



Dear HOAs

Thank you for your interest in the Five Star Neighborhood Program. This is a great chance to help the City work with neighborhoods and Homeowner's Associations in providing better customer service that:

- Promotes community involvement
- Strengthens the relationship between neighborhoods and city staff
- Maintains property standards

PREREQUISITE: Screening walls, entry features, amenity centers, and swimming pools need to be structurally sound and well maintained by the HOA. HOAs must not have any outstanding code violations.

Directions

This form is divided into five sections with each covering a separate topic. Qualification is based on a points system with a maximum amount available for each section.

A minimum score of 25 points is required to qualify as a Five Star Neighborhood with each question worth one point. Keep in mind that it is mandatory to answer "Yes" to the first two questions marked with an *asterisk before submitting this form.

Bonus points are also available. Only 4 bonus points can be applied to your Five Star Neighborhood score.

Once the document is completed, email it to neighborhoods@friscotexas.gov or mail it to;

6101 Frisco Square Blvd. 3rd Floor

Attn. Chris Leonard

Frisco, Texas 75034

You will be notified once your application is received. Signs recognizing your HOA as a Five Star Neighborhood are available to post in your communities (\$60/sign).

Membership is valid for two years.

Gold Standard achievement is also available for HOAs that go above Five Star standards. Along with the 30 point Five Star qualification, each 'Gold Standard' question needs to be answered with a positive response.



www.friscotexas.gov/neighborhoods/

FIVE STAR NEIGHBORHOOD PROGRAM
Development Services: Comprehensive Planning

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Contact Information

Applicant

Name:

Date:

Name of HOA:

Email:

Phone:

Board President

President:

Email:

Phone:

Management (if applicable)

Name:

Company:

Email:

Phone:

PREREQUISITE

Screening walls, entry features, amenity centers, and swimming pools need to be structurally sound and well maintained by the HOA. HOAs must not have any outstanding code violations.

Section A: Board of Directors



YES

1. *Is there an orientation process for new board members whether written or oral?

2. *Is there an annual HOA meeting held?

3. Does the Annual Meeting agenda include reports from the president, treasurer, and property manager?

Please list types of reports included.

4. Was quorum achieved at the last annual meeting (in person or by proxy)?

Date of last meeting:

5. Is there a "Policy of Enforcement" in place with regard to violations of the CC&Rs and Rules & Regulations?

When was it last updated or revised?

6. Do board members review HOA governing and operating documents?

Section B: Financial Health



YES

1. Has the HOA reviewed or updated a professionally developed reserve study within the past 5 years?

When was it reviewed or updated?

2. Whether or not your reserve study is funded, do you have a strategy or a plan to fully fund it?

3. Does your community have adequate operating funds?

(Adequate operating funds are defined as an operational budget with funds equal to or greater than 2 months of liquid funds of annualized expenses.)

4. Is there an independent audit conducted every two years?

5. For the preceding 3-year period, has there been no more than one special assessment imposed?

Section C: City Connection

YES

Section C for **connection** are opportunities for you to share with your neighborhood.

1. Does your HOA want to learn how to reduce outdoor water use and maintain a healthier landscape for HOA common areas by scheduling a **free** irrigation check-up with the City of Frisco's Irrigation Specialist?

!! Schedule your [inspection online](#). Somebody from your HOA needs to be on-site.

***Upon your two-year renewal, it is required that you schedule a free irrigation check-up with the City's Irrigation Specialist during off-season winter months.**

2. Are you interested in other [WaterWise programs](#) to include in your media outreach i.e. newsletters, websites?

- ✓ Community Captain Program
- ✓ Shower Head Exchange
- ✓ Rain Barrel Program
- ✓ Workshops & Events

3. Do you think that your neighborhood would want to watch any [City Council Meeting](#) held in the past ten years? Can you share the connection with your community?

4. Find permits and projects under construction on the [City's Mapping Portal](#). Can you share the connection with your community?

5. Find criminal activity in your neighborhood using the [City's Crime Mapping Dashboard](#). Can you share the connection with your community?

Section D: Management**YES**

1. If professionally managed, does your property manager follow a training and development program? How many continuing education hours are required annually?
2. Does income from late fees or penalties equal 10% or less of the annual budgeted assessment income?
3. Does the board have a written policy with HOA initiated foreclosures?

Section E: Communication**YES**

1. Does the HOA use a written RFP (Request for Proposal) for all major projects including but not limited to management services, landscaping, or physical improvement projects.
2. Do residents receive a contact list for HOA and City resources?
3. Does the HOA publish or distribute a semiannual newsletter (hard copy or electronic)?
4. Has a representative attended one HOA Presidents Meeting (Round table) in the last year?
5. Have you ever invited the City staff to any of your HOA meetings?

Section F: Community Involvement**YES**

1. Did your community participate in Frisco Community Awareness Night (CAN)?
2. Are there planned community wide social activities at your HOA, excluding Frisco CAN?
3. For the previous year, did you have Block Parties in your community registered with the Police Department?
4. Does your community have Neighborhood Watch Block Captains?
You may want to verify with the Police Department; Community Services Division; (972) 292-6140, services@friscotexas.gov.
5. Do you have residents who participated in City Hall 101?
Contact Information; (972) 292-5103, cityhall101@friscotexas.gov.
6. Are there working committees formed that help enhance social activities or events?

**Gold Standard**

1. Does each board member obtain 2 hours of continuing education annually?
2. Is your reserve study fully funded?
3. Are audits conducted annually?
4. For the preceding 5-year period, has there been no more than one special assessment imposed?
5. Did you schedule a free irrigation check up for your community?
6. Has your property manager attended or plan to attend a free HOA/POA quarterly meeting? The [Frisco Chamber of Commerce](#) has upcoming dates.
7. Has your community submitted or updated HOA contact information for the [online City directory](#)?
8. Has a representative attended an HOA Roundtable Meeting in the last year? They are usually held on the second Monday in May. Save the date and call me for an invite and confirmation at 972 292-5361.
9. Did your community participate in Community Awareness Night (CAN)? Prepare for the next year by working with the [Police Department](#).
10. Does your community have active Block Watch captains? Work with the [Police Department](#) to understand your neighborhood's watch.



1. If the HOA is under the control of the developer, is there at least one resident of the community serving on the board?

2. Does the majority of board members obtain 2 hours of continuing education annually?

Please list types of education as we would like to share the opportunities to other board members.

3. If your community has water features, do you have a maintenance plan implemented?

For further assistance on assessing your stormwater needs, Perry Harts (972) 292-5416, pharts@friscotexas.gov can provide information for best management practices.

4. Has a representative attended an HOA Roundtable meeting in the last year?

5. Does the HOA have a written 3-year plan for community activities, improvements, or other objectives?

6. Has your property manager attended or plan to attend a free HOA/POA quarterly meeting? The [Frisco Chamber of Commerce](#) has upcoming dates.

7. Has your community submitted or updated HOA contact information for the City's [HOA Directory](#)?

8. Have you ever conducted community surveys online or in writing to better understand community issues?


Scoring

Section A-E:

Applied is a maximum of 4 bonus points:

Sections A-E along with your bonus points.

A score of **25 points** is needed to qualify for the Five Star Neighborhood Program.

For section G: A score of '10' qualifies for the Gold Standard. 

Complete your application and email it to neighborhoods@friscotexas.gov or mail to

Attn: Chris Leonard
Development Services
6101 Frisco Square Blvd. 3rd Floor
Frisco, TX 75034

Thank you for your participation and commitment to your HOA.

You may want to keep for your records.

If you need additional information please contact Chris Leonard at (972) 292-5311