



## **Lakecliff POA Quarterly Board Meeting – April 16, 2022**

Location: One Church in Spicewood

When: 10:00 AM CT in Person and Zoom

### **Opening – Call to Order, Certification of Quorum, Approval of 2021 Annual Board Meeting Minutes, Q1 2022 Financials**

- Meeting Called to Order by Mike Lange
- Certification of Quorum was announced by Mike and Mark
- Attendees were:
  - Mike Lange– POA Board President
  - Laura Riddle – POA Board and Finance Lead - Zoom
  - Al Bishop – POA Board at Large
  - Dan Wittner – POA Board Secretary
  - Mark Kegley – Goodwin - Zoom
  - Steve James – ACC Committee Chair
  - Pat Trojanowsky – Cottage and Villa Committee Chair - Zoom
  - Laurie Chapman – Community Engagement Committee Chair
  - Scott Walters – POA Board Director Elect
  - Kent Graham – POA Board Treasure Elect
  - Beverly Graham
  - Dave Chapman
  - David Dacus
  - Jim Lavender
  - Ira Wallace
  - Elain Wallace
  - Doyle Wilson
  - Jerry Shelby
  - Greg James
  - Cindy James
  - Paul Giangarra
  - Mark Stephany - Zoom
  - Susan Stephany - Zoom
  - David Longoria - Zoom
  - Kim Franceschini – Zoom
  - Joe Coangelo – Zoom
  - Ron Batra – Zoom
  - Darrus McClure - Zoom
  - Kim Harris – Zoom
  - Duke Hopkins - Zoom
  - Jenny Hopkins - Zoom
  - Peggy Strong - Zoom
  - Barrett Wilson - Zoom
  - Rick Laube - Zoom

- The Agenda was shared with the people in the room and on Zoom and the Board proceeded
- 2021 Annual Meeting Minutes Approval – Dan motioned to approve, Mike seconded – Approved by the Board
- Laura presented Q1 2022 financials
- Balance sheet for March reviewed and is in good position to support Reserves
- Laura walked through other key components of the financials
- Board will be managing expenses to ensure we stay within our budget
- Mike mentioned the intent is not to have any special assessments
- Dan motioned to approve the financials with Mike seconding – Approved by the Board

### Open Board Positions

### Special Thank You

Thank You!!

Laurie Chapman



# Thank You!!

Laura Riddle



- Mike spoke about our 2 departing Board Members and thanked them for their service and contributions
- Mike continued to discuss the 2 Board Nominees

## Directors

### Kent Graham – Bio

Kent Graham grew up in Newcastle, Texas where he graduated from high school in 1971. He moved to Houston where he worked for Schlumberger Well Services while attending college at the University of Houston. He earned a Bachelor of Business Administration degree in 1975 and a Master of Science in Accountancy degree in 1977.

After graduating with his Masters, he joined the public accounting firm of Arthur Andersen. Eight years later, he was admitted to the partnership where he remained until the demise of Arthur Andersen in May of 2002. He then joined the public accounting firm of Ernst & Young in Houston and was transferred to Los Angeles California in January of 2003. After seven years in Los Angeles, he then transferred to San Jose and remained there until he reached the mandatory retirement age of 60. He retired in June of 2013.

While living in Los Angeles, Kent and Beverly both served on the POA Board (Kent as President and Beverly as Treasurer) of their community for six years.

Since retirement, Kent was very active in the Central & South Texas Chapter of Make-A-Wish where he served on its governing board for six years (serving as Chairman for three years). He served on the Board of Trustees for the Church at Horseshoe Bay for six years, serving as Chairman for the last three years of his term. He also served on the Board of Directors of Escondido Golf & Lake Club for six years and served as its President during his last year on the board.

Kent was elected to serve on the Horseshoe Bay City Council in November of 2016 and served until he and Beverly sold their house so they could build their forever home in Lakecliff. They joined Lakecliff Golf Club in April of 2020 and fell in love with the community.

Kent and Beverly have three grown children and three grandchildren. His children are all married and live in Austin, Houston and Santiago, Chile.

Kent and Beverly are now members of Lake Hills Church in Lakeway and look forward to serving that church.

Kent and Beverly enjoy golf, travel and spending quality time with their grandchildren.<sup>14</sup>



## Directors



### Scott Walther – BIO

Married to Julie Walther (High School Sweetheart) and father of 3 is what brings Scott the most enjoyment. Scott brings his Christian foundation of honesty and fairness to his family and work. Scott and his family are new residents in Lakecliff and looking forward to being part of an awesome community.

As the President of Sendero Homes, Scott is no stranger to developments and custom home building. From the first handshake, clients recognize Sendero's dedication to facilitating their custom home building process with integrity, quality, and communication. Just over 10 years ago Scott decided to merge his smaller construction company with Sendero Homes and now focuses on continuing to fine tune the systems, processes, and quality. Over the past several years Sendero has been part of developing Signal Hill Estates (62 Custom Home Lots) as well as Madrone Canyon (110 Custom Home Lots), both in the Lakeway/Bee Caves area. Being part of these developments has given Scott experience working with other builders to create CCR's to create beautiful communities. Scott is also part of NAHB Builder 20, where he continues to learn and grow from other top builders around the country. This involvement and dedication to helping other builders succeed has been a huge part of continued growth and knowledge, not only in the construction industry but in business operations.

Scott's dad and uncles are all business owners and growing up in this atmosphere groomed the no failure work ethic. Also having a passion for mechanics, Scott's path started as becoming an Airline Mechanic for Southwest Airlines. While having great success with Southwest, life found Scott the opportunity to move to Austin and start his own construction company which led him to becoming a partner at Sendero Homes.

15

- Mike discussed their resumes and credentials
- Mike Recommended that the Board Vote on each, Dan seconded – Approved by the Board

### Security

- Dan presented the Security proposal to replace our old technology cameras and gate entry with a Modern Security solution to include all new cameras, Remote Guard Access, Software for residents to manage their guests, new gate access and new touch screens at the entry gate.
- Dan Also discussed the company that we had down selected to – Allied Universal and their rich history in this segment
- Dan spoke on the feature functionality of the technology and proposed solution
- Dan explained the areas in the community that have additional risks and potential solution.
- The following are the slides from the deck that were presented

# Security

Modern Security solution that is easy to use and provides the highest level of security for the community allowing tracking visitors, residential access control, LPR, builder management and reporting on usage...this solution can provide the best security solution for our community.



## About Allied Universal®

- Since 1957, Allied Universal® has forged it's organization under a single purpose: to keep people, businesses, and communities safe so we can all thrive together.
- As the leading security and facility services provider in North America, it delivers proactive services, cutting-edge technology, and tailored solutions to allow clients to focus on their core business
- Providing security integration and video monitoring services
- Meeting the needs daily of a loyal, long-tenured client base highly diversified by region, vertical and client size
- An unrelenting focus on clients' success creating partnerships rooted in quality and value





## Remote Services – Managed Services



### Delivering Efficiency With Improved Reliability and Response

01. System Monitoring, Interaction and Dispatch
02. System Management, Administration and Optimization
03. Operational Assistance and Automation
04. Business Analytics and Information Delivery
05. Infrastructure Monitoring and Optimization

20 © Allied Universal

# Overview



## System Overview

- Single, multi-post per site, multi-site system
- Cloud Based with EDGE+
- PC or tablet at customer site to access data
- Duplicates made of every record on a separate server
- Web Based Portal
  - Allows for remote administrators to connect to add/modify/delete information and to run reports
  - Officer connects via internet on PC or mobile device
  - Global access with no limit on data storage
  - Activation of new site requires no local software download

# Solution



### AllBox A1



**Software**

Like TEKWave's large touchscreen interface for automatic, easy entry using a pin code, driver's license, or smart phone, call a resident/employee, or direct dial a remote operator.

- Fully integratable to access control system
- Two way audio and video manage communication from any device to the touchscreen intercom
- Camera enables remote view and verification
- Access Codes give remote entry to employees or residents without access credentials



**Verticals**

**Community** - place in a rock column or at a pedestal at a gate for automatic access for visitor overflow.

- Biended manpower for low entry times or fully remote gate

**Legatics** - utilize integrated verifications of BCL and numbers, etc. for automated access and capture

- Remote access for non verification or by button press.

**Commercial** - install by a door or in a lobby for guest reception and tracking

- QR Code scanning and arrival notifications



**Integration**

Fully integrated with **Lenix SureView** for remote monitoring and visitor management from an operator.

- Video and audio connection and recording
- Audio trail push for all actions performed in TEKWave
- One-click device entry for TEKWave interface
- Automatic picture taking upon visitor entry
- Remote open any gate, door, or arm

[www.tekwave.com](http://www.tekwave.com)

# Resident Self Visitor Registration

### Visitor Pre-Registration

**Pre Register Visitors**

- Web Scheduling
- Voicemail Scheduling – Integrated Voicemail for Officers
- Deny Visitors

**Manage Permanent Guest List**

- Add, edit, or delete visitors on your permanent list
- Block a guest
- Temporary allow no guests

Visitor QR codes can be sent from Resident



24

# Apps



### Resident Mobile App

Residents can download an application to their personal phones to:

- Manipulate Profile Information:
  - Vehicles and Tenants
  - Vacation or Out of Town Schedule
  - Medical Records
  - Permanent Guest List
  - Banned Guests
- Pre-register guests
- View community board and messages
- View if your guests are on-site
- View fines and citations

25



# Entry Passes

## Vehicle Pass & Visitor Badge Printing

- Passes & Badges printed on high speed thermal and thermal transfer printers
  - Will not fade!
- Prints in 4-5 seconds
- Passes include:
  - Directions
  - Visitor Name
  - Host name
  - Expiration date
  - Optional bar code for egress tracking
- Badges include:
  - Visitor Name & Photo (if scanning driver's licenses)
  - Host name
  - Expiration date
  - Optional bar code for egress tracking



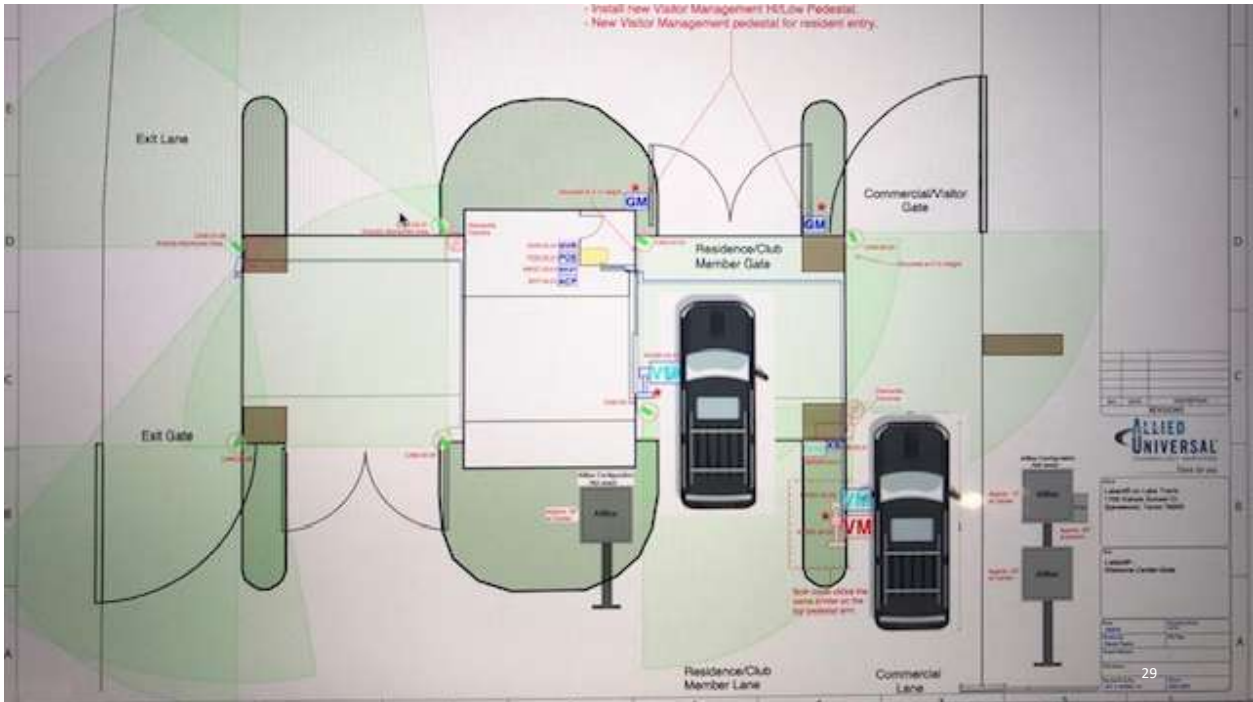
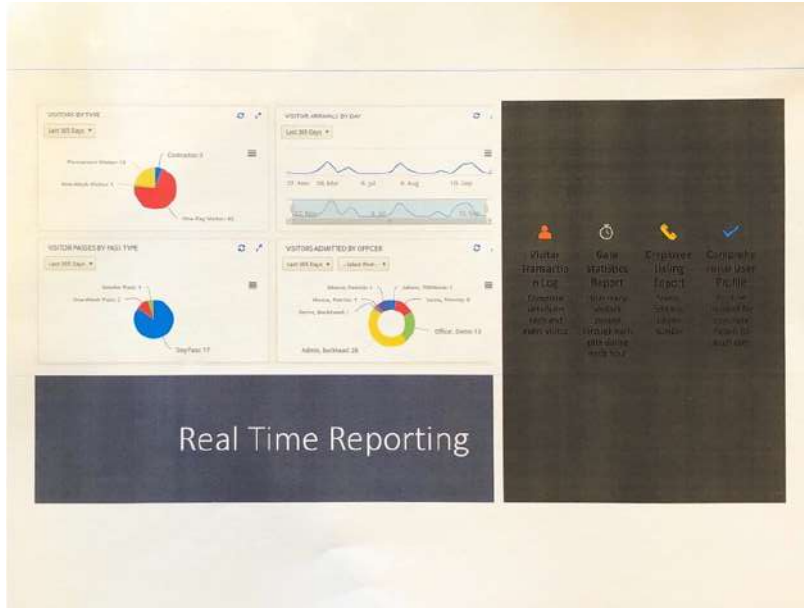
# Entry System

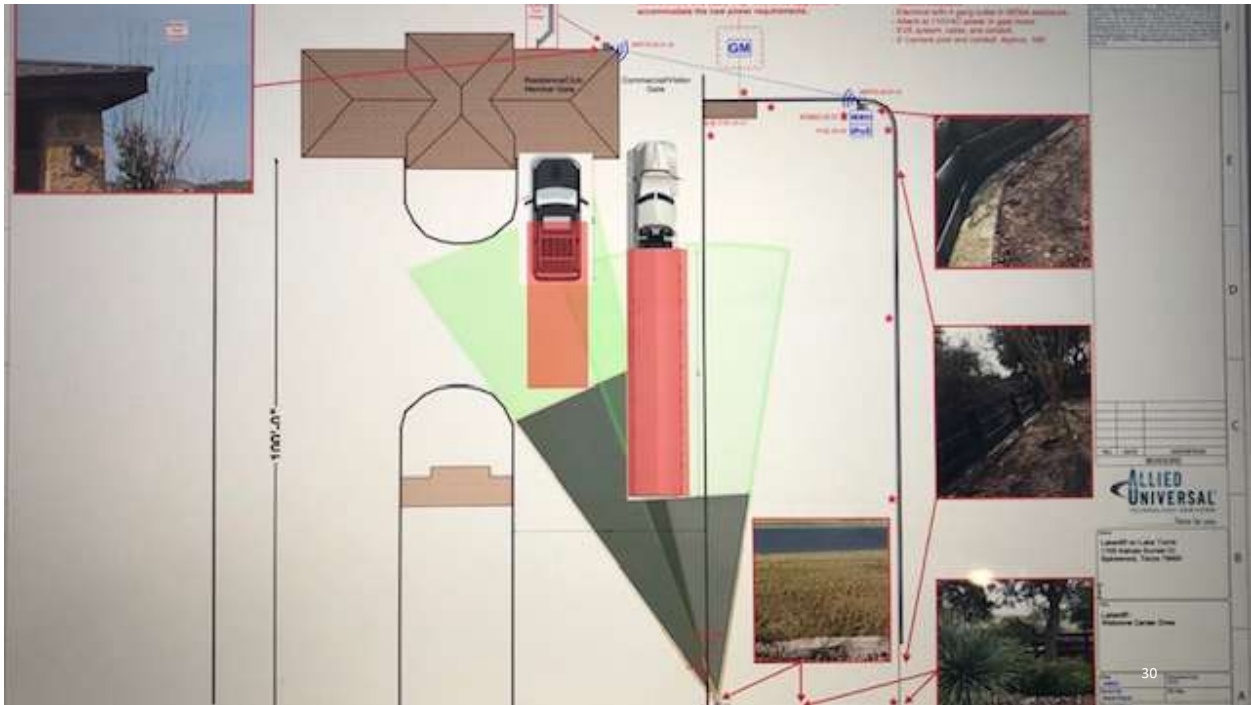
## Telephone Entry System

- Fully automated touch screen device with vandal resistant and weather-proof casing
- Intuitive interface for visitors to communicate with residents, building management, a concierge, or even to off-site locations
- Designed to operate as a standalone unit, or as part of a complete integrated TEKWave solution
- VoIP and video capability, enables you to view live video from multiple sources and utilize two-way voice communication
- Interact with the TEKWave System Controller to allow control of devices such as gates, doors, and elevators
- Use for simple visitor self-service use or integrate with existing guard post or visitor center for easy and accurate access and security.



# Reporting





- A number of good questions came-up during the discussion around implementation, Support, timing, training, and software feature functionality and these were all addressed accordingly
- Pricing was the next segment



# Monthly Costs

Lakecliff Security Solutions - Allied Universal Proposal  
4.16.2022

Proposals	Hardware	Recurring Monthly Costs	Financing Costs for Hardware	Total
Core - All technology at the Gate	\$139,619.17	\$ 2,733.87	\$ 2,967.79	\$ 5,701.66
Additional Cameras at Lot 1	\$ 47,338.51	\$ 465.71	\$ 1,016.01	\$ 1,481.72
Totals	\$186,957.68	\$ 3,199.58	\$ 3,983.80	\$ 7,183.38



32

- The costs for the solution were discussed and how we would potentially pay for such a big-ticket item based on our current assessments
- Multiple people were in support as well as a couple of folks that did not feel the need for spending on security
- Dave Chapman asked about using the existing equipment and upgrading it
- The recommendation to move forward was put on hold to determine a couple of items
  - Investigate Dave Chapman’s question with our existing vendor
  - Should we do a special assessment to cover the hardware expenses?
  - Should we look at financing options with lower interest rates?
- The Board will take these key points away and reconvene to discuss findings and vote on

## Irrigation

- Dan opened the discussion on our irrigation challenges and costs associated
- He went through one slide to outline the issue and make a recommendation to Board to move forward
- Attached is the slide



# Irrigation Update

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- Lakecliff continues to have the lowest irrigation costs of any community in the region (Please see previous Board Presentations and Minutes)
- However, we continue to see losses for irrigation - ~\$6,000 YTD
- The primary reason for losses is loss of water due to shutting off the irrigation pumps to the community
- Each time we shut off water to fix a problem, we lose ~200,000 gallons of water
- The solution is straight forward
  - Identify all Cut-off valves in the community and gain access to them
  - Anytime we have a break, isolate the break area with the Cut-off valves
  - Add Shut-off valves at all meters in the community
  - Shut-off valves will allow the homeowners water in pipes to stay in pipes at their home
- The POA Board is will need to invest ~\$10,000 in Time and Materials
- Recommendation is to move forward immediately to stop the financial losses



34

## Committee Updates

### ACC

- Steve James opened this segment
- The key points were growth and adapting to change in the environment
- Several questions were raised on the Architectural Consultant, Fees and Construction Deposits
- Jerry Shelby questioned the need for Deposits for Construction
- Steve polled the builders on the topic and found that while in some communities there are deposits that in others that there are not
- Dave Dacus mentioned that in one community they reside that the construction deposit was \$20,000 and he felt that if they are building here, they should have a deposit
- Steve said he would take into consideration and act accordingly
- Steve discussed the Architectural Consultant in depth
  - Fee structure
  - Responsibilities
  - Feedback from Builders and owners that are building – Significant approval rating
- The following slides were presented



## ACC Update

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### Feverish Construction Activity

#### Completed Homes

2019	2022
40 Homes	50 Homes
12 Cottages	14 Cottages/Villas

- Approved/In Process Today—21 Homes/Villas
- Beginning Review Process—7 Homes
- Increase in number of completed homes by end of year over 1/2022—33%
- Currently 6 Builders working in neighborhood



37

## ACC Update

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### Changes to Our Environment

- Annual Construction Activity has increased 5 fold
- Effort to monitor construction, including Monitoring Adherence to Building standards, coordinating Architectural Diversity and Construction Quality, and Cleanliness has increased dramatically
- With rapid changes, Community Communication is much more important
- ACC must focus on site location, setbacks, architectural diversity since homes are closer together with less of an “Open feel”
- Exterior remodels, landscaping, and pool/fencing placement more likely to affect neighbors



38



# ACC Update

## Primary Actions to Deal Growth in Construction Activity

- Redraft of ACC Building Processes
  - No Changes to CCR's
  - Add a Preliminary Review Phase
  - No Change to Total Fees

	<b>2018</b>	<b>2022</b>
Plan Review	\$2,500	\$2,500
Construction Inspection	\$3,500	\$4,000
Gate Fee	\$500	-0-
Total	\$6,500	\$6,500

- Added a plan review fee and inspection fee for major remodels
- Publish a Construction Violation Schedule and a Refundable Compliance Deposit
- Clarified Approval Process for Major Exterior Remodels, Pool Additions, and Major Landscaping and Exterior Lighting Changes
- Hired an Experienced Construction Consultant – Recommended by a Builder
  - Coordinate all Construction Activity and Assist ACC, Homeowners and Builders in Processes
  - Represents ACC and communicates ACC views to Home Owner/Builder, but does not make approval decisions
  - Annual retainer is \$21,000, with 70% of total cost variable. Costs paid by builder/homeowner fees
  - Continue to Assess Value Proposition for this Role but after 6 months, feedback has been very positive on Consultant's performance



39

# ACC Update

## Reminders to Community

- No outside work on Sundays except if done by the homeowner
- Get ACC and Construction Consultant involved in very early stages of building planning
- Contact ACC member directly with any concerns – We are here to help!



40



## Cottage and Villa Committee Update

- Pat Trojanowsky began the discussing on the Committee
- He discussed the finding from his meeting with 10 of the 14 owners in this group
- Key issues were
  - Getting the landscaping finalized
  - Painting of the Cottages
  - Cost of Maintenance
- The following is the slide that Pat presented

# Cottage and Villa Committee Update

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### The Mission of the Committee

*Create a Voice for the Cottage and Villa Community to enable the POA Board to listen to suggestions and concerns and work towards ensuring the highest quality of life for these owners*

- This set of homes in Section 11 of the subdivision has a unique requirement to be managed and maintained by the POA
- The POA asked Pat Trojanowsky to be the Chairman of the Committee
- Since Pat took this on, he has had 1 meeting with all the owners of these homes (10 of 14 in attendance)
- The findings
  - Owners want to ensure the landscaping project started last year is completed
  - Several Cottages need exterior painting – What is the plan?
  - Yard maintenance study – Are the current costs in line with market?
  - Fencing – 2 Cottages and 4 Villas have erected fencing – No other Cottage owners wish to have fences



42

## Community Engagement Committee

- Laurie opened the discussion on her passion for being the “front door” to all residents
- She discussed what we are doing to better engage everyone
- Areas of focus were
  - Finalizing the Welcome Packet to Lakecliff
  - Ensuring all Closing Documents were correct and reflected Lakecliff properly
  - New ways to communicate with residents based on their preference
  - Focus on driving our Brand throughout our region
  - Getting all resident and owner information correct and creating one version of the truth – Need everyone to help us so we can communicate effectively
- Below is the slide Laurie presented





### **Homeowner Forum**

- Due to the active involvement from the attendees in person and on Zoom through the entire meeting, it was mentioned that the Homeowners forum would not be held
- Jerry asked about the Diaz property and the fountains at the front gate and Mike deferred
- Mike then called for an Executive Session and we closed out the participation of the residents

### **Executive Session**

- The Board met to review an outstanding legal issue involving Account Number 337302 and determined to take no action at this time
- Executive Session Concluded

### **Adjournment**

- Mike called to Adjourn, seconded and adjourned
- Meeting ended at 1:15 PM CT