



7655

Issue 02 – May 2009

the411@7655hoa.org

2009 RESIDENT SATISFACTION SURVEY IS A SUCCESS

Thank you to everyone who completed the recent survey! The results are available starting on page 2.

BOARD MEMBERS

Melissa Brinkmeyer, President

Rob Davis, Vice President

Humair Hassan

The members of the board always welcome comments and questions from their neighbors. Please e-mail board@7655hoa.org anytime. Sending a message to this address reaches all three board members, and is the best way to reach them.

BOARD MEETINGS – The board meets monthly at 6:30 PM in the clubhouse. You may always find the next board meeting date and other events of community interest on our web site, www.7655hoa.org. Click on [Community Calendar](#) to view the meeting and event dates. If you have an item that you would like to discuss with the board at its monthly meeting, please contact AMI to be included on the agenda.

AMI REPRESENTATIVE – George Amolochitis, 713-984-7257, gamolochitis@amitx.com

PROPERTY SUPERINTENDENT – Zeek Perez

Please remember to contact AMI with any maintenance requests.

BE GENTLE WITH OUR ENTRANCE GATES

Each time someone damages an entrance gate or call box, and fails to admit responsibility, you are paying for the repairs. These incidents are frequent, and the repairs can be expensive. So, please be careful! But if you, or your guest, have an encounter with the gate or call box, please report it to AMI immediately and accept responsibility. Check with your insurance provider; your policy may cover the damage. Remember: you may "get away with it" this time, but when your neighbors' guest does the damage next time, you pay. –Martha Taylor

MOVING? PLEASE REMEMBER TO LEAVE THE CABLE BOX!

When you sell your home at 7655, you must leave your Phonoscope cable box. It belongs to the association, not the homeowner. If you accidentally take it with you, the association is charged a significant fee. A digital box is \$250 plus tax, a HD box is \$400 plus tax, and a DVR box is \$600 plus tax. –Martha Taylor

FRIENDLY REMINDERS FROM ONE OF YOUR NEIGHBORS

Here are few things that I thought might be friendly reminders:

1. The speed limit through our community is 10 mph (or less).
2. Please keep all music down when entering the community, not only for the residents that live by the gate, but for the entire complex.
3. If you see something that needs to be picked up, like trash, or maybe something that looks like it

doesn't belong, please dispose of it.

4. Please leave your porch light on at night, especially if you live on the perimeter of our community. It's an automatic deterrent for evil people and it shows that we're aware of what's going on. –Anthony Garcia

Have something to submit in the next newsletter? Please send it to the411@7655hoa.org.

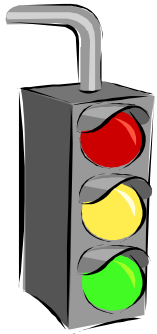
SURVEY RESULTS

Top 10 Areas of Resident Satisfaction/Agreement

Question	%Satisfied/Agree
Cleanliness of pool	90%
Furniture in pool area	87%
The pedestrian gates should always close automatically.	85%
Trash pick-up	82%
Number of basic cable channels	77%
Clubhouse interior appearance	77%
Resident survey	76%
Recycling	76%
Clubhouse fitness equipment	75%
Mowing of grass	73%

Lowest 10 Areas of Resident Satisfaction/Disagreement

Question	%Satisfied/Agree
AMI consistency of personnel	13%
Interested in presentation on home alarm systems.	18%
Pay higher monthly assessment for better security.	18%
New shrub/flower planting	26%
Pay the constable service to patrol the property.	26%
Pulling of weeds	30%
AMI helpfulness/accuracy of information provide	31%
Responsiveness to requests (landscaping)	35%
I would like to learn about self-defense techniques.	36%
Overall impression of landscaping company	38%
Overall impression of AMI	38%



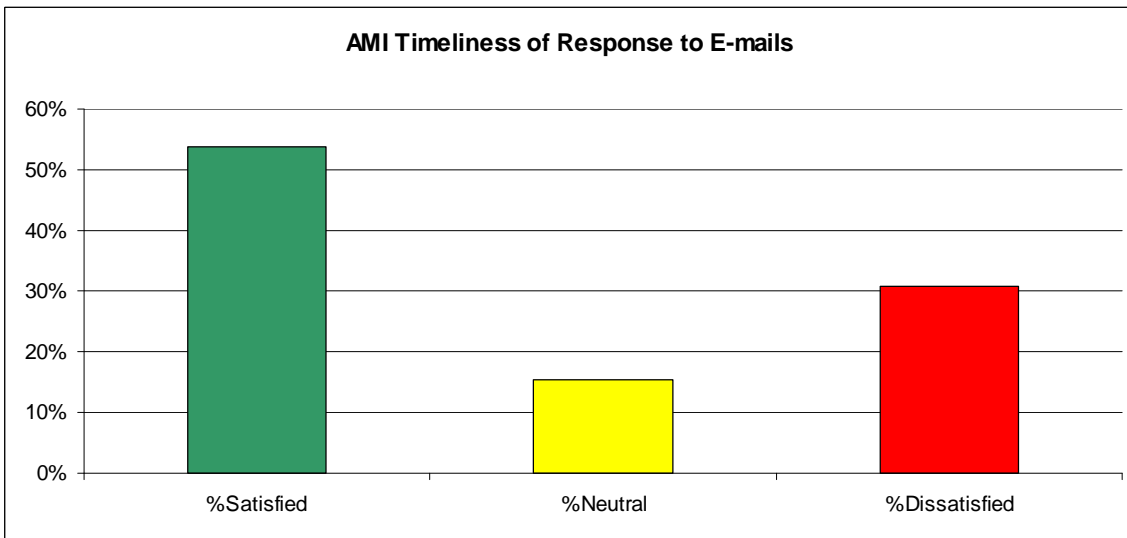
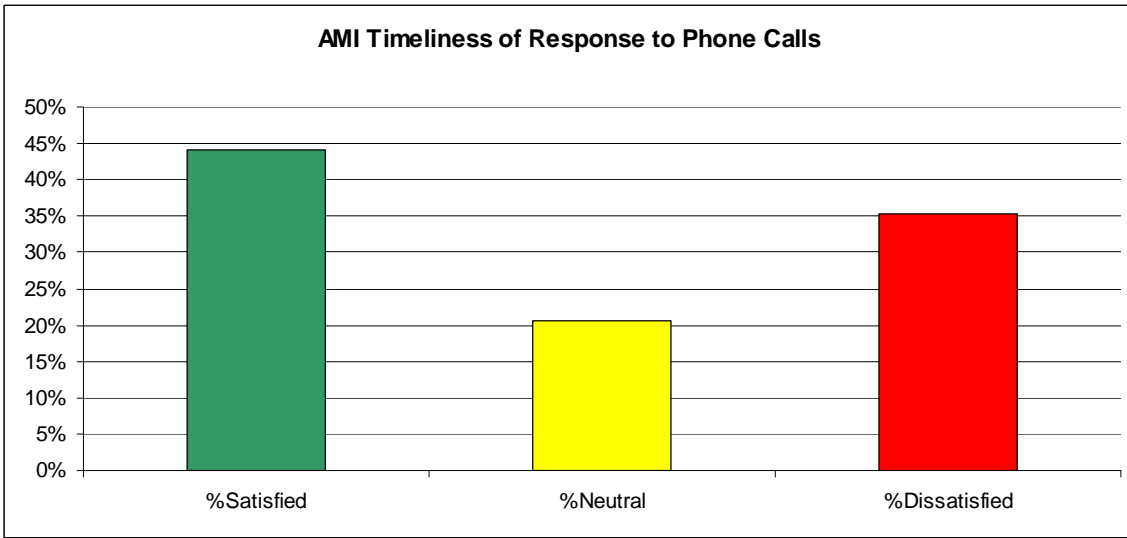
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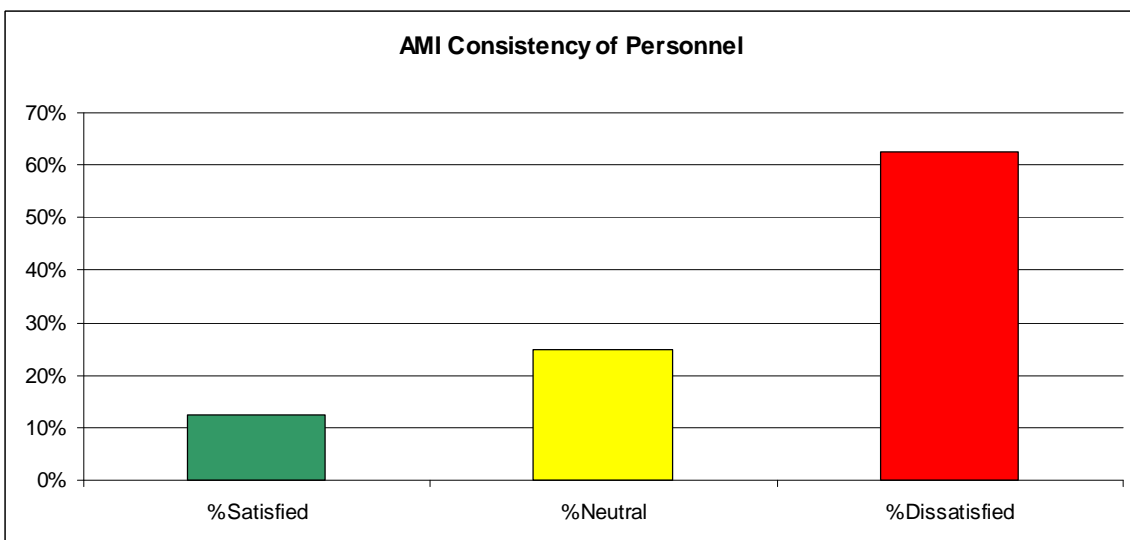
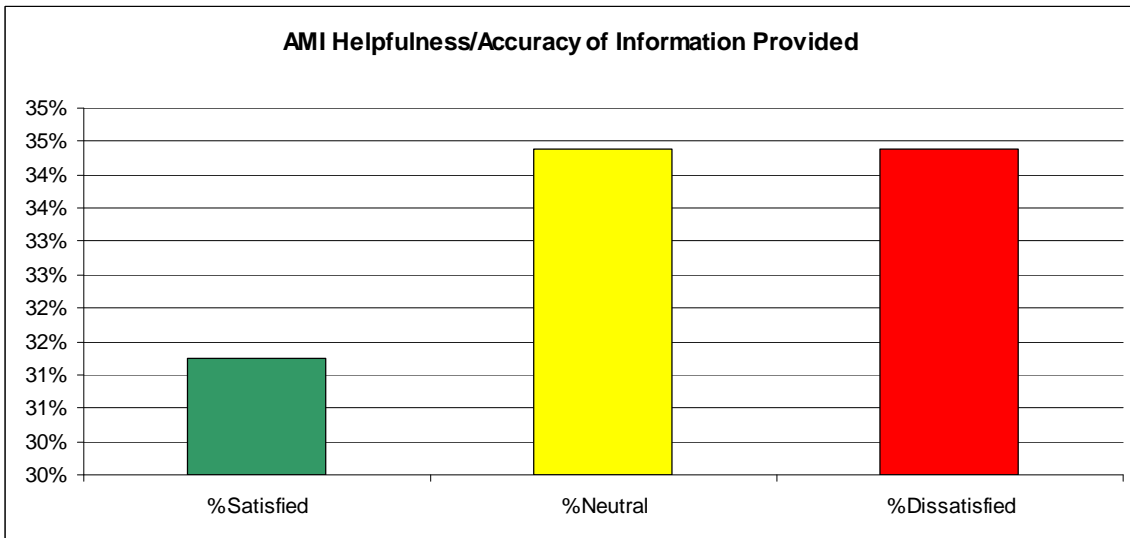
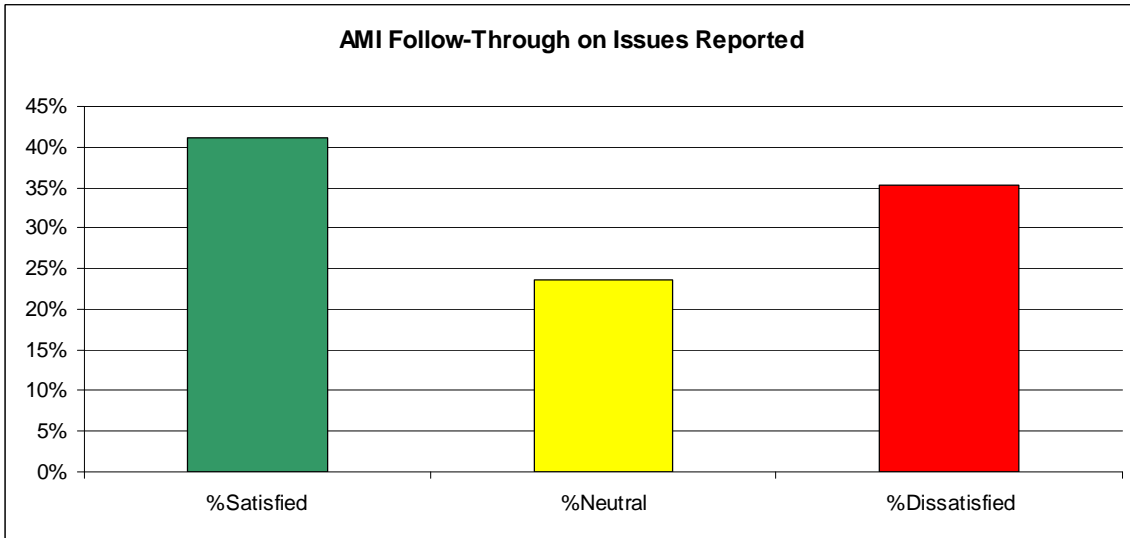
Very Dissatisfied/Dissatisfied = **Dissatisfied**

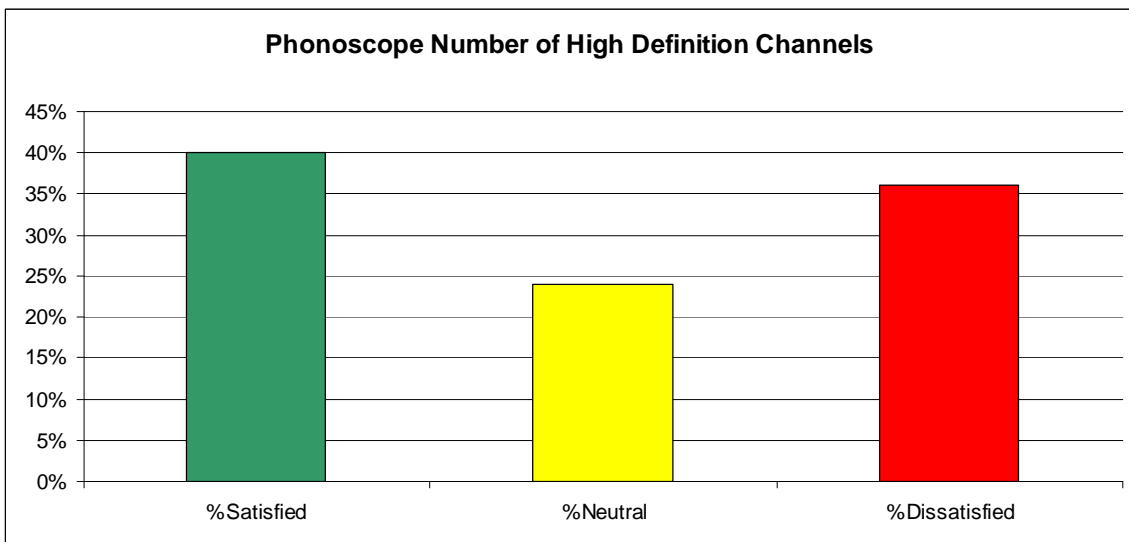
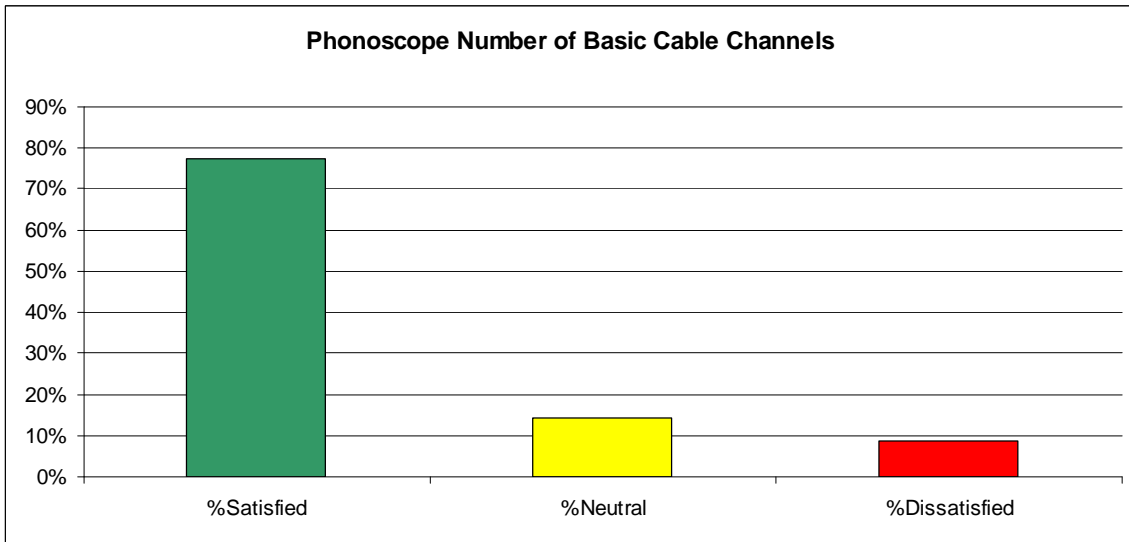
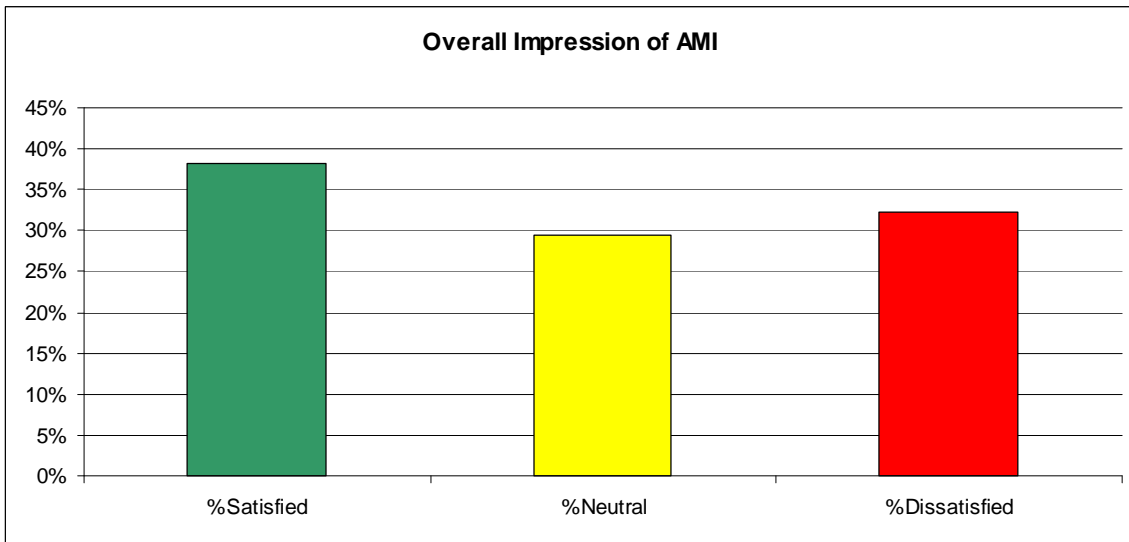
Neutral = **Neutral**

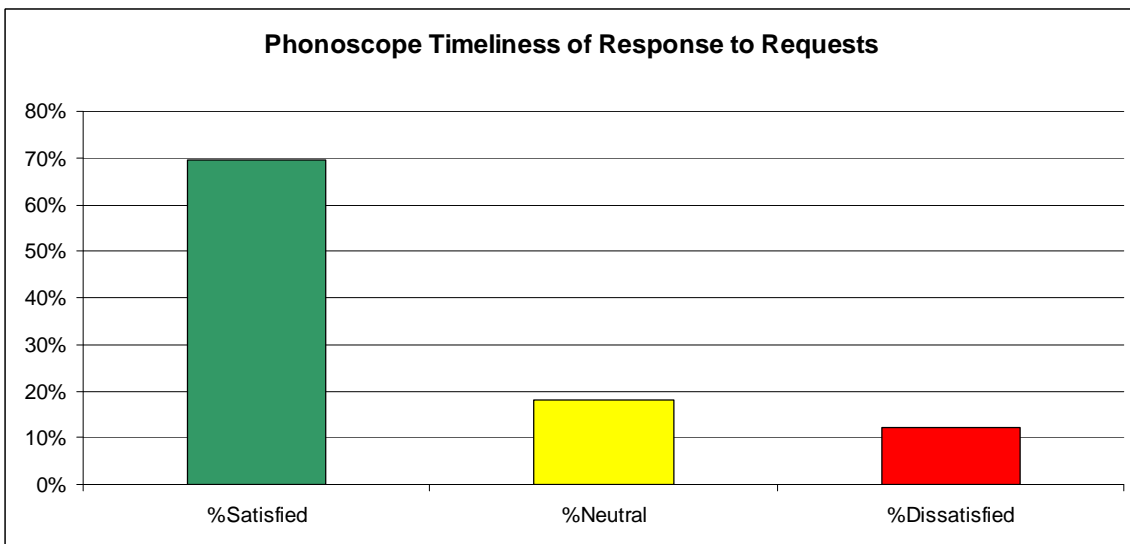
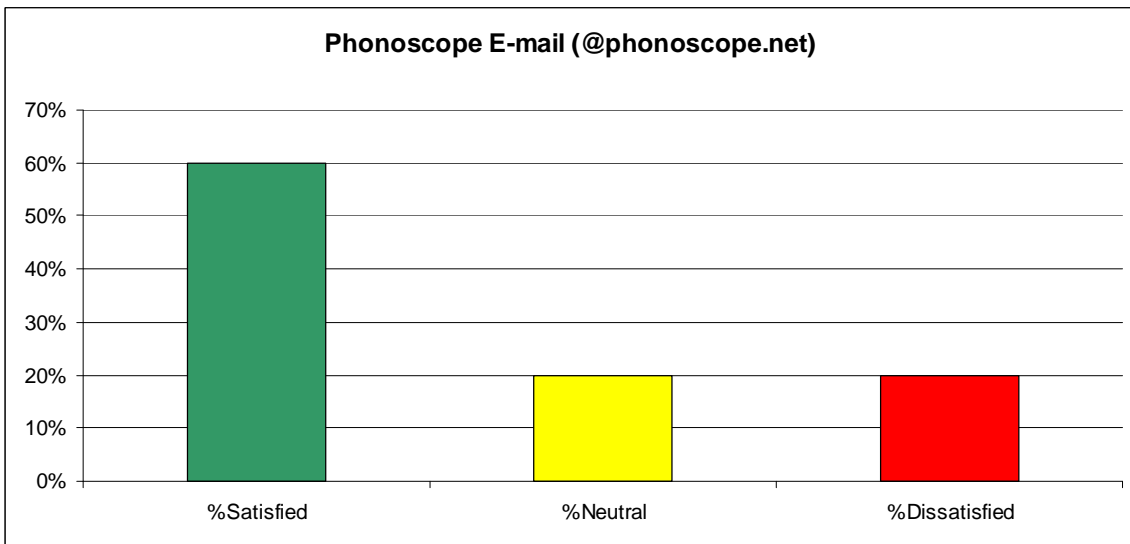
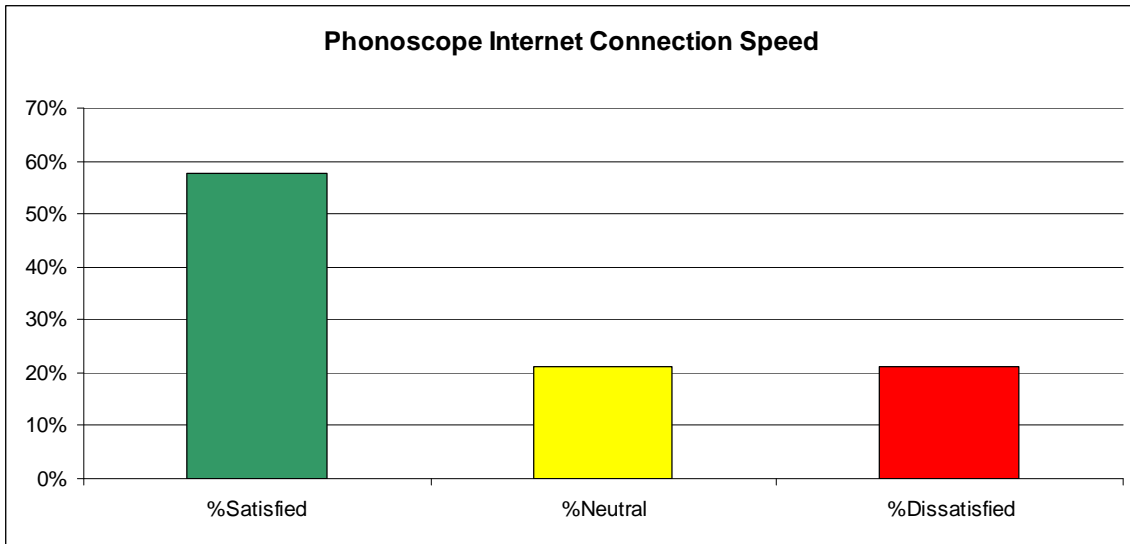
Very Satisfied/Satisfied = **Satisfied**

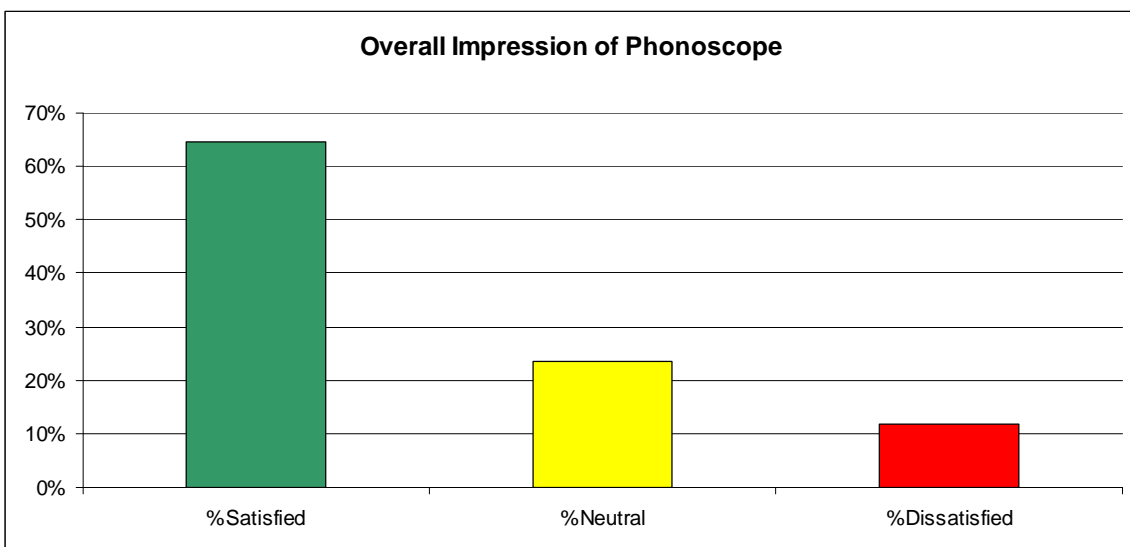
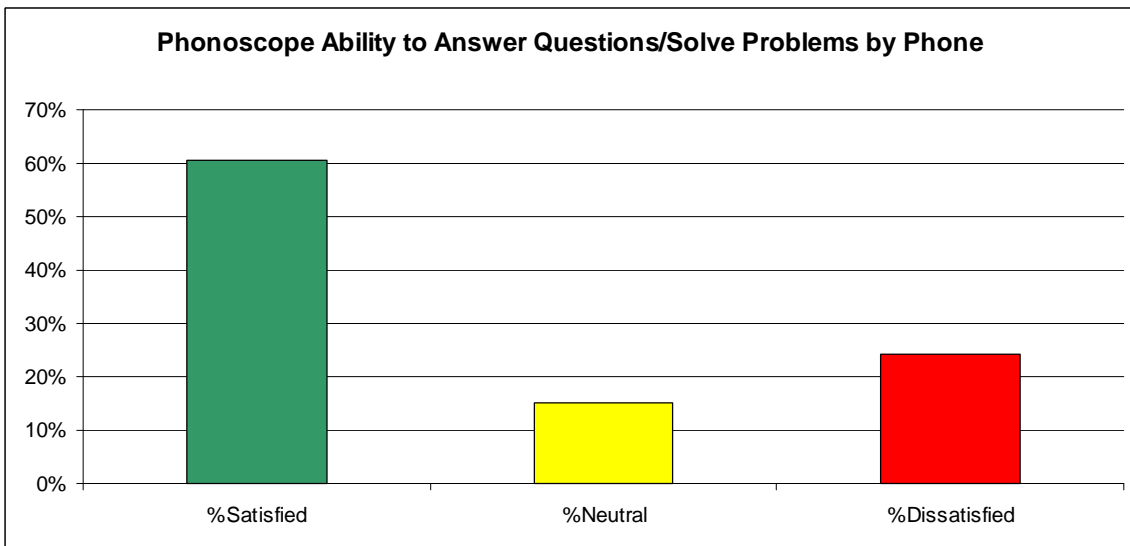
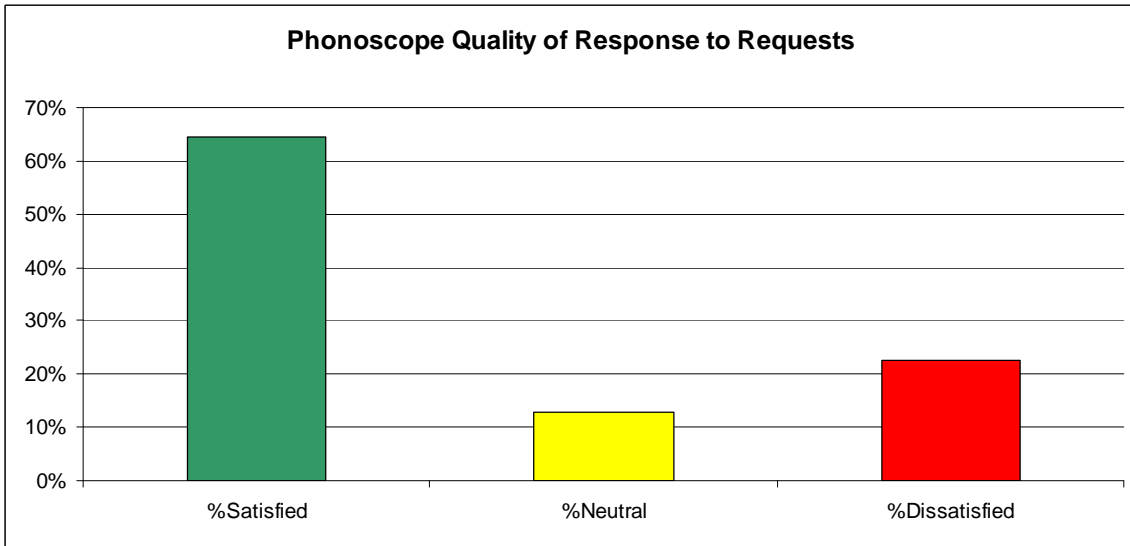
No Response or No Basis to Judge = Not Reported

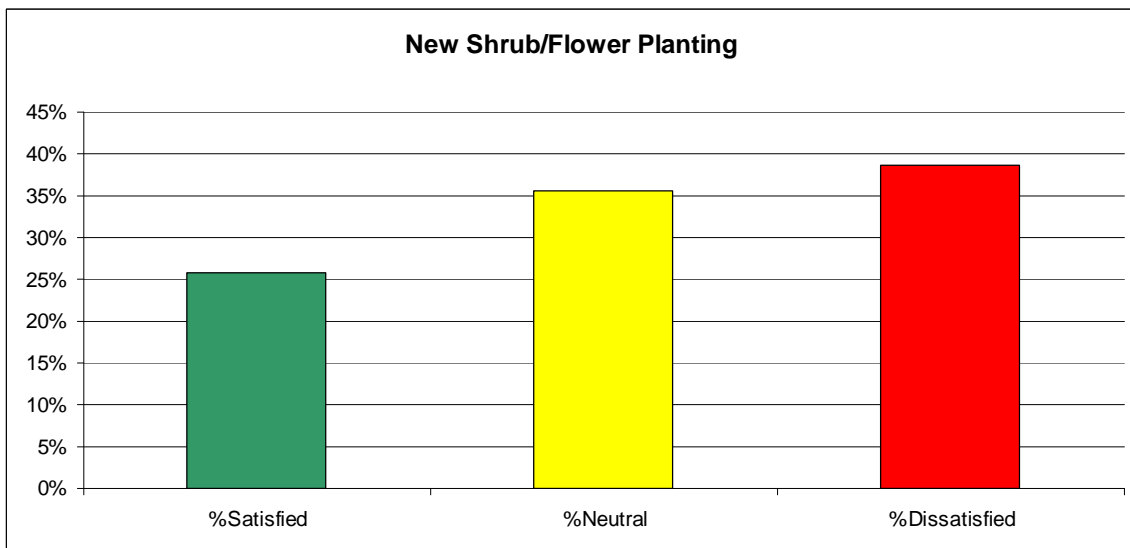
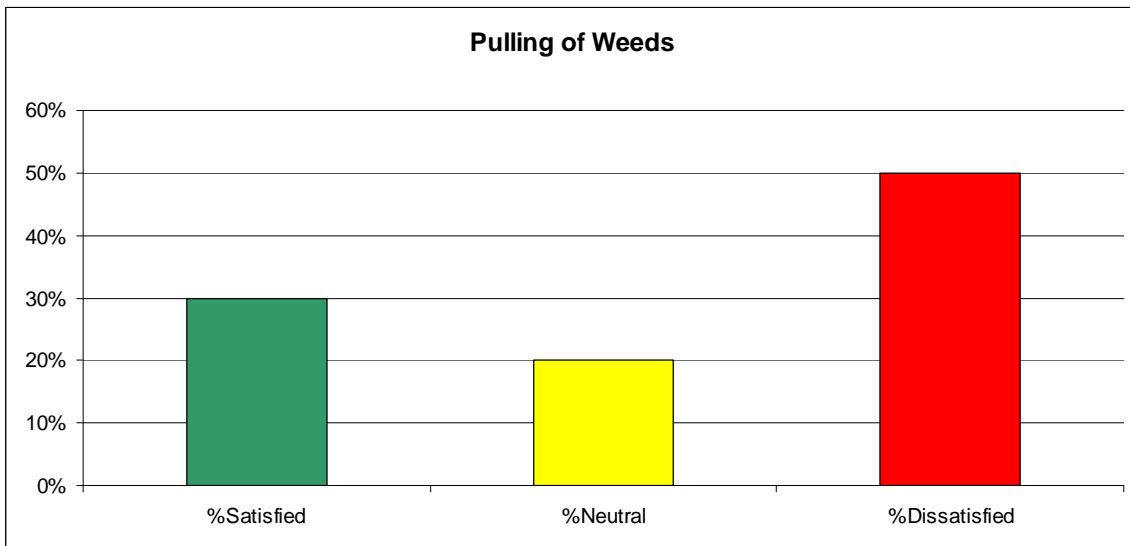
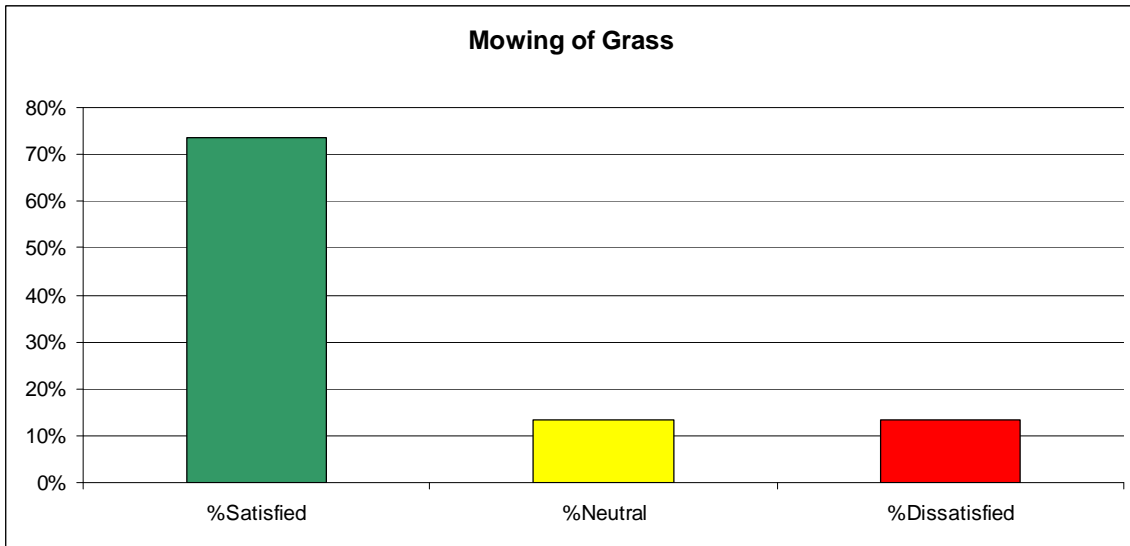


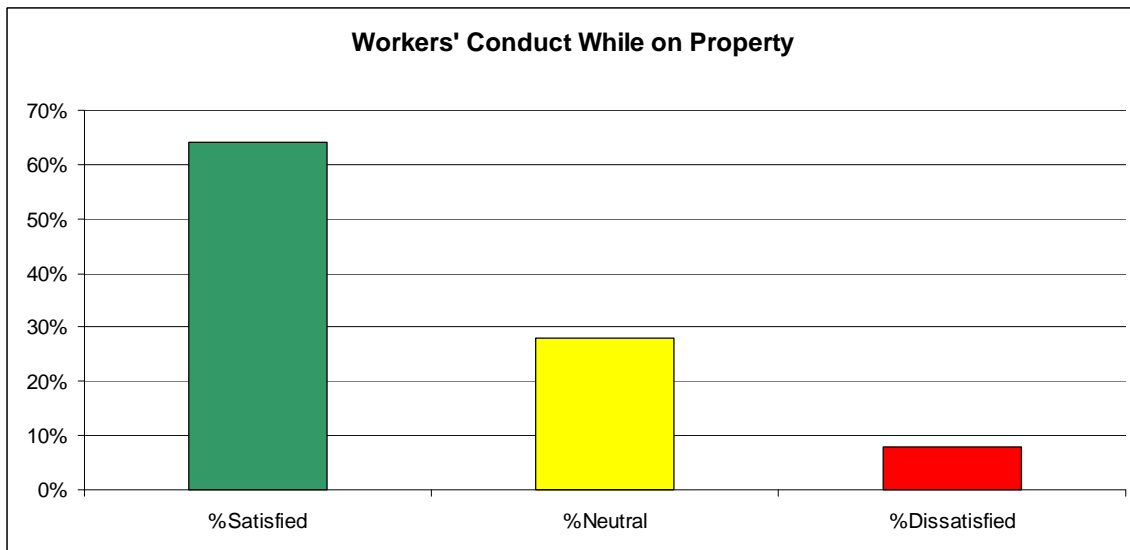
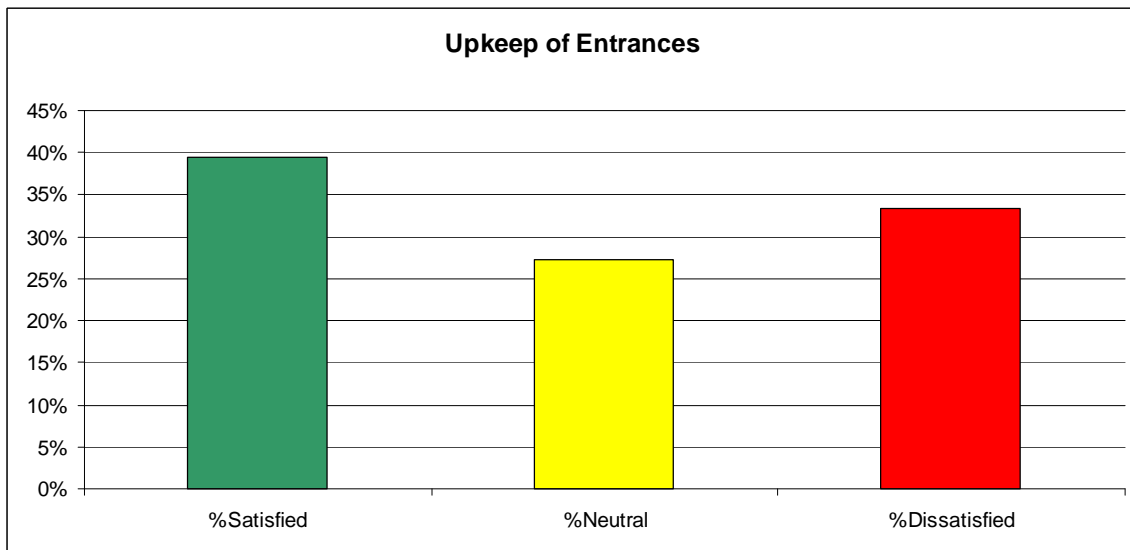
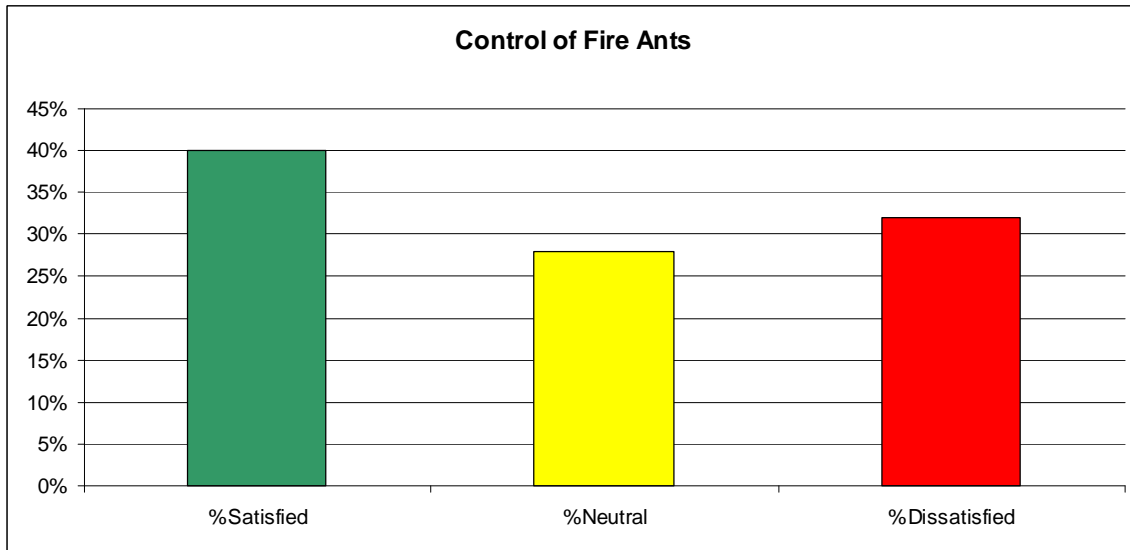


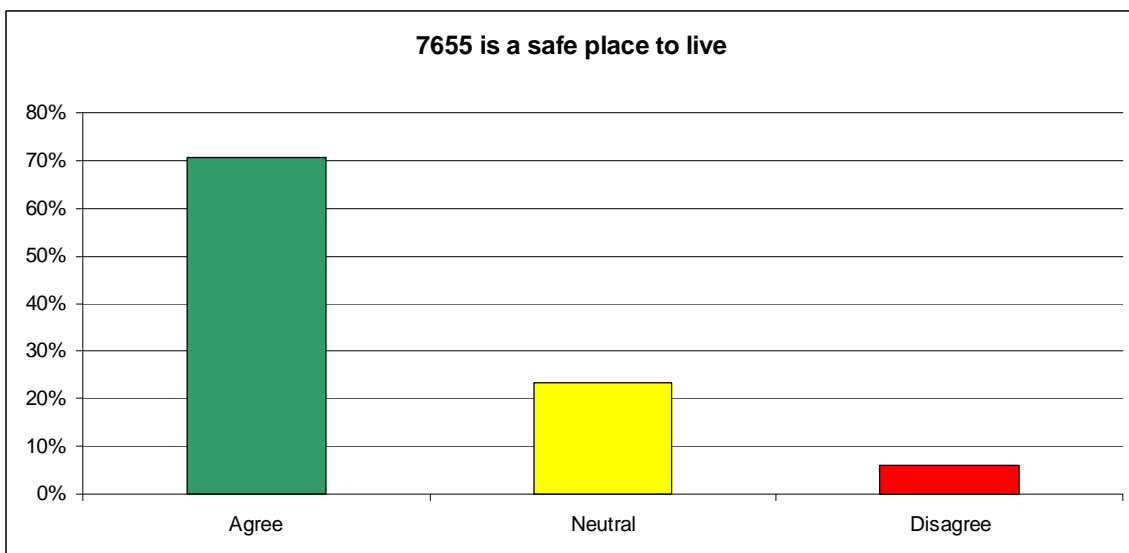
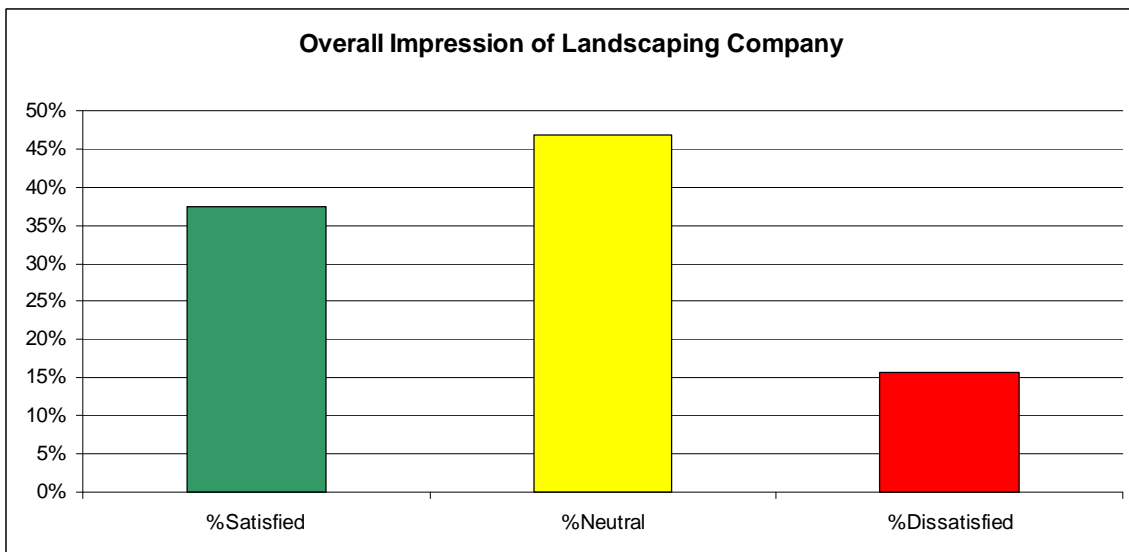
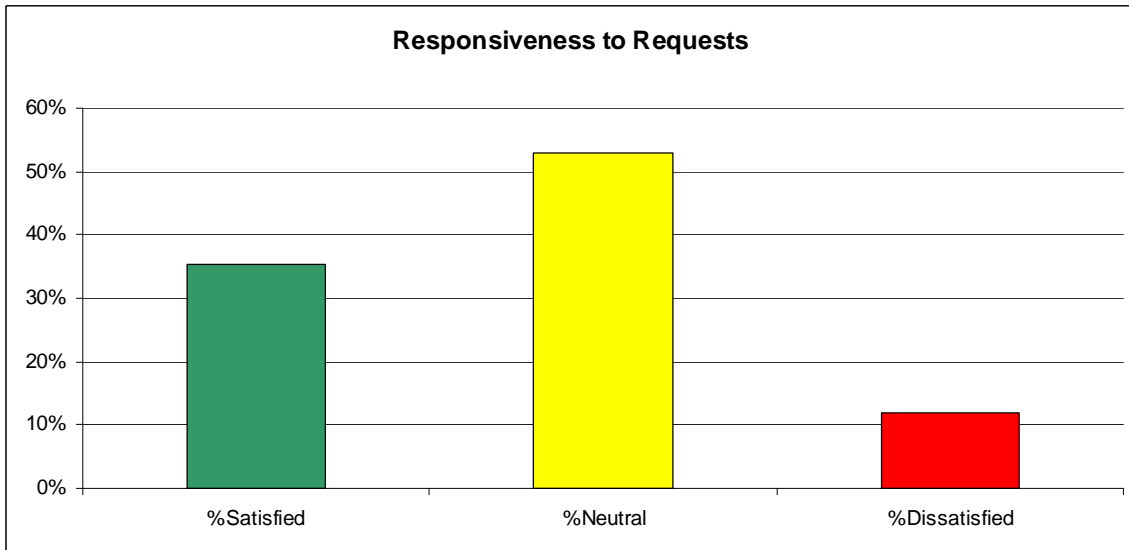


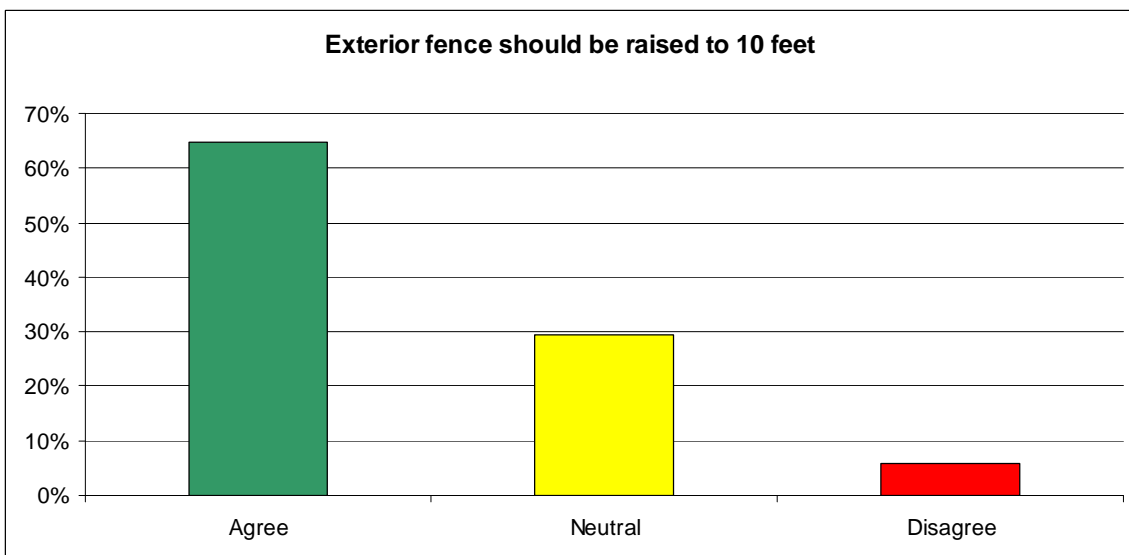
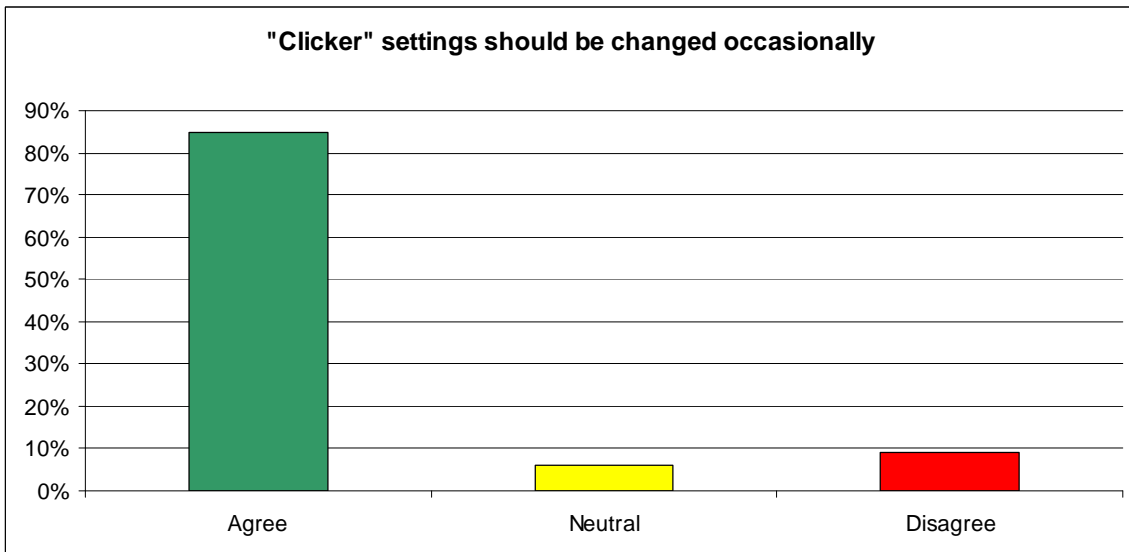
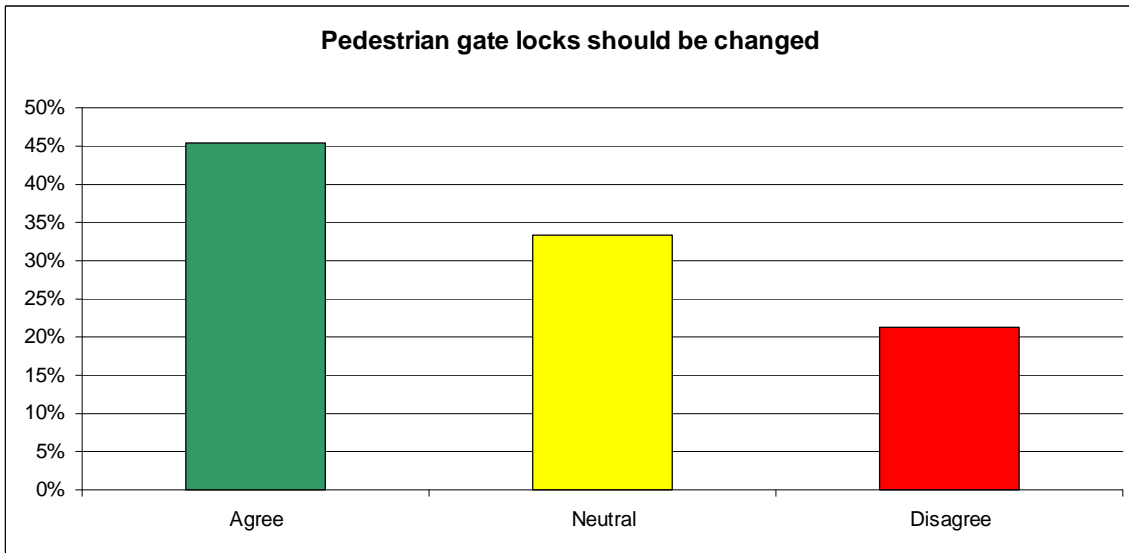


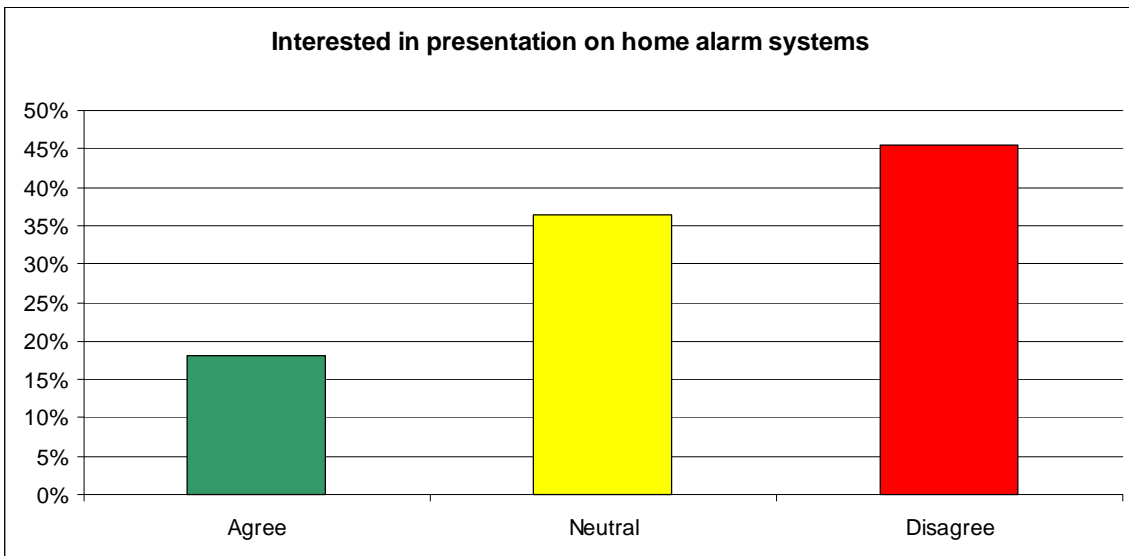
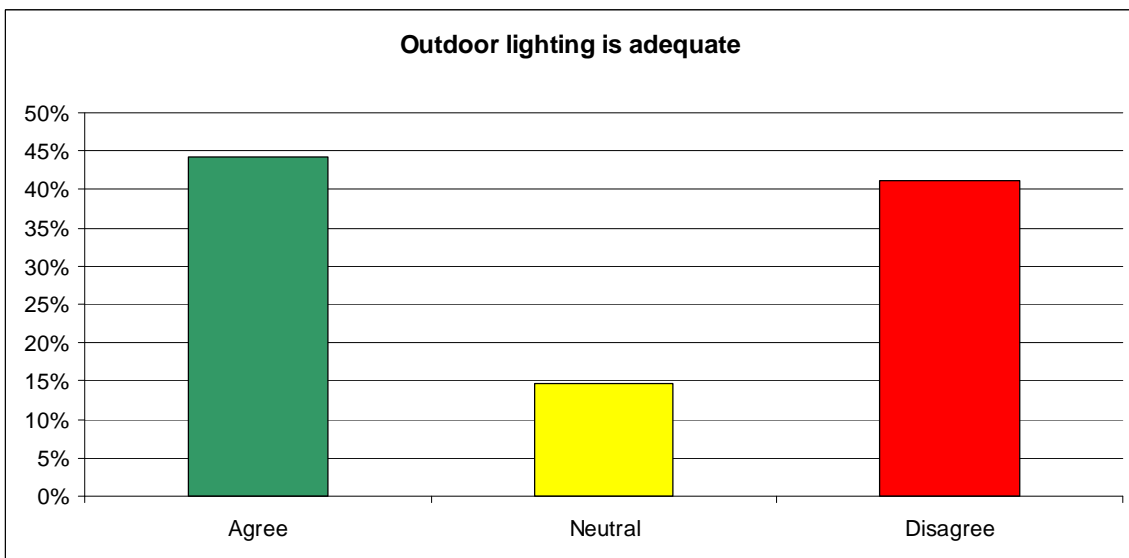
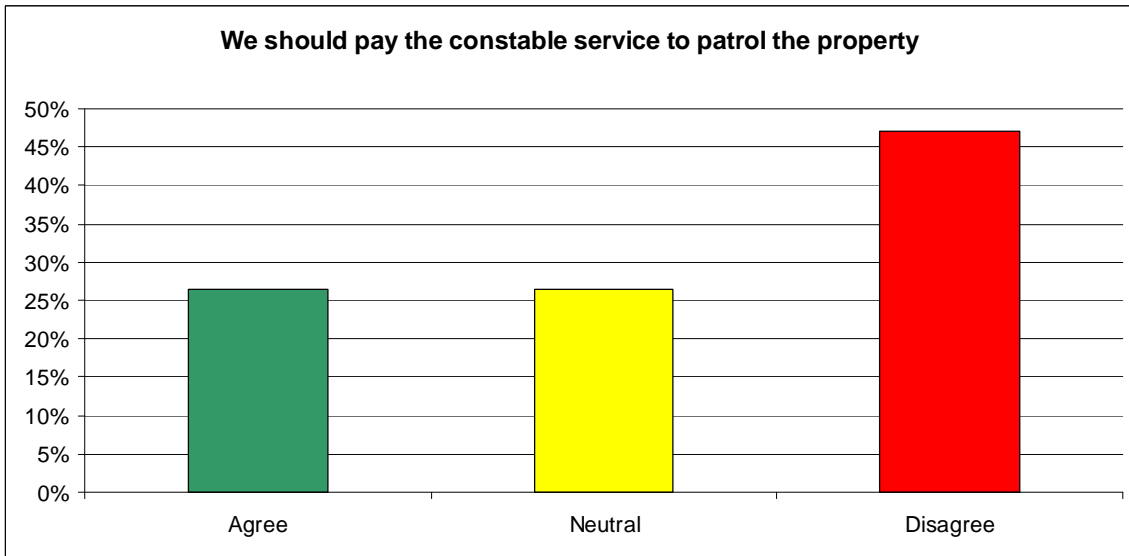


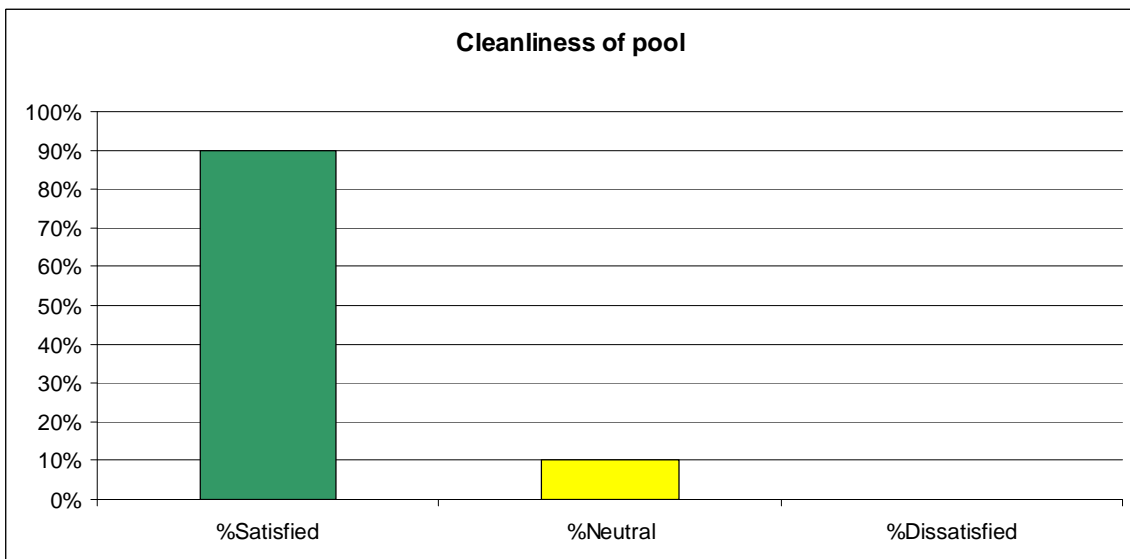
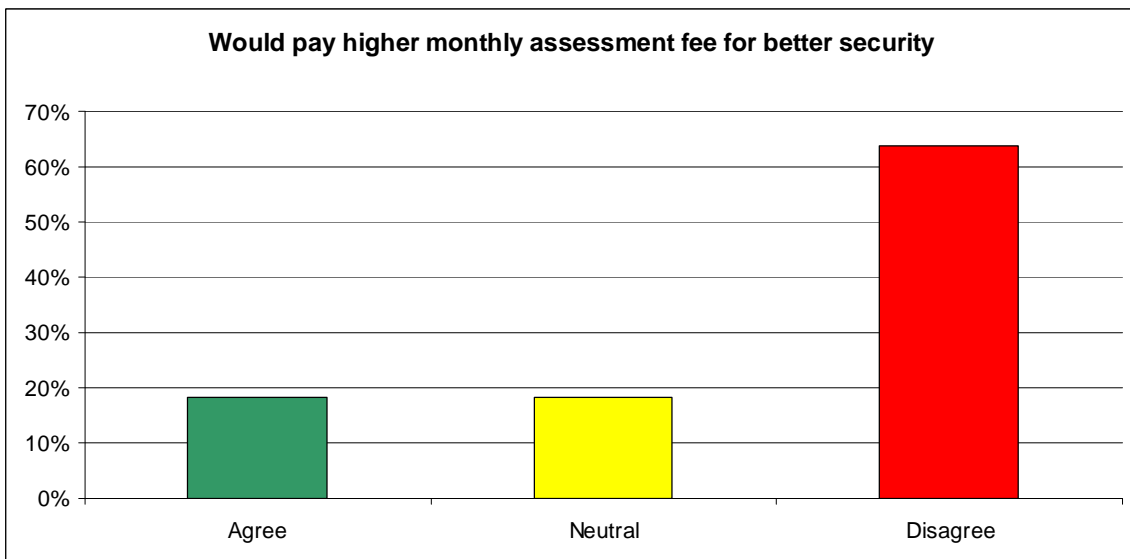
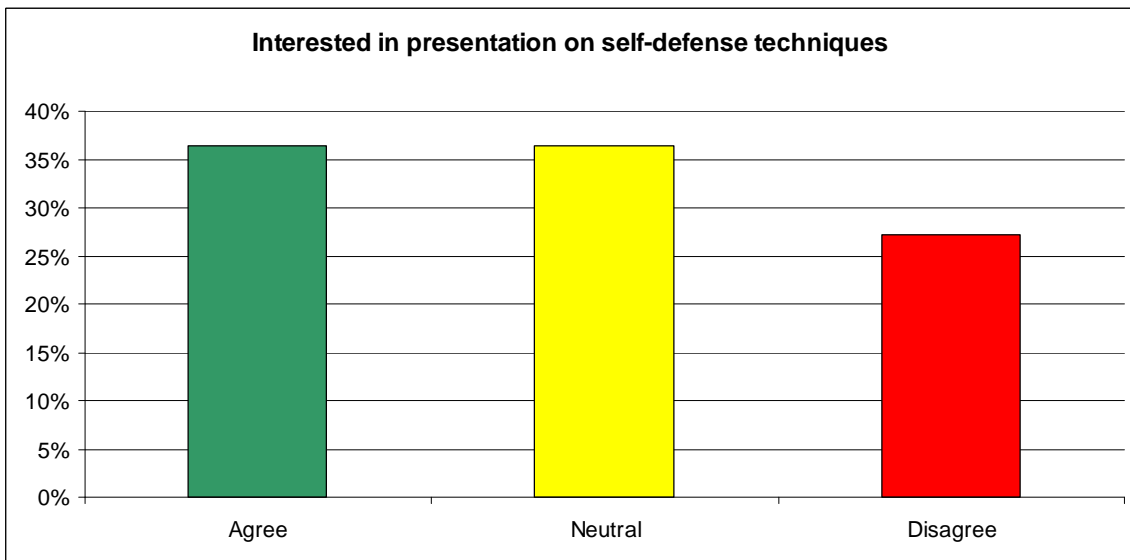


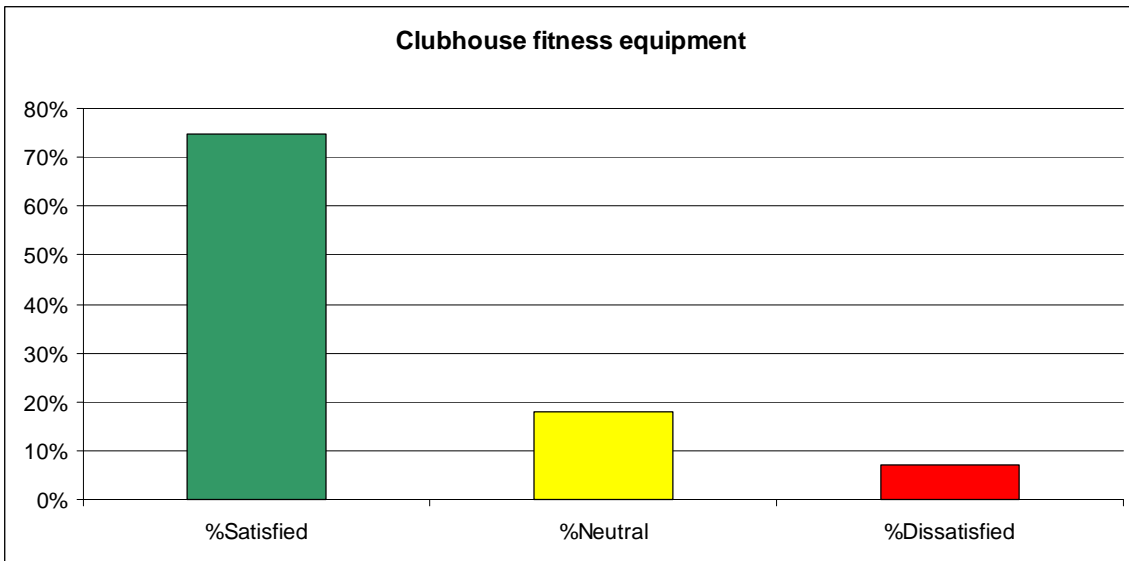
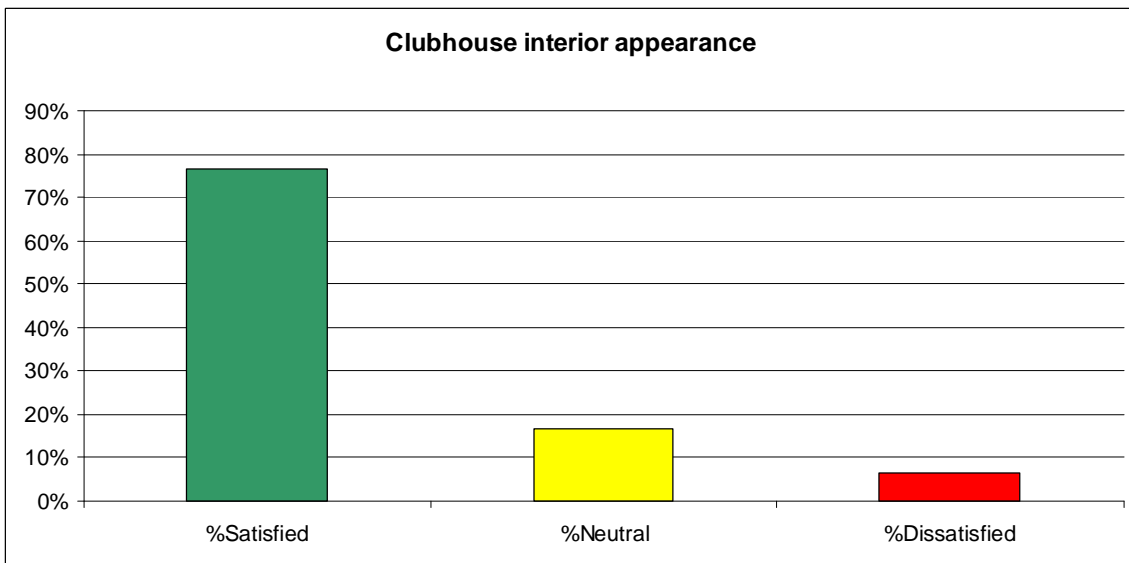
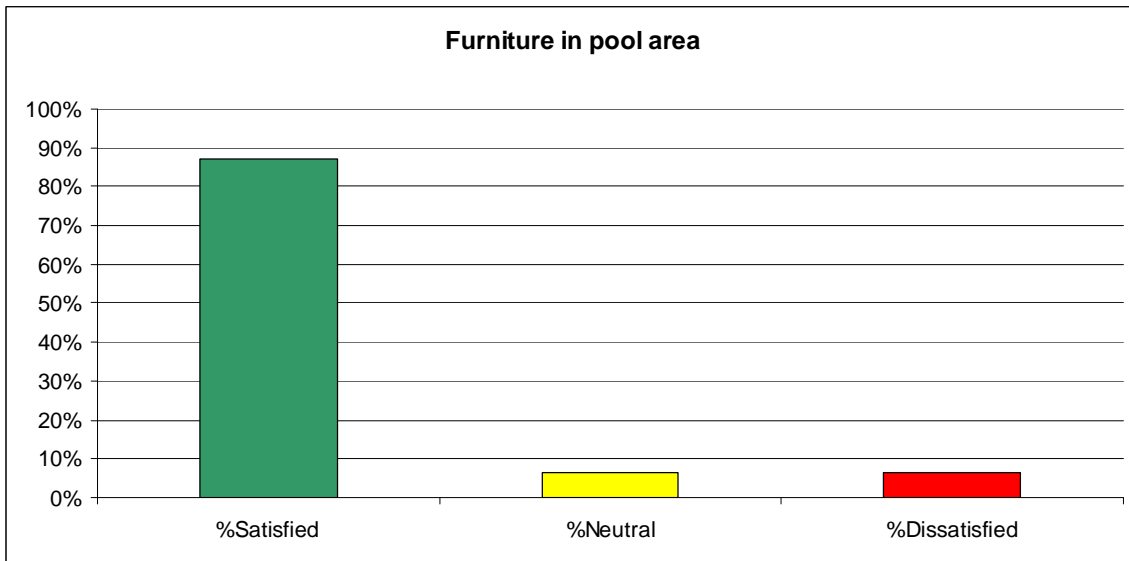


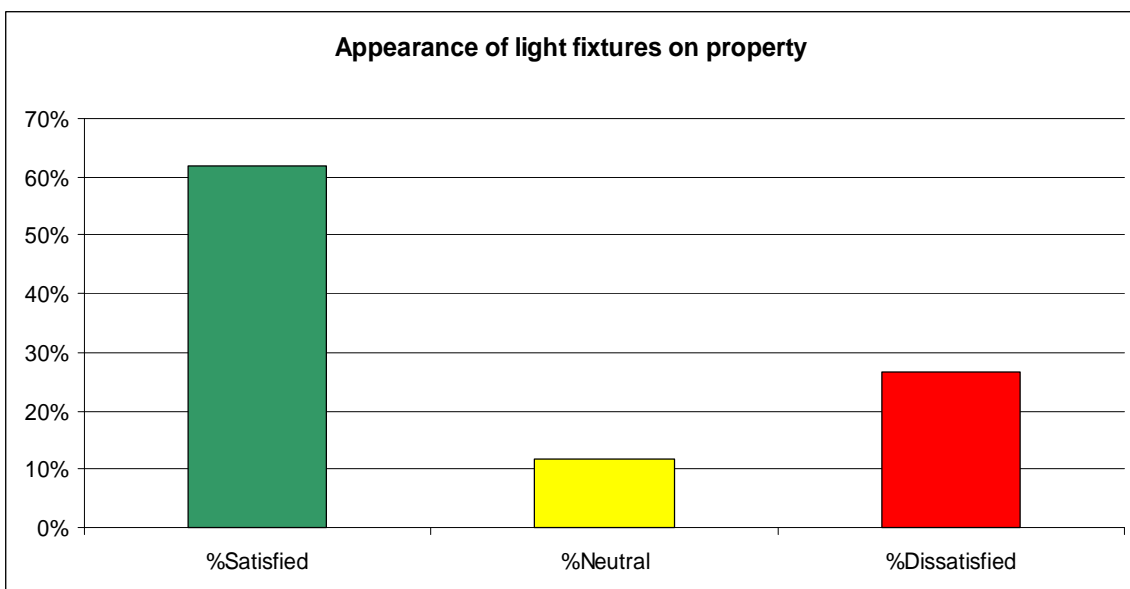
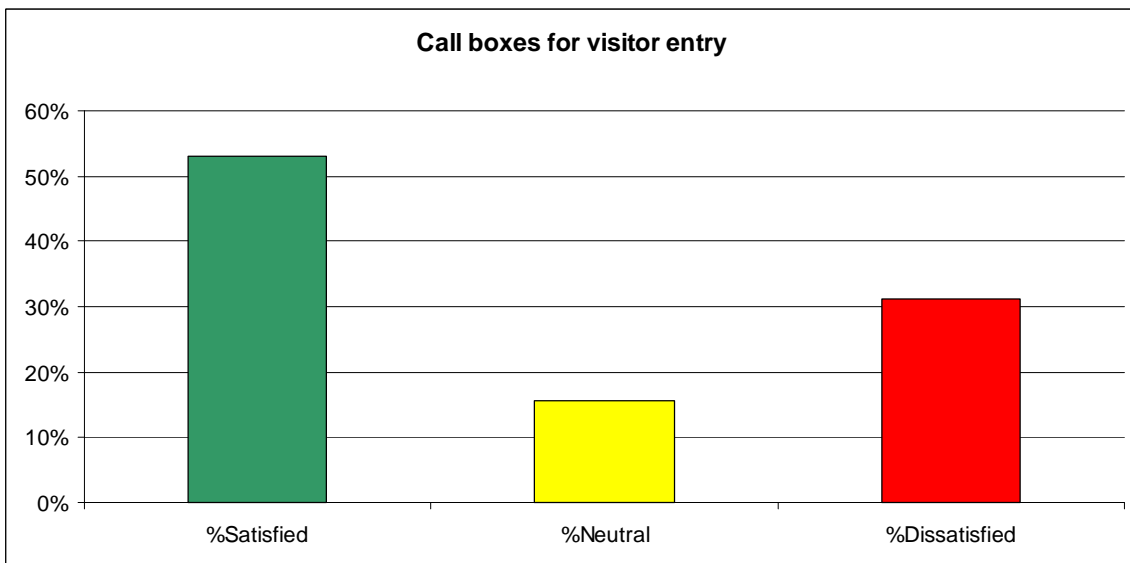
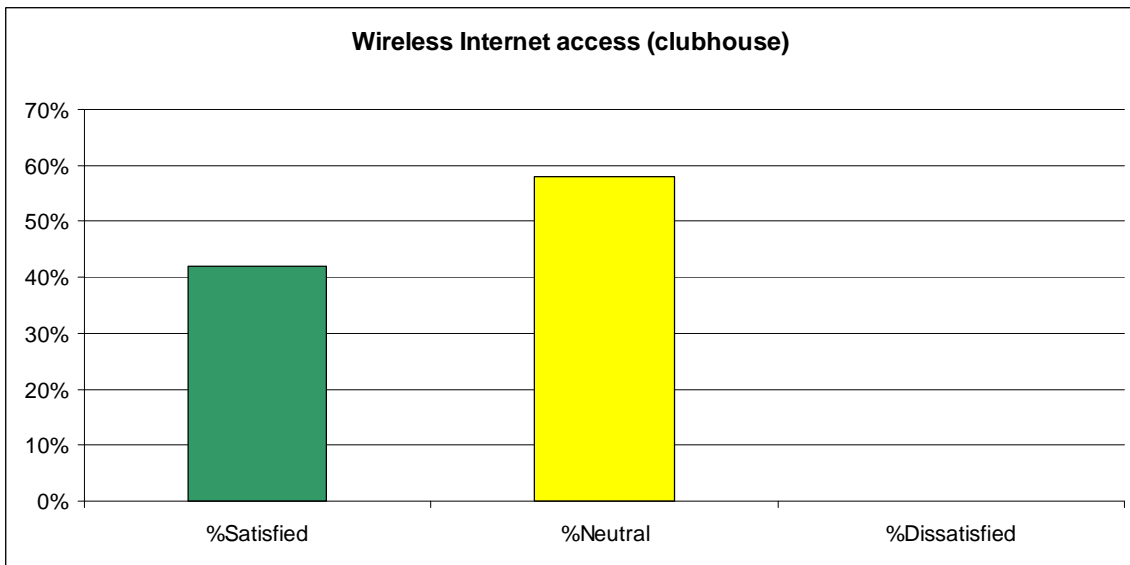


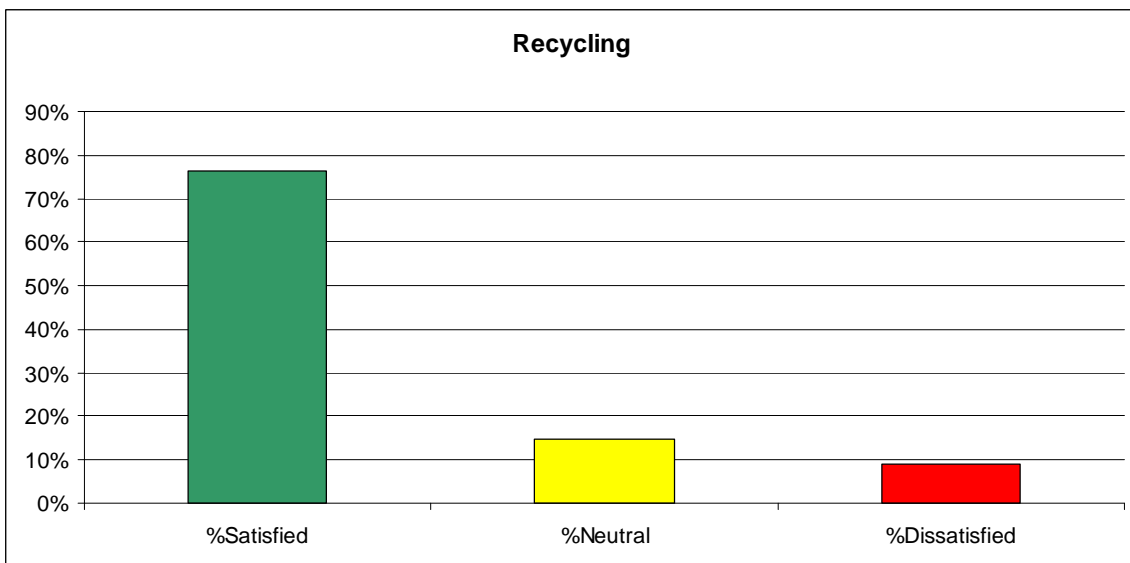
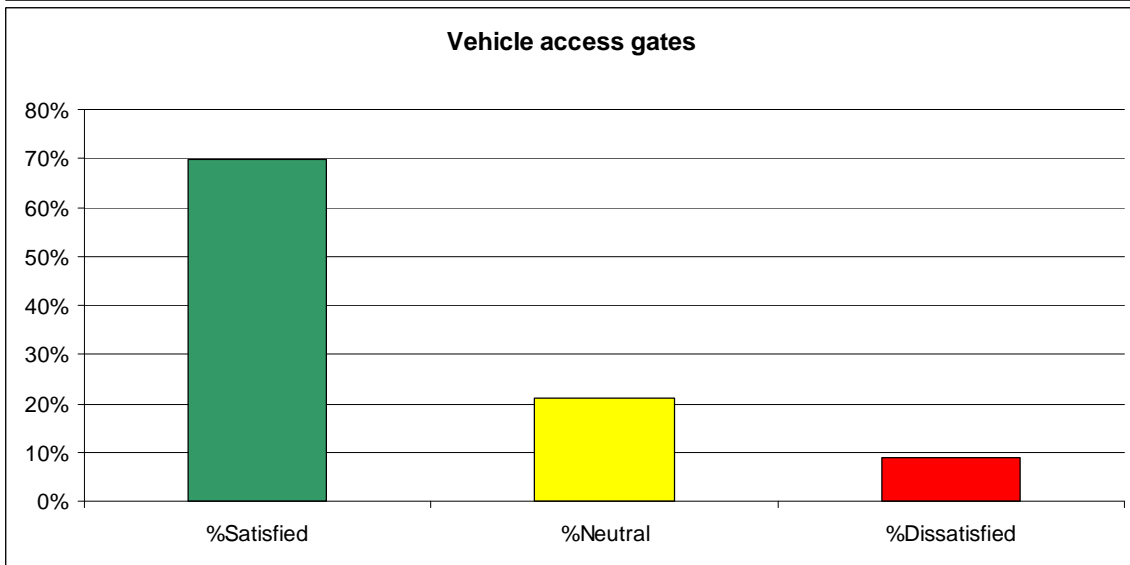
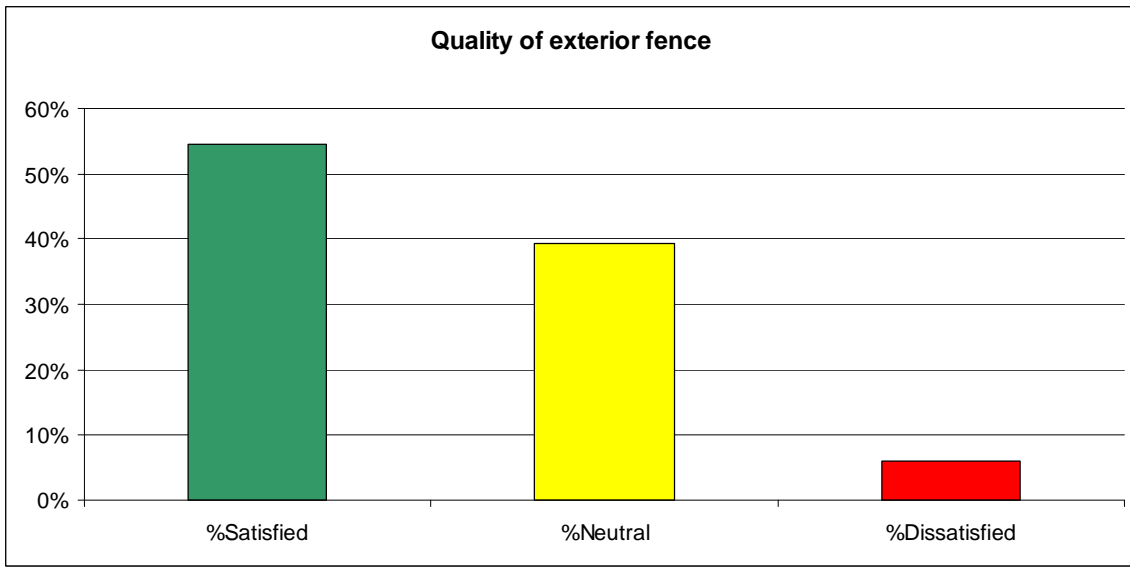


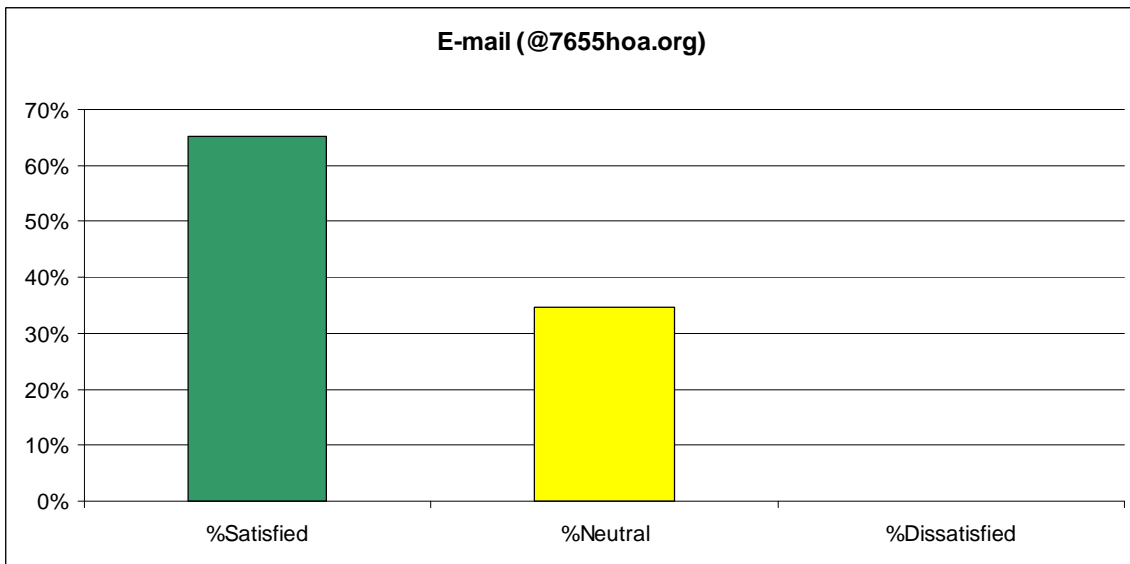
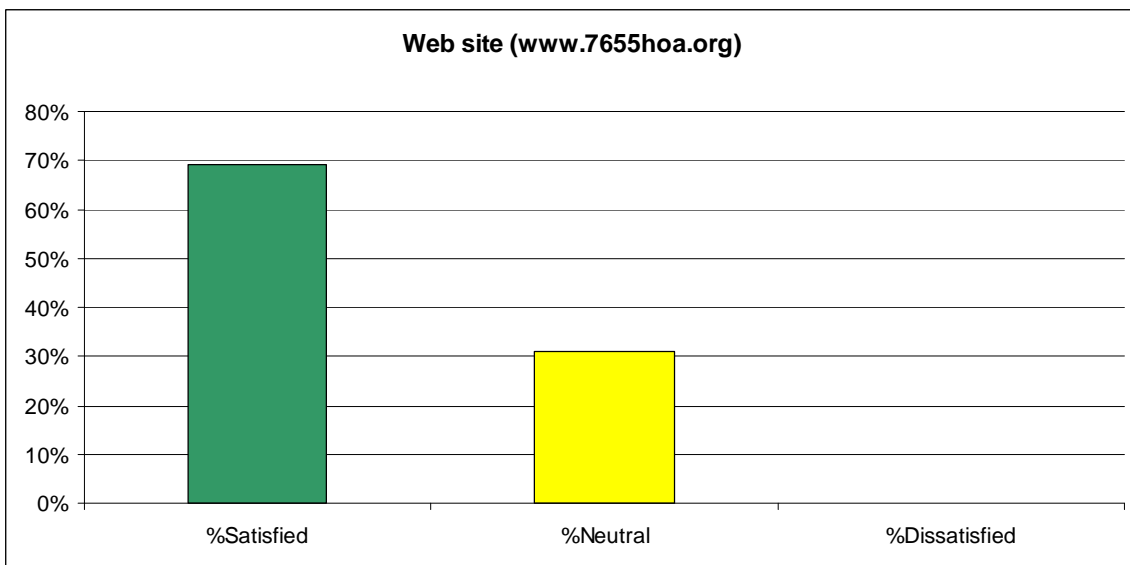
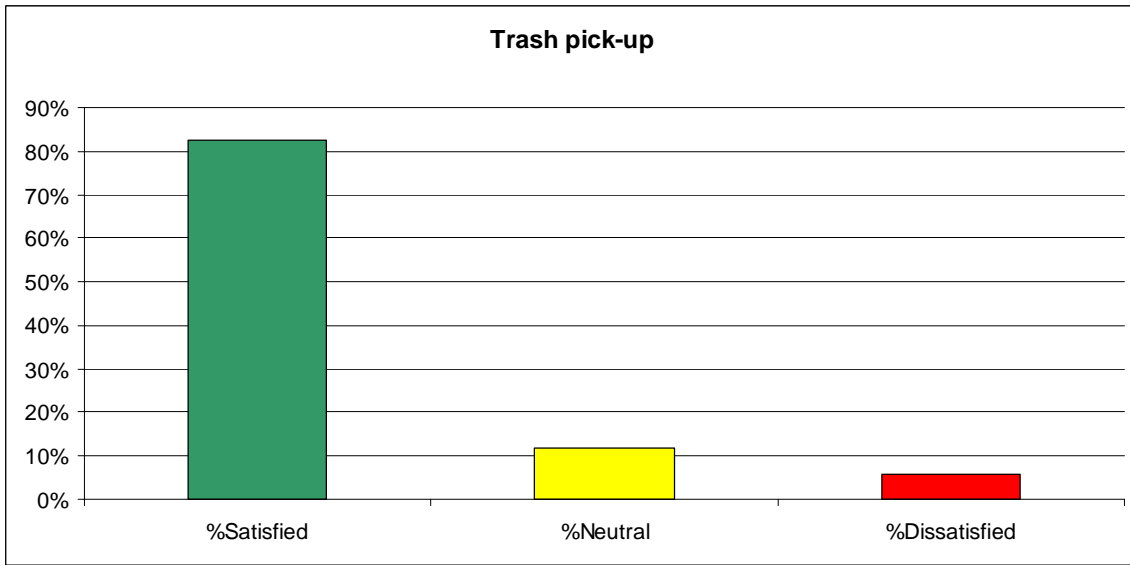


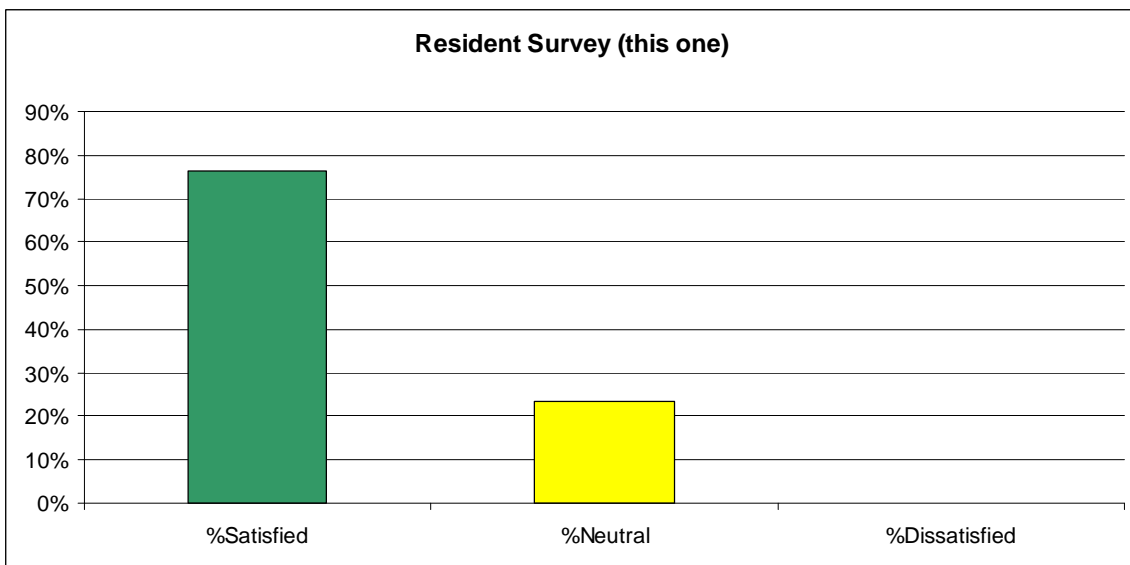
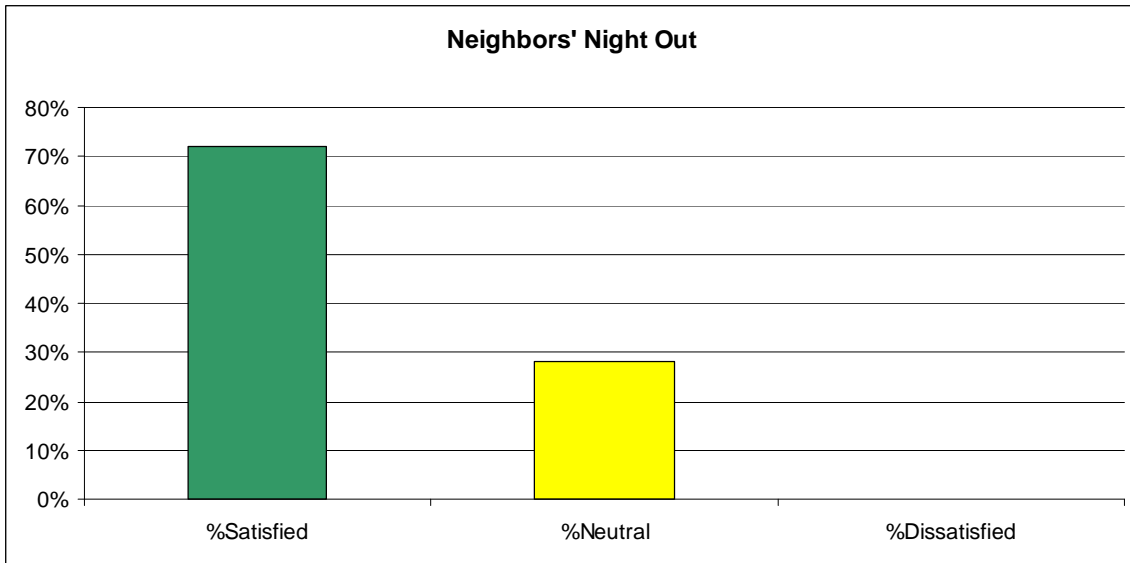












RESIDENT SURVEY COMMENTS

Question 1: Identifying Information (omitted for privacy)

Question 2: Management Company

This is based on average experience over 10 years. I am getting better responses recently, but this is only after legal threats and having to get 3rd party inspections and opinions at my own expense.

If / when I have had to call AMI, I have NEVER been able to get a person on the phone. You must always leave a message, even if You try more than one person, several times in one day. When I tried to have the gates here in back work when I have a visitor, it took WEEKS to resolve. Our girl, Nikki, though, was very sweet and tried very hard.

Their percentage of employees that stay with AMI is very unsatisfactory. There obviously is an internal problem which effects our community. Changing representatives every few months is not good at all.

I am painfully aware of the issues with the consistency of personnel and timeliness of responses from AMI, and that a number of homeowners are campaigning to change management companies. However, AMI provides good record and bookkeeping, quality insurance coverage at a competitive cost, and knowledge of the history of the community. These are important items which cannot be discounted. We get what we pay for, and the majority of homeowners are not willing to pay more to get more. I strongly urge the Board to renew the contract with AMI. You know what the issues are and know how to deal with them. It's the Board's responsibility to educate the homeowners on what to expect from the management company, and to manage those expectations . . . on both sides. Keep AMI.

NEED TO BE REPLACED

They have been fine so far. Their bookkeeping and record keeping have been very good. They have been able to obtain discounted rates on insurance for our property.

AMI is a large company with insurance advantages for us and I'm not sure we could do better. I think y'all have tried others and have come back to AMI. But I think they have a lot of room for improvement.

They seem to have problems in the records department. Their personnel seems to change and financial records are often inaccurate.

As I've only been at 7655 S. Braeswood 11 months, I've had limited interaction with AMI. Recently, Nikki was very responsive and helpful. But, previously they have not been as helpful or followed through.

We have tried others best we should stay here! -

AMI seems to have a high turnover of employees, or of those who work with 7655 S. Braeswood. I hope George will stay.

I am comfortable with the ownership of AMI. Glenda Regenbaum seems to be a sincere and conscientious individual - and, as long as the Regenbaums continue to participate in the management of this company - I believe we are in good hands.

i am still waiting for a return phone call from a roof problem i reported November 2007

As a Board member, I worked with two management companies on this property - Creative and AMI. The Board fired Creative and asked AMI to come back on board in 2003 - because Creative almost "lost" over 1/2 million in insurance reimbursements for 7655 after the 2001 hailstorm damage. Because I have been on the Board, I am much more concerned about the bookkeeping/accounting services provided by the management company - and the ability of the management company to get property insurance at the most reasonable rate than I am return of homeowner phone calls, etc. etc. - particularly given our particular homeowner "base". I know there are many who are not happy with AMI. I haven't had any issues relative to repairs in my home, etc. so I really need to remain neutral on this aspect of their service. I do think that their inability to keep property "managers" is a problem - but they were also changing them out "monthly" at Creative. I think this is just a problem in that particular industry. As an industry, pay is low and demands on time and talent are high - just like the apartment management industry. I know there is feeling that AMI needs to be replaced - and I have said that the Board should begin to see who else is available. My cautions are: 1) insurance. I would not want us to move to another company until the board talked with Mickey Youngblood to get a feel for the credibility of the other company. He will give straight answers - and knows the market. We do get the best rates by using AMI simply because they have so many properties - but we also probably pay a higher management fee than we would with some other management companies. So there may be a trade-off. He and I have talked one-on-one about other possible management companies several times. He is a great resource and respects us. 2) timing. One does not want to change management companies mid-year. Needs to be move made at the beginning of the

fiscal year, which in our case in January 1. Also, I don't think we want to make a move - or even indicate any dissatisfaction with AMI - until all of the damage claims from Hurricane Ike are settled. Right now, AMI is working hard on our behalf and I will tell all that the re-roofing this time compared to what we went through after the 2001 hailstorm has been more than a "piece of cake". Those who lived through the last one will report of dirt, trash, nails in driveways, etc. etc. etc - from the companies (yes - plural) that were used then. I would also suggest that if the Board is seriously looking to change agents, they visit with James Young of Holt & Young, our legal firm, and see what other Management Companies they work with - since they have a history with 7655 that would be expensive to have to give to another law firm.

Our current property manager seems to be more willing to do his job and does follow up. You can talk to him and he listens. I hope he stays on.

Question 3: Phonoscope

When I first moved here I was VERY unhappy with the service technicians and their ability to assist. I haven't had any reason to call them again...mainly because I don't want to go through that again.

My computer is 7 years old and the speed issue could be my computer. I am not sure.

It is time for the technology committee to begin negotiations and investigate options for renewal of the contract. It doesn't seem right that we have to pay additional cost for HD when it will be mandatory this summer.

Lack of DVR disappointing. Quality of channels uneven (audio on TNT, FX, etc)

When they are called, a live person always answers and usually can correct the problem.

The cabling is old and needs to be replaced. We would like Spanish music channels to be included in our package, but Phonoscope said it is a Board decision not to include it.

The services (basic cable, internet) included in the monthly HOA fee are average. However, the additional services (On Demand, DRV) available are very limited compared to providers I've had in the past.

I was told there would be a connection in each room, but Phonoscope wanted to charge me \$299 to put a connection in the living room. I attempted to have them connect a tv in my downstairs bedroom, where there is a connection and they said that my tv set was not capable of receiving cable. I had no problem with the tv using Dishnetwork before moving to 7655 S. Braeswood.

There have been numerous times when I have been unable to connect to the internet. When calling phonoscope initially they were not always aware that the problem WAS with their totem pole.....

can't watch one channel and record on another let alone use a DVR and have a situation like Uverse

I like the fact that when I have called with problems, there is the voice of a person living in Houston, Texas on the other end of the line!

Question 4: Landscaping

TO me the property basically looks good, so my overall impression of the landscaping company is they are fine. I work and therefore have no day-to-day contact or observations of the company

I haven't been here long enough to give a really thorough opinion of them.

Not completely satisfied with the yard crew, however, they are better than the last company we had. One of the men asked us for a coke one afternoon. I do not think he should have asked us for anything to drink. They is water from a hose on the property.

Put the landscape committee back to work. Organize a week-end workday periodically and get homeowners to work on the entrances. It worked for Ike clean-up, and it's a way for more homeowners to take personal responsibility for maintaining the community.

Too early to have an overall impression

some areas that have very little green, should be replaced by rocks or something else that does not require maintenance, to improve the appearance of the property, specially the area in between my neighbor's unit and mine.

Sometimes trim without being asked on front walk. They do not trim in back unless I personally ask them.

Haven't really paid sufficient attention; haven't visually noticed a major improvement. We have many, many shrub "holes" that need to be filled. If landscape company isn't goign to do it, offer owner subsidy to allow us to purchase filler shrubs.

I feel our landscaping has lost a beat in the last couple of years. It is not as impressive as in the past years.

Plant entrance 1 area-Plant more roses, alyssum annuals etc.

The leaves that are blown in the driveway are NOT picked up, bagged and thrown away. Instead they are blown into the flower beds and, when it's windy and rainy, they blow right back into the carports bigtime!

I think it is too soon after the change of landscaping companies to make a fair judgement. I do think that Dan Soliz was "right on" last year when he reminded all that a "lawn mowing crew" is not the same as a "landscaping crew". Grass is mowed and edged. This is not the same as appropriately trimming shrub and landscaping entrances. I really liked his idea of hiring people to do each. Probably same output of dollars - but overall a much better result. I do NOT think that homeowners should be doing landscaping - am against "let's have a Saturday morning gardening party once a quarter". I moved here so as to not have to do that. I also think we need to set out uniform guidelines as to exterior plantings by homeowners. We have "rules" that have not been followed - but we have never worked on guidelines as to what plants will do well. For example, I should never have planted the crepe myrtle that I did in my patio. I needed shade but there was probably a much "cleaner" way to go.

I didn't know that they were supposed to control fire ants. Freddie once told me that it was my responsibility to treat one that was near my walkway. I also didn't know that they pulled weeds.

What is wrong with just putting weed and feed on the lawn. Although there isn't any grass left, just weeds. This is not the current landscaper fault.

We need a landscaping company that knows how to trim schrubs and knows the difference between a tree and a scrub. Last year the pink magnolia behind our house was trimmed and this should not have been done.

Question 5: Security

In the 7 years since I have lived here the monthly assessment continues to increase each year. At this rate the monthly assessment will be more than my mortgage payment. Enough is enough!!!

I can just barely pay the monthly assessment now, especially with all the "special" assessments and a house note.

I think we pay enough money at this time and that the HOA dues each month should include the above. Higher monthly assessment depends on what and how much.

I have an alarm system in my unit.

If you are talking about the metal fences, my answer is NO. I already pay a high monthly assessment. Before asking questions of this nature, kindly introduce a plan, what would it cover, the hours of patrolling the area, and the most important question what would be the total cost. My answer is NO

If pedestrian locks are changed, I want multiple keys at no expense. Change clickers after major staff turnovers or contractor projects are finished. Raising fence & constable patrol are expensive and should be considered only in relation to other expenses. Before I pay a higher assessment I want to know that 100% of assessments are being paid. If all were paid, we might not need to go higher.

This issue of safety is what surrounds our property altho property in the Galleria has their issues too. The gates are a false sense of security as people can follow a car even when we try to prevent it so changing the clicker setting is not going to solve people getting in or climbing over the gate which has happened. I know it would be expensive but I do like the idea of Constable servidce to patrol.

There is probably nothing wrong with changing locks on pedestrial gates annually or changing clicker settings annually - except the expense for doing so - and that is considerable. Automatic closure of these gates will require that lawn, landscaping and other repair crews have keys so they can open the gates that close - or we will end up repairing those more frequently than we havew to repair the gates. Raising exterior fences to 10' will not accomplish anything. If one can get over an 8' fence, he/she can get over a 10' one. Constable patrols are of no value and are very expensive. We have enough homeowners who are home during the day that we can be a much move effective "watch patrol". We do need to work on outdoor lighting - but, again, this costs money. Vince Totorice and his son did prepare a list of suggested improvements to the exterior lighting which was not implemented. Perhaps this should be revisited. I have a home alarm system so need to attend a presentation.

I DO NOT WANT TO ADD TO MONTHLY ASSESSMENT FOR ANY OF THE SERVICES ABOVE. IF YOU HAVE IN THE BUDGET, DO IT BY ALL MEANS.

Question 6: Other Services/Amenities

I would like improved access to pool area - step down from wooden patio too high; ground to gate uneven (unsafe) - presently pool area is not accessible to me - improvement would be appreciated.

I think this could be useful. I hope there is a page on the board. If not, perhaps in the future it could be added.

I didn't know we had any fitness equipment for our use!

Zeek is fantastic! Thank God we finally have a great on site person.

I have no key to the clubhouse , so, no access

The mailbox area walls need cleaning. I cleaned them last year. My new fences are very poor in quality, very cheap made,a very bad job done by the contractor's company. My fences nails are coming apart, every time there is wind my fences make noise and move. I am very unhappy with the outcome.

Good Survey. Thanks.

Clubhouse inside is too plain vanilla - needs some decor & ability to have TV & music. It would be nice

to have an elliptical in exercise area. Call boxes are dated and ugly - our visitors rarely use. Light fixtures are dated and provide less light than more modern fixtures might provide. Ext fences have some rusty spots that need repair. Would be nice to have more than one "Neighbor's Night Out" type event.

Exterior area (plants, walk area around pool) need to be made more attractive--landscaping? Clean it up!!!! sweep---empty garbage containers -----

My neighbor in Unit 32 has four dogs that bark often late at night. On March 30th the dogs were barking at 11:00 p.m. and then someone kept shouting at them. They have been out loose (not on leashes). The owner said they needed exercise.

Have not received newsletters and such on my computer...only the email mail messages from melissa during our problems with hurricane Ike. However, this survey was interesting and I hope to receive more communiques from the administration.

The call boxes need better lighting - which the Board has recognized for years. Again, a matter of expense. Light fixtures need to be updated - again a matter of expense. I don't go to the web-site because I am not a web-site person - but it would be interesting to see if realtors are going to the website and, if so, what their reaction is to what we have there. Have we done any tabulation as to how often the exercise equipment in the club house is used? Do new homeowners know it is there? Would it be a good idea to put in place a "buddy system" for using equipment -which could serve a two-fold purpose (safety - if someone has a physical disaster, there is another person there to help or make a 911 call - and companionship for exercise). Resident survey: this is good - but I will be interested to see how many homeowners respond - and the demographic of the responders. Thanks for doing this.

When we first started the recycling, we were given a list of what they would take, and what they would not . It was pretty limiting, but I try to follow the rules. I have, on occasion, seen neighbor's containers with all kinds of paper,cardboard, plastic, etc. I just wonder if they have changed their rules, and I didn't find out about it,

We are referring to the fence on the south side of the complex.

I would like to know what happened to the idea of putting a TV in the clubhouse near the workout equipment. I strongly believe that it would be used by more residents if we didn't have to stare at a blank wall while on the treadmill or the bike.