



Rolling Hills Country Club Park including The Meadows and Rustic Valley

Newsletter

October 2017

Your Trustees

Your Trustees of the Rolling Hills Country Club Park are:

Kevin Supple, *Treasurer, Newsletter (Term expires in 2019)*

David Bitterbaum, *Pool, Website (Term expires in 2018)*

Eagle Quint, *Common Grounds (Term expires in 2020)*

Please feel free to contact any of us with issues that need to be addressed. The best way to reach us is to call our management company, PMI. See contact information below.

Financial Management Company

PMI Property Management Inc. became our financial management company in October, 2016. Mr. Justin Moore, PMI President, is our Association's representative; his contact information is below.

PMI Contact Information:

PMI-St. Louis

Justin Moore, President

(314) 325-4550 (Assessments)

(636) 686-0885 (Emergency Voicemail)

16024 Manchester Rd, Suite 200

Ellisville, MO 63011

pmi.association@gmail.com

Lawn Care

Lawn care services are in the process of being re-bid. If you know of any firms interested in bidding on this work, please contact Eagle Quint, Common Grounds Trustee, at (636) 527-5491.

Our Web Site

A big thank you to David Bitterbaum, Pool Trustee, for designing and maintaining our web site. Check us out at www.rollinghillsrusticvalley.com Here you can review indentures, see updated financial information, check ball field reservation schedules, find details about the pool, and see other newsworthy information. As always, we welcome your comments about our website.

Subdivision Dues

Our subdivision dues will be \$350 for 2018. Your assessment invoice accompanied this newsletter. Assessments are due and payable by January 1, 2018. One of the advantages of our change to PMI is the introduction of additional payment options for our annual dues through the company's on-line portal. You can now use your credit or debit card to make payments. The payment portal can be located at <https://rollinghills.hoa.emphoa.com>

The Association is willing to work with residents who may struggle to pay their dues. It is the resident's responsibility to reach out to PMI to discuss a payment plan. The Association has taken a firm stance to collect on past due assessments. To avoid the financial penalties associated with non-payment of your dues, please make arrangements to pay your dues in full or via a payment plan.

Your dues are used to open and operate the pool and provide for maintenance of common areas, including grass cutting and tree trimming. Last year, we had a number of issues related to dead trees that had to be addressed. (See info elsewhere in this newsletter for more info on past and present projects.) Our plan is to continue to address long standing issues, such as

cleanup of the common areas, particularly the removal of invasive honeysuckle. Photos of the work completed can be found on our web site.

Legal Actions

The Association continues to struggle with homeowners who do not pay their assessments in a timely manner. This delinquency makes it harder to manage the daily operations and to make plans for future improvements.

The Association has initiated collection actions against some of our residents who are far behind on their dues. The Association's legal counsel has sent out nine delinquency letters. We have collected on or are in the process of collecting on six of those nine accounts. These represent the nine largest delinquencies we have. We plan to continue to move forward with similar action on other delinquent accounts.

Prior to legal action, the Trustees are willing to discuss your situation and make arrangements for partial payment plans. We will discuss this issue further at the July subdivision meeting.

Pool Information - *David Bitterbaum*

Labor Day marked the end of another successful pool season. Many residents commented at the Annual Meeting in July about the professionalism of the ProPool staff. There were also several suggestions for improvements at the pool. Based on requests from Association members, we will implement several changes for next pool season.

1. There will be more and better signage indicating that smoking and vaping are not permitted within the pool fence area.
2. A designated smoking/vaping area will be set up away from the pool area.
3. We are working with ProPool to develop a better way to ensure that individuals using the pool are current on their assessments.
4. We will work on a more consistent and deliberate process of collecting fees from non-residents for using the pool.

Thanks for your input.

Common Grounds Update – *Eagle Quint*

Our common grounds are a part of what makes Rolling Hills and Rustic Valley a great place to live. We are blessed with a wide variety of mature trees and shrubbery and, unfortunately, a lot of necessary work to properly maintain them.

Presently, a long-planned tree removal and trimming program is underway. Storm damage and a general aging of trees on common grounds led to significant work this year. Using priorities established by the previous Common Grounds Trustee, Sandra Willson, we are actively removing dead or diseased common ground trees that pose a hazard to resident's homes or are a general safety concern. Upon completion of the work, I will work to determine our next round of remediation. A particular concern is erosion along the MSD easements, notably along the creeks flowing through Rustic Valley.

The City of Ballwin will continue its popular leaf removal program, beginning in late October. Residents are asked to rake their leaves to the edge of their yard, not into the street. Crews will be collecting leaves Monday through Friday, on city streets both north and south of Manchester Road. Crews will begin each day where they ended the day before. Once leaves are collected on all streets, crews will begin another pick up cycle. Progress maps are available on the Ballwin website. These maps will show the streets where leaves have been collected and where each crew will begin the next day. Please consult the City of Ballwin web site for more information on planned removal dates.

<http://www.ballwin.mo.us/Departments/Government-Departments/Public-Works/Curbside-Leaf-Collection/>

Finally, I would like to invite your active participation in maintaining the appearance and curb appeal of our communities. Please do what you can to keep your homes and yards looking sharp. Please feel free to contact me with common grounds issues. You can reach me at (636) 527-5491.

Financial Update – Kevin Supple

The 2017 budget was based on an increase in the annual homeowner's assessment to \$350. Despite a significant amount of unplanned expense for the removal of storm-damaged trees, the Association will end the fiscal year with a small surplus of revenue over expense.

The Trustees determined to keep the assessment at \$350 for 2018. The fund generated by the assessment are used to cover the costs of general operations, such as lawn care, insurance, trash removal, pool operations, etc. The preliminary budget for 2018 is posted elsewhere in this newsletter. There are few major changes from last year; those will be discussed in more detail below.

Approximately one-third of the annual budget is dedicated to the operation of the pool. Many residents who attended the Annual Meeting expressed the desire to keep the pool; some even asked for extended hours after kids went back to school in August. We did have to make necessary repairs to the pool this past year at a cost of several thousand dollars. There is a need to make additional improvements to the pool, including work to the waste water line, installation of a new fence, and construction of a bath house with proper restroom facilities. The waste water line was budgeted for in 2017, but the \$9,500 budgeted for this project had to be reallocated to tree removal. In addition to an increase in the annual cost for pool management, funds will be allocated in the 2018 budget for the waste water line work. The fence work and bath house project are much larger in scope and cost and a separate financing plan may be necessary to address these issues.

The Association is rebidding lawn care services this year. We hope to be able to maintain the same level of expense with the new contractor; however, actual costs will be dependent upon the final contractor selected. The 2018 budget will include a slight increase in the lawn care line item, in anticipation of new rates.

The Association has already spent over \$7,200 to address the most pressing grounds care issues. Work currently under contract, but not yet completed, totals another \$10,000. I hope that we do not see a repeat of last year's storms and the damage to common ground trees. An increase in the annual budget for common ground maintenance may allow

us to get slightly ahead of (or at least keep up with) our aging infrastructure. Last year's budget of \$5,000 was likely too small, given our needs. This budget is being increased by \$5,000 for 2018.

An ongoing issue for the Association is the number of residents who are delinquent on their assessments. This past year, we only collected about 83% of dues on time. Your Trustees have initiated legal action against those residents who are most in arrears, and we have had some success. If all homeowners would pay their assessments in a timely manner, we would be better able to address the costs of properly maintaining our common grounds and pool. Also, our legal expense line item could be reduced, as there would be less of a need to initiate legal action for collection of past dues.

Rest assured that the current Trustees want to continue the careful management of Association finances. To help you better understand our financial position, monthly financial statements are now posted to the Association's web site. The Trustees are committed to transparent management of Association funds. Please contact Kevin Supple with questions.

2018 Budget

The Preliminary budget for 2018 is shown on the last page of this newsletter. Please read the Financial Update for information on changes in the 2018 budget.

Monthly Financials

Monthly financial statements are available for review on the Association's web site. Visit <https://www.rollinghillsrusticvalley.com/financial-forms> to see the available documents.

**Rolling Hills Country Club Park
including The Meadows and Rustic Valley
2018 Preliminary Budget**

REVENUE

Assessments

252 Homes * \$350	88,200.00
Delinquent Payments	10,000.00
Less Uncollectible	(14,994.00)
Total Revenue	<u>83,206.00</u>

EXPENDITURES

Utilities

Ameren	2,800.00
Missouri American Water	1,000.00
Republic Services	800.00

Landscaping

Green Care (regular lawn care)	16,000.00
Tree Removal	10,000.00

Management Services

PMI St. Louis	5,000.00
---------------	----------

Pool Expenses

ProPools Management	20,000.00
County Health Permit	750.00
R&R Porta-Potty	1,000.00
Pool Maintenance/Equipment Replacement	1,000.00

Insurance

Secura Insurance	3,200.00
The Crane Agency	2,500.00

Miscellaneous

Postage for Mailings	750.00
Incidentals	1,000.00

Legal Services

TBD	5,000.00
-----	----------

Reserve for Mandated Pool Repairs

Waste Water Line	9,500.00
Fence	-
Bath House	-
	<u>80,300.00</u>

Variance - Revenue Over/(Under) Expense	2,906.00
---	----------

The 2018 budget maintains the \$350 assessment. The historic delinquency rate in payment of Association dues is having a detrimental impact on the ability to fund necessary repairs and maintenance. The Trustees are willing to work with homeowners on payment plans; however, we are committed to reducing the number of delinquent accounts. To the extent we are successful, future assessments may be reduced.

Revenue generated by assessments is used for general operations and to address some long standing issues with the common grounds.

The Trustees were able to secure management services for the Association at the same cost as last year. This is less than the Association was paying previously, and the level of services provided is greatly increased.

The 2018 budget shows a small surplus. This outcome is possible only by meeting our revenue targets. To the extent that more homeowners pay their assessment on time, the amount of revenue from delinquent payments would decrease. The net effect, however, would be the same.

Monthly financial reports will be posted to the Association's web site. The Trustees are committed to transparent management of Association funds. Please contact Kevin Supple with questions.