

### **Q & A SESSION**

Q: Why are assessments going up even though we are gaining more residents?

A: Cost of living increases, increase in contract costs

Q: Avalon 9 – Why has the gate been open for so long, and why do we pay a gate assessment when it has been open for so long?

A: Operators should be finished this week and we can provide a detailed budget for that neighborhood.

Follow-Up: Operators and cameras were repaired the following week. Neighborhood budgets were posted on rshoa.org.

Q: Avalon 9 – Why did the gate take so long to get repaired and why wasn't the camera working when the exit gate was hit?

A: The camera was working, but unfortunately the footage was corrupt. Because of issues like this, we have switched gate contractors. When a gate is hit, engineers work to determine what's necessary to repair it.

Q: Avalon 9 - It took months to get the reader working because internet was lost. Why are we still using the same internet company?

Follow-Up: Association staff is exploring other service providers.

Q: Avalon 9 – What can be done to stop people from gaining access into the neighborhood through the right-of-way off the public access road behind the section?

A: Get with us afterward to understand the location of concern.

Follow-Up: This property is owned by City of Sugar Land and is currently under construction.

Q: Avalon 9 – People, including builders, keep speeding through the neighborhood. Residents are willing to spend their own money to install speed bumps.

A: EMS will not allow speed bumps in case of emergencies, also Fort Bend County won't allow it. City has no jurisdiction in this. Get with constables after the meeting to discuss because this is a law enforcement issue. We can reach out to builders to address speeding concerns.

Follow-Up: Association staff communicated traffic concerns with contractors.

Q: Was the crawfish boil funded by the HOA?

A: No; both the Foundation and Developer contributed to this event.

Q: Avalon 9 – There are several homes under construction in our neighborhood, are DRs being enforced?

A: We are committed to addressing those issues. We also realize that landscape enhancements are needed in the common areas.

Follow-Up: Deed Restriction violations are being addressed across all neighborhoods with increased inspections in 2018.

Q: Is the HOA finance report audited?

A: Yes. Quarterly statements are posted on the RSHOA website.

Q: In the presentation it was mentioned that one responsibility of the HOA is to help protect property values. Won't the flooding from Hurricane Harvey affect this?

A: Reading up on this, experts predict that property values might dip, but should rebound fairly quickly. The HOA helps protect property values through deed restriction enforcement. Other than that, I really can't speak on Harvey as the Association is being sued.

Q: Why isn't Spencer replacing landscaping in the non-gated neighborhoods? The Crossing has holes in the ground and grass/landscape needs that haven't been touched for over 8 months.

A: We can publish a calendar of when Spencer will come into different areas.

Follow-Up: Board approved landscape enhancements at the November 2017 Board meeting which are currently underway.

Q: TruGreen blocked the entrance to The Crossing almost an entire day. Spencer doesn't blow grass, trash, etc. off sidewalk. Is this going to get better?

A: We want to address those concerns.

Follow-Up: Association staff addressed concerns with contractors.

Q: Why isn't maintenance happening on the greenbelt along Hagerson Park as much as we were told it would?

A: Plan is to keep it trimmed. If it needs additional attention, we can look at the mowing schedule.

Q: Avalon 8 – why are the plants overwatered where it looks like a lake?

A: Some lakes are required to have plants kept alive in them. Get with JV after the meeting about specific areas of concern.

Q: What line is drawn between Developer and HOA for events?

A: Developer contributes if it's open to the public. Otherwise, the developer is not involved with the events.

Q: Who authorized the crawfish boil to be open to the public?

A: The developer is still marketing, so it was a marketing event.

Q: How are the funds from the Harvey Relief Fund being distributed?

A: The fund provided a source for people to donate funds. How the funds are distributed is done through a local church, so it keeps us out of the picture on deciding how funds are distributed.

Q: What happens if landscaping doesn't cost as much as what's budgeted?

A: Any excess revenue goes to the Reserve fund.

Q: I'm not a fan of Spencer, and the landscaping budget is 43% of the operating expenses, is there a bidding process?

A: Bidding process was done a few years back. Another contractor was chosen, which ended up being a big mistake. Contract with Spencer is through 2020. Spencer's cost is comparable to other contractors.

Q: Mowing costs in Prestwick have gone up 30% in 2 years, yet some things aren't being done. Are they going to keep increasing?

A: Hopefully you'll see improvements with new contractor.

Follow-Up: Association staff will be recommending Board approval of different contractor at the January 2018 Board meeting.

Q: Can the assessments being raised for Harvey-affected residents be reconsidered?

A: Legally, governing documents won't allow for charging different rates for some lot owners.

67% of entire Riverstone lot owners would have to agree to this. Otherwise, it can't legally be done.

Q: Are LUKE submissions anonymous?

A: Yes

Q: Are there any stats on how many complaints are registered and resolved?

A: Prior to JV and team, Trey would receive complaints daily. Since then, he gets zero. He never saw stats on this from FSR.

Q: Assessments were the same for 6-8 years. How is it that they're raising now and for affected residents?

A: We are working on a long-term financial plan.

Q: Why did compliance costs jump significantly from 2017-2018? What about insurance and attorney fees related to Harvey?

A: We are separating out and allocating staff to appropriate categories. Budgets will be posted on RSHOA website. Insurance will also be posted and is being bid out. Gated neighborhoods are also being separated. No fees are being charged at this time because nothing is being done.