

May 4, 2017

TO: White Bluff Property Owners

FROM: Your Board of Directors

Leonard Critcher, President

John Bass, Vice President

Jim Fletcher, Secretary

Ron Roberts

Terry Newman

Wayne Findley

RE: The POA Board's Seven-Step Plan to Re-Creating The White Bluff Dream

Once the POA Board of Directors realized that Mike Ward was not going to sell the WB amenities to the property owners two years ago, we immediately began the long journey toward rebuilding The White Bluff Dream. We fully understand the frustrations felt by the property owners we serve and want to detail not only our vision going forward but the process we are and will follow.

The first step in this process was to initiate a transition from the control of Double Diamond and Mike Ward. For over 25 years, Double Diamond collected POA maintenance fees, kept all financial records and made all disbursements of POA funds.

In order to complete **Step One** we made contact with numerous professional management companies and had initial presentations made to the Board in an open meeting. Because of their vested interest and our insistence on transparency, property owners were allowed and encouraged to participate in the questions posed to these firms.

A Request for Proposal (RFP) was prepared and sent to a list of selected firms. Proposals were received, carefully analyzed by the Board, and two firms were asked to make presentations to the Board and interested property owners in an open meeting. After the formal meeting was concluded interested property owners met in an informal session with the Board to discuss these firms and their presentations.

The Board unanimously selected FirstService Residential to take over the management functions previously performed by Double Diamond. Notification was sent on December 2, 2016. <https://www.fsresidential.com/texas/what-we-do/property-management/active-adult-community>

The Board had hoped for a smooth transition so that the step-by-step process of our plan could be realized on a timely basis. However, Double Diamond chose not to cooperate, and the Board found it necessary to file a lawsuit in order to get our funds released from Double Diamond control, property owner database information released and billing information released. A ruling from Hill County District Court in our favor allowed us to complete Step One of our plan and vision.

Step Two in our plan has not been easy. Transitioning POA functions away from Double Diamond has been very challenging. Immediately upon being notified of the change in management companies, Double Diamond seized over \$1,150,000 of POA money, removing it from a POA account and depositing it into Double Diamond's coffers. This issue remains unresolved, but it did create yet another delay in the process of transitioning.

The completion of Step Two was further delayed because the billing information received from Double Diamond was wrought with inaccurate information. It literally took a village and an immense amount of volunteer hours to create a billing database so the long-delayed January billings could go out. We are so appreciative of the show of support that allowed us to finally complete Step Two in the plan. The transition is now complete, and we can move on to Step Three.

There are a number of workable and mutually beneficial mechanisms for the orderly transfer of Double Diamond amenities to the WBPOA. **Step Three** will be to implement the alternative, most beneficial mechanism for transfer for all parties concerned, Double Diamond, the POA, and most importantly our property owners. For our plan to fully realize the success we all wish for our community, Step Three must include POA control of all assets presently being considered in alternative renderings.

Once a workable agreement has been reached, we will move on to Step Four. There was a reason we hired FirstService Residential as they were an integral fit into the long-range plan. FSR has incredible expertise in not only golf courses but also all functions of hospitality. Our fulltime POA General Manager, Duane Dauphin, was selected because of his 26+ years of experience with Club Corp as a restaurant manager, country club manager and extensive IT functions among other positions. As we saw our vision unfolding, it was necessary to put the talent in place that could help us build back the Dream.

Step Four will entail a complete assessment of the properties under our control, determining the condition, developing a plan for complete refurbishing of all amenities, and implementing a complete re-vitalization of White Bluff on a definite time table. This step has begun for the 60 miles of roads in White Bluff through a contract that has already commenced with a civil engineering firm. FSR will guide us through this process as they have successful experiences in having done this in other residential communities during their 50-year tenure in property management. Your Board knew that we had to align ourselves with a management firm that created and restored instead of offering more of the same.

The planning process continues in Step Five, creating a vision for The White Bluff Dream. This will absolutely necessitate input from property owners. We plan on Town Hall Meetings, formation of specific committees to address specific aspects of

The Dream, and input and participation must come from those who own homes and those who own lots. The Dream should be a dream for all property owners.

Step Five will be the actual creation of a facility that is user-friendly to all property owners. We envision a new, dedicated Community Center, where homeowners and visiting lot owners and guests can gather, have meetings, reunions, social gatherings, play a game of pool, bridge or poker, or even gather to watch the Super Bowl. Step Five will also include a refurbishment and opening of all amenities that have been closed in White Bluff. Property owners and their guests should have a Spa that's open as well as the Marina Store, where you can load up before heading out on our beautiful lake. And, we hasten to point out one that will be highly conducive for the sale of lots by Double Diamond and the re-sale of all property by owners.

With upgraded facilities, refurbished and managed by a professional management firm, and an expansion of community-oriented facilities, all property owners should see a marked increase in property values and a spirit of community that has been lacking as amenities have deteriorated.

Step Six will be the implementation of the results of Step Five under the supervision of FSR and the Board.

Step Seven? That's easy. It's The White Bluff Dream, fully realized for all to enjoy. It's a place of peace, harmony, caring, welcoming to all and the gateway to enjoying first-class amenities that are managed and maintained by a first-class management firm.

In our **Seven-Step Plan**, everyone wins. Our wonderful amenities are restored under proper professional management. Our property owners will have access to all of the amenities that we were led to believe would be available to us when we purchased our dream in White Bluff. As a result property owners will be able to enjoy those amenities as well as experience increase in their property values. Double Diamond can focus on selling lots in the paradise that we create.