

Neighborhood News

RIVERGLEN

Fall 2024

Riverglen and River Watch Homeowners' Associations

Riverglen President's Update Ralph Brown, President

Hello neighbors!

The year 2024 is shaping up to be an eventful year for a variety of reasons. In the realm of neighborhood associations, this year has not only been eventful for Riverglen HOA, but HOAs in general. Some of you have probably heard that the Florida legislature recently passed a few changes to the Florida statutes regarding community associations. For the most part, the changes will not affect how Riverglen HOA conducts business, since we are already in compliance. However, we have had detailed discussions with the association attorney regarding the new laws and will continue those discussions as issues arise and clarification is needed.

One event that does affect our operation is the conversion to new software being used by the management company, Greenacre Properties Inc (GPI). This conversion occurred earlier this year. Notices were sent out to all homeowners explaining the new software and providing instructions on obtaining access. If you have not yet already done so, you should go to the new website – <https://home.greenacre.com> – to sign up for access to the homeowner portal. There you will be able to view your account information, view or download association documents, submit architectural request forms, and much more.

For the past several months, the Board of Directors and the Architectural Control Committee (ACC) have been working on revisions to the ACC Standards for Riverglen Units 1 – 4 (not including River Watch). The changes reflect discussions by the board and committee members, input from homeowners at board meetings, and attorney comments and review to ensure compliance with the new Florida statutes. The revised standards were approved by vote of the Board at the August meeting, with an effective date of October 1, 2024. Along with all the other association governing documents, the ACC Standards are posted on the GPI homeowner portal, and on the association's website – <https://www.riverglenhoa.com>.

We have been monitoring developments with the South Hillsborough County pipeline project. If you are unfamiliar with that project, see the article in this newsletter, or visit www.tampabaywater.org/shp for detailed information. The pipeline route runs along McMullen Road and Boyette Road. Some of our homeowners received letters earlier this year that led them to believe that their property would be affected or possibly even acquired as part of the project. According to the representative from Tampa Bay Water, no property acquisition will be required in Riverglen. In our immediate area, the work will take place in existing easements. But we can expect construction delays, road closures, etc. Construction is currently scheduled to begin in late summer or fall of 2025.

River Watch President's Message Kathy Hofstad, President

Greetings River Watch residents!

It is hard to believe that summer is almost over, and we are heading into fall already. I took over the role of River Watch HOA president during mid-2023. I am honored to serve in this capacity.

The River Watch HOA Board of Directors continues to hold our monthly meetings via ZOOM. The meeting notices are posted on the www.riverwatchhoa.com website as well as the message board near the outbound gate. We always encourage homeowners to attend board meetings, be involved with an HOA committee(s), and be active in our wonderful community.

The meeting calendar is also posted on the website. Also note that the budget workshop and adoption meetings tend to be in the September/October timeframe. The annual meeting happens in January of each calendar year. Please watch for those notices as well.

First, on behalf of the Board, I would like to acknowledge and say Thank You! to the other board and committee members/volunteers for their time and energy. The board of directors is sincerely appreciative and grateful for all you do to help keep our community a wonderful place to live.

- Current board members: Kelly Black (vice president), Tim Tuttle (treasurer), Bill Edis (director at large and ACC chair), and Larry Ward (secretary). Thank you to this dedicated group.
- Current ACC Committee members: Bill Edis (chair), Rick Robson and Steven Tanski. This team does a wonderful job of ensuring that requests are reviewed in a timely manner. Thank you for keeping our neighborhood looking its absolute best!
- Holiday Decorating Committee: Jenn and Rob Defreeze. They do a spectacular job of decorating the front entrance for the holidays every year!
- Flag Committee: Dawn and Carlos Callao. As retired Air Force members, they raise/lower the flag as appropriate and ensure that it is maintained and flying in good condition. (Thank you for your service to our country!)
- Yard Sale Chair: Kara Rutherford. She does a wonderful job of getting all the advertising and signage in place and ready for the semi-annual yard sales.
- Welcome Committee Chair: Kelly Black. She welcomes each new resident and provides a packet of information about River Watch/Riverglen and the surrounding area.
- Cameras/Gate House: Becky Clements. She and her husband ensure that the camera system and gatehouse A/C unit are routinely checked and maintained in good working order. I also want to say thank you to Becky for her years of serving on the board of directors and as Welcome Committee Chair.

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Riverglen Management

Greenacre Properties
4131 Gunn Highway
Tampa, FL 33618
813-600-1100

Homeowner Portal
<https://home.greenacre.com>

Community Association
Manager
Angela Parker
Aparker@greenacre.com
813-936-4130

Riverglen Board of Directors

President
Ralph Brown – Unit 7
president@riverglenhoa.com

Vice President
Wrede Kirkpatrick – Unit 1
vicepresident@riverglenhoa.com

Secretary
Larry Barroner – Unit 3
secretary@riverglenhoa.com

Treasurer
Kathy Hofstad – Unit 5
treasurer@riverglenhoa.com

Directors
Cathy James – Unit 2
Dirunit2@riverglenhoa.com

Chris Carter - Unit 4 (at large)
Dirunit4@riverglenhoa.com

VACANT - Unit 6
Dirunit6@riverglenhoa.com

RIVERGLEN COMMITTEES

ACC
Ali Houshmand
acc@riverglenhoa.com

Landscape
Larry Barroner
landscape@riverglenhoa.com

Newsletter
Carolyn L. Austin
newsletter@riverglenhoa.com

Parks
Rick Huber
parks@riverglenhoa.com

Ponds
Trina Dooley
ponds@riverglenhoa.com

Website
Ralph Brown
website@riverglenhoa.com

Riverglen President's Update Ralph Brown, President Continued...

The condition of the sidewalks in Riverglen continues to deteriorate, and the board could use your help. Hillsborough county is responsible for maintenance and repair of the roads and sidewalks outside the River Watch gated area. Please report (or continue to report if you have already done so) any sidewalk problems (raised or broken sections, cracks, spalling, or tripping hazards) to the county, using the "report an issue" link on the county website. That link is also available on the Riverglen HOA website. If a large volume of complaints is received from homeowners in our community, it might elevate Riverglen's priority on the repair list. As the adage says, "the squeaky wheel gets the oil."

We continue to make frequent repairs to our very old irrigation system. Leaks and line breakage due to tree roots are becoming more frequent. At some point, we may need to "bite the bullet" and do a major reinstallation of the irrigation system. For now, we will continue to do repairs as breaks occur, expending a large chunk of association funds. However, we do not anticipate dues increasing for the upcoming year. The annual budget meeting will be held at the regular board meeting in October. A written notice of that meeting, as well as the annual membership meeting in November, will be mailed shortly after you receive this newsletter.

Also, you are invited to attend the annual Saturday in the Park on October 26, 2024, hosted by the board and the parks committee. Enjoy food and beverages and meet a few neighbors you may not already know. Details are also in this newsletter.

As always, I would like to thank all the board members and committee chairs for their willingness to serve the community, and their work to maintain the amenities and appearance of Riverglen.

I want to extend a special thanks to Kelly Black who recently resigned from the Riverglen Board of Directors. In late 2022, Kelly volunteered to fill the position that had been vacant for over a year, representing Unit 6 (River Watch). She also served on the Riverglen landscape committee. Her enthusiasm, passion, and attention to detail will be missed.

In conclusion, there is an open position on the Riverglen Board of Directors. To maintain the balance of representation, we are looking for a volunteer from River Watch to fill the vacancy. If you are interested, please contact the property manager, or a member of the board.

Ralph



SATURDAY IN THE PARK

Saturday in the Park on October 26, 2024, hosted by the board and the parks committee. Enjoy food and beverages and meet a few neighbors you may not already know.

Riverglen HOA Upcoming Events

Riverglen BOD Meetings
Board of Directors (BOD)
meetings are normally held on the fourth Tuesday of each month (except December) at 6:30 PM, at Riverview Public Library. Meeting notices are posted on the sign boards at the community entrances 48 hours prior to the meeting. The agenda is posted on the HOA website,

www.riverglenhoa.com.

The upcoming meeting dates are as follows:

2024
September 24
October 22 (budget meeting)
November 26
December (no meeting)

2025
January 28
February 25
March 25
April 22
May 27

Riverglen ACC Meetings
ACC meetings are held at 7PM via Zoom. Meeting notices are posted on the sign boards at the community entrances 48 hours prior to the meeting.

Check the website, www.riverglenhoa.com, for meeting updates. For Zoom info, send an email to acc@riverglenhoa.com or AParker@greenacre.com.

2024
September 12
October 17
November 21
December 19

2025
January 23
February 20
March 20
April 17
May 22

Annual Homeowner Meeting
November 6, 2024
6:30pm
Riverview Public Library

From your Riverglen ACC

The ACC reviewed and processed a total of 87 applications since the last annual newsletter. Of the applications received, only nine were not approved due to being incomplete or not meeting the ACC Standards or the Covenants.

The ACC issued 327 "Gentle Reminders/Friendly Letters" and made recommendations for 116 first letters, 38 second letters, and 11 attorney letters.

We would like to take this opportunity to share information regarding the most common violations this year.

Trash Can Storage

All garbage and trash cans/containers must be kept in the garage or in the rear yard, screened to conceal them from view of neighboring lots and streets, except on the days of collection (Declaration of Covenants, Conditions, Restrictions - Garbage and Refuse Disposal, Section 22). You cannot use a screening fence to conceal your trash cans anywhere else except as indicated above.

Yard Maintenance

The Riverglen ACC Standards require regular yard maintenance. This includes mowing, weeding, edging, removal of all weeds in the garden bed area, and removal of dead tree branches.

Exterior Mold & Mildew

Mold, mildew, and discoloration are a persistent challenge for Florida homeowners. The most common areas for visible mold and mildew are driveways, sidewalks, fences, outside house walls, and shingles. Mold will grow just about anywhere where there is moisture, and if you don't keep on top of it, it will become increasingly unsightly and difficult to remove. Please check the exterior of your home regularly and treat mold and mildew as soon as possible.

Fences

As our community ages, so do the fences. Wooden fences are vulnerable to the Florida weather, insects, moisture, and other environmental factors. The Riverglen ACC Standards require that all fences must be maintained in good condition. Broken/leaning slats, support poles or gates must be repaired or replaced when damaged.

ACC Approval Prior to Starting Projects

Please remember that any alteration or addition to the exterior of your property requires ACC approval. Proceeding with unapproved alteration and addition projects are a risk to you. Exterior projects deemed non-compliant may be required to be removed or otherwise brought into compliance which could incur additional expense and time. (Declaration of Covenants, Conditions, Restrictions –Architectural Control Committee (ACC)- Section 3. Review and Approval of Plans).

This year our committee worked diligently on revising and updating the ACC Standards, portal request forms, and the approved color palette. Thank you for the suggestions provided during this process. The revised and updated documents are currently undergoing the approval process and should be implemented and available by the end of the year.

Finally, if you have a concern about your property, or extenuating circumstances that temporarily hinder you from being able to take care of the exterior of your home, please contact the Property Manager at Aparker@greenacre.com.

Thank you.



From the Riverglen HOA Treasurer's Desk

Greetings! I hope everyone had a wonderful summer. As the treasurer for the Riverglen HOA, I wanted to provide a brief update. Our all-volunteer HOA board members and the various committees continue to do an excellent job with their fiduciary responsibilities, always in compliance as well as keeping the best interest of the associations and residents in mind.

As you are aware, the HOA fees increased from \$90 a quarter to \$100 a quarter for 2024. We continue to operate within budget parameters for the normal recurring expenditures and currently have adequate reserves. We have incurred incremental costs this year with a couple of our contracts. However, expenses are generally within the budget. We budgeted for some special project in 2024, with the expectation of additional enhancements for the parks and/or association entrances later this fall.

As a reminder, please pay your association dues on time to avoid being charged late fees. The association fees are due quarterly (Jan 1, Apr 1, July 1, Oct 1).

Best Regards,
Kathy Hofstad

River Watch President's Message Kathy Hofstad, President Continued..

I would also like to take this opportunity to highlight another important topic for River Watch homeowners and residents – the oak trees and infrastructure damage caused by the oak tree roots. As I write this newsletter article, our contractors are doing repairs/replacements on select areas of gutter pans and sidewalks within our association. While the board is aware that there are more areas that need to be addressed, we prioritized the gutter pan areas with the most severe drainage issues and the sidewalk areas with the most significant raised gaps. We will be addressing multiple other areas (both gutter pans and sidewalks) throughout the next couple of years. It is the goal of the board to get as many of these drainage issues remediated prior to resurfacing the roads in a few years, as well as address the ongoing sidewalk maintenance.

Between 2018 and 2023, the HOA spent more than \$200,000 on sidewalk maintenance (mainly grinding). During 2024, we will spend more than \$70,000 for this phase of gutter pan and sidewalk remediation. As the oak tree roots continue to grow, these costs will continue to increase, which directly affects your annual association dues.

The oak tree roots in the easement areas are the significant contributor to these infrastructure issues. While we have a beautiful tree canopy around our neighborhood, it is unfortunate that tree roots contribute to the lifting of some sidewalk panels as well as adversely affecting the curb/gutter drainage system.

Our current HOA documents require at least one oak tree to be maintained in each lot's easement area between the sidewalk and the street. We need a majority of homeowners to ratify any change to HOA restrictions relative to the requirement for an oak tree in the easement area of each property. In recent years, there have been two unsuccessful attempts to pass an Oak Tree Amendment, which could have eliminated the requirement for the mandatory oak tree. The amendment would allow homeowners to remove their easement oak trees and replace them with other specific Florida friendly trees, such as Crepe Myrtles, which would not create the same level of costly damage to the association infrastructure. In both instances, the board was unable to collect enough signatures to allow the amendment to pass. The board will likely make one more attempt within the next year to pass an Oak Tree amendment.

The board encourages all residents to participate in the committees and activities within River Watch. We encourage residents to attend monthly board meetings, the annual meetings, and join committees. You have a voice in what happens within the River Watch Community.

Thank you,
Kathy

Riverwatch Secretarial Notes By: Larry Ward

Getting Involved - It's that time of year again where the Riverwatch HOA encourages residents to become involved in YOUR community. We are always looking for volunteers to serve the community or community members to simply join one of our monthly HOA meetings. The meetings are on Zoom so you don't even have to leave the comfort of your home! The meetings are scheduled for the third Wednesday of each month and the information and links are posted on the Riverwatch website, www.riverwatchhoa.com.

Parking on street after hours - There has been an uptick of vehicles parked on the street between the hours of 1 a.m. and 6 a.m. As a reminder, per bylaws, there is no parking allowed on the street at this time. If anyone chooses to park on the street during the above times, they could be towed at their own expense. Please be respectful of your community and just don't do it!

Cleaning up after pets - We are a community with many pet lovers, especially dogs. Most of our community members are very respectful of their neighbor's property and clean up after their pets, however, there is an occasional person who thinks it acceptable to leave pet waste in someone else's yard. For the record, it's not cool. There are few things more discouraging than mowing the grass and stepping in something that does not belong there! Please carry a bag and pick up after your pets.



Locking your car doors every time you exit the vehicle eliminates 99% of car break-ins.

Chris Carter

Here are some friendly reminders for River Watch residents:



- **Speeding.** The speed limit within River Watch is 25 MPH. That speed limit applies to everyone – residents, vendors, visitors, etc. Please be advised that the board will re-install the speed bumps if excessive, recurring issues with speeding are observed again.
- **Parking.** River Watch is a gated community, and as such, the streets are private. As a reminder, vehicles are not allowed to be parked on the street from 1am – 6am. Any vehicles parked on the street during this timeframe will be subject to towing at the owner's expense. Our contracted towing service has access to River Watch and is allowed to tow any vehicle parked on the street during those hours. There are no exceptions for holidays or weekends.
- **Blocking Sidewalks.** Please be courteous to your neighbors and avoid blocking the sidewalk when your vehicles are in your driveway. There are many pedestrians who frequently use the sidewalks. This includes families who use strollers for young children, residents who utilize wheelchairs or walkers for mobility, as well as those with vision or hearing impairments. Pedestrians are forced to walk on the streets when sidewalks are blocked by vehicles. This can be particularly dangerous during busy commuting timeframes as well as when it is dark outside.
- **Yard Waste.** Please do not pile yard waste in front of or on top of the storm drains, or in the street gutter area. The yard waste can end up washing or blowing into the storm drains, resulting in very costly repairs for the HOA as well as adversely affecting the health of the retention ponds. Both situations can result in additional HOA expenses, which contribute to increased HOA dues.



River Watch HOA Upcoming Events

- Saturday, October 5
- Community Yard Sale
8am –1pm
- River Watch Board of Directors
Monthly Meetings (generally 3rd
Wednesday of each month):
- ◇ September 18, 2024 – Budget
Workshop
- ◇ October 16, 2024 – Budget
Adoption
- ◇ November 20, 2024
- ◇ December – No meeting
- ◇ January 15, 2025
- ◇ February 19, 2025
- ◇ March 19, 2025
- ◇ April 16, 2025
- ◇ May 21, 2025
- ◇ June 18, 2025
- ◇ July 16, 2025
- ◇ August 20, 2025
- ◇ September 17, 2025
- ◇ October 15, 2025
- ◇ November 19, 2025
- ACC Meetings (generally 3rd
Tuesday of each month or the
day prior to the board
meetings):
- ◇ September 17, 2024
- ◇ October 15, 2024
- ◇ November 19, 2024
- ◇ December – No meeting
- ◇ January 14, 2025
- ◇ February 18, 2025
- ◇ March 18, 2025
- ◇ April 15, 2025
- ◇ May 20, 2025
- ◇ June 17, 2025
- ◇ July 15, 2025
- ◇ August 19, 2025
- ◇ September 16, 2025
- ◇ October 14, 2025
- ◇ November 18, 2025
- River Watch Board of Directors /
Resident Annual Meeting:
January 15, 2025 – Venue TBD –
possibly Riverview Library



Message from the River Watch Treasurer

Hello, River Watch Community! My name is Tim Tuttle. My wife, Diane, and I have been proud residents of this community for about 12 years. As a retired accountant and CPA, I recently completed my first year as Treasurer for the River Watch HOA. This role has been both difficult and rewarding, particularly in terms of the time commitment required. I am continually impressed by the dedication and hard work of our HOA Board and the various committees that support our community.

I'm pleased to report that the HOA remains in a strong financial position. Once again, our financial statements were prepared by an independent CPA, ensuring transparency and accuracy. These statements reflect our solid cash position and the implementation of appropriate financial controls. However, we continue to face ongoing challenges, particularly with the damage to sidewalks and gutters caused by tree roots.

Over the past two years, our expenditures have either met or fallen slightly below budget, and I expect this trend to continue into 2024. Additionally, there was no increase in homeowner assessments last year, both of which underscores the Board's commitment to control of expenditures. We are also focused on gradually increasing our reserves for future capital projects.

The most significant financial challenge we face is the ongoing damage to sidewalks and gutters. Unfortunately, our current funds are insufficient to fully address this issue. To manage the situation, the Board has adopted a phased approach, prioritizing repairs in the most affected areas based on available funds. Complicating this matter is the difficulty in securing the necessary homeowner signatures to replace oak trees with non-destructive species.

Thank you for your continued support and involvement in our community.

River Watch Board of Directors and Chairpersons:

President
Kathy Hofstad

Vice President
Kelly Black

Secretary
Larry Ward

Treasurer
Tim Tuttle

Director at Large
Bill Edis

ACC Chairperson
Bill Edis

Welcome Chairperson
Kelly Black

Landscape Chairperson
Open

Yard Sale Chairperson
Kara Rutherford

River Watch Property Management:
McNeil Management Services Inc.
Jennifer Conti- Property Manager
Jennifer@mcneil.com
P.O. Box 6235
Brandon, Florida 33508-6004
813-571-7100

SAVE A Lineworker
Turn generators **OFF** when crews are in your area

Generator problems?
Do not DIY
- call an electrician for help.

Run generators OUTSIDE
NOT near vents or enclosed areas

CAUTION:
DO NOT connect a portable generator to home circuits.
Plug appliances directly to the generator.

River Watch ACC Committee

Hello friends and neighbors. I am Bill Edis, chairman of your ACC Committee, and at-large board member. Currently on the committee are Steve Tanski and Rick Robson. I want to take this opportunity to thank Tony Wilson for his dedication to this committee for the past few years. Thank you, gentlemen, for your continued efforts.

As always, we are looking for assistance with our committee. So, if you share an interest in making our community beautiful, we would love to have you as a member. Please contact me and we will get the ball rolling.

As you are aware, to submit an ACC request, it must be processed through the River Watch Portal. Thus far this year, we have approved 61 requests. Please submit a request prior to making any improvements to the exterior of your home or yard. We understand there are times that you may have an emergency, such as a roof leak, that would make it difficult to submit the request prior to commencing work. Please submit the request immediately and we will move quickly to approve your request – if it follows the guidelines for approved roofing material.

The Board of Directors has granted the ACC Committee authority to approve specific ACC request categories without requiring the full board to ratify the decision, as long as the requests are in compliance with the HOA defined criteria. This allows for an expedited approval process. The impacted categories include:

- House paint
- Fences
- Roofs
- Driveway replacement
- Landscaping – Tree removal
- Landscaping – sod, irrigation
- Sheds



As some of you are aware, if clarification is needed, rather than just denying your requests, I have reached out to you so we can get it approved. This has been easier than just denying your request and waiting for you to read the denial.

I look forward to working with you during the next year. Our meetings are currently held via Zoom on the third Tuesday of every month, with no meeting during the month of December. I invite you to join us as we always appreciate the input of our neighbors.

Regards,

Bill

Riverglen Parks Update

Come one, come all! Join your friends and neighbors at the parks. They are open daily from 9 AM to dusk, offering a wide range of activities – from slides and swings to share with the kids to basketball courts for a round of HORSE or a set or two of tennis or pickleball. Make it a day and come out and play! Or, just relax under one of the great oak trees. I look forward to seeing you.

Activity Updates:

Saturday in the Park is a Riverglen HOA annual event and will be hosted at the main park on October 26, from 11 AM to 2 PM. The Park Committee will offer drinks, hamburgers, hotdogs, music, snow cones, and a bouncy house. Come out and join us!

Both courts were updated last year with a blue surface material and lines for basketball, pickleball and tennis. We will soon have new backboards and rims for the basketball goals.

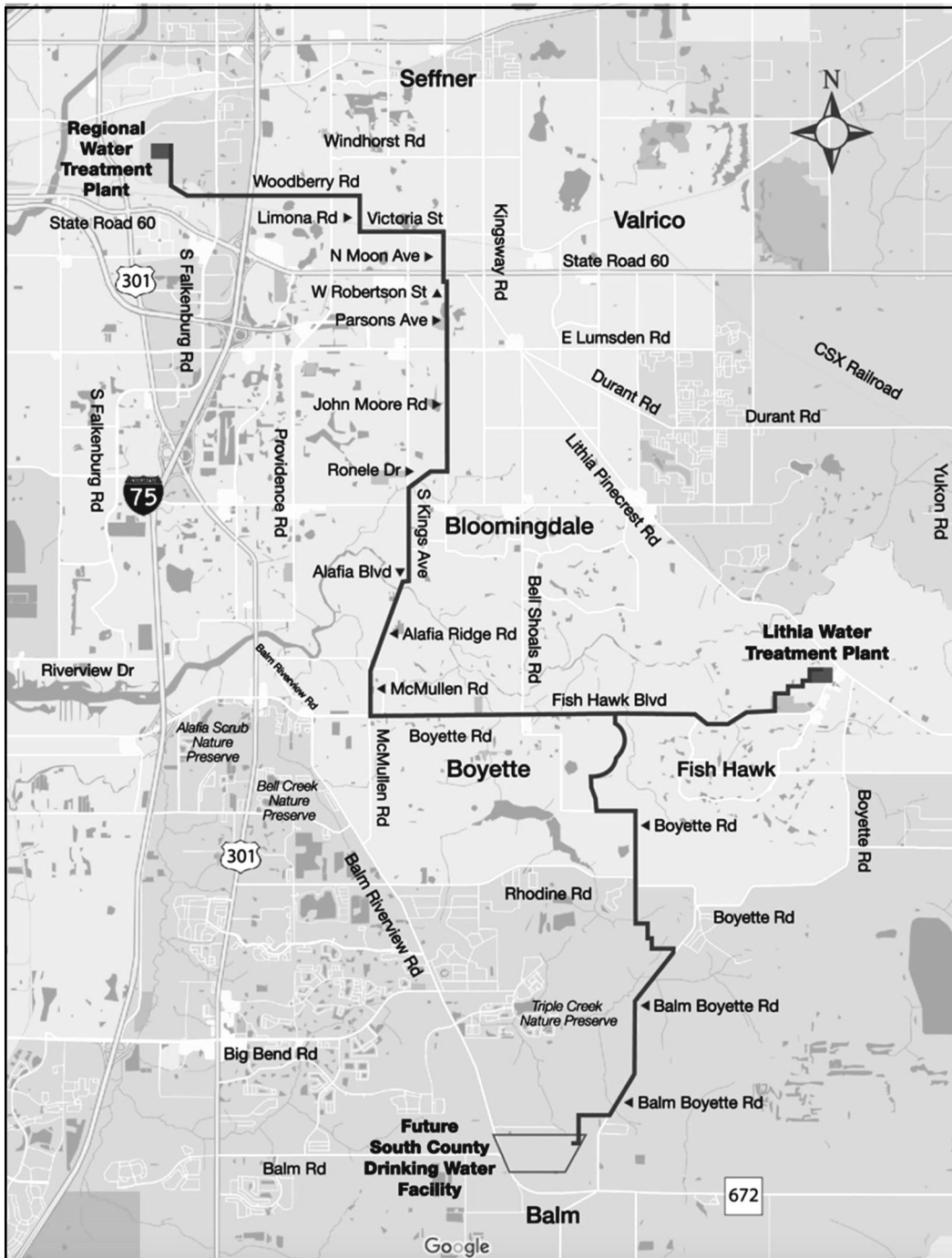
The committee is also requesting volunteers from the HOA membership to close the park's gate and perform unannounced drive thru and safety checks. This is a weekly duty rotated every 8-10 weeks. The duty begins on Monday and ends on Sunday. If an issue is found, notify Rick Huber or a Board Member.

If you're interested or want more information, please send an email to Rick Huber at parcs@riverglenhoa.com.

Thank you very much for making Riverglen a great place to call home!

The South Hillsborough Pipeline – Providing High-Quality Drinking Water to South Hillsborough’s Growing Population

Map shows the proposed route for the South Hillsborough Pipeline



Southern Hillsborough County is experiencing unprecedented population growth that is driving the demand for additional drinking water. By 2045, the number of homes in the Boyette area is expected to grow by one-third, the number in Wimauma is expected to more than double, and the number in the Balm area is expected to nearly triple. To meet the long-term needs of this area, Tampa Bay Water is building the South Hillsborough Pipeline.

Tampa Bay Water is a regional water authority that develops and supplies high-quality drinking water to local cities and counties, including Hillsborough County. The new pipeline will be up to 72 inches in diameter and carry up to an additional 65 million gallons per day (mgd) of water to Hillsborough County's southern service area when complete in 2028. The pipeline route was approved in September 2022. Segment A starts at the Tampa Bay Regional Surface Water Treatment Plant in Brandon and connects to Hillsborough County's Lithia Water Treatment Plant. Segment B, which is being funded by Hillsborough County, connects to Segment A at Fish Hawk Boulevard and heads south to the County's new connection point at Balm Riverview and Balm roads. The project is also receiving funding from the Southwest Florida Water Management District (District).

The project is currently in the design phase with 60% design plans having recently been completed. During this phase, the route was refined to determine the exact location and size of easements needed. The pipeline itself will lie within the right of way and permanent easements being acquired from property owners along the route. Temporary easements are also needed to allow adequate space and access to build

the pipeline safely and efficiently.

If property is needed within this approved pipeline route, Tampa Bay Water land agents will meet with property owners to discuss purchasing an easement at a fair market value. To date, the majority of property needed for this project has been identified and landowners have been notified by mail.

If you would like a copy of the 60% design plans, [contact Records@tampabaywater.org](mailto:Records@tampabaywater.org).

Tampa Bay Water is planning several in-person public meetings and one virtual meeting in October and November 2024 to share the 60% design plans with residents and businesses along the route. For more information visit www.tampabaywater.org/shp or call the project hotline at (813) 485-6480 or email shpinfo@tampabaywater.org.

Construction is expected to begin in late 2025 and should be substantially complete by late 2028.

IKare Publishing is provided all articles in this newsletter by the BOD or residents. IKare Publishing is not responsible for content.

River Watch and Riverglen Homeowner Portals

Good news – both River Watch and Riverglen HOAs are using portal sites for some or virtually all the respective HOA activities.

- River Watch migrated to the McNeil Management Portal during 2023 for almost all activities and actions managed within the HOA.
- Riverglen HOA has had a resident portal with Greenacre Properties, Inc. (GPI) in place for years. However, effective mid-2024, the Riverglen ACC activities were migrated too.

The use of the resident portal improves efficiency, aids in better communication, and saves time. You can access the portal with your computer or mobile device (iPad, tablet, or smart phone). Both portals are very user friendly and easy to navigate. Below are some highlights of each portal.

While many of our residents have log-ons to access the portal(s), there is still a sizeable percentage of our residents who have not yet signed up.

River Watch

McNeil Management rolled out the River Watch portal during 2023. This portal allows homeowners to:

- check the payment status of HOA assessments/dues,
- review violation notices for their property,
- submit all ACC requests as well as receive status updates and approval notifications,
- request gate entry bar codes stickers / clicker openers,
- read neighborhood updates,
- review all governing documents, including the ACC standards and paint palette, and
- review HOA budget and financial reports.

It is a great tool to use for managing almost everything relative to being a property owner/resident in River Watch.

Generally, the online ACC submission process is as simple as:

- clicking on the alteration type (paint, fence, roof, etc.),
- typing in a description of the requested activities, paint codes if applicable, etc. (the portal prompts guide you through the process), and
- uploading supporting documents (survey, color photo, etc.).

If you do not have your portal account set up yet, please contact McNeil Management (813-571-7100 or management@mcneilmsi.com) to get your account established.

Riverglen

The Riverglen resident portal allows residents to:

- check their payment status of HOA assessments / dues,
- review open violations,
- read association documents and access forms,
- review HOA budgets, and
- review BOD agendas and minutes.

It has been a great tool, and was improved in mid-2024 with the roll out of the new portal – even better for Riverglen residents! The new portal has more features than the previous one, including the new on-line ACC process. If you do not already have access to the portal, please go to G360.Greenacre.com to get signed up.

This portal site does require a PIN code. If you do not have your PIN code, please email webaccess@greenacre.com. The PIN will allow you to create your account on the portal. You can contact GPI (813-600-1100) if you have issues setting up your portal access.

The configuration of the portal ACC request process is also very user friendly. This portal will allow you to submit all ACC request related paperwork electronically as well as receive status updates and notifications of approval/denials. The submission process is designed to be very user friendly and intuitive. Specific instructions on the use of the portal for ACC request submissions will be provided closer to the rollout, as well as available online. Generally, the online submission process is as easy as:

- selecting the Architectural request option,
- selecting + New request,
- choosing the form type,
- completing the information for the submission template,
- electronically signing and dating the form,
- uploading supporting documentation (lot survey, diagrams, paint codes, dimensions, county permits, etc.), and
- clicking Submit.

Additionally, if there are Riverglen HOA residents who do not have access to a computer or mobile device, GPI will work with you on any ACC submissions.

In summary, the use of the portals is a great step forward in efficiency, information availability, as well as simplification of the ACC request processes for River Watch and Riverglen residents.

Thanks,
Kathy

