



# WINDHAVEN CROSSING

TOWNHOME OWNERS ASSOCIATION



Windhaven Crossing TOA, Inc.  
Virtual Board of Directors Meeting  
Thursday, June 12, 2025, at 6:00p.m.



Meeting ID: 237 078 716 623 1  
Passcode: 9fn9vC24  
+1 323-433-2148,,139908563#  
Phone conference ID: 139 908 563#

<https://www.windhavencrossingtownhomes.com>

---

# MEETING CONDUCT



All microphones will remain muted during the meeting.



The meeting will be facilitated by the Board or Managing agent.



Attendees are expected to conduct themselves respectfully and professionally.



Please refrain from any disruptions.



Hold all questions until the designated Q&A session at the end.



**Let's work together to ensure a smooth & respectful meeting experience!**



- Call to Order
- Establishment of Quorum
- Introduction
  - Board of Directors
    - Jeremy Danforth, President
    - D. Ming, Vice President
    - Ruth Joseph, Secretary
    - Matthew Dawson, Declarant Appointed Member 1
    - Victor Tannous, Declarant Appointed Member 2
  - Essex Association Management, L.P. Representatives
    - Cinnamon Anderson, Sr. Association Manager
    - Kennedy Middlebrooks, Assistant Association Manager
    - Xandrea Rhodes, Administrative Assistant
- [Proof of Notice of Meeting](#)
- Financial Review
  - [April 2025 Balance Sheet & Income Statement](#)
  - Motion to Approve:
    - Deficiency Assessment of \$2,653 per homeowner
    - Effective: August 1, 2025
    - Due Date: September 30, 2025
    - Purpose: To fund the necessary repairs not covered by insurance
    - Payment Options: Installment payments permitted if the balance is paid in full by September 30, 2025
    - An official statement will be mailed to all homeowners
- Discussion and Possible Action:
  - Amendment to Maintenance Responsibility Chart / Governing Documents
    - Purpose: Clarification of required stain colors for front doors, garage doors, and trim by community phase
    - The board may vote on proposed language or direct management to draft revisions for future consideration
  - Leasing Restrictions and Guidelines
    - Open discussion regarding potential updates or clarifications to the governing documents related to leasing restrictions.
- Community Updates
- Adjourn
- Q&A (Open Forum)
  - Time permitting; no official business to be conducted.
  - Written questions only
  - Questions must pertain to agenda items.

# Agenda

# Proof of Notice



06/05/2025

## **Notice of Virtual Board of Directors Meeting**

Thursday, June 12th, 2025 at 6:00PM

Virtual Microsoft Teams Meeting

[Meeting Link](#)

Meeting ID: 139 908 563# Passcode: 9fn9vC24

Call-in Option (Audio Only)

Dial In Number: +1 323-433-2148 Conference ID: 139 908 563#

Dear Homeowner(s),

As the Managing Agent for **Windhaven Crossing Townhomes** we are pleased to announce there will be a Board of Directors meeting on Thursday, June 12th, 2025 at 6:00PM. The purpose of this meeting is to discuss normal business of the Association.

To review the draft agenda, please visit the Association's website at [Windhaven Crossing Community Website](#). Should you have any questions regarding the draft agenda or the upcoming Board of Directors Meeting, please submit your inquiry via the "Contact Us" tab on the Association's website and an Essex representative will respond promptly.

Sincerely,

Essex Association Management, L.P., Managing Agent  
On behalf of Windhaven Crossing Townhomes

Cc: HOA File

Enclosed: Draft Agenda

# April 2025 Balance Sheet

**Balance Sheet Report**  
**Windhaven Crossing Townhomes**  
 As of April 30, 2025

	<u>Balance Apr 30, 2025</u>	<u>Balance Mar 31, 2025</u>	<u>Change</u>
<b><u>Assets</u></b>			
<b>Assets</b>			
1010 - CIT Bank Operating Account	136,777.00	39,174.19	97,602.81
1100 - CIT bank- RESERVES	343,263.65	593,057.54	(249,793.89)
1200 - B1 Bank-Money Market 5%	250,844.13	250,741.09	103.04
<b>Total Assets</b>	<b>730,884.78</b>	<b>882,972.82</b>	<b>(152,088.04)</b>
<b>Receivables</b>			
1400 - Accounts Receivable	73,210.36	70,151.39	3,058.97
<b>Total Receivables</b>	<b>73,210.36</b>	<b>70,151.39</b>	<b>3,058.97</b>
<b>Total Assets</b>	<b>804,095.14</b>	<b>953,124.21</b>	<b>(149,029.07)</b>
<b><u>Liabilities</u></b>			
<b>Liabilities</b>			
2000 - Accounts Payable	5,764.94	53,518.20	(47,753.26)
2050 - Prepaid Assessments	71,427.25	79,886.19	(8,458.94)
2200 - Notes Payable	16,553.74	16,553.74	0.00
4902 - Insurance Claim	(84,201.38)	(84,201.38)	0.00
<b>Total Liabilities</b>	<b>9,544.55</b>	<b>65,756.75</b>	<b>(56,212.20)</b>
<b>Total Liabilities</b>	<b>9,544.55</b>	<b>65,756.75</b>	<b>(56,212.20)</b>
<b><u>Owners' Equity</u></b>			
<b>Equity</b>			
3000 - Opening Bal Equity	2,678.38	2,678.38	0.00

# April 2025 Balance Sheet

## Balance Sheet Report Windhaven Crossing Townhomes

As of April 30, 2025

	<u>Balance Apr 30, 2025</u>	<u>Balance Mar 31, 2025</u>	<u>Change</u>
<b><u>Assets</u></b>			
<b>Assets</b>			
1010 - CIT Bank Operating Account	136,777.00	39,174.19	97,602.81
1100 - CIT bank- RESERVES	343,263.65	593,057.54	(249,793.89)
1200 - B1 Bank-Money Market 5%	250,844.13	250,741.09	103.04
<b>Total Assets</b>	<b>730,884.78</b>	<b>882,972.82</b>	<b>(152,088.04)</b>
<b>Receivables</b>			
1400 - Accounts Receivable	73,210.36	70,151.39	3,058.97
<b>Total Receivables</b>	<b>73,210.36</b>	<b>70,151.39</b>	<b>3,058.97</b>
<b>Total Assets</b>	<b>804,095.14</b>	<b>953,124.21</b>	<b>(149,029.07)</b>
<b><u>Liabilities</u></b>			
<b>Liabilities</b>			
2000 - Accounts Payable	5,764.94	53,518.20	(47,753.26)
2050 - Prepaid Assessments	71,427.25	79,886.19	(8,458.94)
2200 - Notes Payable	16,553.74	16,553.74	0.00
4902 - Insurance Claim	(84,201.38)	(84,201.38)	0.00
<b>Total Liabilities</b>	<b>9,544.55</b>	<b>65,756.75</b>	<b>(56,212.20)</b>
<b>Total Liabilities</b>	<b>9,544.55</b>	<b>65,756.75</b>	<b>(56,212.20)</b>
<b><u>Owners' Equity</u></b>			
<b>Equity</b>			
3000 - Opening Bal Equity	2,678.38	2,678.38	0.00



# April 2025 Income Statement

## Income Statement Report Windhaven Crossing Townhomes Consolidated

April 01, 2025 thru April 30, 2025

	Current Period			Year to Date (4 months)			Annual Budget	Budget Remaining
	Actual	Budget	Variance	Actual	Budget	Variance		
<b>Income</b>								
<b>Income</b>								
4100 - Assessments 1	94,710.29	94,710.29	0.00	378,603.97	378,841.16	(237.19)	1,136,523.48	757,919.51
4200 - Late/NSF Fee	625.00	417.00	208.00	4,400.00	1,667.00	2,733.00	5,000.00	600.00
4250 - Collection Fee Charge	585.00	417.00	168.00	3,165.00	1,667.00	1,498.00	5,000.00	1,835.00
4350 - Violation charge	0.00	0.00	0.00	(550.00)	0.00	(550.00)	0.00	550.00
4410 - Demand Letter Income	60.00	42.00	18.00	180.00	167.00	13.00	500.00	320.00
4500 - Interest Income	315.39	250.00	65.39	2,779.36	1,000.00	1,779.36	3,000.00	220.64
4801 - Capitalization (CAP) Fees	0.00	233.00	(233.00)	2,343.78	933.00	1,410.78	2,800.00	456.22
4901 - Collection Facilitation	35.00	0.00	35.00	35.00	0.00	35.00	0.00	(35.00)
<b>Total Income</b>	<b>96,330.68</b>	<b>96,069.29</b>	<b>261.39</b>	<b>390,957.11</b>	<b>384,275.16</b>	<b>6,681.95</b>	<b>1,152,823.48</b>	<b>761,866.37</b>
<b>Total Income</b>	<b>96,330.68</b>	<b>96,069.29</b>	<b>261.39</b>	<b>390,957.11</b>	<b>384,275.16</b>	<b>6,681.95</b>	<b>1,152,823.48</b>	<b>761,866.37</b>
<b>Expense</b>								
<b>Expenses</b>								
8000 - Contingency Fund	0.00	555.00	(555.00)	0.00	2,221.00	(2,221.00)	6,662.16	6,662.16
<b>Total Expenses</b>	<b>0.00</b>	<b>555.00</b>	<b>(555.00)</b>	<b>0.00</b>	<b>2,221.00</b>	<b>(2,221.00)</b>	<b>6,662.16</b>	<b>6,662.16</b>
<b>General &amp; Administrative</b>								
5100 - Administrative Expenses	65.00	75.00	(10.00)	740.00	825.00	(85.00)	1,425.00	685.00
5101 - Postage	133.90	167.00	(33.10)	1,018.18	668.00	350.18	2,004.00	985.82
5104 - Printing & Reproduction	16.50	30.00	(13.50)	189.50	120.00	69.50	360.00	170.50
5105 - Website Expense	75.00	75.00	0.00	250.00	200.00	50.00	730.00	480.00
5109 - Licenses, Permits, & Fees	0.00	50.00	(50.00)	0.00	50.00	(50.00)	100.00	100.00
5110 - Professional Management	3,680.00	3,680.00	0.00	14,720.00	14,720.00	0.00	44,160.00	29,440.00
5120 - Collection Facilitation Billed back	675.00	417.00	258.00	3,390.00	1,667.00	1,723.00	5,000.00	1,610.00
5121 - Property Inspections	405.74	295.00	110.74	999.33	1,180.00	(180.67)	3,540.00	2,540.67
5170 - Bank Fees	0.00	0.00	0.00	0.00	0.00	0.00	25.00	25.00
5176 - Legal Fees	0.00	1,667.00	(1,667.00)	900.00	6,670.00	(5,770.00)	20,010.00	19,110.00
5180 - Audit & Accounting	0.00	0.00	0.00	0.00	5,500.00	(5,500.00)	5,500.00	5,500.00

# April 2025 Income Statement

## Income Statement Report Windhaven Crossing Townhomes Consolidated

April 01, 2025 thru April 30, 2025

	Current Period			Year to Date (4 months)			Annual Budget	Budget Remaining
	Actual	Budget	Variance	Actual	Budget	Variance		
<b>Expense</b>								
<b>General &amp; Administrative</b>								
5181 - Tax Preparation	0.00	125.00	(125.00)	350.00	500.00	(150.00)	1,500.00	1,150.00
<b>Total General &amp; Administrative</b>	<b>5,051.14</b>	<b>6,581.00</b>	<b>(1,529.86)</b>	<b>22,557.01</b>	<b>32,100.00</b>	<b>(9,542.99)</b>	<b>84,354.00</b>	<b>61,796.99</b>
<b>Taxes</b>								
5201 - Property Taxes	0.00	42.00	(42.00)	0.00	167.00	(167.00)	500.00	500.00
<b>Total Taxes</b>	<b>0.00</b>	<b>42.00</b>	<b>(42.00)</b>	<b>0.00</b>	<b>167.00</b>	<b>(167.00)</b>	<b>500.00</b>	<b>500.00</b>
<b>Insurance</b>								
5252 - Umbrella & Crime	2,421.90	6,000.00	(3,578.10)	2,421.90	6,000.00	(3,578.10)	6,555.00	4,133.10
5310 - Property & Liability	158,241.58	140,000.00	18,241.58	158,241.58	234,452.00	(76,210.42)	514,452.00	356,210.42
5320 - Directors & Officers Liability	0.00	0.00	0.00	0.00	0.00	0.00	5,700.00	5,700.00
5330 - Wind/Hail Buy Back	0.00	7,500.00	(7,500.00)	14,769.14	30,000.00	(15,230.86)	90,000.00	75,230.86
<b>Total Insurance</b>	<b>160,663.48</b>	<b>153,500.00</b>	<b>7,163.48</b>	<b>175,432.62</b>	<b>270,452.00</b>	<b>(95,019.38)</b>	<b>616,707.00</b>	<b>441,274.38</b>
<b>Utilities</b>								
6000 - Internet/Telephone	105.43	105.00	0.43	421.72	420.00	1.72	1,260.00	838.28
6010 - Electric	433.45	525.00	(91.55)	1,770.20	2,100.00	(329.80)	6,300.00	4,529.80
6020 - Water/Sewer	1,184.43	2,500.00	(1,315.57)	3,763.97	10,000.00	(6,236.03)	30,000.00	26,236.03
<b>Total Utilities</b>	<b>1,723.31</b>	<b>3,130.00</b>	<b>(1,406.69)</b>	<b>5,955.89</b>	<b>12,520.00</b>	<b>(6,564.11)</b>	<b>37,560.00</b>	<b>31,604.11</b>
<b>Infrastructure &amp; Maintenance</b>								
5192 - Signage	0.00	125.00	(125.00)	0.00	250.00	(250.00)	500.00	500.00
6100 - Oversight Reimbursable Charges	0.00	0.00	0.00	198.89	200.00	(1.11)	600.00	401.11
6200 - Building Repairs / TH	0.00	1,750.00	(1,750.00)	0.00	7,000.00	(7,000.00)	21,000.00	21,000.00
6220 - Roof and Gutter Repairs / TH	0.00	1,750.00	(1,750.00)	0.00	7,000.00	(7,000.00)	21,000.00	21,000.00
6250 - Pest Control	0.00	325.00	(325.00)	1,786.13	1,300.00	486.13	3,900.00	2,113.87
6260 - Electrical Repairs & Maintenance	0.00	150.00	(150.00)	0.00	300.00	(300.00)	600.00	600.00
6261 - Common Area Grounds Porter -Contract	2,736.56	2,850.00	(113.44)	10,907.27	11,400.00	(492.73)	34,200.00	23,292.73
6262 - Sport Courts/Fields/Playground Maint	0.00	150.00	(150.00)	0.00	600.00	(600.00)	1,800.00	1,800.00



# April 2025 Income Statement

**Income Statement Report**  
**Windhaven Crossing Townhomes**  
**Consolidated**  
 April 01, 2025 thru April 30, 2025

	Current Period			Year to Date (4 months)			Annual Budget	Budget Remaining
	Actual	Budget	Variance	Actual	Budget	Variance		
<b>Expense</b>								
<b>Infrastructure &amp; Maintenance</b>								
6263 - Waste Services	43.72	0.00	43.72	174.90	0.00	174.90	0.00	(174.90)
6270 - Walls/Fences/Gate Repair	0.00	275.00	(275.00)	0.00	1,100.00	(1,100.00)	3,300.00	3,300.00
6290 - Common Area Maintenance - Non Cont	0.00	1,750.00	(1,750.00)	2,964.76	7,000.00	(4,035.24)	21,000.00	18,035.24
<b>Total Infrastructure &amp; Maintenance</b>	<b>2,780.28</b>	<b>9,125.00</b>	<b>(6,344.72)</b>	<b>16,031.95</b>	<b>36,150.00</b>	<b>(20,118.05)</b>	<b>107,900.00</b>	<b>91,868.05</b>
<b>Pool</b>								
6300 - Pool Contract Maintenance	1,109.56	1,110.00	(0.44)	4,438.24	4,440.00	(1.76)	13,320.00	8,881.76
6313 - Emergency Pool Phone	0.00	0.00	0.00	224.89	216.00	8.89	864.00	639.11
6320 - Pool Porter Services	0.00	0.00	0.00	0.00	0.00	0.00	3,925.00	3,925.00
6330 - Pool Supplies/Equipment	0.00	417.00	(417.00)	768.58	1,667.00	(898.42)	5,000.00	4,231.42
6340 - Pool Repairs	0.00	417.00	(417.00)	0.00	1,667.00	(1,667.00)	5,000.00	5,000.00
6350 - Pool Furniture and Fixtures	0.00	417.00	(417.00)	0.00	1,667.00	(1,667.00)	5,000.00	5,000.00
6361 - Pool Misc Expenses	780.00	150.00	630.00	1,179.83	300.00	879.83	600.00	(579.83)
<b>Total Pool</b>	<b>1,889.56</b>	<b>2,511.00</b>	<b>(621.44)</b>	<b>6,611.54</b>	<b>9,957.00</b>	<b>(3,345.46)</b>	<b>33,709.00</b>	<b>27,097.46</b>
<b>Landscaping</b>								
6400 - Landscape Contract - Common Area	5,094.60	3,171.00	1,923.60	20,378.40	12,684.00	7,694.40	38,052.00	17,673.60
6401 - TH Landscaping Contract	7,343.51	7,344.00	(0.49)	29,374.02	29,376.00	(1.98)	88,128.00	58,753.98
6402 - Landscaping Repair & Maint	0.00	4,167.00	(4,167.00)	4,517.73	16,667.00	(12,149.27)	50,000.00	45,482.27
6404 - Tree Maint. and Removal	0.00	2,083.00	(2,083.00)	0.00	8,333.00	(8,333.00)	25,000.00	25,000.00
6410 - Landscaping Maint & Imprv (Common A	0.00	1,000.00	(1,000.00)	0.00	4,000.00	(4,000.00)	12,000.00	12,000.00
<b>Total Landscaping</b>	<b>12,438.11</b>	<b>17,765.00</b>	<b>(5,326.89)</b>	<b>54,270.15</b>	<b>71,060.00</b>	<b>(16,789.85)</b>	<b>213,180.00</b>	<b>158,909.85</b>
<b>Irrigation Maintenance</b>								
6500 - Irrigation	4,601.67	2,917.00	1,684.67	8,595.51	11,667.00	(3,071.49)	35,000.00	26,404.49
<b>Total Irrigation Maintenance</b>	<b>4,601.67</b>	<b>2,917.00</b>	<b>1,684.67</b>	<b>8,595.51</b>	<b>11,667.00</b>	<b>(3,071.49)</b>	<b>35,000.00</b>	<b>26,404.49</b>
<b>Community Events</b>								
5106 - Homeowner Functions	0.00	167.00	(167.00)	0.00	667.00	(667.00)	2,000.00	2,000.00

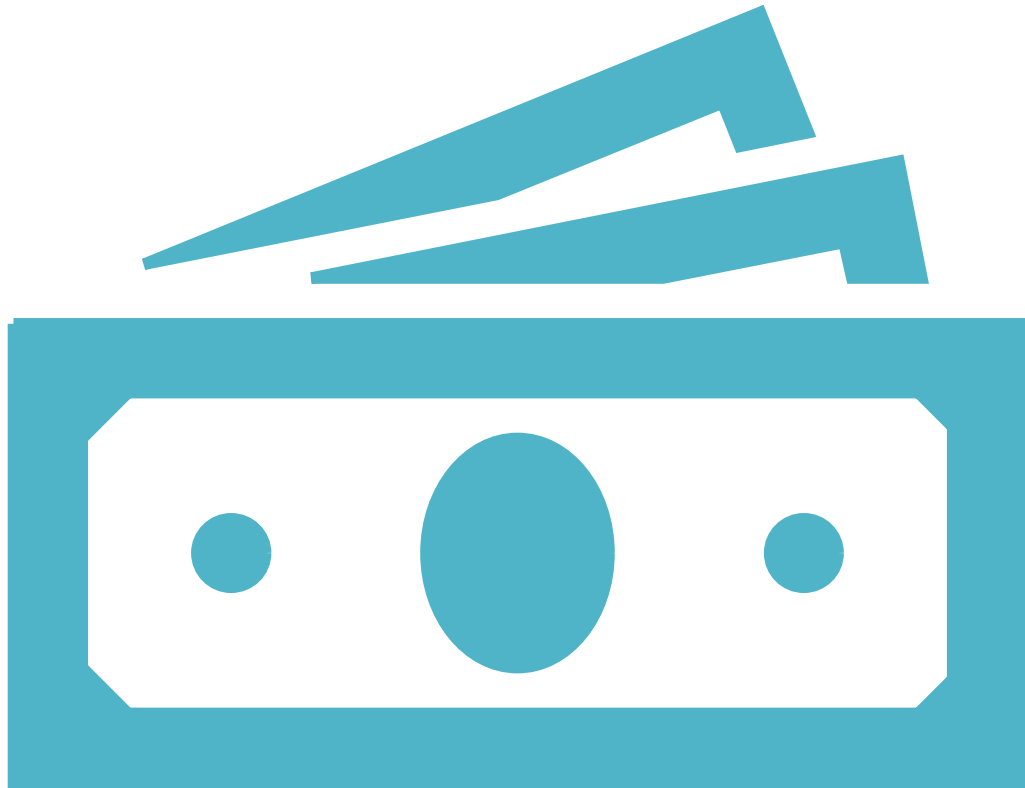
# April 2025 Income Statement

**Income Statement Report**  
**Windhaven Crossing Townhomes**  
**Consolidated**  
 April 01, 2025 thru April 30, 2025

	Current Period			Year to Date (4 months)			Annual Budget	Budget Remaining
	Actual	Budget	Variance	Actual	Budget	Variance		
<b><u>Expense</u></b>								
<b>Community Events</b>								
6264 - Holiday Decoration	0.00	500.00	(500.00)	0.00	2,000.00	(2,000.00)	6,000.00	6,000.00
<b>Total Community Events</b>	<b>0.00</b>	<b>667.00</b>	<b>(667.00)</b>	<b>0.00</b>	<b>2,667.00</b>	<b>(2,667.00)</b>	<b>8,000.00</b>	<b>8,000.00</b>
<b>Reserves</b>								
6001 - Reserve Contributions	0.00	0.00	0.00	0.00	0.00	0.00	9,251.32	9,251.32
<b>Total Reserves</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>9,251.32</b>	<b>9,251.32</b>
<b>Total Expense</b>	<b>189,147.55</b>	<b>196,793.00</b>	<b>(7,645.45)</b>	<b>289,454.67</b>	<b>448,961.00</b>	<b>(159,506.33)</b>	<b>1,152,823.48</b>	<b>863,368.81</b>
<b>Net Income / (Loss)</b>	<b>(92,816.87)</b>	<b>(100,723.71)</b>	<b>7,906.84</b>	<b>101,502.44</b>	<b>(64,685.84)</b>	<b>166,188.28</b>	<b>0.00</b>	<b>(101,502.44)</b>

# Windhaven Crossing – April 2025

## Financial Summary



### Balance Sheet Highlights

- Total Assets: \$804,095.14
- Accounts Receivable: \$73,210.36
- Accounts Payable: \$5,764.94
- Prepaid Assessments: \$71,427.25
- Notes Payable: \$16,553.74
- Insurance Claim Receivable: (\$84,201.38)

### Income Statement Highlights (April 2025)

- Assessment Income: \$94,710.29
- Other Income (Late/NSF, Interest, Collections, etc.): \$1,620.39
- Total Income: \$96,330.68
- Total Expenses: \$189,147.55
- Net Loss for April: (\$92,816.87)

### Year-to-Date (YTD) Summary

- YTD Income: \$390,957.11 (Over budget by \$6,681.95)
- YTD Expenses: \$289,454.67 (Under budget by \$159,506.33)
- YTD Net Gain: \$101,502.44

### Delinquency Snapshot

- April Delinquent Accounts: 55
- Total Delinquent Balance: \$73,210.36

### Key Expense Categories in April

- Insurance (incl. property & umbrella): \$160,663.48
- Landscaping Services & Maintenance: \$54,270.15
- Pool Services and Supplies: \$6,611.54
- General Admin & Management Fees: \$22,557.01
- Infrastructure & Common Area Maintenance: \$16,031.95
- Irrigation Repairs: \$1,684.67
- Utilities (Water/Electric/Internet): \$5,955.89

The background of the slide features a close-up, slightly blurred image of a white calculator resting on a document. The calculator's display is dark, and its buttons are visible. The document beneath it contains a table with several rows of data, including numerical values and alphanumeric codes. The overall tone is professional and financial.

## Motion to Approve: Deficiency Assessment of \$2,653 per homeowner

- Effective: August 1, 2025
- Due Date: September 30, 2025
- Purpose: To fund the necessary repairs not covered by insurance
- Payment Options: Installment payments permitted if the balance is paid in full by September 30, 2025
- An official statement will be mailed to all homeowners

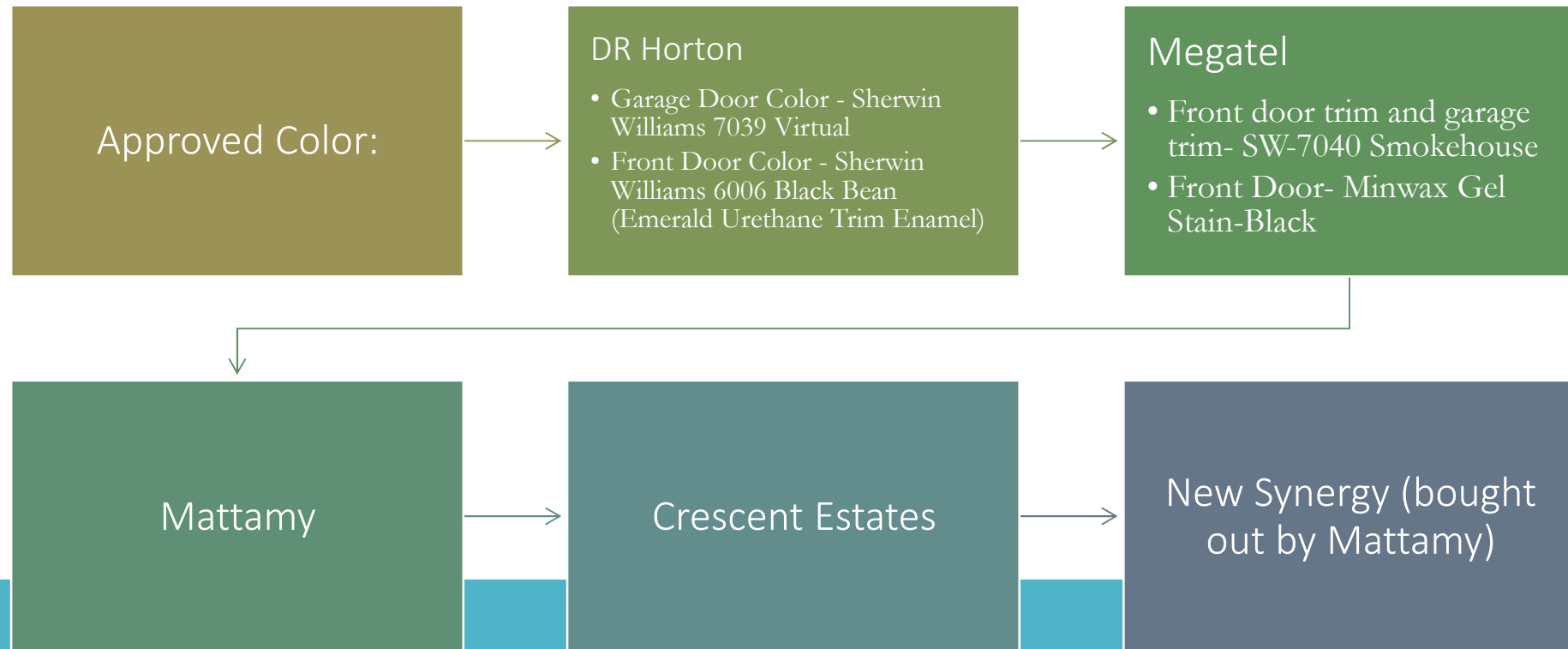
## Discussion and Possible Actions

### Amendment to Maintenance Responsibility Chart / Governing Documents

Purpose: Clarification of required stain colors for front doors, garage doors, and trim by community phase .

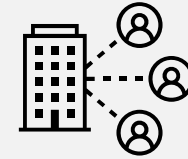
The board may vote on proposed language or direct management to draft revisions for future consideration.

For questions regarding homeowner versus HOA responsibilities, please refer to the HOA's Maintenance Responsibility Chart.





# Leasing Policies and Regulations



-Open discussion to discuss potential amendments or clarifications to the governing documents concerning leasing restrictions.

# Community Updates

- Working to finalize 2023 claim. HOA received appraisal award
- Roof & Gutter Replacement of 12 buildings as noted in appraisal award
- Roof Repairs performed throughout property on all buildings as noted in appraisal award & as necessary
- Gutter repairs as noted in the appraisal award and as necessary
- Leak repairs
- Holiday décor & Flags installed
- Irrigation repairs
- Seasonal color planted at entry monuments
- Pet porter service frequency increased
- Annual Playground inspection & repairs
- Various repairs at the pool completed or in-progress
- Pool code to change effective 07/01/2025
- Hiring of security guards for pool, weekend only



# Community Reminders



**Parking and Vehicle Restrictions** -No Parking in the Alleys at any time. The Declarant or the Board may affect the removal of any vehicle in violation.

Must not park too close to the ends of the street or within 15-20' of stop signs.



Pool Code will be changed effectively 07/01/2025



**Hiring a Security Guard for the Pool Area**

To help ensure compliance with pool rules and enhance overall safety and security for all residents



**Pet and Animal Restrictions**

Owners are responsible for cleaning up waste behind their pets and pets must be leashed at all times when in the Common Areas or while walking pets in the community

## UNITED FRONT SECURITY SERVICES, LLC.

Lewisville - Texas  
1 (833) 433-3933  
[www.ufsecure.com](http://www.ufsecure.com)

### WINDHAVEN CROSSING ATTN. CINNAMON ANDERSON

2448 Magalia Ln, Lewisville, TX 75056  
(940) 365-4664  
[CAnderson@esseshoo.com](mailto:CAnderson@esseshoo.com)

## JOB ESTIMATE



### Job Description

United Front Security Services will provide WINDHAVEN CROSSING with certified, licensed, insured, and bonded security professionals. The company is accredited by the Better Business Bureau with legal defense by Texas Law Shield and company insurance policy by DFW Insurance. All pool security professionals are licensed in Texas and hold current First Aid/CPR/AED certifications.

Pool security guards will be equipped with security tools, first aid kit, notebook, fire watch supplies, and two way radio or equivalent to ensure constant communications with our management team and local police.

Patrol vehicles (Chevy Tahoe PPV) unmarked: will be equipped with jumper cables, gas can, fire extinguisher, AED, vehicle lockout tools, flares, roadside assistance kit, bio-hazard kit, and backup flashlights.

United Front Security Services will post & patrol at the pool throughout the requested summer times. Security will assist residents as needed, bring in the allotted number of guests and abide by all pool rules. Post at entrance, walk pool property, lock/lock up, prevent security issues & safety hazards, vagrancy, and theft of property, and also have contact with management at all times while on property.

### Itemized Estimate

- Security Service: Pool/On-Site Guard - (Friday-Sunday 2pm to 10pm)	
<b>Total Estimated Job Cost</b>	<b>\$28.99 hr.</b>

**Services:** Security will provide the duties described above and any other duties deemed necessary by the client.

For every shift our security officers write a Daily Activity Report (DAR). The DAR is a detailed account of your pool's activities throughout their shift and duties which the security officers must execute every shift.

United Front Security Services officers are also ready with special forms, which supplement the DAR, and clearly bring to your attention any unusual activities just to name a few:

**Incident Reports, Suspect Info Sheets, BOLO Info, Safety Inspections/Hazard Forms, Maintenance Reports.**

This estimate is for completing the job as described above for one security guard during the requested time. The invoice will show the number of hours worked with a \$28.99 hourly rate. This is based on our evaluation, costs, current crime trends, and security supplies. This rate will not include material price increases, overtime, retainers, equipment fees, holiday pay or other additional costs for the client.



Thursday June 12th, 2025  
Owner/Company Representative  
Larry Fitzgerald

*Larry Fitzgerald*



This company is licensed  
and regulated by the

### Texas Department of Public Safety Regulatory Services Division

If you need to file a complaint,  
please contact DPS via website, mail, or  
phone:

<https://www.dps.texas.gov/rsd/contact/job.aspx>

P.O. Box 4067  
Austin, Texas 78773-0001

512-424-7293



# General Compliance Reminders

## Trash & Recycle Bins

Homeowners are responsible for keeping waste in clean, well-maintained, sanitary containers. Trash and recycle bins must be always screened from public view, except on designated collection days. Bins should be returned to their storage location within 24 hours after pick-up.

## Exterior Home Maintenance

Summer is an ideal time to inspect your home's exterior for any necessary repairs or maintenance.

## Architectural Control Requests (ACC)

Any exterior modifications—including but not limited to solar panel installations, garage or front door painting/replacement—require prior approval. Please submit an ACC request via the HOA website and ensure compliance with the guidelines before starting any work.

## Additional Common Violations to Avoid:

- Improper storage
- General nuisances
- Damage or destruction of property
- Unauthorized, unregistered, or inoperable vehicles
- Parking against the flow of traffic

## Pet Waste Management

Failure to comply may result in fines. Please observe the following:

- A maximum of three (3) household pets under 60 lbs are allowed per residence. Pets over 60 lbs are limited to two (2) per household.
- Pets must not roam freely through the community.
- Owners must clean up after their pets and keep them leashed at all times when outside the home or an enclosed yard.

## Need Assistance? Use Our Online Resource Tool

Visit the Association's website at: <https://windhavencrosstowntownhomes.com/contact-us.aspx>

If you have not yet registered, we encourage you to do so today. Once registered, you'll gain access to helpful tools and resources. We monitor the system daily to ensure prompt responses and resolutions







# Office Information

- **Essex Association Management, L.P.**
- Monday – Friday
- 8:00 am – 5:00 pm
- 1512 Crescent Dr. Suite 112
- Carrollton, Texas 75006
- Phone: (972) 428-2030
- Fax: (469) 342-8205
- After Hours Emergency Line: (888) 740-2233
- Essex has a full-time Customer Service Call Center available to take homeowners' calls during normal business hours. If a representative is assisting another customer, owners may leave a voicemail, and their call will be returned the same or following business day. If the representative is unable to resolve the inquiry directly, they will coordinate with the appropriate department to ensure a timely response. Additionally, or alternatively, owners may submit a web request through the "Contact Us" tab on the HOA website, and an Essex representative will respond promptly. If the owner knows the email address of the specific representative or team they wish to reach, they may also email them directly.
- **Cinnamon Anderson**, [canderson@essexhoa.com](mailto:canderson@essexhoa.com)
- **Kennedy Middlebrooks**, [kennedy@essexhoa.com](mailto:kennedy@essexhoa.com)
- **Xandrea Rhodes**, [Xandrea@essexhoa.com](mailto:Xandrea@essexhoa.com)
- [CAManagement@essexhoa.com](mailto:CAManagement@essexhoa.com)
- [www.essexhoa.com](http://www.essexhoa.com)
- <https://www.windhavencrossingtownhomes.com>



Meeting Adjourned

# Q&A –(Open Forum)



Written Questions only.  
Please type your question  
in the chat.



Only questions pertaining  
to the Agenda.



2 minutes per person



Questions not addressed during the meeting will  
receive a follow-up response. Please submit an  
inquiry via the [Windhaven Crossing Contact](#) tab  
through your associations website and an Essex  
representative will respond promptly



PLEASE BE RESPECTFUL  
AND MINDFUL IN THE  
CHAT.



# Executive Session



Adjourn Executive  
Session



## Process:

1. Courtesy Notice: The homeowner receives an initial courtesy notice of the violation.
2. 10-Day Appeal Period: The homeowner has 10 days to either rectify the issue or appeal the notice by contacting our office.
3. Second Notice: If the violation is not rectified within 10 days, the homeowner receives the notice of violation via regular and certified mail.
4. 3rd Notice/Fine Warning Notice: If the issue remains unresolved, a fine warning notice is sent via regular and certified mail.
5. 1st Fine: A fine is imposed, and a fine notice is sent by regular and certified mail (30 days from the first notice).
6. 2nd Fine: The fine is increased, and notice is sent via regular and certified mail. The fine may be levied per occurrence.
7. 3rd Fine: The fine is increased again, and notice is sent via regular and certified mail. The fine may be levied per occurrence.

## Self-Help Clause:

Self-help requests may be initiated at the Board's discretion at any point in the violation process depending on the type of violation and severity. In this case, the board would hire vendors to remedy the violation, and it would be billed to the homeowner's account.