



Professional Community Association Management  
Houston ■ San Antonio

**Houston North Office**

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**RIVERWALK PROPERTY OWNERS ASSOCIATION**

November 2017

Enclosed please find a statement for your 2018 Riverwalk P.O.A. assessment fees and the 2018 Constable Fee. The 2018 fees reflect no increase over last year's assessment. You may pay your assessments online with a credit card or eCheck at [www.ciaservices.com](http://www.ciaservices.com). Additionally, a copy of the 2018 budget has been provided on the opposite page for your review.

Your annual base assessment is used to pay for the following expenses:

- Payroll expenses for Security Office personnel
- Upkeep & Maintenance of the Lake/Park
- Professional Management Company Services
- Legal Collections/DR enforcement
- Grounds Maintenance to the Common Areas
- Community Activities/Committees
- Copies, Postage & Miscellaneous Office Expenses
- Replacement/Capital Project Fund Allocations

**Assessment Due Date:** Assessments are billed annually, are due on January 1<sup>st</sup> and become delinquent after January 31<sup>st</sup>.

**Payment Options:** You must pay your assessment in full by January 31, 2018, to avoid additional fees to your account. **Payment plans are available by contacting C.I.A. Services.** Those on a payment plan will avoid penalties; however, interest will continue to accrue.

Online payment options allow you to take advantage of the multi-payment option or schedule a one-time payment. Online payments can be made by credit/debit card or eCheck. The Association's bank collects a convenience fee for all credit/debit card transactions. The amount of this fee is determined by the bank and we have no authority to set the fee amount and cannot waive, decrease, or amend the fee in any way. In order to avoid paying the convenience fee, you are encouraged to take advantage of paying by eCheck which is a free service. Visit us at [www.ciaservices.com](http://www.ciaservices.com) to make an online payment.

**Collections Policy:** Finance charges are applied on the last day of each month. On February 1<sup>st</sup>, a \$40.00 late fee is applied to all unpaid accounts. If your account remains delinquent, a late fee of \$60.00 will be applied on March 1<sup>st</sup>. In April, an attorney will file a Notice of Lien Affidavit and a fee will be placed on the delinquent accounts. In May, the Board will consider sending accounts to the Association's attorney to begin legal collections efforts. All costs incurred and legal fees will be charged back to the account.

**Payment Plans:** If you are unable to pay the full balance by the due date, please contact our office to set up a payment plan if your account will become delinquent. Interest will continue to accrue but the collection steps noted above will be suspended once the payment plan is accepted and payments are made in accordance with your approved payment plan. The Association's Payment Plan Policy is posted at [www.ciaservices.com](http://www.ciaservices.com).

**Questions:** If you have any questions, please contact our office at 713-981-9000 or e-mail [customercare@ciaservices.com](mailto:customercare@ciaservices.com). Our offices are open Monday thru Friday from 8:00 a.m. to 6:00 p.m. For your convenience, extended customer service hours are offered on these days by phone or email between 6:00 p.m. and 8:00 p.m.

With your input and help, we look forward to another successful year in 2018.

Sincerely,

Community Manager

**Riverwalk Property Owners Association  
2018 Operating Budget**

	<b>2016</b>	<b>2017</b>	<b>2018</b>	
	<b>Actual</b>	<b>Outlook</b>	<b>Budget</b>	
<b>REVENUES</b>				
4010	Assessments - Current	362,334	410,000	410,490
4011	Constable Fee	88,698	91,000	90,854
4012	Special Assessments	0	0	0
4020	Assessments - Prior Years	34,168	15,500	10,262
4021	Constable Fee - Prior Years	8,949	4,500	4,000
4022	Special Assess-Prior Years	1,009	300	0
4025	ACC Fines	1,414	6,500	2,000
4030	Builder Compliance Deposits	0	0	0
4040	Interest - Assessments	6,615	6,500	6,000
4042	Interest - Investments	587	500	750
4050	Lake Access Card Revenue	90	420	200
4090	All Other Revenue	8,985	2,000	1,500
	<b>TOTAL REVENUES</b>	<b>512,848</b>	<b>537,220</b>	<b>526,056</b>
<b>EXPENSES</b>				
<b>Professional Services</b>				
6110	Management Services	65,413	66,423	66,588
6115	Office Expenses Recovered	(11,439)	(13,500)	(12,000)
6120	On-Site Staff & Expenses	0	0	0
6142	Corporate Legal Fees	11,743	15,000	10,000
6144	Billable Legal Fees	82,485	55,000	60,000
6146	Legal Fees Recovered	(27,184)	(57,000)	(36,000)
6150	Audit & Tax Services	200	200	200
6160	Security Contract	89,832	93,816	79,244
6162	Security Supplies	1,825	1,200	1,500
6165	Supplemental Security	124,738	125,000	128,750
6170	Trash & Portapotty Services	868	915	940
6180	Pest Control	8,415	7,700	7,925
	<b>Subtotal</b>	<b>346,896</b>	<b>294,754</b>	<b>307,147</b>
<b>Committees</b>				
6250	Garden Club Committee	113	1,000	1,000
6230	Activity Committee	2,865	6,500	6,500
6220	Communications Committee	3,030	150	200
	<b>Subtotal</b>	<b>6,008</b>	<b>7,650</b>	<b>7,700</b>
<b>Facilities</b>				
6335	Lake Park Maintenance	443	4,750	3,000
6355	Fountain Maintenance	2,004	2,200	2,200
6360	Building Maintenance	1,583	500	1,000
6370	Gate Maintenance	790	2,500	2,500
6380	General Maintenance	3,353	4,000	3,500
	<b>Subtotal</b>	<b>8,173</b>	<b>13,950</b>	<b>12,200</b>
<b>Utilities</b>				
6410	Streetlights	19,859	19,500	20,000
6420	Electricity	4,642	3,500	3,500
6430	Water - Sewer	1,945	1,500	1,500
6440	Telephone	2,926	3,300	3,300
6445	Cell Phone	0	0	0
6450	Internet/Camera Services	4,463	3,397	3,244
	<b>Subtotal</b>	<b>33,834</b>	<b>31,197</b>	<b>28,300</b>
<b>Maintenance</b>				
6510	Grounds Maintenance	50,000	52,100	54,000
6512	Supplemental Services	36,200	10,500	10,500
6516	Landscape Improvements	8,114	0	0
6514	Irrigation System Maintenance	0	600	500
6520	Property Maintenance	382	0	500
6522	Maintenance Recovered	(837)	0	(250)
	<b>Subtotal</b>	<b>93,859</b>	<b>63,200</b>	<b>65,250</b>
<b>Miscellaneous</b>				
6610	Insurance	24,407	30,000	13,172
6620	Taxes	1,198	3,500	3,500
6630	Postage	4,827	3,600	3,700
6635	Website Admin	6,335	4,000	4,000
6640	Office Expenses	10,109	11,500	11,900
6650	Builder Compliance Refunds	0	0	0
6540	Vehicle Expense	0	0	0
6900	All Other Expenses	3,451	3,200	3,000
	<b>Subtotal</b>	<b>50,327</b>	<b>55,800</b>	<b>39,272</b>
	<b>TOTAL EXPENSES</b>	<b>539,097</b>	<b>466,552</b>	<b>461,491</b>
	<b>NET OPERATING INCOME</b>	<b>(26,249)</b>	<b>70,668.28</b>	<b>64,565</b>
	<b>ALLOCATION TO REPLACEMENT FUNDS</b>	<b>0</b>	<b>0</b>	<b>55,451</b>
	<b>ALLOCATION TO CAPITAL FUNDS</b>	<b>0</b>	<b>93,588</b>	<b>35,555</b>
	<b>ALLOCATION TO OPERATING FUNDS</b>	<b>(26,249)</b>	<b>(22,920)</b>	<b>(13,499)</b>