

Frequently Asked Questions

1) Why has the Walnut Bend Home Association hired a management company?

The Walnut Bend Home Association recently hired Crest Management Company (Crest Management) to assist the Board with management of numerous facets within our community. They will serve the community and Board by consolidating many tasks including accounting, financials, deed restriction enforcement, exterior modification requests (ACC), title documentation, resale certificates, collections, vendor management, attorney liaison, keycard management and board meeting preparation. Additionally, they will provide the neighborhood a centralized online portal to view Association documents, view deed restriction violations, view ACC application status, pay dues, request key cards, and report neighborhood issues.

2) Will the Board of Directors oversee Crest Management and maintain control of the Association?

Yes, Crest Management will report to the Board of Directors and the Board will make all final decisions including expenditures, facility improvements, exterior modification requests, contract changes, and items to be turned over to the attorney. Crest Management will now handle the majority of day to day operational tasks. The Board will focus on community involvement and interaction as well as overseeing Crest Management.

3) Who is Crest Management?

Crest Management is a Houston based company that only serves communities in the Houston region. They were founded in 1993 and manage many similar neighborhoods like Walnut Bend in regards to age, size, and property values. On Google, they have a 4.5 star rating with 830 reviews and are well respected in the local industry.

4) Did the Board research multiple companies prior to selecting Crest Management?

Yes, the Board spent a tremendous amount of time reviewing management companies and narrowed it down to three. Each of the three companies was interviewed multiple times by the Board and a detailed cost analysis was put together which was presented to residents at the December Board meeting. Crest Management was not the lowest cost, but based on a variety of factors it is who the Board determined would be the best fit for Walnut Bend.

5) What primary factors did the Board use to make the decision to go with Crest Management?

The Walnut Bend Board of Directors considered many factors when making this decision. Our main objective was consolidation of numerous management functions that were inefficiently spread across a variety of vendors and personnel. We then wanted to secure organizational proficiencies, maintain exceptional business practices throughout future board member transitions, ensure the Association follows Texas Property Code 209, improve productivity, provide additional offerings to residents as well as reduce management provider costs.

6) What positions/vendors have been consolidated by switching to Crest Management?

We have consolidated/eliminated services including our office manager, Bestfit (accounting software), AVR (deed restriction enforcement), and Intuit (payroll services). There are a variety of other cost savings such as reduction in office supply expenses, fax line, and office computer support.

7) How much money will this save the Association?

Based on the Association's financial average expenses over the past four years, the Board expects to save the Association over \$25k per year with this transition.

8) Will residents have primary contacts at Crest Management to interact with?

Yes, Walnut Bend has the following three individuals at Crest Management assigned to our Association:

Property manager: Jessica@crest-management.com 281-945-4667

Jessica should be contacted for common area maintenance items, contractor issues and Board requests.

Assistant property manager: MatthewC@crest-management.com 281-945-4681

Matthew should be contacted for architectural control matters, deed restriction violations, and key card requests.

Accountant: Ruth@crest-management.com 281-945-4684

Ruth should be contacted for payment and accounting matters as well as title transfers.

9) Will Crest Management attend Board Meetings?

Yes, Jessica from Crest Management who is CMCA certified will attend all Board Meetings either in person or virtually. Please reach out to her at least five days in advance at Jessica@crest-management.com or 281-945-4667 if you wish to be placed on the Board Meeting agenda.

10) Will Crest Management manage all financials for the Association?

Yes, Crest has the accounting expertise to manage our neighborhood's financials. They will provide the Walnut Bend Home Association with a licensed accountant to review transactions, financials, collections, and prepare annual budgets. This is a key improvement as the Association did not have an accountant to properly manage the finances.

11) How often will Crest Management inspect common areas (Rec center, park, pool, etc.) for issues?

At least once per month Crest Management will walk all common areas owned by the Association to determine any items that need to be addressed (lighting, gates, courts, playground, landscaping, etc.). If you see something needing attention, please contact Jessica at Jessica@crest-management.com or 281-945-4667 so she can work with the Board to have it resolved.

12) Will Crest Management manage the park keycards for residents?

Yes, Crest Management will manage the keycard system as well as provide new keycards to residents. If you have issues with keycards or need a replacement please contact Matthew at MatthewC@crest-management.com or 281-945-4681.

13) Will Crest Management now be performing deed restriction inspections and how often?

Yes, Crest Management will be replacing AVR for all deed restriction inspections. Both Jessica and Matthew will together be inspecting once per month during the winter and twice per month May through September (subject to change).

14) Will there be additional charges to residents for Deed Restriction Violation letters?

Deed Restriction violation letter fees will be the same as they were with AVR: The first three letters which include a Certified 209 letter are zero cost to the resident. If the violation still exists after the Certified 209 letter, the Board will vote to submit the violation to the attorney, for which the resident will be charged attorney fees. If your violation is something that will take time to correct, we highly encourage you to quickly interact with Matthew at Crest Management to get an extension in order to delay the letter process.

15) Will the Board continue to approve Deed Restriction Violations prior to being turned over to the attorney?

Yes, if the violation exists approximately 30 days after the Certified 209 letter (3rd notice), the Board will then vote to submit the violation to the attorney and the resident will be charged attorney fees.

16) What is the fee for collection letters sent to residents for non-payment?

There is no charge for the first collection letter. The second letter has a \$20 charge to the resident. Approximately 30 days afterwards a Certified 209 collection letter (third letter) will be mailed which is a \$40 charge to the resident. If the collection still exists, the Board will vote to send to the attorney. Please note that collection letters are for past due balances and are separate from deed restriction violations.

17) Will the WalnutBend.org website stay the same?

For the short term, the WalnutBend.org website will essentially stay the same *however*, the financial portion of the website will no longer be accessible. There will be a new link on the homepage with a login for the new Crest Management online portal which is where residents will now make online payments, setup automatic payments, check account balances, view deed restriction violations, check ACC status, submit maintenance issues, submit neighborhood issues, receive Association email communications, etc.

18) How do I register for the Crest Management online portal?

The Crest introduction letter enclosed in this mailing contains your unique registration password for your Crest Management online portal. Note that the registration code expires within 14 days so please register as soon as possible.

19) Will residents still be able to drop checks off at the Rec Center?

While online payment through the Crest Management portal is the preferred payment method, checks will still be accepted at the Rec Center throughout 2021. Please allow up to three weeks for deposits of checks that are delivered to the Rec Center. Checks that are mailed should be addressed to:
Walnut Bend Home Association P.O. Box 52313 Phoenix, AZ 85072

20) What is the fee for online payments through the Crest Management online portal?

\$1.95 for e-check and 2.95% for credit card. These are both lower rates than our current provider.

21) Will the 713-781-2885 phone number for Walnut Bend stay the same?

Yes, our phone number will stay the same but calls will be forwarded directly to Crest Management.

22) Will the 713-781-2955 fax number remain?

No, the fax number will be removed to save costs. While email communication is preferred, if you need to fax something please fax to Crest Management at 281-579-7062

23) Will the Manager@walnutbend.org email remain?

Yes, however this should only be used as a backup if you are not able to resolve your issue with Crest Management in a timely manner. Your first point of contact should always be Jessica, Matthew, or Ruth.

24) If I have issues with Crest Management how do I let the Board know?

While we ask for your patience during the first few months of this transition, if you have issues with Crest Management you want to report directly to the Board of Directors please complete the form under the

Dec 29, 2020

“Contact Us” tab at Walnutbend.org. There is a dropdown that says “Issue with Crest Management”. The form will be received by Board members only.