



## The Park at Quail Creek, Home Owners Association, Inc. (P@QC)

### Fire Safety Prevention & Routine Maintenance



Crime almost ALWAYS rises during the holiday season and in the summer. Be proactive! Lock your vehicle & do not leave anything in it that's visible that a thief may want to break into your vehicle to take a closer look at, not even pocket change! Be on the lookout – be aware- call 911 immediately if you see **anything** remotely suspicious. Keep your blinds/curtains, etc., drawn when you are not home. Lock your doors & windows. Consider installing an alarm system & placing stickers in your windows and doors (you may get an insurance discount for both home & auto). Keep your exterior lights on from dusk to dawn! Report light posts that are out immediately to [Holly.Skeen@Associa.us](mailto:Holly.Skeen@Associa.us)

**Exterior Holiday Lights & Decor  
Must be removed by  
no later than January  
15<sup>th</sup> please!**

It really is imperative that each unit owner takes the responsibility to be proactive versus reactive. Reacting to a fire may be a little too late and cause thousands of dollars of loss to property, not only yours but your fellow neighbors and worse, loss of life or physical harm. Accidents do happen but there are some things each unit owner can do to help prevent them, here are some of them:

1. Keep a fire extinguisher on your first and second floors. These are available at Home Depot, Lowes, etc. Replace when expired, check annually!
2. Call 911 immediately if you see/smell smoke or fire!
3. Have your chimney/fireplace cleaned and inspected annually.  
\*When cleaning your fireplace after a fire, be sure the ashes are completely cooled – you may even want to wait 24 hours before scooping them and even then, scoop them in to a metal bucket.  
*There was recently a very small fire at another community that I manage where the residents thought that the ashes were completely out, cleaned the fireplace and put them into a non-metal container and placed them on the patio which grew into a fire. Luckily the residents were quick and had a fire extinguisher on hand and put out the fire as well as calling 911 where AFD came out to ensure it was completely extinguished.*
4. Test your smoke detectors/alarms at least 2x per year. Replace batteries/units if not working properly.
5. Have your dryer vent/duct work cleaned annually or more if needed (chimney sweeps can do this kind of work too). Always clean the lint trap in your dryer after each use. This stuff is highly flammable!

**They're back! Two dumpsters will be placed on property from Dec. 26<sup>th</sup> - Jan. 2<sup>n</sup> so you can clear out more stuff after the holidays! Cheers to a clutter free New Year!**

## **ATTN: ABSENTEE OWNERS/Land Lords**

Please remember that it is your responsibility to educate your tenants on the rules of the community.

Owners' accounts are finable for the actions of their tenants. This runs from parking, loud noise, dogs, debris, items in common area that are prohibited, dumping, damaged blinds, parking, etc. Please be sure to educate your tenants thoroughly to avoid fines to your account ranging from \$25 to \$200 per day/per occurrence. Your neighbors will thank you for doing your due diligence! ***\* If you have a vacant unit be sure to make sure you've winterized your unit – see article below!***



## **Freezing Weather! Brrr!**

Please be sure to leave your taps dripping when it gets to 32° or below...

I know, it goes against water conservation but busted pipes are expensive too & luckily we don't have cause for this too often! This includes the spigot on your back patio (or for outdoor spigots, install the insulated covers over them – you don't want these to bust through the wall & into your home). Consider opening cabinets under sinks to allow heat to penetrate the pipes.

## **Power Outage? Leak in the street from City lines?**

Please call 311 to report immediately.

The association does not supply electric or water, the City does so they are your contact for this.

6. Use a licensed master electrician when having any new electrical work done. There is a reason they are licensed and cost more than a handy man or DIY and it's because they have spent years being educated and have on the job training. They know City code too and what is and is not legal. *\*For example, I manage another community not far from here, they had a new dryer installed & the installer did not use the correct receptacle which caused a massive fire.*
7. Battery chargers for cell phones, lap tops, tablets, etc. Keep on a cool well ventilated surface. Do not leave your home with these things charging either! *There was recently a fire here as a result of the lap top being placed on the carpet while charging which did not allow the computer or charger to cool and actually caught fire. The owners were home but were outside when this occurred but luckily heard the smoke alarm and called 911 immediately. Their town home suffered a good bit of loss on the interior but luckily they and their pup are all okay.*
8. Candles – don't place them near anything that's flammable (curtains, blinds, etc.) and be sure to extinguish before leaving the room, condo or going bed.
9. No fire pits on the patios or carports. The City has a whole ordinance on BBQ-ing/Grilling too in these areas.
10. Christmas lights: Unplug if you're not home and when going to bed.
11. Space Heaters: Never leave unattended or even plugged in when not in the room. Do not use extension cords. Make sure it has really clearance away from other items. Space heaters are notorious for causing fires, shorting out, tripping breakers. You name it, they can do it.



**CATS:** If you love them, please love'm enough to keep them inside at all the times for their own safety. I get it, it can be hard to do but it really is the only way to keep them healthy & unharmed. There are so many things that could happen and have here on property such as dog & other cat attacks, getting by a vehicle, poisons, wild life (owls & other birds of prey, coyotes – yes they exist near the Park -and fox. ***Additionally, its cold out, protect them, please! As for both dogs and cats, again, if you luv'em, please be a responsible pet owner and spay/neuter them. This can be done so affordably at Emancipet (Google it). There's no reason to not do this, please.***

### **The Park at Quail Creek HOA, Inc.**

c/o Associa Hill Country 115 Wild Basin RD, Ste. 308, Austin, TX 78746  
512-644-7302 or 512-347-2851 or 512-347-2860 •After Hours Emergency #: 512-328-6100c • Fax #: 512-328-6178• Email: Holly.Skeen@Associa.us



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## The Park at Quail Creek, HOA, Inc.

### 2016 ANNUAL MEETING FOLLOW UP MEMO

1. Thank you to those who were able to take the time and attend the annual meeting in person or by proxy; it is truly appreciated! To call an annual meeting to order per the bylaws, 1/10<sup>th</sup> of 196 units (19.6 units) must be present in person or by proxy. Twenty- nine people were in attendance (3 of those were couples so in essence 26 units were represented in person) additionally there was a total of 5 proxies received.

We tried changing up the format of the annual meeting this year which was met with *some* opposition. We had a lot slated for the evening and in the spirit of making the evening a fun community event vs. a formal/rigid setting, we took out the Q&A section but did state on the agenda that if anyone had anything they wanted to talk about that there would be board members available for such. This was done with the intent of momentum. Slated for the evening was: Elect board members, have volunteers sign up for parking & social committees, APD - Crime Watch, a homeowner who was trying to enlist other homeowners to volunteer for Crime Watch, serve pizza & drinks and a costume judging contest.

An annual meeting should be painless, a time for people to come together as a community, embrace volunteerism, share ideas and discuss. If you have never attended an annual meeting or if you have, to follow is a bit of knowledge for you: The Park at Quail Creek, Inc., is not profit entity and under Texas State Law is required to have an annual meeting. Additionally, the association's Bylaws specifically require an annual meeting for the purpose of electing board members. *If* an associations Bylaws have a pre-determined agenda that states differently that is the course of an annual meeting (The Park's Bylaws do not).

We did in fact check with the association's attorney to ensure we were not legally doing anything incorrect before making this change and was conformed that we were not. However, that does not change what ones perception of how they think/feel it should be because it has been run that that way for so long. In short, some people were fine with the new format and some were not; your voices have been heard. Next year we will return to the previous format and not include anything else, strictly a meeting with Q&A.

2. The 2017 assessments were *not* increased, this means that we will not be taking on a lot of projects in order to be able to keep contributing to the reserve fund. This was decided at the September board meeting but was re-iterated in the October newsletter and at the annual meeting. Enclosed is a breakdown of how assessments are distributed.

**Speaking of board meetings!** These are held on a monthly basis at 5:00 PM in the Recreation Center on the 3<sup>rd</sup> Tuesday of each month. This is a time for owners to speak during the open forum. You may want to consider setting this up on a recurring basis in your calendar. If you cannot or do not wish to attend in person you can email the manager at

November 15, 2016

[Holly.Skeen@Associa.us](mailto:Holly.Skeen@Associa.us). Whatever it is you'd like the board to review and receive an answer to. Be sure to have this to the manager no later than the Friday before the meeting so she may add it to the agenda which is when it is made ready. The Board of Directors meet monthly to review financials, review & approve the previous month's minutes, address any new business, review any estimates, address any open unfinished business, handle delinquencies, etc. The board does allow for open forum as well so that if a homeowner has a question or comments or concerns they may ask them/voice them. While they generally prefer no interruptions (Roberts Rules of Order) while they are conducting business, they will gladly take questions/comments afterward.

3. Crime Watch. If you are already on the app called "Nextdoor" and have already taken this survey or if you were in attendance at the annual meeting and took the survey, please do NOT retake it but if you haven't please do take a moment to fill out this survey, its only 4 very short questions!

Here's the safety survey APD Edward sector (ours) District Reps asked us to fill out so that they can put pressure on our neighbors outside the HOA to keep improving safety in the neighborhood: <https://goo.gl/forms/GArn2Bi1TLMqnEDi2>

Our new district rep is SPO Adam Soliz and his email address is [Adam.Soliz@austintexas.gov](mailto:Adam.Soliz@austintexas.gov) and his phone number is 512-974-8143. Remember to call 911 when you are seeing suspicious activity or other matters in progress or there is a life/safety risk. Call 311 for other non-emergent matters.

**Enclosed is information that APD provided at the annual meeting for you – please take a few moments to review.**

4. Questions asked:
  - a. One homeowner stated that they contacted the association insurance agent and was told that there many exclusions and that there are things that could change on a monthly basis. To say that this perplexed the board is obvious; this is information that we would have like to have had as soon as they had it and before the annual meeting for obvious reasons. The very next day we investigated said statement with the Park's agent and found the following:

**From agent:**

*"I did speak to a \_\_\_\_\_ but I can assure you I said no such thing. This person was asking about loss control and I told them if they wanted a loss control visit done, it would be at extra expense and that it would have to be approved by the board. That is all we discussed."*

**From the head –honcho at the agency:**

*"Nothing changes on a monthly basis. I'm not sure what they are referring to. As for missing coverages the only issue I see would be the high deductible. This is due to the aluminum wiring in the older units that hasn't been protected or updated. If they want to update the aluminum and have it pigtailed or col/ard we definitely have better options."*

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*However, these carriers won't consider insuring until they have verification that there is no unprotected aluminum in any of the units. That is an option but the unit owners would have to agree to have their units inspected and updated if needed by an electrician. There was an inspection done after the policy was written. The inspection is done by the insurance carrier to make sure that it fits the companies underwriting requirements. If the requirements are not met the carrier will ask the insured to meet the requirements or cancel the policy. Loss control (not the carrier inspection) can make recommendations that will make the property a safer risk for the insurance carrier that can result in lower premiums. In my opinion the best way to reduce premium and deductibles for The Park at Quail Creek is to have the units that still have unprotected aluminum pig tailed or col/ard. Most carriers will not even consider insuring a property with aluminum wiring that was installed in the early 1970's that has not been updated. Although the Park at Quail Creek has some units with copper wiring and some with aluminum that has been updated there are still units that have the original aluminum wiring. If all units can be inspected by a licensed electrician and verified to not have unprotected aluminum this opens many other markets with better pricing and rates. The unit owners will need to allow their unit to be inspected and the owners with unprotected aluminum will need to agree to have outlets and wiring updated."*

- b. Question: Last year we were told that the dog park would be extended and chicken wire added. What happened with that?

Answer: That was the plan based on the availability of funds. Those items are still on the to-do list but do not take priority over other needed maintenance items and will be done in time.

- c. Comment:

One owner suggested turning the tennis courts into another dog park.

Answer: We informed that her we originally we tried to put in a dog park in that area but the consensus at that time was that no one wanted the noise, traffic or mess in that area. Same owner suggested turning the courts into a community garden. We will prepare an online survey to gain the majority of the owner's opinion on the matter and then the board will review the data received.



	Annual Budget	196 Annual Per Unit	Per Unit Per Month
<b>Income:</b>			
<b>Association Assessments</b>	481,572	2,457	204.75
<b>Expenses:</b>			
Insurance	85,163.25	434.5	36.21
Utilities (electric, water & telephone,)	55,000	280.61	23.38
Pest Control	14,000	71.49	5.95
Professional Services (permits, mgmt., taxes, audits, legal collections & legal counsel)	48,105	245.33	20.45
Administrative (collections, newsletters, postage, envelopes, paper, labels, etc.)	12,000	61.22	5.1
Legal	12,000	61.22	5.1
General Maintenance: building, fence, pool, tennis courts, irrigation, labor, lighting)	146,232	746.08	62.17
Capital Improvements: (pool replaster & tiling, annual building & painting repairs, sidewalk repairs, street repairs & striping, rec bathrm remodels, new cameras, fencing)	58,674	299.35	24.95
Reserve Contribution	48,157.00	245.7	20.47
<b>Total Expenses</b>	<b>479,331.25</b>	<b>2,445.50</b>	<b>203.78</b>