



Spring 2023



Meet Our New Property Manager Elyssa Gonzalez

We are delighted to spotlight our new BCNPOA property manager, Elyssa Gonzalez, or Lyssa, as she prefers to be called. Originally from south Texas, Lyssa worked in hospitality at La Cantera Resort in San Antonio and Barton Creek Resort for 10 years before getting into property management. She served as Guest Services Manager through the Barton Creek Resort renovation and re-opening, until it closed due to COVID in 2021. She has been with FirstService Residential for two years.

1. Tell us about your transition from working in a resort to property management?

Lyssa said the biggest difference between working at a resort and property management is in how to deliver customer service. There was more in-person connection with the guests in hospitality. She really likes face-to-face interaction. There are more virtual inquiries and phone calls in property management, but she enjoys interacting with property owners when there is an issue. She is also engaged regularly with the board members.

2. What skill set makes a strong property manager?

Usually, residents only speak up when there is a problem, so she has to be “thick-skinned” and not take the issues personally. In hospitality there is always a “sense of urgency” because challenges arise with every event. Understanding what is and isn’t urgent did prepare her well for property management. She says efficiency and knowing how to collaborate with different teams is important because she works closely with landscaping, different vendors, and board members. Therefore, she has to know how to work effectively as part of a team.

3. How do you set priorities?

Lyssa has an organized calendar, and has learned how to prioritize, depending on the matter. A catastrophic event would take priority over day-to-day operations. She has to juggle the issues of each of her properties. For example, she has to know when notices have to be sent for meetings. She has to keep the agenda, minutes, annual meetings updates and has to know when board members' terms expire.

4. Do FSR's responsibilities for Barton Creek North include architectural control matters?

Yes, except for WaterMark and Fairways. Lyssa suggests you either call the 24/7 Customer Care Center (512.266.6771 or email: architectural.austin@fsresidential.com) with your MACC questions or to find out how best to submit your project. FSR coordinates and assists the homeowners with the required documentation for review and approval by the Master Architectural Control Committee. Go to the Barton Creek North Website for more information: <https://www.bartoncreeknorth.com/master-architectural-control-committee/>

5. What do you like the most about managing POAs in Austin?

"It's never boring, and my day is never the same!" She enjoys getting away from her desk, visiting properties & talking to vendors. She likes to interact with people rather than always behind a computer screen. Lyssa enjoys getting to know the vendors and meeting different people in the industry.

6. What is the hardest part of managing POAs in Austin?

Lyssa says "It's tricky to stay educated and updated on the Texas property laws. Texas state law requires certain mandates for property owners and boards to do." She has to understand all the enforcement issues. She has to be clear about what POAs can and cannot do.

7. What sets FirstService Residential apart from other property management companies?

"FirstService Residential is the leading full-service management company in Austin. We deliver an unmatched resident experience in each community we serve. Our local team is dedicated to delivering exceptional service- and we are passionate about being the best at what we do. We tailor our customized solutions to meet every community's specific needs."

8. What would you like our property owners to know about FirstService Residential that they may not know?

She would like property owners to understand the difference between FirstService, which services the Master - Barton Creek North Property Owner's Association, and the company that serves each of our sub associations. She fields numerous calls about problems "inside the gate," which usually are out of her purview and are solved by the sub associations.

9. What do you do for fun?

She has a 4-year old Corgi that she enjoys taking to the local dog parks and loves travelling with her friends and family. She's looking forward to an upcoming trip to Hawaii.

FirstService Residential in Austin is open M-F from 9:00 AM -5:00 PM.

You can email Lyssa at Elyssa.gonzalez@fsresidential.com or Austin@fsresidential.com.

FirstService Customer Care is open 24/7.

For general questions and emergencies call 833-710-6867 or 512-266-6771.





Ask the Board

The recent property management transition has created some confusion on how to submit quarterly dues payments and how to initiate architectural control projects. Can you clarify?

First Service Residential (FSR) is the new property management company for Barton Creek North POA. They replaced RealManage. This change has no impact on the property management of your Sub Association. Earlier this year, FSR prepared both an email and hard copy mailing to all Owners explaining how to transition your account to their new payment system options.

Please see their link at www.bartoncreeknorth.connectresident.com for further details and Q+A. In addition, Owners can call their customer service center at 833-710-6867 for assistance setting up.

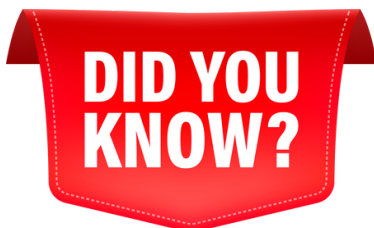
Submissions to the Master Architectural Control Committee (MACC) should be sent to architectural.austin@fsresidential.com.

Please copy Elyssa Rodriquez at Elyssa.Gonzalez@fsresidential.com on your communications.

Contact with FSR should be one of your first (not the last!) steps when contemplating a home project which may touch the HOA's deed restrictions and requirements. This early communication can both address the Master Architectural Control Committee (MACC) requirements (if any) and set some expectations on the possible timing of any MACC decisions.

Elyssa and FSR have been quite busy with lengthy activities required to transition our community to FSR platforms. In the event you have difficulty reaching FSR, you can also contact their call center at 833-710-6867. FSR logs and prioritizes all call center contacts and routes the calls to the appropriate FSR staff member.

MACC Approval Required



Any change to the exterior of your home requires MACC approval!!! This includes removal and replacement of trees in front and back yard. You can trim your trees and shrubs without approval, but any removal requires MACC approval.



Keep Your Home Secure

When you go on vacation sign up for the Home Check Request.

The Travis County Sheriff's Department has Home Check Request (formerly Closed Patrol). When you go out of town, you can sign up on the sheriff's website to have officers check your property for safety.

<https://www.tcsheriff.org/services/public-resources/home-check-request#/>

Lt. Frank Lofton said, in his interview in our April 2022 newsletter, to let neighbors know to keep an eye out for unusual activity. The form allows requesters to list visitors and/or vehicles authorized to be on their property while they are away. Residents can request this free service anytime, though people usually request it when traveling for a week or more.

Lt. Lofton noted "we have NEVER had a house broken into in the Barton Creek area while on Closed Patrol." He also emphasizes the importance of not posting any pictures from a trip on social media while you are gone, saying it's very risky.

Home Check Request can be found on the website using the path View All Services/Public Resources/Home Check Request or by clicking the link above.





Stop the Spread of Oak Wilt

Below is a brief description of how you can reduce the risk of oak wilt fungal spread when pruning oak trees.

- Regardless of season, immediately paint all pruning cuts and other wounds to oaks. Any kind of wound dressing or paint can be used, and all are equally effective at preventing infections from fungal spores when applied immediately.
- **Avoid pruning or wounding oaks from February 1st through June 30th.** As an exception, pruning can be conducted to:
 - accommodate public safety concerns such as hazardous limbs, traffic visibility or emergency utility line clearance
 - repair damaged limbs (from storms or other anomalies)
 - remove limbs rubbing on a building or against other branches, or to raise low limbs over a street
 - accommodate required clearance on construction sites where schedules take precedence
 - remove dead branches where live tissue is not exposed
- Pruning for other reasons (general tree health, non-safety related clearance or thinning, etc.) should be conducted before February 1st or after June 30th.
- Debris from diseased red oaks should be immediately chipped, burned or buried.

Source: <https://texasoakwilt.org>





Planning a Renovation?

Planning a renovation, pool, or new paint job?

Remember to check with Barton Creek North Community Manager, Elyssa Gonzalez, to see if BCN Master Architectural Control Committee approval is needed!

Elyssa.gonzalez@fsresidential.com



Contact Information

BARTON CREEK NORTH CONTACT INFORMATION

FirstService Residential

Elyssa Gonzales, COMMUNITY MANAGER

Elyssa.gonzalez@fsresidential.com

512-620-7082

Need a copy of your Barton Creek North account statement? Sign up for the Resident Portal at [FirstService Residential](#)

WWW.BARTONCREEKNORTH.COM

Barton Creek North Board of Directors Meetings are typically held the fourth Wednesday of the month at 3:00 p.m. at the Oak Hill Fire Department, 4111 Barton Creek Boulevard.

Members are invited and encouraged to attend meetings of the Board. Email notifications are sent one week before the meeting

