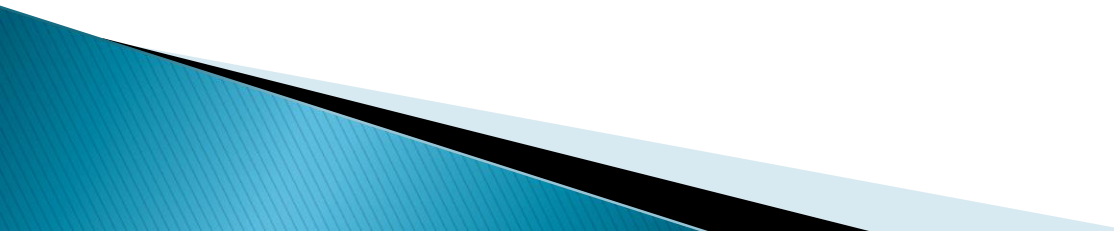
- ❖ Longer pool season
 - The Waterpark at Riverstone will open for weekends beginning in May and stay open through the 3rd weekend of September
- ❖ Complete new Reserve Report



2018 Reserve Projects

- ▶ Concrete & Sidewalk Replacements
 - ▶ Community wide Landscaping Replacements
 - ▶ Pools
 - ▶ Fall Surface
 - ▶ Tennis Courts
 - ▶ Fencing
- 

Looking Ahead (cont'd)

- ❖ Update the long-term financial plan
 - ❖ Increase collection rate on assessments
 - ❖ Further exploration of opportunities to increase non-assessment revenues
- 

Riverstone Resident Reporting Tool

LUKE
“Let Us Know Everything”



LUKETM

REQUESTS

WORK ORDERS

ASSETS



LJA Engineering, Inc.

3 LUKE SERVICES PROVIDED BY LJA ENGINEERING, INC.

Hey. There is something wrong here.
Who can fix it?

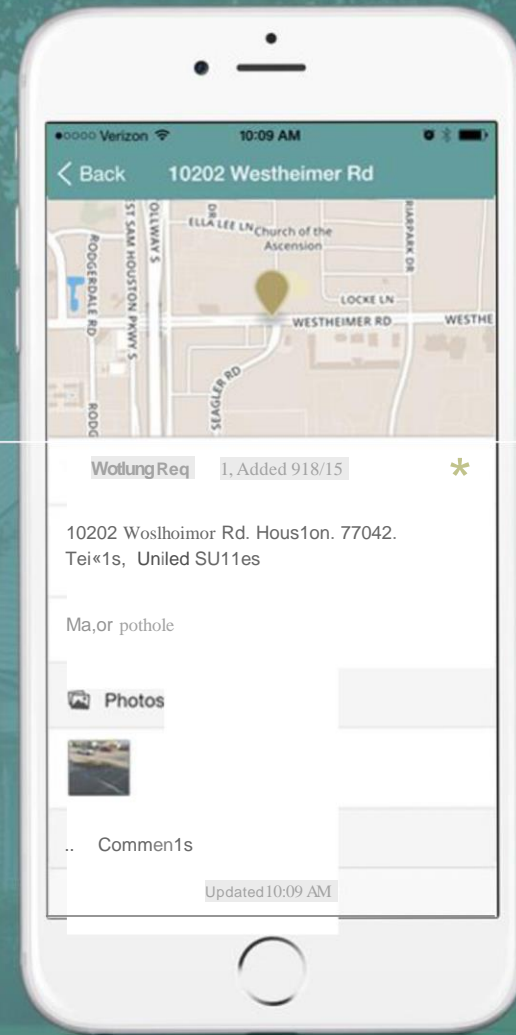


- WATER LEAKS
- LANDSCAPE
- HARDSCAPE
- SIGNAGE
- SAFETY ITEMS



Meet LUKE™

LUKE™ can assist you in your requests, get the right staff to work, and let you know when everything is resolved.



LUKETM Makes it simple.



OPEN APP



DESCRIBE



TAKE PHOTO



SEND

LUKE™ At work.



PUBLIC



- ✓ Location
- ✓ Picture
- ✓ Description
- ✓ Communicate



OPERATIONS

LUKETM

also Simplifies Operations.



KNOW WHERE TO GO



WHAT TO EXPECT



CREATE A WORK ORDER



RESOLVE



REPORT



LUKETM Provides...

- Sense of Ownership for your residents
- Dialog
- Quick and efficient response
- Accountability

FOR

MANAGEMENT AND UTILITY DISTRICTS

CITIES

TENANT AND FACILITY MANAGEMENT

HOME BUILDERS

HOAs





LUKETM

Requests • Work Orders • Assets

3 LUKE SERVICES PROVIDED BY LJA ENGINEERING, INC.



LJA Engineering, Inc.

2017 Board of Directors Election Results

Resident Committees

- ❖ Resident Committees have been created geared towards different areas of interest.
- ❖ The following three committees are looking for resident volunteers:
 - Hearing Advisory Committee
 - Landscape Committee
 - Neighborhood Watch Committee

Questions & Answers

Thank you for attending!

