

Community Manager Third Quarter Report
Presented at the THM Board of Director's meeting October 18, 2016

- A. 2016 Assessment Fee
 - a. Alternate Payment Schedule
 - i. Three paid in full
 - ii. One ongoing through December
- B. Community Manager communications this quarter
 - a. E-mail blasts to community x 12
 - b. E-mails/texts to vendors & contractors x 135
 - c. E-mails/texts to Board x 95
 - d. E-mails/texts/phone calls from community x 75
- C. Top concern from owners
 - a. Lawn service blowing debris into entry way and under garage doors
 - b. Lawn service crew instructed by company on how to blow debris to minimize scattering debris
 - c. Should see improvement as of October 18
- D. Community Manager tab added to website:
 - a. Project updates
 - b. Alley parking
 - c. Pick up after your animals
- E. Alley parking
 - a. E-mail blast sent re: COH parking regulations August 4, 2016; update sent August 12, 2016
 - b. COH Parking Management Department patrolling our community
- F. Replacement of THM entrance signs (total cost \$3425)
 - a. Monument sign at Stonehouse esplanade x1
 - b. Brick pillar entrance signs x 6
- G. Convex mirrors installed on August 30, 2016 (total cost \$450.00)
 - a. Replaced mirror east end of Stonehouse/Meyerwood alley
 - b. Installed mirror east end of alley behind 4029 Breakwood
 - c. Installed mirror at entry to Bassoon alley at 9428
- H. Courtyard sidewalk trip hazards and low areas
 - a. Remaining courtyards surveyed October 3
 - b. Proposal to be presented to Board October 18
- I. Electricity provider
 - a. Contract with Source Power & Gas (\$0.078/kWh) expired August 2, 2016
 - b. Contract executed with Veteran Energy (0.042/kWh) expires August 2017
- J. Fiber Optic AT&T underground cabling
 - a. Project began in early August and concluded mid-September
 - b. Issues reported to supervisor
- K. Additional sod installed in Breakwood # 1 courtyard

- L. Flag at Stonehouse esplanade
 - a. Flag at half-staff caught in adjacent crepe myrtle
 - b. Crepe myrtle trimmed October 18
 - c. Tattered flag will be replaced
- M. Department of Neighborhoods
 - a. Divisions
 - i. Inspections and Public Services
 - ii. Mayor's Citizens' Assistance Office
 - iii. Mayor's Anti-Gang Office
 - iv. Volunteer Initiatives Program
 - v. Office for People with Disabilities
 - vi. Office of International Communities
 - b. Filter all concerns through 3-1-1 (including TXDOT)
 - c. Obtain a SR number
 - d. If not resolved in a timely manner contact Donald Perkins, Chief of Staff, [Office of Council Member Larry V. Green, Esq.](#) E-mail: donald.perkins@houstontx.gov
- N. Pool (reporting for Rowena Roche)
 - a. One tree light replaced
 - b. Electrician replaced photo cell controlling two lights on cabana front fascia; both lights working
 - c. Light installed on tree at Meyerwood gate to illuminate entry steps and gate entry/exit
 - d. Pool closed for remodeling September 21; re-opened October 15
 - e. Fence/cabana project still in progress
- O. Deed Restriction (reporting for Rowena Roche)
 - a. Informal notices x 65 sent October 10, 2016
 - i. Leased or vacant homes comprised 31% (20/65)
 - ii. Received 16 responses from owners re: status, completion date(s), contractor info
 - b. Remaining informal notices x 61 to be sent in October
 - c. Total individual violations in community = 271
 - i. Structural: siding, sheathing, firewall, flashing = 50 (19%)
 - ii. House numbers missing/fading = 34 (12%)
 - iii. Paint: wood, trim, house, door = 35 (12%)
 - iv. Clean: brick, siding, canopy = 24 (9%)
 - v. Gutter: clean, sagging, rusted = 25 (9%)
 - vi. Landscape: weeds, overgrown, hardscape = 23 (9%)
 - vii. Other: cabling, wood fencing, entry tiles = 24 (9%)
 - viii. Sagging garage header = 13 (5%)
 - d. Continuous dawn to dusk lighting in rear of home
 - i. Changes from month to month
 - ii. 42/183 = 23% of homes have missing/inoperable light in back of home
 - iii. 34/183 = 19% of these violations have been ongoing for prior four months

Rowena is seeking volunteers to join the pool and deed restriction committees. Contact Rowena or Cindy.