

WESTBANK HOMEOWNERS ASSOCIATION, INC.

Monthly Meeting of the Board of Directors

November 21 , 2011

1. Establish a Quorum
2. Approval of Minutes
3. Treasurer's Report
4. Security Report
5. Community Awareness Report
6. Old Business
7. New Business
8. Homeowner Input
9. Adjournment of Meeting

WESTBANK HOMEOWNERS ASSOCIATION, INC.
MEETING OF THE BOARD OF DIRECTORS
October 17, 2011

STATE OF TEXAS §
MINUTES
COUNTY OF HARRIS §

The Westbank Homeowners Association’s Meeting of the Board of Directors was held on October 17, 2011 at the Association clubhouse, 8303 West Road. Mrs. Paulann Alleman called the meeting to order at 7:35 p.m. after establishing that a quorum of the Directors was present. Other Board Members present at the meeting were Mark Cisneros, Virginia Hurlbut, Shiver Nolan and James Phillips. Also present were Tom Garth and Kathy Okulewicz representing Synergy Management Services.

MINUTES – Ms. Hurlbut made a motion to approve the Minutes of the September 19, 2011 Monthly Meeting as written. The motion was seconded by Ms. Nolan and approved with all in favor.

TREASURER’S REPORT – Mr. Garth reviewed the Profit & Loss, Budget vs. Actual figures for September 2011. He advised that the Association was about right at the budget figures for the month, and provided some details on the monthly expenses.

Mr. Garth gave information on the bank balance and total of the outstanding loans. He advised that the collections were again ahead of the same period from previous years. Mrs. Alleman asked when the Association would be changing banks for the loan. Mr. Garth advised that he was checking into another financial institution and would give this information to the Board once received.

Mr. Cisneros made a motion to approve the Treasurer’s Report for September 2011 as presented. Ms. Hurlbut seconded, and the motion was approved with all in favor.

NEIGHBORHOOD WATCH REPORT – Mrs. Alleman advised that the Harris County Sheriff's Department revised how they will assign deputies, and there was a county-wide bid to compete for the contract deputy slots. The Sheriff's Department outlined the criteria for seniority. The result is that effective January 1, 2012 Carriage Lane will have different deputies. The Deputies presently working in Carriage Lane will meet with their replacements and turn over information, records, etc. Mrs. Alleman was advised that the cost of the Contract for the deputies would not be increasing for 2012. There was a brief discussion regarding the replacement deputies.

Mrs. Alleman reviewed the Neighborhood Watch Report statistics for September 2011, and provided details on some of the reports.

Mr. Phillips asked if it would be possible to get unmarked police cars assigned to Carriage Lane. Mrs. Alleman will check whether this is possible or not.

COMMUNITY AWARENESS - Mrs. Alleman advised that National Night Out was a success, and noted that the Sheriff's Department had a good presence at the event.

Mrs. Alleman advised that the Board was approached about starting activities for seniors, such as games or cards, etc. She asked that residents give this some thought and let her know if they have any ideas.

The Board agreed that the Holiday Craft Day would be held again this year as it has been getting larger turnouts each year. There was a brief discussion about Craft Day, which will be held in December.

NEW BUSINESS - Mr. Garth advised that he had been contacted regarding an offer to purchase or lease a piece of property in Carriage Lane. Mr. Garth noted that this was a preliminary discussion, and the interested party may contact the HOA after further investigation.

Mr. Garth responded to a resident's inquiry and advised that it is not possible to install speed bumps in unincorporated Harris County, and that the City of Houston is in the process of removing them.

There was a discussion on options to spruce up the esplanades, including possibly planting new trees. Mr. Phillips will look into how many trees could be planted.

Mr. Phillips advised that a pipeline company has hired a landscaping firm to remove every tree / bush / growth covering their pipeline in order to make it visible from the air for inspection.

There being no further business, Mr. Phillips moved that the Meeting be adjourned. The motion was seconded by Ms. Nolan and passed with all in favor. The Meeting was adjourned at 8:35 p.m.

Secretary

WESTBANK HOMEOWNERS ASSOCIATION
Executive Session
October 17, 2011

Immediately following the regular monthly meeting, the Board of Directors held a brief Executive Session, which was called to order at 8:40 p.m.

Mr. Phillips inquired when the HOA gets the money back for the Attorney Fees. Mr. Garth advised that the HOA gets the money back when the homeowner pays.

There was a discussion regarding possibly raising the annual maintenance fees to be sure the Association would have sufficient funds to cover the court cases.

Ms. Nolan noted that the HOA may have to increase the fees to cover the cost of taking people to court in light of the new deed restrictions, as there would be more court cases. She inquired about the turnaround on these, and Mr. Garth advised that it typically takes 6 months. Mr. Garth advised that he put extra funds in other areas of the budget, for example \$45,000 in Community Events, and this money could be used for the court costs. Mr. Garth advised that there were 15 high-priority cases being prepared for Board (James & Mark) visits. He then gave a brief overview of how the cases are chosen for legal action. Mr. Garth advised that it takes about 5 – 6 hours to do a full drive-through, and noted that Block Captains could help with this.

Mr. Garth advised that he sent 105 letters to homeowners regarding court action and about 1/3 of those paid up by the deadline. He gave details of the required 'notification with fine'. Mr. Garth noted that in his opinion having the fine process will reduce the number of lawsuits. Mr. Garth said that the vast majority of 2012 legal fees will be for "Collection" matters, as opposed to "Deed Restriction Enforcement."

Mr. Phillips advised that the County put a sidewalk on West Road, but many of the homeowners are not mowing the strip of grass on the outside of the sidewalk. Mr. Garth will check on this.

There was a discussion on where tree mulch was dumped. Mr. Phillips would like to leave a mound by the back gate to keep people from driving back there. He advised that Ms. Custer had made a deal with the homeowners to mow back there, however the County Flood Control can do that mowing. Mr. Phillips will keep the pipe gate locked and leave the mulch there.

Mr. Phillips was advised by a company which plants trees that November is a good time for planting. He will work on getting a tree list and see how many trees he can get for a good price; perhaps 7 this year and 7 at the beginning of 2012.

After further discussion the Board members present voted unanimously to keep the annual maintenance fees at \$350.

Mr. Phillips asked if the money owed to the HOA from previous years is deposited into the Operating budget. Mr. Garth advised that money is always being received for old debts and it goes into the same account.

There was a short discussion on paying down the loans.

There was a discussion on the brick wall at the fence. Mr. Phillips would like to take down the bricks and put up wrought iron, possibly taking 2 side walls down and leaving the 1 in the center. Mr. Garth agreed that the brick wall is very dated and should be replaced. Mr. Phillips will check into this.

Mr. Phillips will follow up on the water heater repair.

9:20 PM

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Westbank Homeowners Association, Inc.

Profit & Loss Budget vs. Actual

October, 2011 & Y.T.D.

	TOTAL							
	Oct 11	Budget	\$ Over Budget	% of Income	Jan - Oct 11	Budget	\$ Over Budget	% of Income
Income								
2011 MFEE INCOME	35,196.00	35,196.00	0.00	0.0%	370,923.00	370,923.00	0.00	0.0%
OTHER INCOME								
Deed Restriction Fines	1,250.00	625.00	625.00	1.04%	1,250.00	3,750.00	-2,500.00	-0.47%
Service Fee - 3 Payment Option	16.00	300.00	-284.00	-0.48%	624.00	767.00	-143.00	-0.03%
MUD Cont. Deputy Income	11,991.00	11,991.00	0.00	0.0%	119,910.00	119,910.00	0.00	0.0%
Interest on Money Market	24.01	41.00	-16.99	-0.03%	503.34	410.00	93.34	0.02%
Interest on Operating Account	1.91				8.15			
Pool Guest Fees	0.00	0.00	0.00	0.0%	81.00	250.00	-169.00	-0.03%
Coke Machine	0.00	0.00	0.00	0.0%	0.00	125.00	-125.00	-0.02%
Mgmt Collection Fees	125.00	0.00	125.00	100.0%	9,755.00	10,000.00	-245.00	-0.05%
Atty Collection Fees	10,634.00	834.00	9,800.00	16.38%	21,140.00	10,832.00	10,308.00	1.96%
Mgmt Deed Rstn Fees	0.00				40.00			
Atty Deed Rstn Fees	0.00	500.00	-500.00	-0.84%	0.00	4,500.00	-4,500.00	-0.85%
Penalty & Int Income	57.43	540.00	-482.57	-0.81%	147.97	5,400.00	-5,252.03	-1.0%
Mowing Income	0.00	500.00	-500.00	-0.84%	960.00	3,000.00	-2,040.00	-0.39%
Clubhouse Rental	550.00	166.00	384.00	0.64%	1,900.00	1,660.00	240.00	0.05%
Total OTHER INCOME	24,649.35	15,497.00	9,152.35	15.29%	156,319.46	160,604.00	-4,284.54	-0.81%
Total Income	59,845.35	50,693.00	9,152.35	15.29%	527,242.46	531,527.00	-4,284.54	-0.81%
Expense								
ADMINISTRATIVE EXPENSE								
Coke Machine	0.00	0.00	0.00	0.0%	76.36	100.00	-23.64	-0.0%
Sterling OLD Loan Interest	483.00	483.00	0.00	0.0%	4,148.00	4,830.00	-682.00	-0.13%
Sterling NEW Loan Interest	916.00	458.00	458.00	0.77%	4,748.00	4,580.00	168.00	0.03%
Annual Meeting	0.00	0.00	0.00	0.0%	0.00	100.00	-100.00	-0.02%
Bad Debt	4,526.49	1,666.00	2,860.49	4.78%	11,090.81	16,660.00	-5,569.19	-1.06%
Bank Service Charge	0.00	42.00	-42.00	-0.07%	925.50	420.00	505.50	0.1%
Board Meeting Expense	0.00	0.00	0.00	0.0%	33.00	100.00	-67.00	-0.01%
Postage	587.92	583.00	4.92	0.01%	5,829.69	5,830.00	-0.31	0.0%
Donations	0.00	0.00	0.00	0.0%	0.00	250.00	-250.00	-0.05%
Newsletter Expense	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Office Supplies	0.00	8.00	-8.00	-0.01%	92.19	80.00	12.19	0.0%
Translations-English to Spanish	0.00				77.76			
Total ADMINISTRATIVE EXPENSE	6,513.41	3,240.00	3,273.41	5.47%	27,021.31	32,950.00	-5,928.69	-1.12%
Community Improvements								
Events, Projects & Improvements	280.52	1,666.00	-1,385.48	-2.32%	14,527.89	16,660.00	-2,132.11	-0.4%
Total Community Improvements	280.52	1,666.00	-1,385.48	-2.32%	14,527.89	16,660.00	-2,132.11	-0.4%

Westbank Homeowners Association, Inc.

Profit & Loss Budget vs. Actual

October, 2011 & Y.T.D.

	TOTAL							
	Oct 11	Budget	\$ Over Budget	% of Income	Jan - Oct 11	Budget	\$ Over Budget	% of Income
CONTRACT SERVICES								
Exterminating	0.00	0.00	0.00	0.0%	193.76	300.00	-106.24	-0.02%
Patrol Services	15,988.00	15,988.00	0.00	0.0%	159,880.00	159,880.00	0.00	0.0%
Patrol Services - Overtime	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Patrol Services - Equipment	0.00	0.00	0.00	0.0%	39.38	250.00	-210.62	-0.04%
Pool Contract Management	600.00	668.00	-68.00	-0.11%	37,260.00	43,664.00	-6,404.00	-1.22%
Association Management	3,590.00	3,570.00	20.00	0.03%	35,970.00	35,700.00	270.00	0.05%
Mosquito Fogging	0.00	420.00	-420.00	-0.7%	0.00	2,500.00	-2,500.00	-0.47%
Total CONTRACT SERVICES	20,178.00	20,646.00	-468.00	-0.78%	233,343.14	242,294.00	-8,950.86	-1.7%
DEED RESTRICTION ENFORCEMENT								
Force Mows	120.00	0.00	120.00	100.0%	1,160.00	3,000.00	-1,840.00	-0.35%
Total DEED RESTRICTION ENFORCEMENT	120.00	0.00	120.00	100.0%	1,160.00	3,000.00	-1,840.00	-0.35%
MAINTENANCE EXPENSE								
Groundskeeping Mgmt								
Landscaping Contract	3,400.00	3,500.00	-100.00	-0.17%	31,470.00	31,100.00	370.00	0.07%
Misc. Grounds Maintenance	4,725.00	208.00	4,517.00	7.55%	7,755.57	2,084.00	5,671.57	1.08%
Shrubbery	0.00	83.00	-83.00	-0.14%	255.00	834.00	-579.00	-0.11%
Total Groundskeeping Mgmt	8,125.00	3,791.00	4,334.00	7.24%	39,480.57	34,018.00	5,462.57	1.04%
Curb Numbering	0.00	0.00	0.00	0.0%	0.00	15,000.00	-15,000.00	-2.85%
Tennis Court	0.00	0.00	0.00	0.0%	0.00	1,000.00	-1,000.00	-0.19%
Sprinkler System	0.00	292.00	-292.00	-0.49%	2,574.00	2,920.00	-346.00	-0.07%
Recreation Center	0.00	208.00	-208.00	-0.35%	1,840.97	2,080.00	-239.03	-0.05%
Clubhouse	0.00	125.00	-125.00	-0.21%	363.76	1,250.00	-886.24	-0.17%
Total MAINTENANCE EXPENSE	8,125.00	4,416.00	3,709.00	6.2%	44,259.30	56,268.00	-12,008.70	-2.28%
POOL EXPENSES								
Pool Pump Repair	0.00	208.00	-208.00	-0.35%	2,243.80	2,080.00	163.80	0.03%
Pool Repairs	880.55	167.00	713.55	1.19%	16,882.30	13,499.00	3,383.30	0.64%
Swimming Identification	0.00	0.00	0.00	0.0%	1,689.98	1,000.00	689.98	0.13%
Pool Expenses	0.00	0.00	0.00	0.0%	2,300.00	500.00	1,800.00	0.34%
Pool Chemicals	0.00	0.00	0.00	0.0%	0.00	1,000.00	-1,000.00	-0.19%
Pool Supplies/Equipment	0.00	0.00	0.00	0.0%	1,011.10	500.00	511.10	0.1%
Total POOL EXPENSES	880.55	375.00	505.55	0.85%	24,127.18	18,579.00	5,548.18	1.05%
PROFESSIONAL EXPENSES								
Attorney Collection Fees								
Court Costs	884.00	0.00	884.00	100.0%	884.00	0.00	884.00	100.0%

Westbank Homeowners Association, Inc.

Profit & Loss Budget vs. Actual

October, 2011 & Y.T.D.

	TOTAL							
	Oct 11	Budget	\$ Over Budget	% of Income	Jan - Oct 11	Budget	\$ Over Budget	% of Income
Title Searches	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Atty Deed Restriction Fee	0.00	500.00	-500.00	-0.84%	0.00	4,500.00	-4,500.00	-0.85%
Corporate Legal Fees	0.00	0.00	0.00	0.0%	0.00	500.00	-500.00	-0.1%
Atty Collection Fee	9,000.00	834.00	8,166.00	13.65%	19,760.00	10,832.00	8,928.00	1.69%
Total Attorney Collection Fees	9,884.00	1,334.00	8,550.00	14.29%	20,644.00	15,832.00	4,812.00	0.91%
Management Collection Fees								
3 Payment Option Service Fees	16.00	300.00	-284.00	-0.48%	576.00	767.00	-191.00	-0.04%
Forced Mow Admin Trip Chgs	0.00	0.00	0.00	0.0%	0.00	500.00	-500.00	-0.1%
NSF Check Service Fees	25.00	0.00	25.00	100.0%	55.00	150.00	-95.00	-0.02%
Collection Fees	920.00	0.00	920.00	100.0%	4,307.00	10,000.00	-5,693.00	-1.08%
Total Management Collection Fees	961.00	300.00	661.00	1.11%	4,938.00	11,417.00	-6,479.00	-1.23%
Translations	0.00				25.00			
Audit - Tax Preparation	0.00	0.00	0.00	0.0%	2,200.00	2,400.00	-200.00	-0.04%
Dues & Subscriptions	0.00	0.00	0.00	0.0%	115.00	350.00	-235.00	-0.05%
Total PROFESSIONAL EXPENSES	10,845.00	1,634.00	9,211.00	15.39%	27,922.00	29,999.00	-2,077.00	-0.39%
TAX & INSURANCE								
D & O Insurance	333.00	333.00	0.00	0.0%	3,330.00	3,330.00	0.00	0.0%
TCPP & Umbrella Insurance	1,875.00	1,875.00	0.00	0.0%	18,750.00	18,750.00	0.00	0.0%
Uninsured Auto Insurance	20.00	20.00	0.00	0.0%	200.00	200.00	0.00	0.0%
Fidelity Bond	29.00	29.00	0.00	0.0%	290.00	290.00	0.00	0.0%
Property Tax	0.00	0.00	0.00	0.0%	9.00	30.00	-21.00	-0.0%
Total TAX & INSURANCE	2,257.00	2,257.00	0.00	0.0%	22,579.00	22,600.00	-21.00	-0.0%
UTILITIES								
Elec. Street Lights	5,449.23	6,250.00	-800.77	-1.34%	53,748.49	62,500.00	-8,751.51	-1.66%
Elec. Rec Center	1,157.78	1,250.00	-92.22	-0.15%	9,099.35	12,500.00	-3,400.65	-0.65%
Elec. Sprinklers	19.53	25.00	-5.47	-0.01%	160.03	250.00	-89.97	-0.02%
Water - Rec. Center/Pool	0.00	415.00	-415.00	-0.69%	5,396.74	4,150.00	1,246.74	0.24%
Water - Sprinkler	670.37	625.00	45.37	0.08%	10,868.30	6,250.00	4,618.30	0.88%
Telephone	340.14	250.00	90.14	0.15%	1,699.58	2,500.00	-800.42	-0.15%
Total UTILITIES	7,637.05	8,815.00	-1,177.95	-1.97%	80,972.49	88,150.00	-7,177.51	-1.36%
Total Expense	56,836.53	43,049.00	13,787.53	23.04%	475,912.31	510,500.00	-34,587.69	-6.56%
Net Income	<u>3,008.82</u>	<u>7,644.00</u>	<u>-4,635.18</u>	<u>-7.75%</u>	<u>51,330.15</u>	<u>21,027.00</u>	<u>30,303.15</u>	<u>5.75%</u>

Westbank Homeowners Association, Inc.
Balance Sheet
 As of October 31, 2011

	Oct 31, 11
ASSETS	
Current Assets	
Checking/Savings	
Prosperity Bank - MM	62,787.01
Prosperity Bank - OPS	41,864.54
Total Checking/Savings	104,651.55
Accounts Receivable	
Accounts Receivable	
A/R 1990's	9,185.54
A/R 2000	
A/R MAINTENANCE FEES 2000	277.44
Force mows 2000	210.00
Interest	56.19
Legal/Collection	1,226.69
PrePaid Legal	934.00
Returned Checks	259.39
Synergy Collection Fee	328.06
Total A/R 2000	3,291.77
Maintenance Fees 2001	
Force Mow 2001	395.00
Interest on Outstanding M. Fees	577.02
Maintenance Fees 2001 - Other	930.44
Total Maintenance Fees 2001	1,902.46
Maintenance Fees 2002	
2002 Attorney & Mgmt Col. Fees	935.00
Maintenance Fees 2002 - Other	654.17
Total Maintenance Fees 2002	1,589.17
Maintenance Fees 2003	
2003 Penalty & Interest	50.00
Maintenance Fees 2003 - Other	1,274.82
Total Maintenance Fees 2003	1,324.82
Maintenance Fees 2004	
2004 Forced Mows	265.00
2004 Attorney Fees	1,027.32
2004 Synergy Collection Fees	359.20
Maintenance Fees 2004 - Other	1,839.40
Total Maintenance Fees 2004	3,490.92
Maintenance Fees 2005	
2005 NSF Checks	30.00
2005 Attorney Fees	1,012.67
2005 Synergy Collection Fees	857.10
Maintenance Fees 2005 - Other	1,020.51
Total Maintenance Fees 2005	2,920.28
Maintenance Fees 2006	
Force Mows	280.00
2006 NSF Checks	1,358.00
2006 Interest	130.00
2006 Attorney Fees	1,748.47
2006 Synergy Collection Fees	685.00
Maintenance Fees 2006 - Other	2,393.50
Total Maintenance Fees 2006	6,594.97
Maintenance Fees 2007	
2007 Attorney's Fees	2,514.26
2007 Collection Fees	1,575.00
2007 Transfer & Collection Fees	1,034.00
2007 Force Mows	1,362.65

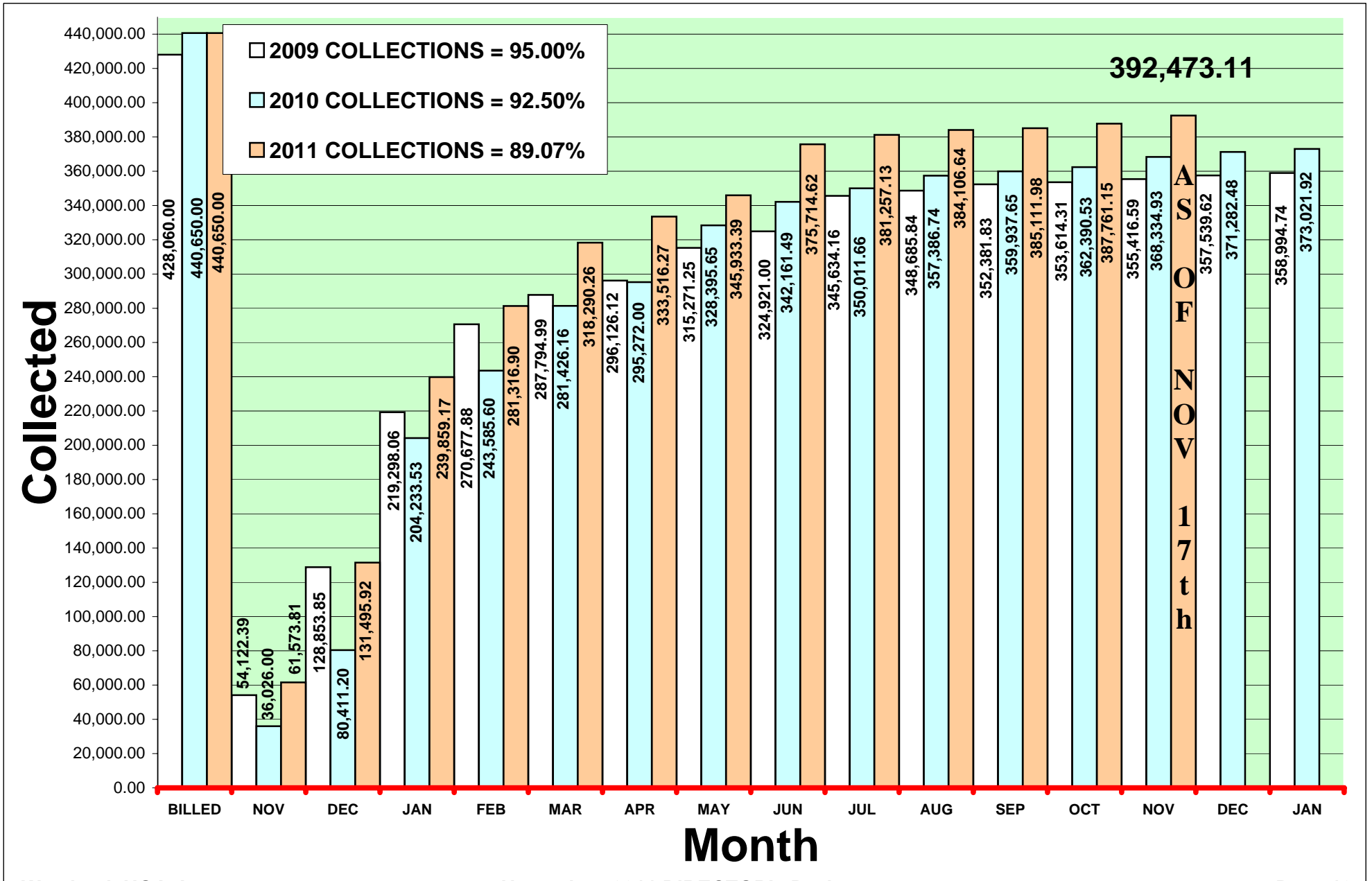
Westbank Homeowners Association, Inc.
Balance Sheet
 As of October 31, 2011

	Oct 31, 11
Maintenance Fees 2007 - Other	7,223.31
Total Maintenance Fees 2007	13,709.22
Maintenance Fees 2008	
2008 Interest on Account	995.94
2008 Forced Mows	2,213.00
2008 Attorney's Fees	16,207.33
2008 NSF	423.24
2008 Synergy - 3 Payment Option	1,334.68
Maintenance Fees 2008 - Other	14,039.12
Total Maintenance Fees 2008	35,213.31
Maintenance Fees 2009	
2009 Interest on Account	1,064.98
2009 Force Mows	2,477.88
2009 - Synergy Collect & Other	240.00
Maintenance Fees 2009 - Other	21,634.22
Total Maintenance Fees 2009	25,417.08
Maintenance Fees 2010	
2010 - Synergy Collect & Other	11,848.12
2010 - Interest on Account	3,688.16
2010 - NSF Checks	375.00
2010 - Attorney's Fees	6,415.22
Maintenance Fees 2010 - Other	32,574.82
Total Maintenance Fees 2010	54,901.32
Atty Collection Trust Accout	-13,299.02
Maintenance Fees 2011	
2011 - Attorney's Fees	20,546.88
2011 - Force Mows	495.00
2011 - NSF Checks	280.00
2011 - Synergy Collection Fees	7,950.00
Maintenance Fees 2011 - Other	52,888.65
Total Maintenance Fees 2011	82,160.53
Maintenance Fees 2012	-361.00
DR Fines	1,325.00
Total Accounts Receivable	229,366.37
Total Accounts Receivable	229,366.37
Total Current Assets	334,017.92
Fixed Assets	
Accumulated Depreciation	-206,734.00
Fixed Assets	
Building Remodeling	
Appliances	2,280.00
Building Remodeling - Other	149,741.76
Total Building Remodeling	152,021.76
Building	2,172.32
Clubhouse Furniture	3,406.44
Fence	9,197.00
Gazebo	16,740.00
New Building	4,335.34
Pool Lights	11,546.51
Pool Repairs	148,507.32
Pumphouse	4,350.00
Signs	1,633.05
Swimming Pool (New Pool)	293,359.20
Total Fixed Assets	647,268.94

Westbank Homeowners Association, Inc.
Balance Sheet
 As of October 31, 2011

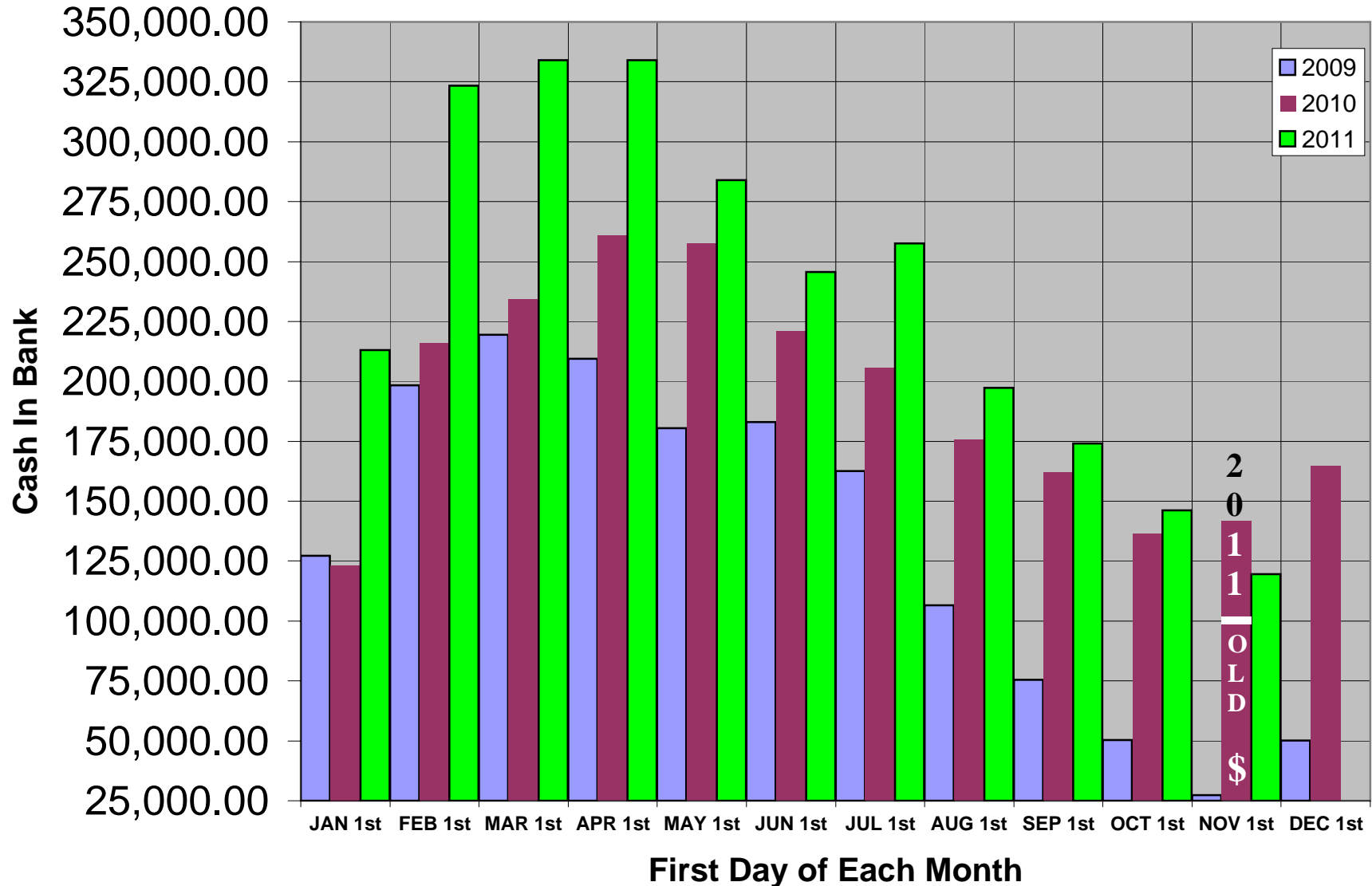
	Oct 31, 11
Total Fixed Assets	440,534.94
Other Assets	
Other Assets	
Pre-Paid Insurance	-2,620.56
Total Other Assets	-2,620.56
Total Other Assets	-2,620.56
TOTAL ASSETS	771,932.30
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	-35,971.00
Total Accounts Payable	-35,971.00
Other Current Liabilities	
Current liabilities	
Unearned Income from 2011 MFEES	69,727.00
Total Current liabilities	69,727.00
Total Other Current Liabilities	69,727.00
Total Current Liabilities	33,756.00
Long Term Liabilities	
Long Term Liabilities	
Sterling Bank 100K Loan 7-30-07	74,186.13
Sterling Bank-Loan 1	50,108.90
Total Long Term Liabilities	124,295.03
Total Long Term Liabilities	124,295.03
Total Liabilities	158,051.03
Equity	
Retained Earnings	562,551.12
Net Income	51,330.15
Total Equity	613,881.27
TOTAL LIABILITIES & EQUITY	771,932.30

2011 vs 2010 vs 2009 Maintenance Fee Collections



WESTBANK H.O.A., INC.

Cash in Bank - 2009 - 2010 - 2011 Comparisons



I have made 4 drive-throughs (on whole subdivision) and 3 partials (reviewing Fined houses). Drive through report will be brought to the meeting.

Westbank H.O.A., Inc.
 c/o Synergy Management Services, Inc.
 PO Box 2298
 Spring, TX 77383-2298



281-631-9808 – E-mail: tg@carriagelane.net

2012 Association Fee Invoice

DUE DATE	INVOICE #
01/01/2012	12-4321 Other Street

BILL TO

Mr. & Mrs. Lot Owner
 4321 Other Street
 Houston, TX 77064-8159

Invoice Format for
 Homeowners with
 NO PREVIOUS
 Balance

PROPERTY OWNER & ADDRESS

Mr. & Mrs. Lot Owner
4321 Other Street
 Houston, TX 77064

BILLING DATE	ACCOUNT NO.	LOAN NO.
18-Nov-11	4321 Other Street	
DESCRIPTION		AMOUNT
2012 Maintenance Fees		\$350.00
If you have any questions regarding these fees or your homeowner's association account, please call Synergy Management Services, Inc., at 281-631-9808 or e-mail tg@carriagelane.net , use your address as the subject.		

Prior to the 2012 Maintenance Fees invoiced above, your account is showing a **Balance of ZERO DOLLARS.**

**Thanks for being a great neighbor
 and
 HAVE A GREAT 2012.**

1. **MAKE YOUR CHECK OR MONEY ORDER PAYABLE TO:**
 WESTBANK HOA
2. **ENCLOSE THE RETURN PORTION OF THIS INVOICE WITH YOUR PAYMENT AND PUT YOUR CARRIAGE LANE ADDRESS SOMEWHERE ON YOUR CHECK OR MONEY ORDER**
3. **MAIL YOUR CHECK OR MONEY ORDER TO:**
 Westbank H.O.A. Inc.
 c/o Synergy Management
 PO Box 2298
 Spring, TX 77383-2298



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281-631-9808 – E-mail: tg@carriagelane.net

2012 Association Fee Invoice

DUE DATE	INVOICE #
01/01/2012	12-1234 Any Street

BILL TO

Mr. & Ms. Homeowner
 1234 Any Street
 Houston, TX 77064-8158

Invoice Form for Homeowners with previous balance

PROPERTY OWNER & ADDRESS

Mr. & Ms. Homeowner
1234 Any Street
 Houston, TX 77064

BILLING DATE	ACCOUNT NO.	LOAN NO.
18-Nov-11	1234 Any Street	
DESCRIPTION	AMOUNT	
2012 Maintenance Fees	\$350.00	
If you have any questions regarding these fees or your homeowner's association account, please call Synergy Management Services, Inc., at 281-631-9808 or e-mail tg@carriagelane.net , use your address as the subject.		

The Association's books are showing that your property currently has a balance due of 513.00. If you believe this is an error, please contact Synergy Management at 281-631-9808 or by e-mail: tg@carriagelane.net. Use your property address in the subject line. This **DOES NOT INCLUDE** the \$350.00 fees for 2012. With the 2012 Fees you now owe, \$863.00. If any of the amounts shown above are part of a **BANKRUPTCY OR A PAYOUT AGREEMENT**, please consider this as an informational notice only. If you are not already on an approved payout plan, you should pay this amount or call Synergy to make arrangements for payment. **PLEASE NOTE THAT THE AMOUNT SHOWN ABOVE MAY NOT SHOW ALL COSTS OF COLLECTION OR ATTORNEY'S FEES WHICH ARE ADDITIONAL.** FAILURE TO PAY MAINTENANCE FEES RESULTS IN ADDITIONAL COLLECTION AND ATTORNEYS FEES BEING ADDED TO YOUR ACCOUNT. IN CASES WHERE YOUR FAILURE TO PAY FORCES US TO GO TO COURT, THE AMOUNT YOU WILL OWE THEN CAN BE MORE THAN \$2,000.00 just in legal fees and cost of collection, plus the amount of your regular balance.

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 WESTBANK HOA

2. **ENCLOSE THE RETURN PORTION OF THIS INVOICE WITH YOUR PAYMENT AND PUT YOUR CARRIAGE LANE ADDRESS SOMEWHERE ON YOUR CHECK OR MONEY ORDER**

3. **MAIL YOUR CHECK OR MONEY ORDER TO:**
 Westbank H.O.A. Inc.
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A \$30.00 service fee will be assessed for all returned checks. The \$16.00 handling fee for 3-payment option is due and payable upon initial payment of amounts less than the full \$350.00 payment amount. If your mortgage company escrows your Maintenance Fees and YOU have received this invoice, YOU need to fax or mail the invoice to your mortgage company for payment. All accounts that are not paid in full on or before January 31, 2012 may be subject to additional collection fees and/or attorney's fees. **YOUR CHECK OR MONEY ORDER MAY BE DEPOSITED ELECTRONICALLY.**

PAYMENTS MAY NO LONGER BE MADE AT OUR OFFICE ON FM 1960. PAYMENTS MUST BE MAILED OR PAID AT THE CLUBHOUSE WHEN IT IS OPEN ON WEDNESDAYS UNTIL THE END OF JANUARY.

✂-----Next 4 pages are the same for **BOTH FORMATS of Invoices**-----✂ CUT

1234 Any Street
PLEASE RETURN WITH YOUR FIRST PAYMENT
1 Enclosed find payment in full, \$350.00. Thank You!
2. I would like to make 3 equal payments before Jan. 31, 2012
(Total Payments = \$350.00 +16.00 handling fee = \$366.00)
**FIRST PAYMENT OF \$122.00, IF DOING 3 PAYMENTS
OPTION IS DUE ON OR BEFORE NOVEMBER 30 , 2011**

✂-----CUT HERE -----✂-----CUT HERE -----✂-----CUT HERE -----✂-----CUT

1234 Any Street
PLEASE RETURN WITH YOUR SECOND PA' PAYMENT
2
**SECOND PAYMENT OF \$122.00 IS DUE
ON OR BEFORE DECEMBER 31, 2011**

✂-----CUT HERE -----✂-----CUT HERE -----✂-----CUT HERE -----✂-----CUT

1234 Any Street
PLEASE RETURN WITH YOUR THIRD PAYM PAYMENT
3
**THIRD PAYMENT OF \$122.00 IS DUE
ON OR BEFORE JANUARY 31, 2012**

HAVE YOU PICKED UP YOUR RULES AND REGULATIONS YET

The Association has prepared a Rules and Regulations Handbook for each homeowner or resident in Carriage Lane. The magazine style handbook has all of the rules and regulations that will be enforced in the subdivision. There is a new procedure for fining homes that continue to violate deed restrictions even after official certified mail request to stop the violations. You can pick up your copy of the Rules and Regulations at the Clubhouse beginning on the last Wednesday of November and continuing on Wednesdays, from 2:00 pm until 7:00 through January, except around Christmas. Look for the sign at the clubhouse advertising that the "Office is Open."

OUR CARRIAGE LANE STREET LIGHTS

The Homeowners Association pays for the electricity to light all of the streetlights in Carriage Lane. We are paying for the lights based on the number of lights **EVEN IF THEY ARE BURNT OUT OR NOT WORKING.** You can help us get our money's worth and keep your street safe at the same time. If you see a street light that is burnt out, or blinking or going on and off when it should be on, make a note of the 6 digit number that appears on the pole. This number is at about your eye level in big black numbers. Also make a note of the approximate address of the streetlight, the address of the closest house is adequate. With these two items of

information you can "go to the web," to let CenterPoint Energy know that the light needs to be repaired. Go to : <http://cnp.centerpointenergy.com/outage> and fill out the simple repair form. If you don't have internet access, you may report the light to Synergy Management at 281-631-9808. Please have the 6-digit number and the address handy.

RENT THE CLUBHOUSE

Residents of Carriage Lane may rent our beautiful new clubhouse. The Clubhouse has tables and chairs for 72 people. A full and very modern kitchen facility also serves the main room. TV Cable and sound hookups are available.

The clubhouse rents for events up to 8 hours in length for \$300.00. A \$50.00 (of the \$300.00 rental fee) is non-refundable and is required in order to reserve the Clubhouse. There is also a \$600.00 security deposit. The security deposit will not be cashed unless there are missing items, or the clubhouse is not clean, or the clubhouse is damaged.

**Call 281-631-9808 for more
information**



CALL 713-222-TIPS

Crime Stoppers of Houston will pay up to \$5,000 for information leading to the arrest and charging of any felony suspects. All callers will remain anonymous.

NO FEE INCREASE THIS YEAR

For the SECOND time in 10 years the 2012 Maintenance Fees have not been raised from the previous year's amount. Fees for 2012 remain \$350.00.

Your HOA thanks all members for timely making your HOA payments and helping to make your HOA successful. Please mail your 2012 Fees when convenient on or before January 1st. please call Synergy Management to discuss alternatives if you are going to have trouble paying your fees this year. Thank you.

Your HOA Board of Directors

How Some of Your Money Was Spent in 2011

There have been many improvements in Carriage Lane in 2011, and more are coming in 2012. On one thing there was NO CHANGE, but a repeat of 2010 and 2011. After reviewing the budget for 2012, the Westbank HOA's Board of Directors have voted to keep the annual maintenance fees the same as the last two years.

According to the deed restrictions and State Law, the Directors are allowed to raise the maintenance fees up to 3% each year, but this year they have elected to freeze the fees at \$350.00 for another year.

of our water comes from surface sources such as Lake Houston, that water has more iron in it than our 100% well water had. The iron deposits badly stained our pool. The pool was drained and cleaned, and now all new water in the pool is filtered to eliminate most of the iron.

Several leaks in the pool were repaired, as well as some breaks and sinking in the surrounding deck. The coping around the top edge of the pool was also repaired. Many residents enjoyed the repaired pool during the 2011 Swim Season.

The wood covering over our baby pool had rotted and was in danger of falling. The cover was removed and a temporary cover was added for the 2011 swim season. Soon a new canvas cover will be added to cover the baby pool and to add shade for all swimmers.

The esplanades are looking great, but during the past 10 years we have lost trees due to a hurricane, disease, windstorms and accidents that have occurred on our esplanades. We are replacing trees on the first 11 esplanades. Next year we will be replacing trees on the last 10 esplanades. The trees will require lots of water for the first year, but should be able to survive on rainwater after that.

CARRIAGE LANE'S CONTRACT WITH THE HARRIS COUNTY SHERIFF'S DEPARTMENT

As you may know, Carriage Lane, through its Homeowners Association and MUD #6, has a contract with the Harris County Sheriff's Department for three "contract" deputies to patrol our neighborhood. These contracts are very expensive costing in excess of \$191,000 per year. Most years the cost of this contract increases anywhere from 3 to 8%. This year however, Commissioner's court elected not to raise the cost of the contract for the year 2012. This is good news for all homeowners as we will save the money that would have been spent for any increase in the contract fees.

In January, 2012 Carriage Lane is going to be losing all of our great

deputies who have been serving our neighborhood for years. We will be getting three new and deferent deputies and there will be no interruption of our patrol services. Please get to know our new deputies, they are here to help keep us all safe.

No deputy can be in all places at all times, therefore it is up to all Carriage Lane residents to take action to protect your own property and that of your neighbors. If you leave your vehicle in your driveway or in the street in front of your house:

1. Make sure there nothing of value in view of people that might look into your vehicle.
2. LOCK THE VEHICLE with the
3. WINDOWS ALL THE WAY UP.

Most of the vehicles that are broken into or stolen in Carriage Lane, have not even been locked. So please, LOCK YOUR VEHICLES. Most of the homes that are burglarized in Carriage Lane ARE NOT LOCKED. Take a few minutes to check and make sure that all of your windows are locked. Most Carriage Lane break-ins are through unlocked back-yard windows. AND ALWAYS LOCK YOUR DOORS WHEN YOU LEAVE YOUR HOME.

IF IT HAS A LOCK USE IT !

Courtesy **CUT AND TAPE** Mailing Labels for your payment(s)

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