

TOWHOUSE MANOR FUND, INC.
2015 In Review

1. **Property Management:**
 - a. The prior board hired Creative Management Co. (CMC) -
 - i. It was the wrong company for THM's budget. The transition was very difficult and time-consuming for board members, and generally aggravating for homeowners.
 - ii. Poor service throughout the year, and manager performance was unacceptable from the beginning.
 - iii. CMC consistently failed to complete board directive initiatives.
 - iv. On the other hand, back-of- house services were good – including financials, insurance & identifying vendors.
 - b. We decided to move back to a qualified resident manager –
 - i. Cindy Domenici, a board member, agreed to serve as Resident Property Manager.
 - ii. Cindy has already taken a CAI course for property managers, in order to better prepare for her task.
 - iii. While Cindy's rate is higher than last year's budget, we are convinced an on-site property manager is preferable.
 - iv. Cindy has hit the ground running, and we are sure you will be pleased with the results!

2. **Communication:** Improving communication with homeowners was defined as our main objective for 2015.
 - a. The homeowner contact list was updated, including the THM email list, which saves time and expense.
 - b. Email blasts on a variety of subjects were sent out regularly.
 - c. Board meeting agendas were adjusted to enable Homeowners input before the Board considered agenda items.
 - d. Open Homeowner Forums were scheduled for alternate months to enable board trustees to listen to community needs and concerns, and include them in deliberations.
 - e. THM Directory: Assumed responsibility for publishing a THM Directory, and published a THM Directory for the first time in five years.

3. **Deed Restriction Violation Enforcement:** We waited for CMC's promised campaign to enforce Deed Restriction violations. In August, we finally received a very poor list for review, so we compiled the list ourselves for CMC to publish:
 - a. Total violation noted w/ letters = 302
 - i. Of those, 116 were either house numbers – front or rear – or inoperable rear lights.
 - ii. To date, 189 (37%) of all violations have been corrected, including some significant repair/replacement of garage headers, painting & power washing.
 - iii. Of 4 houses deemed to be in the worst shape, 1 has just undertaken corrections; and 1 has leveled their foundation & requested names of competent contractors.
 - b. We hope the new board continues to vigorously advocate Homeowner's adherence to Deed Restrictions.

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4. **Insurance Coverage:** The goal was to put adequate insurance coverage in place, including property coverage:
 - a. Limits were dramatically increased, due to CMC's pool.
 - b. Property coverage was increased to adequately cover our assets.
 - c. Substantial umbrella liability coverage was added.
 - d. This enhanced coverage will continue in 2016, through our agent's group of independent (non-company managed) homeowner associations.

5. **Vendors:** CMC introduced us to professional lawn & pool service vendors who are both competent & responsive.:
 - a. Landscaping services were increased to include both hedge & low tree trimming, alley maintenance, and access to qualified arborists and landscaping experts.
 - b. As recommended by their arborists, a Class 2 tree trimming was completed within our budget. The next major trimming is at least 2 years away, freeing up money for future budgets.
 - c. With our new pool maintenance vendor and a very hard working pool committee, our pool/cabana area has never looked better!
 - d. We have begun using our lawn service vendor for sprinkler maintenance & repairs, which has proven to be timely, competent and cost effective.

6. **Financials:** One success of the move to CMC was regular and accurate financial statements throughout the year. In addition, the board undertook:
 - a. Providing homeowners clear explanations of THM's financial condition.
 - b. A clearer, more transparent view of our capital reserves situation.
 - c. We strongly recommend the next board make dealing with our long-term financial situation a priority.

7. **Rules & Policies:**
 - a. We undertook a review of all existing policies, and filed the those required with Harris County or the state.
 - b. The Pool Rules were modified, and in order to improve security, we initiated rekeying the pool.

8. **Utilities:** The City of Houston (COH) approved the 2017 Woodshire Capital Improvement Project (CIP) to replace streets, sidewalks, streetlights, storm sewers and underground utilities in their neighborhood:
 - a. Addition of THM: Thanks to Diann Lewter for facilitating the initial contact with COH officials, and to our Council Member Larry Green and his chief of staff Donald Perkins, who were instrumental in the addition of THM to the CIP, and who supported subsequent additions.
 - b. Alleys: Achieved addition of alleys to the CIP, in addition to the original scope of work, at an additional cost of \$1.1 million to the COH.
 - c. Streetlights: Achieved COH commitment to refurbish our existing light poles and retrofit for LED Fixtures at no cost to THM.
 - d. Currently reviewing 90% set of drawings to confirm THM scope meets THM requirements.

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9. **Community Spirit:** In an effort to increase our community spirit:
- a. Organized and facilitated a 50th Anniversary Celebration, attended by 122 residents, 8 guests and Councilmember Green's Chief of Staff Donald Perkins. The City of Houston declared October 17 as THM Day. Thanks to the hard-working committee, who brought the celebration in for one-half the budget!
 - b. The success prompted us to add a community party to the 2016 budget – at the same cost of the 2015 celebration. (Currently looking for volunteers for another awesome committee!)

The 2015-16 Board of Directors worked as a team in an attempt to maintain and improve our property values, solicit input from all homeowners and help insure THM remains a great place to live. We are hopeful more homeowners will become involved in managing our association, both as volunteers and as board trustees.