

November 2018

# Riverstone HOA Annual Meeting



# 2018 RSHOA Annual Meeting Agenda

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**Call To Order, Welcome & Introductions**

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**Approve 2017 Annual Meeting Minutes**

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**Missouri City Liaison Introduction**

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**Foundation Committee Update**

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**Riverstone Homeowners Association, Inc. Overview**

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**Approved 2019 Assessments and Budget**

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**Resident Reporting Tool - LUKE**

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**Introduce Resident Portal**

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**Developer's Update**

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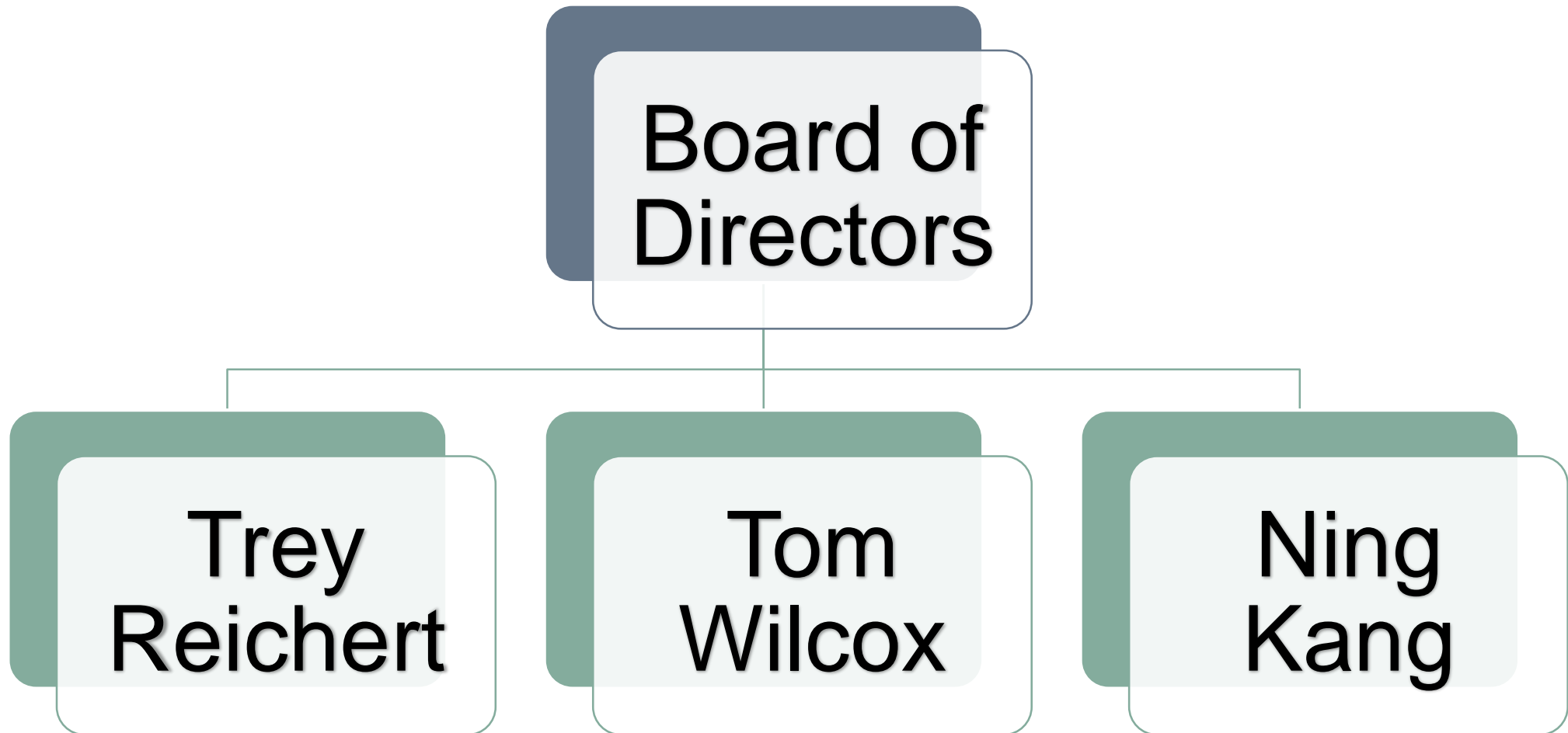
**Questions & Answers**

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**Adjourn**



# Riverstone Homeowners Association, Inc.



# Riverstone Homeowners Association, Inc.

## Board of Directors

- Long-term visioneering
- Policy making

## Management/Overview

- Serve residents
- Implement policies
- Achieve visions

## Volunteers

- Resident Committees





# City of Missouri City

Kelly Matte  
HOA Liaison



# Missouri City HOA Liaison Program



## Responsibilities

- The program is part of the City's main communication outreach initiatives for citizens and stakeholders.
- The HOA Liaison serves as the link between the City and residents or the Home Owners Association by:
  - ✓ Attending board meetings
  - ✓ Coordinating City staff attendance
  - ✓ Mitigating issues and concerns
  - ✓ Sharing information to inform and educate citizens and public about City services and programs
  - ✓ Representing City at community events





# Operation Thanksgiving

**STUFF** *The*  
**SQUAD CAR**  
& **FIRE TRUCK**

@ PUBLIC SAFETY HEADQUARTERS

3849 Cartwright Rd., Missouri City, TX 77489



Help us fill 10 police cars and two fire trucks with non-perishable goods for local charities this holiday season.



# SNOWFEST

FRIDAY, DEC. 7

**FESTIVAL**

5:30 - 9:00 PM / CITY HALL COMPLEX  
1522 TEXAS PARKWAY

FREE ENTRY. TREE LIGHTING CEREMONY & FIREWORKS.  
3-LANE SNOWHILL. PHOTOS WITH SANTA, & MORE!

SATURDAY, DEC. 8

**.FUN RUN PARADE**

8:15 AM / REC & TENNIS CENTER  
2701 CYPRESS POINT DR

9 AM / CARTWRIGHT ROAD  
ROADS CLOSE 8:00 AM



[WWW.MCTXPARKS.COM](http://WWW.MCTXPARKS.COM)  
281.403.8637



# SNOWFEST



**Note: Cartwright Road and all intersecting roads, from 1092 (Murphy Road to Texas Parkway will be closed from 7:00 am until the parade is over.**







# Missouri City is Going Mobile

Download the new MCTX Mobile app via the Apple App Store or the Android Market to stay up-to-date with what's happening in Missouri City. Receive RSS feeds for upcoming events, emergency alerts, special city projects, and more. Join our online community today!



## On the Go?

Get City information on your mobile by downloading the MCTX Mobile app from:

- ✓ Apple App Store
- ✓ Android Market











# Thank you!

Kelly Matte

HOA Liaison

P: (281)-403-8533

E: [Kelly.Matte@missouricitytx.gov](mailto:Kelly.Matte@missouricitytx.gov)





# YOUR COMMUNITY FOUNDATION COMMITTEE

RIVERSTONE

Nancy Olson

Taking the Myth out of Foundation Fees  
An Introduction to YCFC

# Historical Perspective

Sienna Plantation was the first JDC community to implement fees in 1999

A foundation fee is collected at each closing as a percentage of the sales price of each home.

This fee is collected each time a property is sold and accrues.

Foundation fees are set aside to create a unique revenue stream that is different from normal HOA assessments.



# Foundation Fees help protect, sustain and even enhance the property. They fund projects related:

Community events, clubs, groups, and sports

Health and wellness

Technology

Education

Environment

Enhancements to infrastructure



# Foundation Fees

Foundation fees not only improve the infrastructure of a JDC community, they also enhance the heart of the community. Historically, fees have funded school grants, Eagle Scout projects, contributions to non-profit organizations, and The Children's Catastrophic Fund.





# Community Involvement

**YCFC** is an appointed group of citizens who partner with the Homeowners Association to evaluate grant requests believed to be in the best interest of the community.



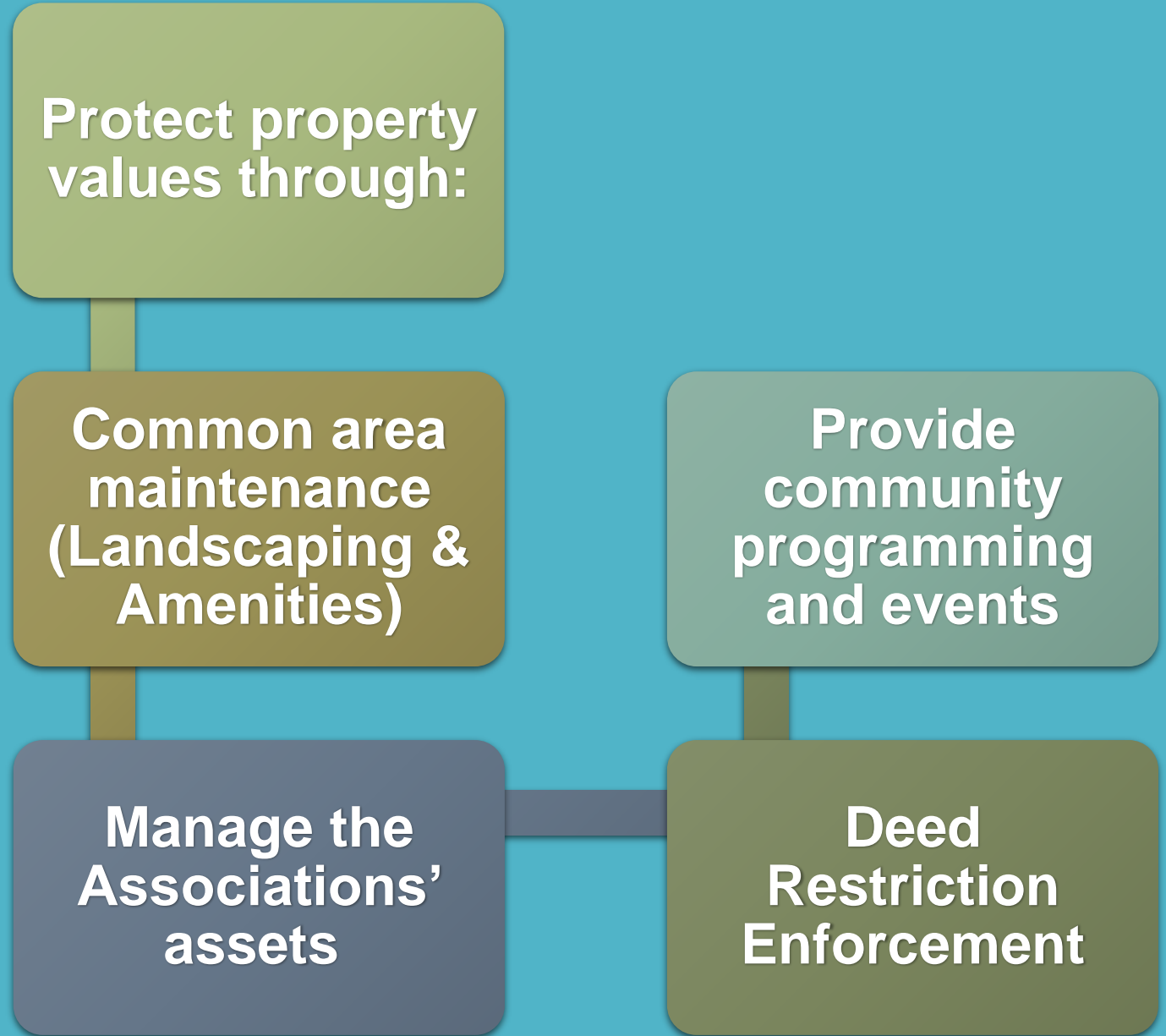
“Foundation fees provide a unique revenue stream, not available in most residential developments. Residents have comfort and pride in knowing the level of quality of the resources that exist in their community today will continue and likely be enhanced in the future.”

THANK YOU.

Jaime Villegas  
General Manager

# Riverstone Homeowner Association Overview

# Association Responsibility



# Riverstone Homeowners Association Staff

## **Administration**

Jaime Villegas  
General Manager

## **Finance**

Felecia Alexander  
Finance Manager

Ashley Bodungen  
Accounts Receivable Coordinator

## **Operations**

Julie Kveton  
Operations Manager

Mirisa Hercules  
Operations Coordinator

Jeff Gajewsky  
Maintenance Coordinator

Miguel Castro  
Maintenance

## **Community Standards**

Sean Parker  
Community Standards Supervisor

David Ippoliti  
Community Standards Coordinator

Caitlin Griffin  
Community Standards Coordinator

## **Community Relations**

Krystal Onuorji  
Community Relations Supervisor

Alexa Goldstein  
Front Desk Administrator

## **Lifestyle**

Shanelle Channell  
Director of Fun

Lani Cotton  
Assistant Lifestyle Director

## **Fitness & Tennis**

Blake Crawford  
Fitness Director

Giorgio Botto  
Tennis Pro

Wayne Rollock  
Assistant Tennis Pro



# 2018 Architectural & Violation Reports

## Architectural Modifications

394 Applications Reviewed

### Types of Applications Reviewed:

- Basketball Goal
- Swimming Pool/Spa
- Landscaping
- Solar Panels/Screens/Film
- Outdoor Kitchen
- Patio Cover
- Storage Shed
- Patio Extension
- Generators

## Deed Restriction Violations

4,889 Total Violations Letters Sent

### Top Violations

- Tree Maintenance:1,930
- Lawn Maintenance/Grass:1,146
- Trash Receptacle in View: 476
- Other/Miscellaneous: 1,337

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# 2018 Accomplishments

- Landscaping Enhancements
- Established Committees/Committee Improvements
- New Policies
- Improved Collections
- Fencing Improvements
- Improved Communications



# 2018 Reserve Projects

## Creekstone Pool

- New plaster, ladder for slides, new decking, refurbished water features, sand change, new furniture, as well as new landscaping.

## Creekstone Recreation Center

- Sidewalk repairs

## Riverstone Recreation Pool

- New pergola with lights, furniture, and landscaping



## Waterpark

- Added more umbrellas, a new fliter box for water slides, rebuilt the slide motor, received a sand change and replaced 1 FUNbrella on the island.

## Other projects throughout the community:

- Landscape upgrades throughout the community
- Replaced fountains & equipment throughout lakes
- Replaced 206 faded street signs
- Cleaned and sealed monument signs





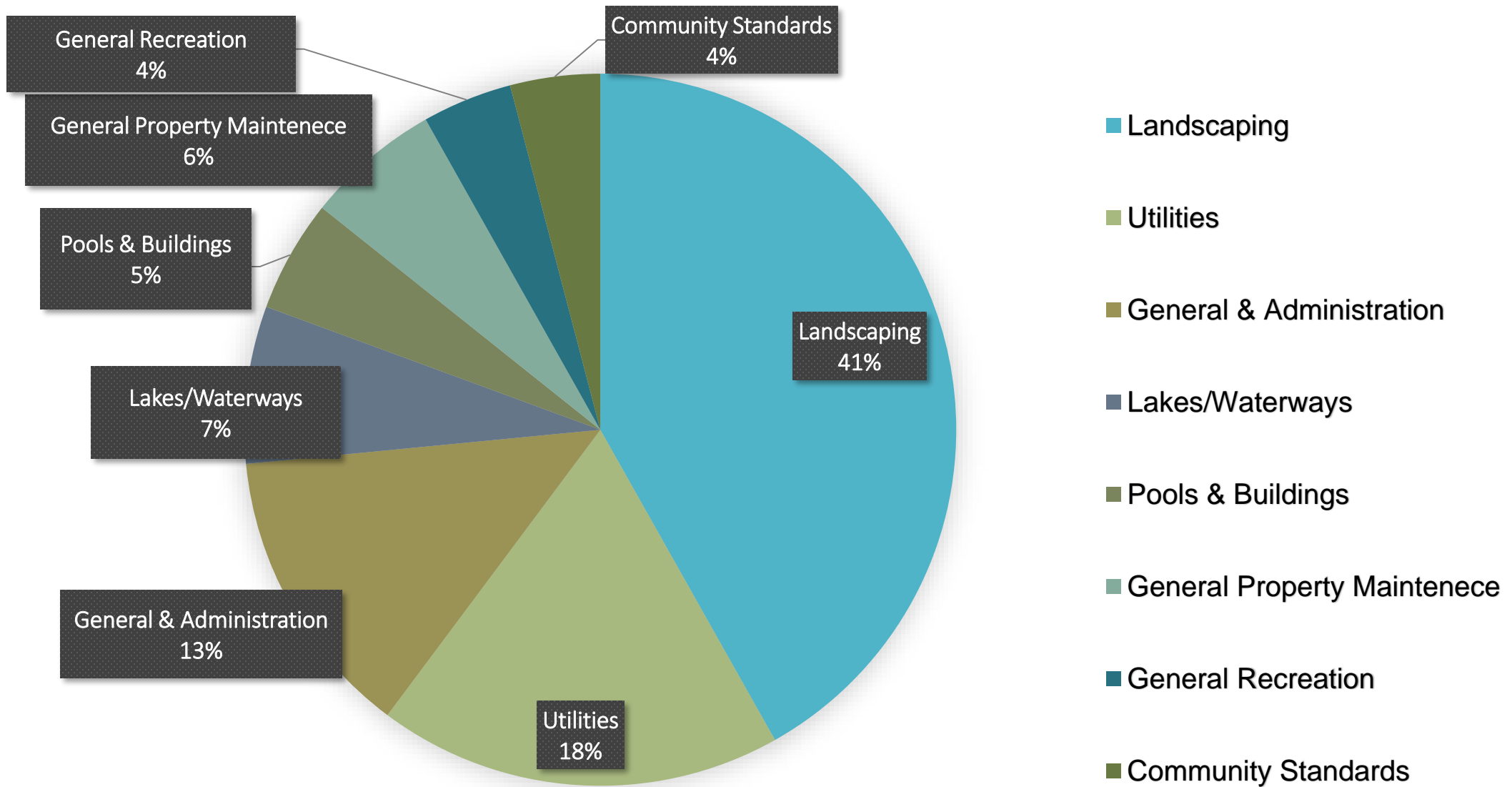
**Riverstone  
Homeowners  
Association  
2019  
Assessments  
& Budget**

# 2018-2019 Operating Budget

	2018	2019
<b>Income</b>	<b>BUDGET</b>	<b>BUDGET</b>
Assessment Income	\$5,860,684	\$ 6,469,140
Other Income	<u>\$ 567,503</u>	<u>\$ 628,806</u>
<b>Total Income</b>	\$6,428,187	\$ 7,097,946
<b>Expenses</b>		
Common Areas	\$5,079,576	\$ 5,460,984
Recreation & Fun	\$ 208,402	\$ 252,421
Compliance	\$ 190,265	\$ 257,070
General & Administrative	\$ 750,961	\$ 946,623
Reserve & Capital Contribution	<u>\$ 198,982</u>	<u>\$ 180,849</u>
<b>Total Expenses</b>	\$6,428,187	\$ 7,097,946
<b>Operating Income/Loss</b>	\$ -	\$ -



# Major Operating Costs



**Residential Assessment Rate\*** **\$1,080**

(2.86%, or \$30 increase from 2018)

<u>Expenses</u>	<u>Cost Per Unit</u> (5,904 Units)
Common Area	\$ 925
Recreation	\$ 43
Community Standards	\$ 44
General & Admin	\$ 160
Reserves (from Assessment)	<u>\$ 31</u>
	\$1,203

\*Non-assessment revenue reduces assessment amount

**Cost Per  
Unit**

# Non- Assessment Revenue

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**ARC Rush Fee\***

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**Resale Certificates**

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**Transfer fees**

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**Certificate of Compliance fees**

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**Collection related fees**

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**Reimbursement from other entities for services (Levee Improvement District, Riverstone Commercial POA)**

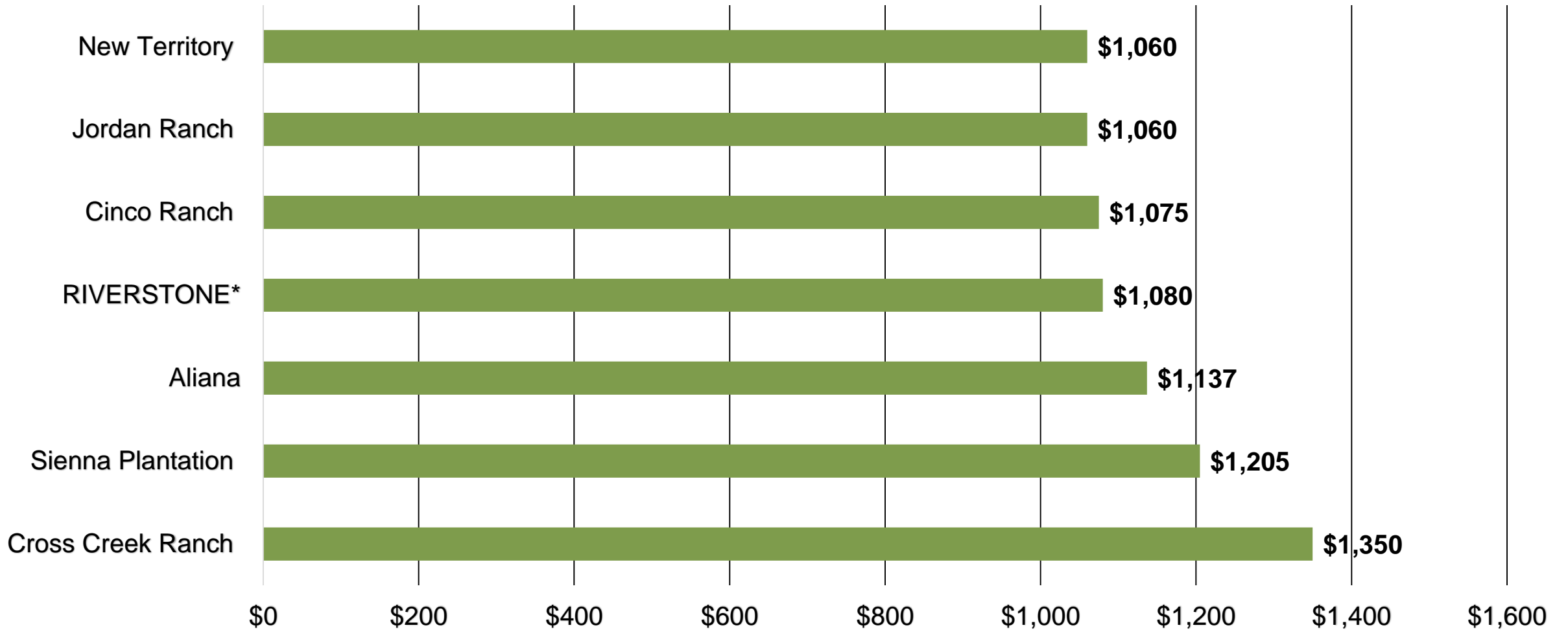
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**Estimated 2019 non-assessment revenue is \$628,806**



# Neighborhood Comparison

## Annual Assessments



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
2019	\$ 1,080	5,904

# Historical Assessment Rate

<b>Beginning Balance</b>				<b>3,490,074.00</b>
<b><i>Reserve Income</i></b>				
Contributions				\$ 683,049.00
Interest on Reserve Accounts				\$ 18,000.00
<b>Total Income</b>				<b>\$ 701,049.00</b>
<b><i>Reserve Expenses</i></b>				
2019 Reserve Expenses				\$ (518,599.00)
<b>Total Expenses</b>				<b>\$ (518,599.00)</b>
<b>Projected Ending Balance</b>				<b>\$ 3,672,524.00</b>
<i>As of 12/31/2019</i>				

# 2019 Reserve Budget



# 2019 Reserve Project

Metal Fencing & Paint Finishes

Community wide Landscaping  
Replacements

Water Features & Slides at Pools

Fall Surface

Tennis Courts

Perimeter Walls

Irrigation Projects

Piers & Docs

# 2019 Assessments Payment Options

**Personal Bill  
Pay**

**Online (E-  
Check,  
Credit Card,  
Debit Card)**

**Payment  
Plan**

**Personal Check**  
• **General  
Enrollment-  
Three monthly  
installments**

# Resident Portal



# www.RSHOA.org

Search 



Your HOA

[Resident Account Portal](#)

[Resource Center](#)

[Stay Connected](#)

[New Resident Information](#)

[Foundation Committee](#)

[Lifestyle & Fun](#)

[Community Standards](#)

[Operations](#)

[Assessments & Finance](#)

[Contacts](#)

[Commercial](#)

## Welcome to Riverstone HOA Online

The Riverstone Homeowners Association, Inc. (RSHOA) office is located at The Club at Riverstone at 18353 University Boulevard in Sugar Land. RSHOA's on-site staff is available to assist residents Monday-Friday, 9:00 a.m. - 5:00 p.m., with extended evening hours on Wednesdays until 7:00 p.m. This website offers detailed information and various online HOA services at your convenience. If you would like to speak directly with an HOA staff member, please call 281-778-2222 or stop by the office during business hours. You may also visit the Contacts page to email a staff member directly for assistance.

The benefits of on-site management are numerous including prompt response to questions, firsthand awareness of community issues, closer interaction with service providers and more adaptability for visual property drives, to name a few.

RSHOA's primary responsibilities include maintaining common areas, enforcing deed restrictions, and providing fun lifestyle opportunities.

We're excited about offering website association services and consider it a valuable amenity for the association. For an overview of the service and a few ideas as to how it can help save you time and get you connected with your community, click [About Online](#).





Username

Password

Login

Create Inqir  
Forgot Username/Password  
Still having trouble?

This management company web portal is intended for use by homeowners, board members, and other authorized users of associations and properties managed by Riverstone HOA. Use by others is strictly prohibited. Your use of this portal, as demonstrated by attempting to log in, constitutes your acceptance and agreement to the Portal Site Terms of Use and Privacy Policy.

Primary Account - Primary

Balance: \$1,080.00

Pay Now

Profile

Email

Go To Profile

Name	Email	Type	Primary	Secondary	Use for Mail
[REDACTED]	[REDACTED]@gmail.com	Personal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Accounting

Primary | Balance: \$1080 Pay Now Go to Accounting

Date	Description	Amount	Balance
	Previous Balance	\$0.00	\$0.00



LUKE

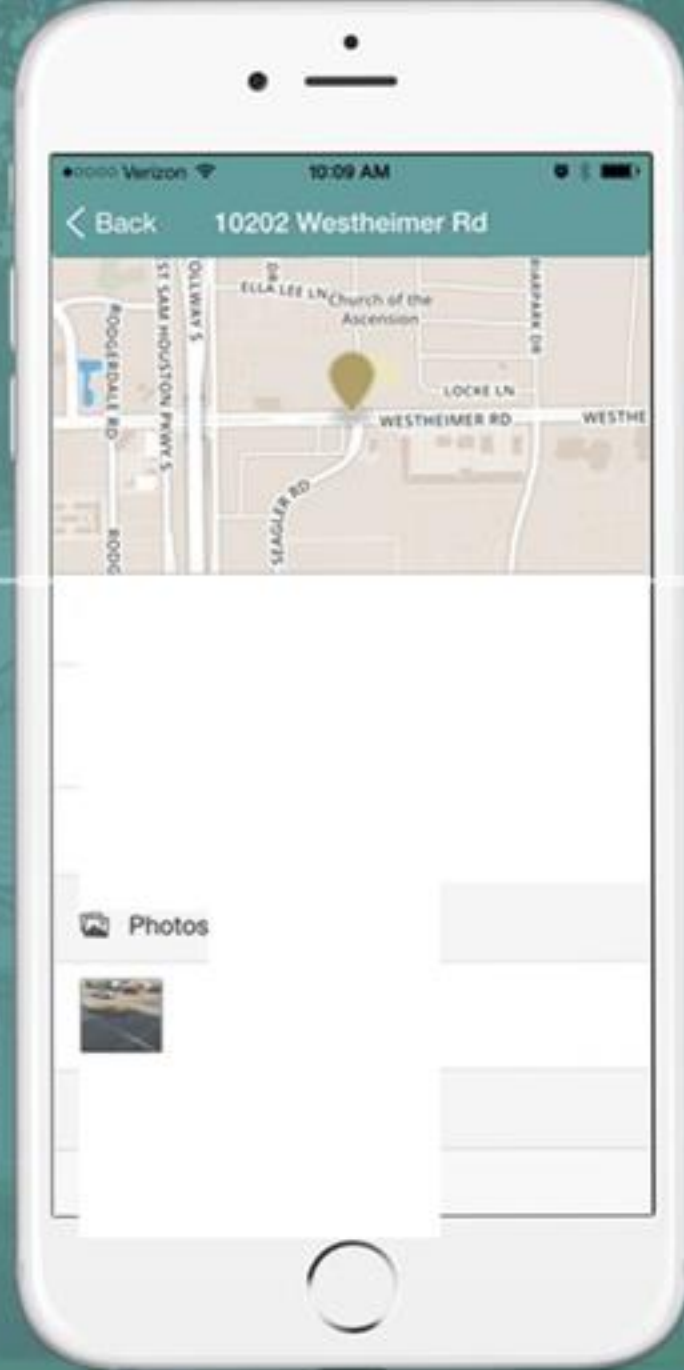
"Let Us Know  
Everything"

# Resident Reporting Tool



# Meet **LUKE**<sup>TM</sup>

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



# LUKE

Makes it simple.



OPEN APP



DESCRIBE



TAKE PHOTO



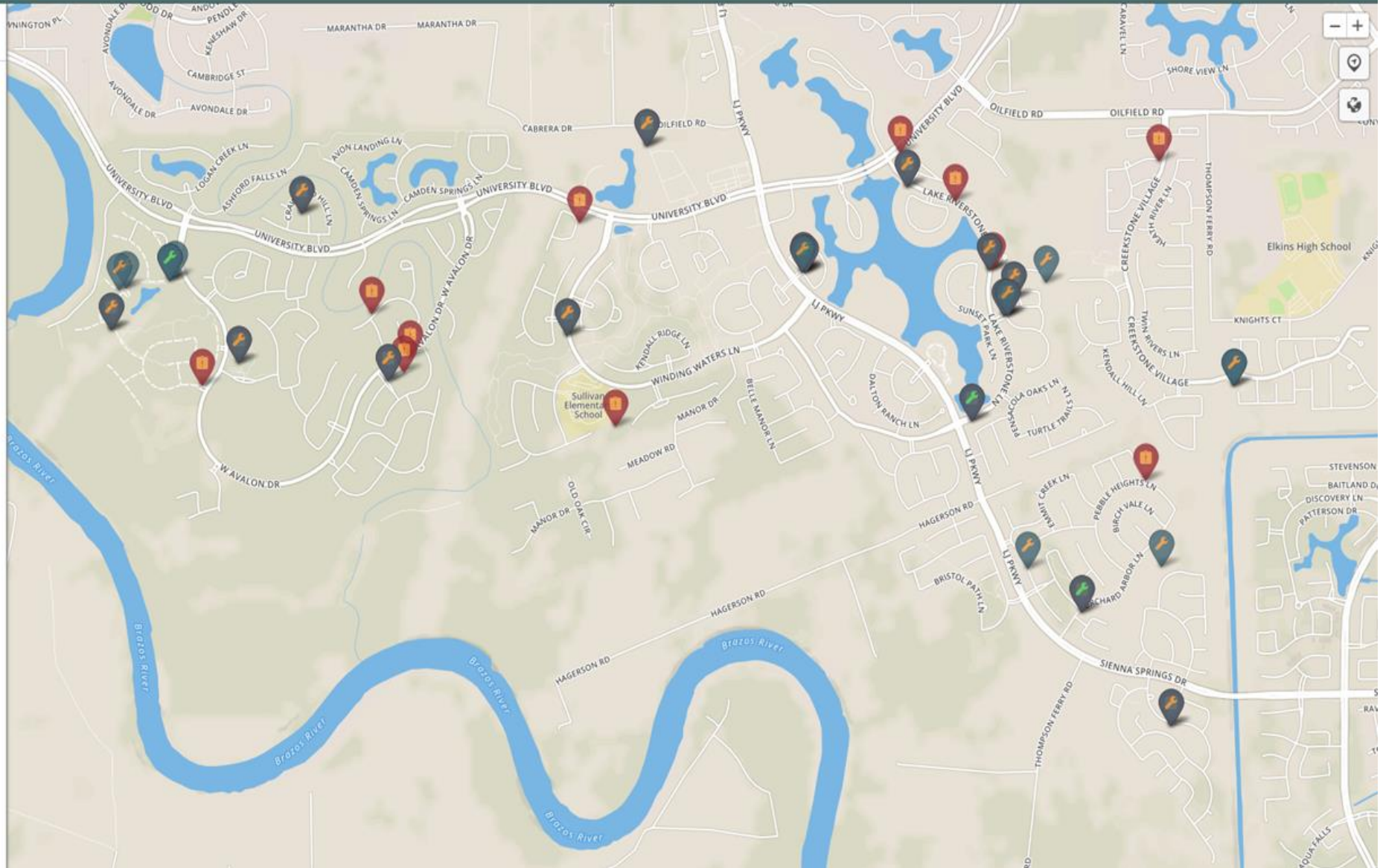
SEND



Welcome



- Search for requests, work orders, and addresses in the search box.
- Click on a map to see detailed information about that area.





# Director of Fun

**Shanelle Channell**

**DirectorOfFun@Riverstone.com**

**(281)-778-2038**

*"It's not only where you live, but how you live."*



# 2018 Event Highlights

- Jan 27th: Casino Night
- Feb 10th: Couples' Murder Mystery Dinner
- Feb 24th: Touch A Truck
- Mar 24th: Houston Rockets Resident Trip
- Apr 7th: Spring Garage Sale
- Apr 21st: Crawfish Boil
- May 19th: Bark For Life
- Jun 9th: Soak In The Sun
- Jun 16th: Top Golf Resident Trip
- Jun 30th: Red, White & Boom!
- Jul 21st: Christmas In July
- Jul 27th: Scotch & Cigar Night
- Aug 18th: Summer Luau
- Sep 8th: End Of Summer Bash
- Sep 14th: Bite Nite Friday
- Oct 13th: Wildlife & Nature Expo
- Oct 18th: Sushi & Sake
- Oct 27th: Trail of Treats
- Nov 15th: Tree Lighting
- Nov 16th: Holiday Market
- Dec 8th: Santa's Wonderland Resident Trip
- Dec 15th: Winter Wonderland





# 2019 Community Events



- Jan 19th: Casino Night
- Feb 23rd: Touch A Truck
- Mar 23rd: Bark For Life
- Mar 30th: Houston Rockets Resident Trip
- Apr 6th: Spring Garage Sale
- Apr 13th: Crawfish Boil
- May 25th: Splashin' Into Summer
- Jun 29th: Red, White & Boom!
- Aug 10th: Summer Luau
- Oct 12th: Wildlife & Nature Expo
- Oct 19th: Fall Garage Sale
- Oct 26th: Trail of Treats
- Nov 21st: Tree Lighting
- Nov 22nd: Holiday Market
- Dec 14th: Winter Wonderland

2<sup>nd</sup> Friday Each Month: Bite Nite Friday  
Culinary/CSA Mixers & Classes  
New Events for Teens & Seniors

\*Events Subject to Change



Trey Reichert

Vice President and  
General Manager

Riverstone by The  
Johnson Development  
Corp.

# Developer Update











# Questions & Answers

**Thank you for attending!**