



RIVERSTONE

Annual Homeowner Meeting

December 3, 2024

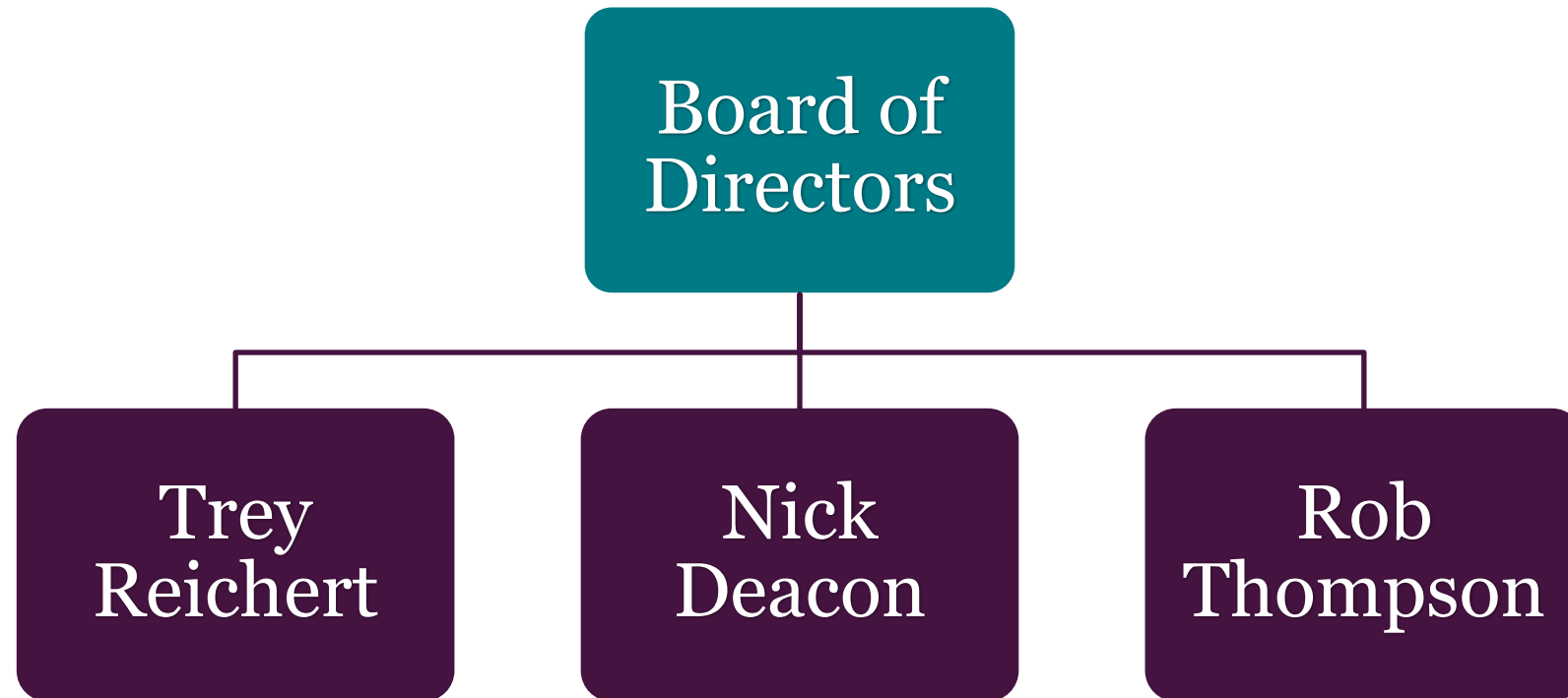


2024 Riverstone HOA Annual Meeting Agenda

- ❖ Call to Order, Welcome, & Introductions
- ❖ Approve 2023 Annual Meeting Minutes
- ❖ Riverstone Homeowners Association, Inc.
Overview
- ❖ Present Approved 2025 Assessments and Budget
- ❖ Questions & Answers



Riverstone Homeowners Association





Zeming Liu



Zeena Ashraf



Jay Parekh



Paul Glass



Adi Talwar

2025 Board of Directors

The HOA looks forward to collaborating with our new board members!

We believe their fresh perspectives will enhance our community, and we're excited to work together for a vibrant neighborhood.



Riverstone Homeowners Association Overview

Jaime Villegas
General Manager

Riverstone Homeowners Association Staff



General Manager

Jaime Villegas

Community Relations

Ryan Evans

Community Relations &
Recreation Director

Damien Pennington
Community Relations &
Recreation Supervisor

Briana Davis
Community Relations
Coordinator

Leyla Mottu
Front Desk Administrator

Finance

Felecia Alexander
Director of Finance and HR

Mariona Code
Finance Assistant

Compliance

Sean Parker
Compliance Manager

Cristina Saucedo
Compliance Supervisor

Elisa Maldonado
Compliance Coordinator

Aby David
Compliance Coordinator

Melissa Zavala-Arocha
Compliance Coordinator

Erica Aguirre
Compliance Assistant

Risher Fitness & Tennis

Lindsay Marsh
Fitness Director

Giorgio Botto
Tennis Pro

Wayne Rollock
Assistant Tennis Pro

Operations

Julie Kveton
Operations Manager

Randi Miller
Operations Supervisor

Jose Zelaya
Maintenance Tech

Ivan Garza
Maintenance

Lucas Gomez
Part Time
Maintenance

Andrew Hooie
Gated Neighborhood
Maintenance Tech

Lifestyle

Solomon Delaney
Director of Fun

Barbara Mendoza
Lifestyle Coordinator

Riverstone Homeowners Association

Board of Directors

- Policy Making
- Long-Term Vision

Management

- Work Toward Achieving Board Vision
- Serve Our Residents
- Enforce Deed Restrictions
- Implement Policies
- Maintain Common Areas and Assets
- Provide Community Events

Volunteers

- Resident Committees:
 - Landscape Committee
 - Architectural Review Committee
 - Hearing Advisory Committee
 - Foundation Committee
 - Gated Neighborhood Committees
 - New Finance Committee

Resident Committees



- ▶ **Modification Sub Committee** – Responsible for approving or disapproving applications made to it for proposed alterations, additions, or changes to be made to the exterior of homes and/or any portion of the Lot itself.
- ▶ **Foundation Committee** – Works alongside the HOA Staff and Board to review grant applications and select projects and programs believed to best reflect the needs and interests of the community. Foundation fees are primarily used to fund community events, health and wellness, technology, education, the environment, and enhancements to infrastructure within the community.
- ▶ **Gated Neighborhood Committee(s)** – Responsible for recommending service levels and providing input on reserve projects for their respective Gated Neighborhood (such as gate operations, landscaping, camera systems, etc.). They also provide input on annual Gated Neighborhood Assessment levels and annual budgets.
- ▶ **Landscape Committee** – Assists in the beautification of the community by identifying needed landscaping-related projects and priority areas. Coordinates yard of the month and the annual home holiday decorating contest. Helps identify areas that may not accurately reflect the pride of the community (i.e. littering) and works with staff to brainstorm ideas that promote taking pride in our community.
- ▶ **Finance Committee** – Works alongside the HOA Staff and Board to review short and long-term investments of Riverstone HOA funds, Riverstone’s HOA Annual Operating Budget, capital requirements, reserve studies, and insurance coverage.

If you are interested in volunteering on a Resident Committee, please email customercare@riverstone.com.



To our resident committee
volunteers.

Thank you so much for your hard
work and dedication. Your
commitment to our community
makes a real difference, and we
truly appreciate all that you do.
Together, we are creating a
better place for everyone.

2024 Compliance Department

Architectural Modifications

Applications Reviewed: 878

Types of Applications Reviewed:

- Landscaping: 116
- Generators: 87
- Patio Covers: 49

Deed Restriction Violations

6,262 Total Violations Letters Sent

Top Violations

- Lawn Maintenance: 1,413
- Trash Receptacle in View: 1,133
- Tree Maintenance: 1,098

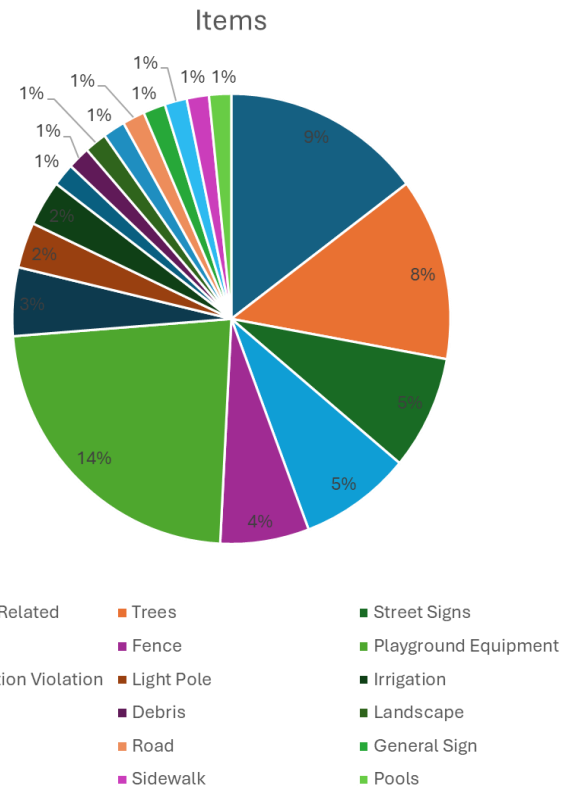
Compliance Communications Information

- Targeted eblasts to specific neighborhoods on compliance issues.
- Numerous newsletter articles and information on compliance.
- The department fielded and responded to hundreds of phone calls and thousands of emails from residents and other persons.

2024 Operations Department

- ▶ Major Landscape Enhancements
- ▶ Painting and Repairs to Wrought Iron Fences
- ▶ Riverstone Blvd Playground Replacement
- ▶ Brick Wall Repairs/Replacements
- ▶ Concrete Sidewalk Repairs
- ▶ Deco Pole Banner Brackets
- ▶ Replacement of rock walls by tunnels on LJ Parkway
- ▶ Avalon Playground upgrades
- ▶ Reforestation throughout Riverstone





370 LUKE request items were submitted this year



LUKE is your community assistant

Contact Us

George Culver
 President, LUKE Applications
 832.443.0076 (mobile)
 gculver@getluke311.com
 www.getluke311.com



Simply open the App



Confirm the location



Describe the item, take a photo
(we like those, they really help)



Tap submit

LUKE is the **simple** and **easy** way for you to **report** the items in your community that need some attention.

Report items like potholes, signage, street-lights, overgrown landscaping, and sidewalk concerns.

No need to track down the correct service provider or the responsible entity. We will do that for you.

That's it. We will take it from there.

*See other side for Work Order services to manage resident engagement.

2024 Recreation Department

▶ Fitness

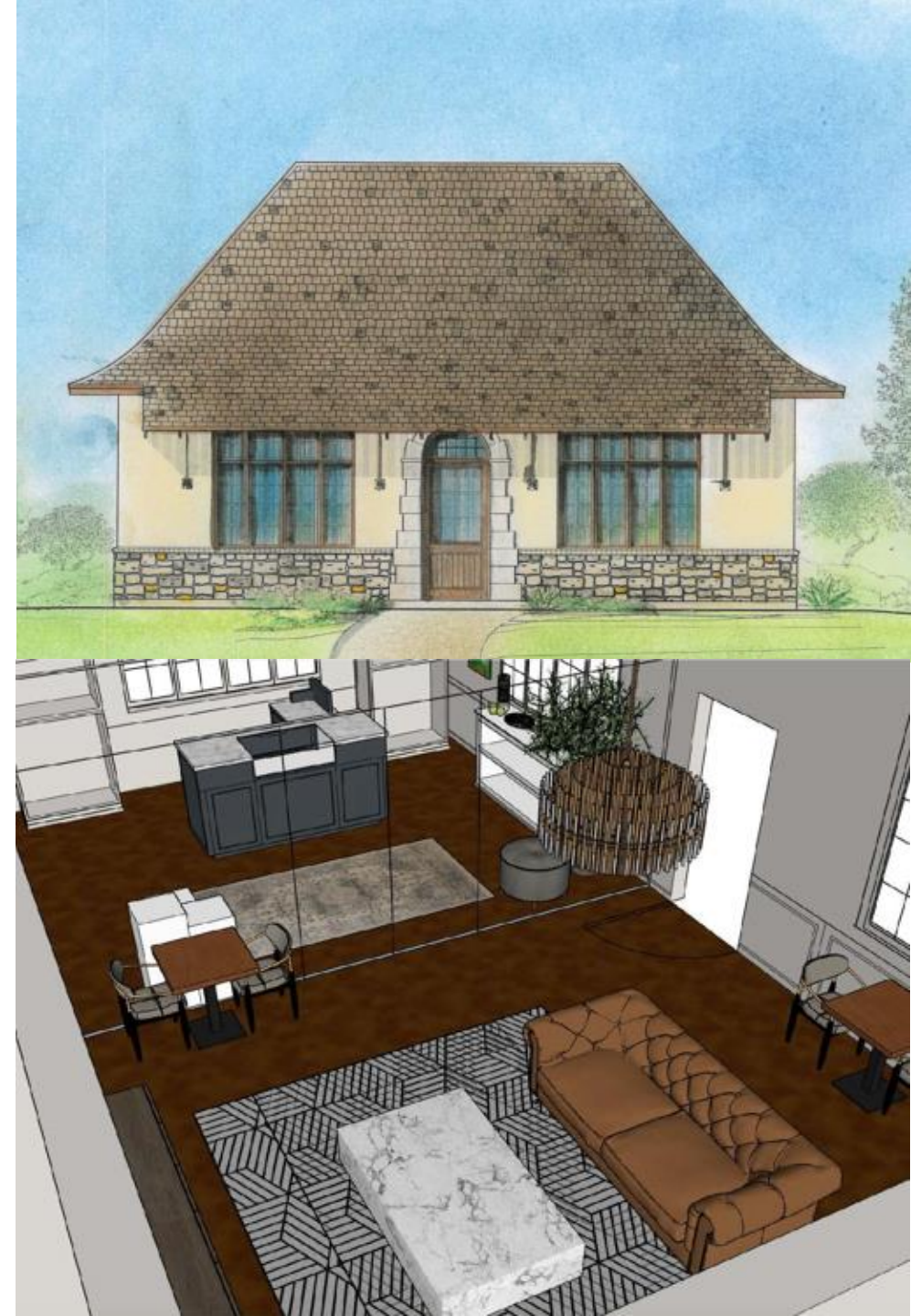
- ▶ Introduced New Fitness Programming
 - ▶ Fitness/Wellness Events throughout the year, such as Heart of Texas - Dancing Jamboree
 - ▶ New Summer HEAT and Circuit Blast Programs

▶ Tennis

- ▶ Upgraded lighting at Riverstone Boulevard Tennis Courts
- ▶ Construction of the Racket Sports Center
 - ▶ The building will feature a versatile event space and retail shop

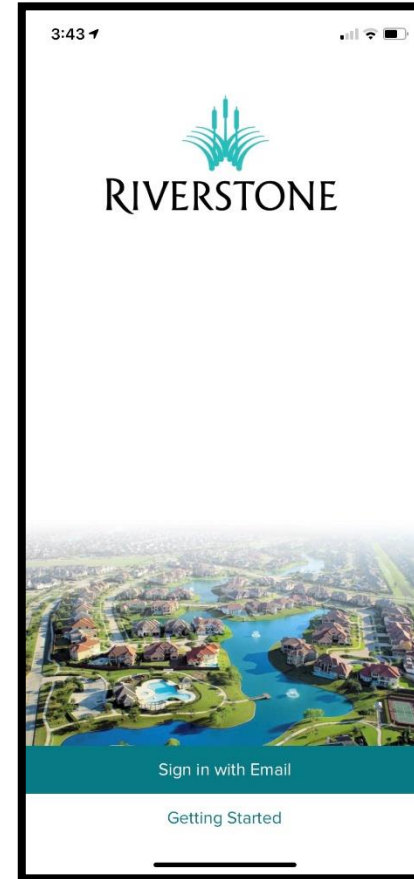
▶ Pools

- ▶ Introduced upgrades to the Waterpark and Riverstone Boulevard Restrooms.
- ▶ Worked With Pool Management Company to Minimize Staffing Shortages



2024 Community Relations Department

- ▶ Enhanced Use of Riverstone App (Stats Through Sept 30th)
 - ▶ 96% Adoption Rate
 - ▶ 7,994 Total Active Resident Users
 - ▶ Introduced resident credentials for mobile amenity access
- ▶ Resident Communication
 - ▶ Assisted with frequent email communications for Riverstone residents.
 - ▶ Printed approx. 1,600 Resident Amenity Cards
- ▶ HOA Communication Outlets
 - ▶ Email Blasts
 - ▶ Website (www.Riverstone.com)
 - ▶ Monthly Newsletter (Riverstone Reflections)
 - ▶ Received gold and bronze metals at the TFEA Marketing Awards
 - ▶ Riverstone App
 - ▶ LED Board (University Blvd & Oilfield Rd)



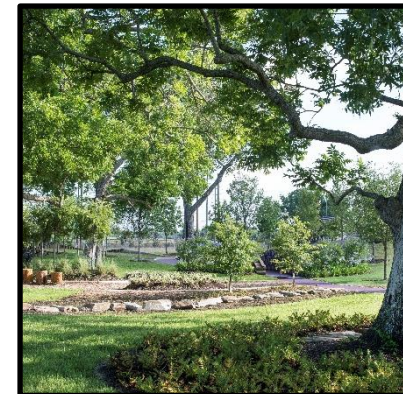
2024 Finance Department

Maintained a Collection Rate on Outstanding Assessments to Above 98.8%.

Processed 167 Home Closings Through 11/15/2024

Processed 769 Vendor Invoices Through 11/15/2024

Diversified the Investments in the operating and reserve fund and increased earnings from Investments by 25% over last year.





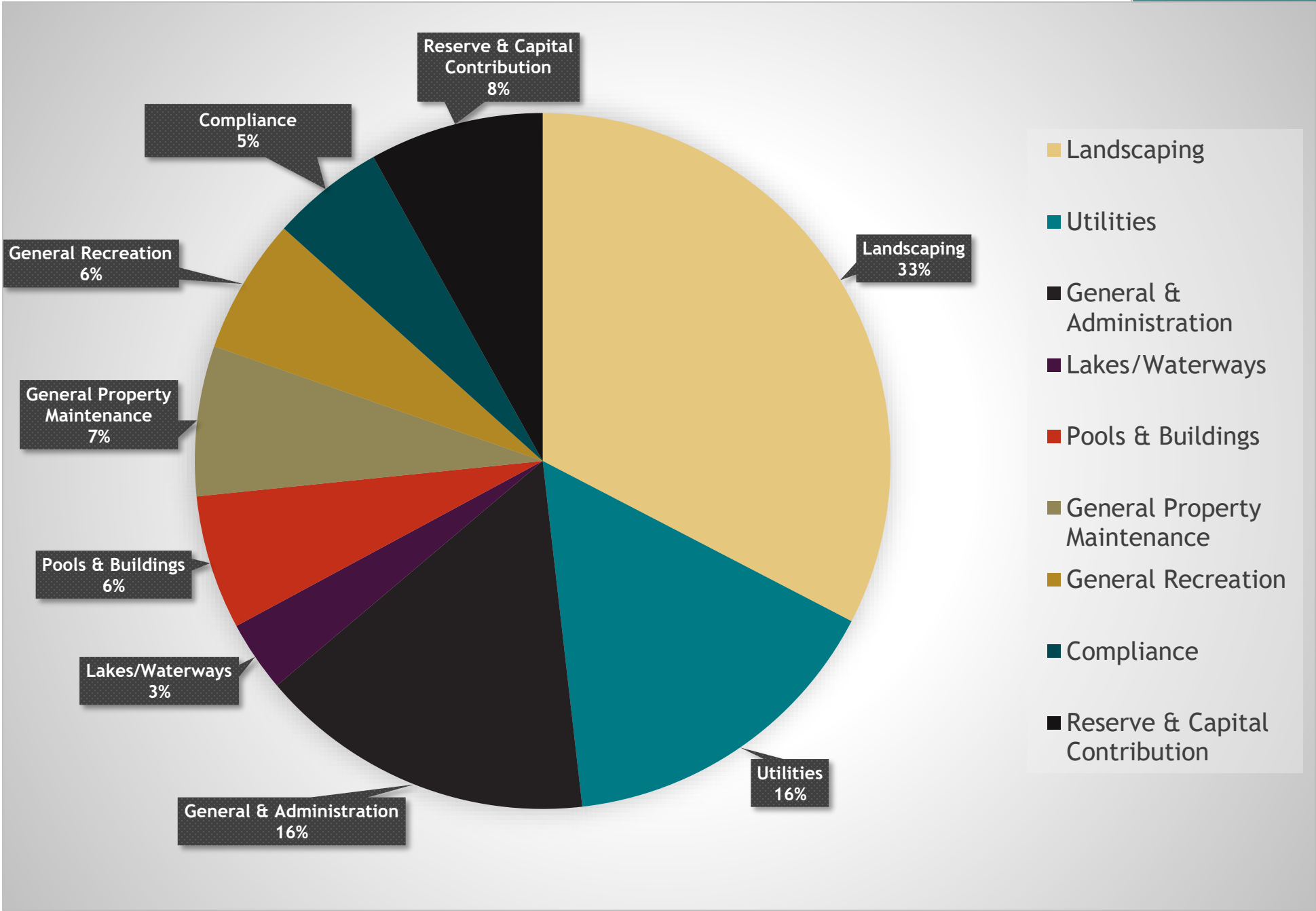
**Riverstone Homeowners
Association
2025 Budgets and
Assessments**

Felecia Alexander
Director of Finance and Human Resources

2024-2025 Operating Budget

Budgeted Assessment Income and Expenses do not include the separate Gated Neighborhood Assessments/Budgets.

		2024	2025
		BUDGET	BUDGET
Income			
Assessment Income		\$ 8,310,741	\$ 8,619,988
Other Income		\$ 783,685	\$ 765,669
Total Income		\$ 9,094,427	\$ 9,385,657
Expenses			
Common Areas		\$ 6,032,716	\$ 6,090,361
Recreation & Fun		\$ 476,683	\$ 588,084
Compliance		\$ 434,368	\$ 491,046
General & Administrative		\$ 1,356,483	\$ 1,460,934
Reserve & Capital Contribution		\$ 794,176	\$ 755,232
Total Expenses		\$ 9,094,426	\$ 9,385,657
Operating Income/Loss		\$ -	\$ -



2025 Cost Per Unit

Residential Assessment Rate* **\$1,310**

<u>Expenses</u>	<u>Cost Per Unit</u> (6,554 Units)
Common Area	\$ 929
Recreation	\$ 90
Compliance	\$ 75
General & Admin	\$ 223
Reserves (from Assessment)	<u>\$ 115</u>
	\$1,432

*Non-Assessment Revenue Reduces Assessment Amount

Non-Assessment Revenue

Sources of Non-Assessment Revenue:

- Transfer Fees
- Certificate of Compliance & Resale Certificate Fees
- Collection-Related Fees
- Deed Restriction Fines
- Interest Earnings
- Reimbursement From Other Entities for Services
(Levee Improvement District, Riverstone Commercial POA, etc.)



Estimated 2025 Non-Assessment Revenue is \$765,669

Year	Annual Assessment	Units
2015	\$ 975	3,460
2016	\$ 1,015	4,280
2017	\$ 1,015	4,826
2018	\$ 1,050	5,540
2019	\$ 1,080	5,904
2020	\$ 1,090	6,116
2021	\$ 1,110	6,253
2022	\$ 1,110	6,408
2023	\$ 1,208	6,481
2024	\$ 1,268	6,543
2025	\$ 1,310	6,564

Historical Assessment Rate

2025 Assessment Payment Options

Electronic

- E-Check
- Credit Card
- Debit Card

**Personal
Check**

**Payment
Plan**

**Personal
Bill Pay**

Beginning Balance				3,034,000.00
<i>Reserve Income</i>				
Contributions				\$ 615,922.00
Interest on Reserve Accounts				\$ 146,000.00
Total Income				\$ 761,922.00
<i>Reserve Expenses</i>				
2025 Reserve Expenses				\$ (1,026,166.00)
Total Expenses				\$ (1,026,166.00)
Projected Ending Balance				\$ 2,769,756.00
<i>As of 12/31/2025</i>				

2025 Reserve Budget



Riverstone Homeowners Association Lifestyle Overview

Solomon Delaney
Director of Fun

2024 Lifestyle Department

Community Association Institute
Mela: A Diwali Celebration
Barbara Mendoza



Resident Social Clubs
Cooking Club
Moms Club
Chess Club
Mahjong



Riverstone Gives Back
Texas Gulf Coast Blood Center
Child Advocates
East Ford Bend Human Needs
St. Laurence
Second Mile
Toys for Tots

- **January 27th:** Casino Night
- **February 9th:** Sweetheart Social
- **February 24th:** Touch A Truck
- **March 11th - March 15th:** Best Week Ever
- **March 30th:** Bunny & Brunch Hop
- **April 7th:** Barbecue U
- **April 19th:** Tequila Tasting
- **May 3rd:** Club 55! Cinco de Mayo
- **May 11th:** Chapelton Vineyard

- **June 15th:** All Fore Dad Top Golf Trip
- **June 29th:** Red, White & Boom!
- **July 19th:** Sushi 101
- **July 20th:** Lion King on Broadway
- **August 3rd:** Back to School Splash
- **August 25th:** Video Game Workshop
- **September 6th:** Astros Games
- **September 21st:** Oktoberfest
- **September 27th:** Sunset Cruise

- **October 1st:** National Night Out
- **October 12th:** Mela: A Diwali Celebration
- **October 19th:** Wicked Fun Run
- **November 14th:** Tree Lighting
- **November 15th:** Holiday Market
- **November 23rd:** Holiday Family Portraits
- **December 6th:** Club 55! Holly Jolly Holiday Party





Looking Ahead 2025

- Car Show
- Crawfish Boil
- Bark & Dip
- Oktoberfest
- Diwali
- Hamilton on Broadway
- Symphony
- Music in the Park
- Earth Day Project
- Utilizing other facilities in the community
- New Workshops
- Club 55!
- And More

Looking Forward to 2025

The Riverstone HOA is excited to outline our Business Plan for 2025 to enhance our community's experience and foster a stronger sense of belonging among residents. Our key initiatives include:

Collaborate with the new Board of Directors.

Provide continual customer service training for staff that considers the community's cultural diversity.

Maintain and educate staff on best practices in community association management.

Use communication platforms broadly to increase knowledge among owners and enhance engagement.

Develop a series of videos to show owners how to manage certain property maintenance tasks.

Develop and maintain financial partnerships to enhance value for members.

Renovate the landscaping of the interiors of the neighborhoods, including individual monument signs, CDs, and green spaces.

Explore new access options for amenities and gates.

Increase the use of amenities with specialized lifestyle programming.

Introduce a pickleball court facility.

Enhance fitness classes and implement changes to the wellness program.



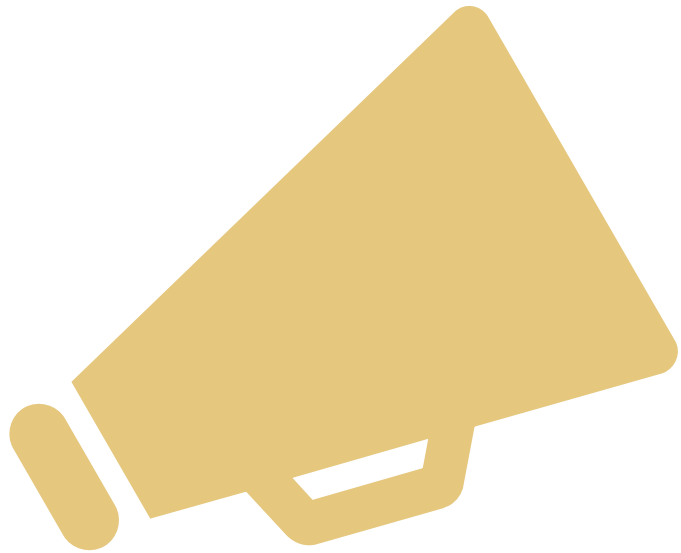
****Disclaimer:**** Please be aware that all initiatives mentioned are subject to change. Factors such as operational needs, regulatory requirements, and Board of Director feedback may lead to modifications in plans.



2025 Reserve Projects

- ▶ Enhancements to Volleyball Court
- ▶ Enhancements to The Waterpark and Riverstone Blvd. Pool buildings.
- ▶ Racket Sports Building Construction
- ▶ Fitness Center Equipment Replacements
- ▶ Landscaping and Irrigation Upgrades
- ▶ Fencing and Brick Wall Replacements
- ▶ Playground Equipment for Creekstone Village Rec Center
- ▶ Streetlight Banner Replacements
- ▶ Monument Lighting Upgrades





Volunteer Legacy Awards

We are excited to announce the Legacy Award, recognizing our volunteers for their outstanding leadership and lasting contributions to our community.

Their dedication has made a significant impact, and we are grateful for their commitment to building a brighter future together!

Congratulations!

Frank Hester

Rodger Hoover

Ning Kang

Thank You!

Trey Reichert

Questions & Answers





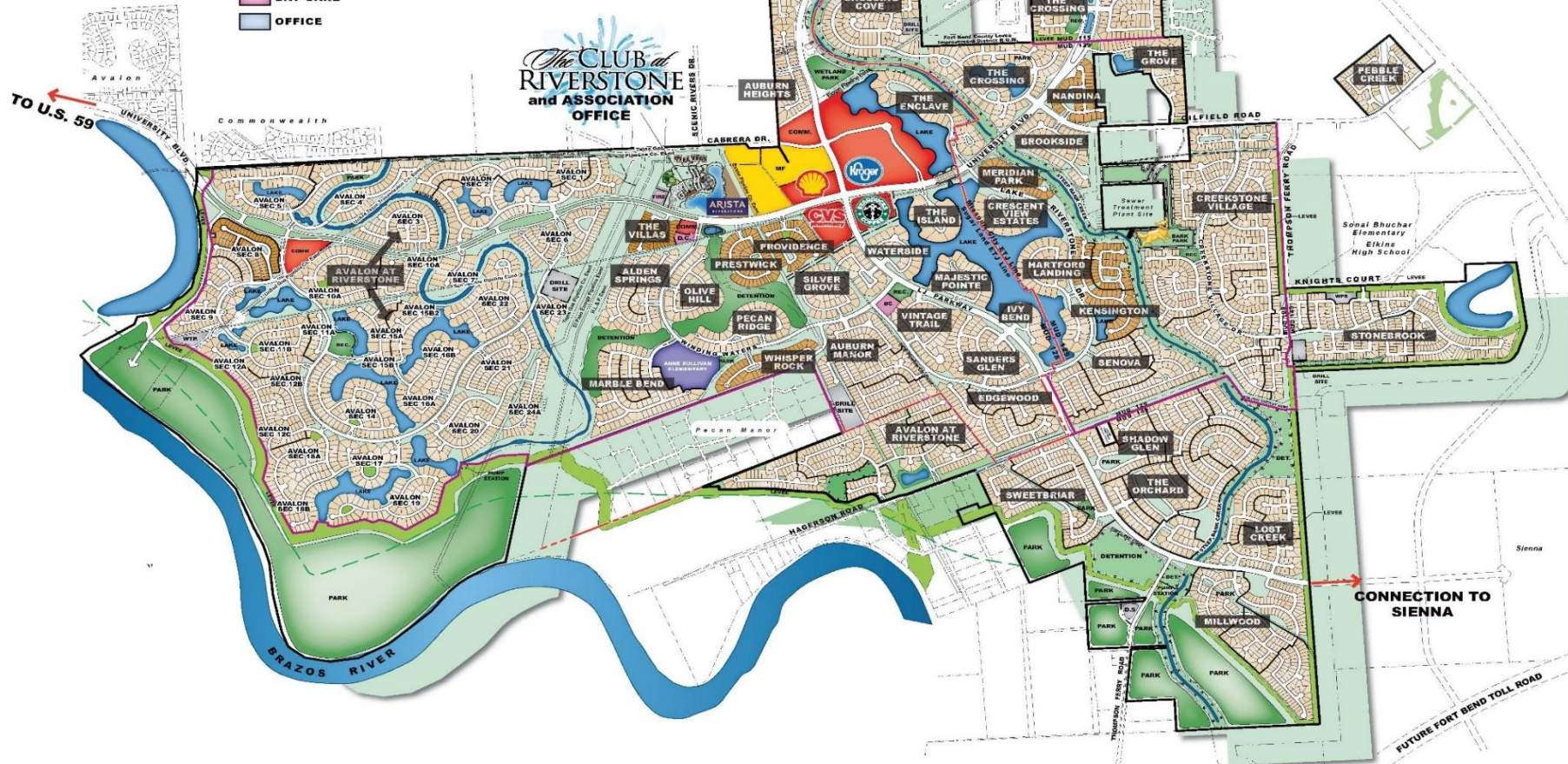
RIVERSTONE.

LEGEND

- SINGLE-FAMILY HOMES
- PATIO HOMES
- TOWNHOMES
- MULTI-FAMILY
- RECREATION CENTERS/
PARKS & OPEN SPACE
- COMMERCIAL
- SCHOOL
- DAY CARE
- OFFICE

CONNECTION TO
COMMONWEALTH BLVD.

The Club at
RIVERSTONE
and ASSOCIATION
OFFICE



CONNECTION TO
SIENNA

3 MILES
TO U.S. 59

TO U.S. 59

**Thank You For
Attending!**

The background features abstract geometric shapes in teal and gold colors, primarily located on the right side of the slide. The shapes are layered and semi-transparent, creating a modern, professional look.