

PfCONA 2015 Review & Vision Quest 2016
Report by Clay Leben - 1/11/2016

“Building Community Together” We help you make connections! Since 1985, PfCONA has been a discussion forum for solving challenges Pflugerville neighborhoods have like safety, traffic, environment, zoning, resident relations, HOA governance, and protecting home values.

Meetings in 2015

Date (2015)	Summary	Attending
January 12	Annual Vision Meeting. Members suggested new 2015 meeting topics including: choosing video surveillance systems, Texas legislative session news, HOA board effectiveness, vendors for solar panels, and recruitment and retention of volunteers. Election of officers was tabled.	5
February 9	Pflugerville Drop-by-Drop Landscape Rebate Program. Eddie Garcia explained how Pflugerville's Drop-by-Drop Landscape Rebate Program can help HOA play a positive role in letting residents conserve water with flexible water wise landscaping policies.	10
March 9	Meeting on Policing. Our guest speaker, Pflugerville Police Chief Chuck Hooker presented the Department's professional standards and departmental policies officers must follow if they use force.	28
April 13	I see You: Choosing A Video Security System. The speakers panel included Brodie Owen, Design/Security Specialist, at Pflugerville business Dyezz Surveillance who explained the technical options and factors in choosing a system, and Anthony Nguyen from Greenridge HOA, and Chris Falco, Preseident of Reserve at West Creek HOA, who shared their HOA experiences installing and using video surveillance to monitor their park and clubhouse common areas.	19
May 11	Effective HOA Board Meetings: Tips & Traps! The roundtable group believed it was important to have meeting time limits, action topics, and clearly record decisions and task assignments. In addition to business meetings, HOA boards need to include <i>informal</i> social time to discuss community values and futue goals with home owners.	5
June 8	New HOA Laws Legislative Update: Attorney Connie Heyer, Niemann & Heyer, LLP , reported on new Texas laws that will impact HOAs beginning September 1, 2015. For example, SB 1168 passed and creates many changes in how HOAs are required to hold meetings and elections such as new procedures for secret ballots, ballot recounts, types of ballots, and which board topics require 72-hour meeting notices to owners.	21
July 13	Secrets to Recruiting and Keeping Volunteers. Drive a Senior's Executive Director, Serita Lacasse, and Volunteer Recruiter, Annessa Lewis, discussed best practices on recruiting, training, & motivating volunteers. They told us the secrets to how Drive a Senior works <i>hard</i> to make volunteering <i>easy</i> ! Every year it must recruit more volunteer drivers to help achieve its mission.	8
August 10	Crime Prevention and Pfluger Haus Foundation. Afton Cavanaugh told us all about Pfluger Haus . Cpl. Dan Griffith described the Citizen's Police Academy	8
September 14	Planning the Best NNO Party Ever! Officer Dan Griffith gave us an overview of how Pflugerville Police win awards every year for Pflugerville's NNO campaign.	14
Oct 12	Candidate Forum. City Council Places 3 and 5.	52
November 9	Is Pflugerville Ready for 2016 Challenges? Pflugerville City Manager Brandon Wade presented how City departments managed in 2015 and are preparing for 2016.	19

2016 E-mail Survey Responses as of 1/12/2016

1. Describe Some meeting topics you would like. (6 responses)

- This organization is one of the few that can our town "connected", be an open forum for issues/ concerns & keeping us a "Pflugerville Pfamily". Many moved here for that charming small town Pfeelng. It takes effort and all of us to sustain and maintain that. Get involved.
- More stringent codes, enforcement, Pf Fev Corp. Engagement /Accountability, HOA approaches to neighborhood quality preservation, renters vs. Landowners amd bond issue voting etc ...substance issues.
- I think Pfcna should devote some time on the calendar to senior issues, particularly transportation.
- Frequent meetings in relation to current development in the area and inviting council members to be present at these meetings and as special guests of others. Other key timely issues should always be addressed in a timely manner (and with those civic leaders) such as *transportation, county issues, metro issues, bonds/taxation, ordinances, water, energy, and precinct issues*. Continue to invite Sergeants to meetings to talk in the beginning about crime in the area. Have *more than one subject/speaker* to talk about at meetings to interest more than one target audience. Also, continue to *use small groups when necessary to brainstorm* in regard to issues/solutions presented by speakers. You can have networking and intros take place during that and not always have folks do it at beginning and introduce themselves to whole group. Look at other CONA or HOAs online in state or country to see what they do for speakers and meeting issues.
- 1. Advice, resources on dispute mediation. 2. Great management company services. 3. Social media guidelines - group messaging.
- Meeting with community leaders like the Mayor, City Manager and PCDC. Candidate forum is also very beneficial. Review of proposed State laws governing HOAs.
- Subjects like these could address some of the surprises that meet a lot of us naïve newbie board members: 1. Delinquencies and Foreclosures – A HOA Board Panel on Approaches that Work, 2. Successfully handling the Homeowner who ignores your HOA's DCCRs. 3. What's a Reserve Account and how much does an HOA need? - a 30-minute seminar for HOA Board members. 4. Why your HOA needs an annual audit – a 30-minute seminar for HOA Board members. 5. Community Crisis: How to Get Volunteers for your HOA projects and events. 6. Texas Rules for conducting a Lawful HOA Board meeting. 7. What your Property management company won't tell you: Is your HOA paying too much? These were some of my worries as a new board member. Guest speakers: Property managers: Melissa Yehl, Phyllis Starr-Johnson, others re recommendations on handling the process leading up to lawyers, liens, and foreclosures. CPA: why HOA Boards want an annual or bi-annual audit, and what's a reserve account, why do we need it, and how much should we save. James Hemenes – Director of Parks - how to get help for your local park when it's dirty, broken, has issues where the trail system will be built in 2016 and 2017; what's coming soon to our parks. National Night Out Panel with Cpl. Dan Griffith. Legal: Connie Heyer on legislative session years, another lawyer on non-legislative years

2 How can PfCONA improve engagement of HOAs and individuals? (7 responses)

- While residents may find too many things to do(children's activities, other volunteer groups, etc...need to stay connected through social media(F, T, E-mail). Would more participate if quarterly meeting be more effective? lunch meeting? Maybe a City Bulletin Board?
- Be provocative, get people riled up
- 1. Have door prizes for attendance or bringing a new guest. 2. A certificate program for new board members. 3. Annual Spirit Awards for HOA activities.
- More interesting topics, offering some refreshments and more promotion of meetings.
- Have all HOAs get together for an event (during warmer months)
- People go to meetings that interest them and that they have a passion for or need education on or training on or want to talk to someone about or ask question about, to be in the know or pass on info to others. If similar meetings are held yearly it might help to rotate every other year unless it is importantly or still timely. *If PfCONA also gets members to visit various council, commission, and committee meetings or other civic associations, it could report back, partner, or pass on info to them.* PfCONA can continue to be a *clearinghouse of information, neutral forums, and networking*. It can pass on info for citizens and neighborhood leaders to pass on to others. New committees can be created based on what members are interested in.
- Personally invite one member from each HOA or NA to attend each month.
- Maybe trying again with a blitz would work: if several of us worked to 1) update the PfCONA database for 2016 by contacting every single HOA in Pflugerville, securing board member names, positions, email addresses and phone numbers if we can get that information, and 2) send both a group invitation and a personal invitation to each, with bullet points on: PfCONA's existence, its mission statement, its purpose and its resulting influence with the City and law enforcement, PfCONA's education programs for new and developing HOA Board members (topics like above). Opportunity to meet and network with other Pflugerville HOA Board members to share ideas and solutions. Opportunity to meet and develop relationships with Pflugerville law enforcement, PISD officials, City elected officials and staff. Opportunity to offer input into City issues and projects from an influential vantage point as a part of PfCONA. Opportunity to host and meet political candidates at the PfCONA-hosted Candidates Forum each April. Access to cutting edge legislative and legal issues affecting HOAs in Texas. Access to a growing database of excellent local vendors for your HOA's projects and needs! I don't know if a Pflag or Community Impact ad would be an effective use of advertising dollars. Wonder if the local property management companies would be willing to send an email to the Board members of each of their Pflugerville accounts, introducing PfCONA and recommending membership? I'll bet Connie would, and there are several others I can think of who might. That kind of recommendation carries a lot of weight.