

Bella Flora HOA

Annual Meeting Minutes

April 8, 2021

I. Call to order

Chuck Peterson called the HOA Annual Meeting to order at 7:10 PM on April 9, 2021 at Mira Vista Country Club in Fort Worth.

II. Introductions

Chuck introduced the members of the GloboLink management team then introduced the Board. The following Board members were present: Chuck Peterson, Russell Karr, Vince Borello, Rob Toth and Ken Merchant. Chuck then recognized Russell Karr and thanked him for his service to the community during his two year tenure on the Board and time as a former Security Committee Chairman.

III. New Business

a. Elections

- Candidates were given an opportunity to address the members of the community who were present at the meeting and summarize their objectives if elected to the Board. Reviewed proposed agenda and timeline to the meeting (attached).
- Vince Borrello, Tom Potts, Phillip Petrazio and Dale Thomson were present and addressed the members. Renato Miljatovic and Corey Schneider were not in attendance.
- Members were given a final opportunity to cast ballots and the election was closed.
- After the votes were tallied, Chuck announced the reelection of Vince Borrello and the election of Dale Thomson to Board replacing Russell.

b. Financial Report (Vince Borrello)

- 2020 Income/Expenses: 100% of dues were collected last year. \$50,000 was added to the reserve account. Details attached. The Contingency Reserve account balance at 12/31/2020 was \$80,073.67 and the proposed 2021 budget anticipates transferring additional funds to the account based on the current line of sight budgeted capital projects. Some members questioned the adequacy of the Reserve account balance given the amount of infrastructure that the HOA owns and maintains. The Board would ultimately like to build the Reserve account balance up to \$200,000 (50% of operating budget).

- 2021 Budget: 2021 is expected to be largely like 2020. Evident the community and Board are anxious to resume social activities and reinvigorate the Social Committee. Chuck mentioned plans for a barbecue.
 - o A member questioned the \$2943 expended on Social given the pandemic limiting social events. These funds were used to replace wind and sun damaged flags.
 - o A member asked if \$4,000 was sufficient to cover maintenance (pumps, fences, etc.). Discussion ensued on the state of the perimeter fence at the main entrance, iron gates and fountains. The Board will obtain estimates for repair/replacement of the perimeter fence and consider the need for preventive maintenance in future budgets.
 - o A member asked about the \$36,000 Management Fee which covers GloboLink's contract. The Board explained they had benchmarked other local communities and the per resident charges are in line with surrounding communities.
 - o A member asked if contracts like landscaping are competed regularly. The Board explained that competitive bids had been collected two years ago and Texas Lawns presented the lowest bid by a significant margin. Texas Lawns also has extensive knowledge of our infrastructure, having provided landscaping services since the community was established, which brings additional value to their bid. Other competitive bids have been collected for Security Services, Pond Maintenance and the Board has taken on maintenance of the fountain at our entrance to reduce annual maintenance costs.
 - o A member asked if the area along the walking trail could be cleaned up and maintained. The area has many piles of debris that need to be removed and fallen trees and branches that could be shared by the community for firewood or mulched. Many showed interest in a community work day and Frank Kelley had previously volunteered to lead the effort. The Board agreed to select a day in the near future, to be advertised in the Bella Buzz newsletter, for the event.
 - o A member asked if minutes of previous meetings to include Executive Board meetings could be posted on the HOA website. The Board took an action to post the minutes and email them to members.

c. Security Committee Report (Ken Merchant)

- Security Company Change: Stratton Amenities was replaced by ADM Security Solutions effective March 24, 2021. The Board had lost confidence in Stratton's ability to meet the community's security needs and had been given numerous opportunities to correct their performance shortfalls. The Board had manned the gates on numerous occasions when replacement guards were not made available. Based on the community's support for the current guards, the Board asked ADM to keep them on. All three are now on ADM's payroll and ADM has demonstrated a more hands on

approach to leadership of the workforce. The guards will receive training, will have opportunities to earn bonuses through exceptional behavior, and ADM has already trained additional guards to ensure they are ready to fill in when our regulars take vacation or sick days.

- Speed Control: The Security Committee evaluated installing speed bumps and use of speed measurement devices as a way to reduce speeding and increase safety in the community. The speed bumps at the front gate cost nearly \$9,000. Installing speed bumps across the property would present a sizable bill. The Board benchmarked off several similar communities and found they use a laser to measure speed and issue fines for offenses. The Board is currently evaluating the same laser device and has budgeted \$5,000 for the purchase. Photos of actual speed captures on Bella Flora Drive were shown. From a distance of over 350 feet, the laser measured an average of 28 miles per hour in 27 measurements on a Saturday afternoon and Sunday morning. The photos showed vehicles traveling at 33 and 34 miles per hour as they headed toward the main gate. Pending a successful evaluation, the Board plans to issue warnings only for the first 30 days as a way to inform the community. After that, fines would be issued for exceeding a predetermined grace speed. A member asked if the community could help determine the fine schedule. The Board will consider that request in reviewing the proposed traffic policy. Signs will be placed in the community to advise that laser speed measurement is in use.
- Security Hours and Mounted Patrol: The survey indicated a lack of support for increasing dues to cover expanded gate manning and a mounted patrol. As part of the ADM contract, the Board has requested ADM recommend changes to the current hours and security posture after thirty days under contract. That recommendations are due to the Board on April 24. The Board will review the recommendations and consider options within available budget.
- Main Gate Access: Members have four ways to enter the community during unguarded hours: toll tags, key fobs, directory and security codes. Security codes have been abused in recent months and the Board intends to phase them out.

d. Survey Results (Rob Toth)

- 110 of 181 responded to the survey. For reference, a two thirds vote is required to carry a change to the CCRs (122 votes). Not all of the survey items would require a CCR change and community vote.
- Central Trash Service (71% of respondents favored): The Board reached out to Empire, Sundance and Republic. Empire is leaving residential business, Sundance indicated they were already offering their lowest rate, and Republic presented an offer.
 - o Republic's offer: The community would be offered one trash can and one recycling can for a basic cost around \$25. Additional cans could still be purchased by the homeowner. Members are currently paying anywhere from \$22 to \$100 per month to Republic so this would represent a significant savings

for many in the community. The savings come from Republic collecting a single bill for the community. A single trash company also decreased wear and tear on our private roads and reduces trash collection to one day a week versus three.

- The Board is considering ways to pay for all or a portion of the cost within existing budget but several members pointed out that given the savings, they'd prefer to pay the HOA vice Republic. Many would see their annual bills reduced to roughly \$300 per year under this arrangement. The Board opted to establish a committee to assist with the way forward and the issue will be presented before a decision is rendered.
- Removal of trash cans from the street after pickup, 72% supported.
- Storage of trash receptacles out of view, 72% supported.
- Roving patrol with increased dues, 51% responded negatively.

e. Questions From the Community

- In the interest of time, the Board offered to email and post the responses to resident questions and those present overwhelmingly supported that approach.

IV. Adjournment

Chuck Peterson adjourned the meeting at **8:32 PM**.

Minutes submitted by: Ken Merchant

3 Attachments

1. Financials
2. Slides
3. Responses to Resident Questions



**Homeowners Association Annual Meeting
April 8, 2021**



Agenda

- I. Call to Order**
- II. Introductions**
- III. Presentation of Nominees**
- IV. Financial Report**
- V. Security Update**
- VI. Survey Results**
- VII. Answers to Questions Submitted**
- VIII. Election Results**
- IX. Adjourn**



Financial Report

- **2020 Operating Income and Expenses**
- **2020 Capital Expenditures**
- **2020 Balance Sheet**
- **2021 Budget**



Security Update

- **Security Company Change**
 - Stratton Amenities to ADM
- **Speed Control**
 - Speed Bumps
 - Speed Measurement/Fines
- **Security Patrol/Expanded Hours**
 - ADM Recommendation Due, Apr 24
 - Potential to add a mobile patrol
 - May expand hours (contingent on available budget)
- **Main Gate Access**
 - Registered toll tag
 - Key fob
 - Directory
 - Security Codes



Security Update

TruVISION: 1617450275_wq100_0403_114435.jmx

File Crosshair Predefined Lists Printing SD Tools About

Viewing Clip 10 of 24 Print MOTION CLIP (1280 x 960) Zoom Level:

Frame: 025* Distance: -- Frame Time: 11:44:35.466

Measured Speed: -33 MPH (DEP)
Measured Distance: 311.6 ft
Speed Limit: 20 MPH

Date: 04/03/2021
Time: 11:44:35
ID: 0007


Location
Bella Flora Dr
Street Code: 1

Latitude:
Longitude:

Firmware: 4.7.30 100.200
Serial No: TC007482

Last Aligned: 12/15/2019 08:06:10

Clip No: 1078 Date: 04/03/2021 Time: 11:44:35 Manual: Rear Plate
Loc: Bella Flora Dr
ID: 0007 Speed Limit: 20 MPH Speed: -33 MPH (DEP) Distance: 311.6 ft
1617450275_wq100_0403_114435.jmx Serial No: TC007482





Security Update

TruVISION: 1617449195_wq100_0403_112635.jmx

File Crosshair Predefined Lists Printing SD Tools About

Viewing Clip 5 of 24 Print MOTION CLIP (1280 x 960) Zoom Level:

Frame: 025*
Distance: --
Frame Time: 11:26:35.790

Measured Speed: -34 MPH (DEP)
Measured Distance: 351.7 ft
Speed Limit: 20 MPH

Date: 04/03/2021
Time: 11:26:35
ID: 0007

Location
Bella Flora Dr
Street Code: 1

Latitude:
Longitude:

Firmware: 4.7.30 100.200
Serial No: TC007482

Last Aligned: 12/15/2019 08:06:10

Clip No: 1073 Date: 04/03/2021 Time: 11:26:35 Manual: Speed
Loc: Bella Flora Dr
ID: 0007 Speed Limit: 20 MPH Speed: -34 MPH (DEP) Distance: 351.7 ft
1617449195_wq100_0403_112635.jmx Serial No: TC007482



Survey Results

- **The Bella Flora HOA online survey had 110 responses out of the 181 property owners for a 61% participation rate.**
- **Of the five areas addressed, only three had a clear majority of those participating.**
 - **53%** support attending the annual meeting in person
 - **72%** support requirements for garbage can timely removal from street
 - **72%** support requirements for garbage cans being stored out of sight
 - **71%** are in favor of a single trash service provider
 - **51%** do not want a roving security patrol



Questions and Answers

- All questions submitted will be addressed.



Bella Flora Homeowners Association
2020 Operating Income and Expenses

Income	
Finance Charges	3,224.24
Fines	1,150.00
Interest Income	174.54
Late Payment Collection Fees	3,470.09
Membership Dues	399,080.04
Misc Income (Pmt Plans, Etc)	3,120.00
Returned Check Fees	20.00
Total Income	<u>410,238.91</u>
Expense	
Audit	375.00
Bank Service Charges	10.00
Contribution to Reserves	50,000.00
Credit Card Processing Fees	-22.50
Electrical Maintenance	645.00
Electricity	10,537.66
Gate Entry Cell Service	728.20
Gate House Alarm System	219.64
Gate House Cleaning	455.00
Gate House Supplies	851.75
Gate Internet	956.86
Gate Maintenance	13,312.70
Gate Telephone	871.12
Gate Transmitters	1,148.58
Holiday Decorations	2,259.99
Insurance	3,490.00
Irrigation Maintenance	3,759.41
Landscape Maintenance	108,465.54
Late Payment Statement Fees	3,330.00
Management Fees	36,000.00
Meetings	130.25
Pond and Fountain Maintenance	18,335.44
Postage and Delivery	959.64
Printing and Reproduction	1,683.50
Property Tax	543.19
Repairs and Maintenance	1,155.48
Security	117,466.43
Social	2,943.32
Storage	1,570.50
Total Expense	<u>382,181.70</u>
Net Income	<u><u>28,057.21</u></u>

Bella Flora Homeowners Association
2020 Capital Income and Expense

Capital Income	
Transfer from Operating	50,000.00
Total Capital Income	<u>50,000.00</u>
Capital Expenditures	
Erosion/Drainage Control	14,072.50
Erosion Control at Pond	
Gate House	1,617.58
Tablet, Riser Desk, Chairs, Wall Mount	
Gates	10,822.09
Back Gate Improvements	
Road Improvements	2,810.00
Fence at End of Vino Drive	
Street Signs	
Bella Vino/Bella Roma Street Sign	<u>794.00</u>
Total Capital Expenditures	<u><u>30,116.17</u></u>

Bella Flora Homeowners Association
Balance Sheet as of December 31, 2020

Current Assets	
Operating Account	233,874.28
Reserves Account	80,073.67
Accounts Receivable (2021 dues received before 01/01/21)	<u>-228,869.34</u>
Total Current Assets	<u><u>85,078.61</u></u>
Liabilities & Equity	
Accounts Payable	-145.00
Retained Earnings	37,282.57
Net Income	<u>47,796.04</u>
Total Liabilities & Equity	<u><u>85,078.61</u></u>

Bella Flora Homeowners Association
2021 Operating Budget

Ordinary Income/Expense

Income

Membership Dues	405,000.00
Misc Income (Pmt Plans, Etc)	3,600.00

Total Income	<u>408,600.00</u>
--------------	-------------------

Expense

Audit	375.00
Contribution to Reserves	37,000.00
Electrical Maintenance	1,200.00
Electricity	11,000.00
Gate Entry Cell Service	900.00
Gate House Alarm System	219.64
Gate House Cleaning	1,560.00
Gate House Supplies	900.00
Gate Internet	980.00
Gate Maintenance	12,500.00
Gate Telephone	960.00
Holiday Decorations	2,400.00
Insurance	3,490.00
Irrigation Maintenance	4,000.00
Landscape Maintenance	110,000.00
Legal	1,000.00
Management Fees	36,000.00
Meetings	150.00
Pond and Fountain Maintenance	15,000.00
Postage and Delivery	1,000.00
Printing and Reproduction	1,700.00
Property Tax	550.00
Repairs and Maintenance	4,000.00
Security	122,000.00
Social	2,500.00
Storage	1,729.00
Water Wells	3,000.00
Website	65.00

Total Expense	<u>376,178.64</u>
---------------	-------------------

Net Ordinary Income	<u><u>32,421.36</u></u>
---------------------	-------------------------

Bella Flora Homeowners Association
2021 Capital Budget

Capital Income	
Transfer from Operating	<u>37,000.00</u>
Total Expense	<u>37,000.00</u>
Capital Expenditures	
Landscape and Irrigation Improvements	21,600.00
Laser Speed Camera	5,000.00
Lighting Improvements	5,400.00
Park Improvements	<u>5,000.00</u>
Total Expense	<u>37,000.00</u>
Net Capital Income	<u><u>-</u></u>

Bella Flora HOA Q&A for 2021 Annual Meeting

- 1. Why is the practice of maintaining/sodding the side yard of a resident's property not the same for all residents?**

REPLY: The HOA requires the frontage adjacent to the street to be fully sodded but only sodding a portion of the back yard is required. In the cases you have referred to, corner lots require sodding along both streets. We have acted to warn/fine the residents in question and will continue to enforce this requirement.

- 2. Why is the policy requiring residents to shield their water tank on 3 sides, either with wooden partitions or mature plantings, not the same for all residents?**

REPLY: All water tanks require appropriate screening from the street and other residences.

- 3. When will the HOA take action against those residents who use the Bella Flora Facebook page to make threats against, bully and/or terrorize other residents?**

REPLY: The Board recognizes the need to ensure appropriate behavior is displayed on our community Facebook page. A recent incident led to the creation of a policy that has been enacted. Inappropriate behavior will result in temporary and possibly permanent removal from the page. The policy has been posted in recent editions of the Bella Buzz.

- 4. Before the Bella Flora HOA spent thousands of dollars installing French drains or a new drainage pattern in the front gate common area, did they, the HOA, contact the landowner adjacent to that area and outside of Bella Flora and ask them to shore up or repair their pond?**

REPLY: The Board is required to act when we identify problem areas in the common areas in our community. In this case, the large amounts of water collecting near the front gate required prompt action to prevent further damage to our fence and vegetation in that area. The water would have always naturally drained from somewhere along the side of the pond and likely would have been worse had there not been a pond at all. The drainage pattern that we have was designed around the overflow point on the pond, however, over time, the existing swale has filled with sediment and turf and could no longer keep up with Spring downpours. When we get significant rain, the pond overflows and spills over both at the normal spillway and the dam. The work we've completed will go a long way toward eliminating the standing water we've experienced in recent years.

- 5. When will the HOA recognize the need for speed cameras and take action to install them?**

REPLY: The HOA has explored a variety of solutions including speed devices, speed tables and humps, as well as patrolled traffic enforcement. Each of these path's drives added costs for the community and some, like speed bumps, punish all residents for the infractions of a few. We are planning to purchase a laser speed measurement device with ticketing and are also considering the addition of mounted patrols at random times throughout the week. A trial period will be conducted, and warnings issued to accustom the community to the new device

Bella Flora HOA Q&A for 2021 Annual Meeting

before ticketing begins. Contractor infractions could lead to denial of entry into the community. Our intent is to maintain the safety of the community. Employment of the speed measurement device will be accompanied by signage and a traffic policy authorizing its use.

6. Could a couple of benches be placed along the walking path? Especially near the duck ponds?

REPLY: The Board has begun collecting pricing and style information on benches and will place them along the ponds and trails.

7. It appears the common grass areas from the front gate to the first stop sign are being over watered. Many times, I have seen the sprinklers on after long periods of rain. With all of us concerned with well water capacity, I think this needs to be addressed.

REPLY: The water used to irrigate our common areas comes from a non-potable, shallow source so it has no effect on the overall water situation in our community. We are, however, aware of the negative perception associated with these areas being watered during periods of rain. The Board is working with Texas Lawns to identify solutions that will ensure the areas are properly watered without overwatering. Advances in WiFi and cellular controlled timers in the last year will make this possible.

8. Can we add speed bumps on the streets with steep inclines? Too many times, I've seen people zooming down the hill on our street.

REPLY: Speed bumps or humps are a controversial way to control speed. For every resident desiring one, others are dead set against them. They can be an eyesore and typically aren't used in upscale neighborhoods. They can also damage some low riding vehicles with limited ground clearance. Our research indicates they can be effective at slowing speeds, but they can also slow the arrival of emergency vehicles when time is of the essence. Also, on steep grades such as Bella Milano, they tend to be difficult to install where they can be effective without being too high and inducing damage to vehicles. Rubber speed cushions can also be employed and removed if desired later. They can also be spaced across the road to allow passage of wider axled vehicles like firetrucks. The Board is planning to introduce a laser speed measurement device in use locally that snaps a photo of the speeding vehicle and sends a photo to the Board which can be used to issue a ticket to the offending owner.

9. Request publicity regarding use of off-road vehicles in easements, specifically behind The Creeks under the high power lines adjoining Bella Ranch.

REPLY: Operating vehicles in the easements under the power lines is prohibited. We ask the community's cooperation in keeping ATVs and other vehicles on the paved roads. The community's Motorized Recreational Vehicle policy is posted on the HOA website.

10. Request at least one additional speed limit sign in The Creeks. Good there is one at the entrance on Bella Roma, but another to reinforce/remind in the circle would be helpful.

Bella Flora HOA Q&A for 2021 Annual Meeting

REPLY: The Board will procure an additional speed limit sign and determine the best placement along Bella Vino and Bella Roma.

- 11. Is there any way possible for the Board to approve a speed bump in front of my property? There are ones that can be attached/removed if needed in the future. I have lost one pet already.**

REPLY: We are sorry for your loss and want to avoid any further injury to residents or their pets. Please see the response to question 8.

- 12. Board and HOA needs to take a much firmer stance on people who repeatedly damage or break community rules/regulations, i.e., driving across green belts, running stop signs, speeding, etc.**

REPLY: The Board is taking every action they can legally take to enforce our CCRs, policies and by-laws. However, our powers are limited, and without an active security patrol, and on site enforcement, it is difficult to catch and prosecute the offenders. We ask that everyone in the community be vigilant and let us know when you see anyone breaking a rule. If you can provide a license number, vehicle type/make/model and color and time of day, we will be better able to pursue the individual(s). If a crime is being committed the best course of action is to call the Tarrant County Sheriff immediately. Our guards are only able to work the front gate, but we are exploring alternatives to include a roaming patrol at various times by an off-duty Police officer or Sherriff's deputy that would have the ability to enforce our traffic policies (by issuing violators HOA citations) as well as state law and arresting those involved in criminal activity. However, this would come at a significant cost and if recommended, would come to the residents for a vote.

- 13. Water is still an issue and will continue to be. Does the Board/HOA have a long-term plan to how they will address this? Lack of water could potentially have a negative impact on home values.**

REPLY: We are aware of the water issues facing the area and we held a meeting with the Tarrant County Water Board director several weeks ago. As the Director explained, the problem is much bigger than Bella Flora, Tarrant County or even Fort Worth. The entire DFW area is facing future water shortages. We discussed the possibility and impacts of drilling additional wells on the local water table and talked about opportunities for conservation. With the likelihood of more than 400 new homes coming around us, the additional "straws" in the aquifer will only make matters worse. We also talked about a community water tower but enabling distribution in an established community would be costly and would likely require a substantial assessment. Fort Worth currently has no plans to annex our community and while that may be a possible long-term solution, it brings added complications of taxation. The Board plans to have additional meetings focused on conservation options we could take to limit watering hours and days, but we'll also need to talk with neighboring communities to do the same or it'll have limited effects. We have a lot more work to do here and are considering formation of a committee to develop alternative solutions.

- 14. Cars parked on Bella Flora Dr are a problem. There is one house where multiple cars are usually parked when plenty of room is available in the driveway. This has caused**

Bella Flora HOA Q&A for 2021 Annual Meeting

some of the damage to the green belt across the street when vehicles meet. This should be regulated and enforced. There should be no vehicles parked on main drive at any time.

REPLY: The Board is aware of the situation and we've approached the homeowner on several occasions. They have promised to keep the cars off the street but that has not been the case. We will make another attempt to get them to cooperate but we are reluctant to create a parking exclusion for one portion of the neighborhood without it applying equitably to all. Driving the speed limit, keeping to the right and displaying driving courtesy will also help prevent accidents throughout the community.

15. What is the Board's position on allowing a non-resident to run for a Board position? Would the Board consider amending the CCRs to require an individual to establish physical residency in order to serve on an HOA Board position in any capacity.

REPLY: The current governing documents do not require residency in order to serve on the Board or any Committee. We will explore this option to ensure our Board and Committees are staffed by current physical residents who understand the challenges facing the community firsthand.

16. Has there been any thought into putting a few benches around the duck ponds? Maybe 1-2 where the ponds come together? Possibly metal, low maintenance. I know we have some Home Depot that are three years old have held up great.

REPLY: See the response to Question 6.

17. Any update on widening the opening at the back gate so golf carts can go through? We don't own a golf cart currently, but the opening is a determining factor potentially.

REPLY: The Board has not been approached with a proposal to allow golf cart/ATV access through our back gate. Such action would require approval from the Bella Ranch Board as we would be allowing our residents access to their private roads. If supported by enough residents in both communities, such a proposal would have to study options to provide controlled, two-way access while ensuring we maintain the security we enjoy today.

18. We would like a golf cart path put in to connect between Bella Ranch and Bella Flora.

REPLY: See response to Question 17.

19. We would like to vote or at least be made aware of capital investments, etc.

REPLY: The Board presents the annual budget to the community at our Annual Meeting. The Board initiated a monthly newsletter to inform the community of significant expenditures, security issues, social events and other items of interest. The Board has fiduciary responsibility as an elected body to make expenditures on behalf of the community and there is no requirement for a community vote to authorize every expenditure.

Bella Flora HOA Q&A for 2021 Annual Meeting

20. Transparency leads to confident and happy neighbors(?).

REPLY: We wholeheartedly agree. That's why we started the Bella Buzz newsletter. This recurring publication will be used to convey news and outline significant expenses confronting the community. As discussed at the recent Annual Meeting, the Board has routinely competed contracts and has requested competitive bids when performance has fallen off or costs have increased. This ensures we incentivize good performance from the variety of vendors who provide services to the community. The Buzz will also be used to welcome new residents, notify the community of upcoming social and other events and to share messages from the Board. We also invite members of the community to attend Board meetings and we'll provide notice in advance in the Buzz.

21. Have you thought about releasing the financial statement before questions are submitted?

REPLY: The annual financial statement is shared at the Annual Meeting. We will do our best to release the documents ahead of future meetings to allow the residents to do a more thorough review.

22. Can we look at alternative solutions to voice concerns instead of the Facebook page? I feel that there is too much complaining on the Facebook page.

REPLY: We agree the Facebook page was never intended as a venue for homeowners to voice complaints or present proposals to the Board for consideration. The Board will not discuss situations with individuals or groups of residents on the Facebook page or elsewhere. If you have a concern, please email the BOD or call GloboLink at (817) 741-0827 to express the concern or issue. This serves to formally document the situation. The Board is committed to providing a prompt response. Please recognize that social media venues like Facebook or Next Door may be convenient avenues for voicing and generating discussion on issues but they also serve to spread negative, often inaccurate, information in the public spotlight which could impact home values in the community. Also, many of these services are not limited in membership so your open dialog may be open for far more than the intended audience. We would prefer the residents bring their issues to the Board and let us work to resolve them.