

## NWHC MUD #28 2016 YEAR IN REVIEW

**MISSION** Our core mission is to ensure District stakeholders receive the best quality water, sewer and neighborhood services at the lowest possible price. We are also committed to engage in projects that uphold and increase the property values of the District residents.

### PRIMARY RESPONSIBILITY

#### KEY 2016 PERFORMANCE INDICATORS

1. Water Quality	✓ Annual consumer confidence report; Passed/Compliant
2. Monthly water/sewer bill (excluding taxes & fees)	✓ Despite increasing costs, we maintained an average bill amount of \$27 (up to 81% favorable to nearby neighborhoods)
3. Annual MUD taxes	<ul style="list-style-type: none"> <li>✓ Our tax rate is \$0.66</li> <li>✓ Ranked 17 out of 37 MUDs; highest rate is \$1.31 (98% higher than ours)</li> <li>✓ 2016 – Implemented first tax <b>reduction</b> in 12+ years (split Board vote of 3/1/1; Anne/Pat/Troy)</li> </ul> <p>Note: District stakeholders receive 3 tax bills and 1 HOA bill. MUD #28 was the <b>ONLY</b> entity to reduce the tax rate. KISD, Harris County and HOA bills all increased.</p>

#### KEY 2016 OPERATIONAL INDICATORS

1. Budget and Finance	✓ Closed under budget
2. Operating Emergency Fund	✓ Closed with about \$1.2M in reserves (equates to approx. 1 year and 5 months in expenses)
3. Engineering	✓ Created first Capital Investment Plan in years
4. Independent Auditor	✓ Executed and completed independent third party audit
5. Communication	✓ Launched new, government compliant website
6. Joint partnerships	✓ Repaired toxic relationship with MUD #36 and MRMUD
7. Leadership	<ul style="list-style-type: none"> <li>✓ New MUD#28 leadership in last six months</li> <li>✓ Quickly addressed outstanding non-compliance issues</li> <li>✓ More inclusive Board and responsibilities sharing</li> </ul>

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**SECONDARY RESPONSIBILITY**

**NEIGHBORHOOD PROTECTION**

1. Funded dedicated patrolling constable	✓ Lowest crime rate in surrounding neighborhoods (consistent month over month)
2. Funded cameras and deterrent entry signs	

**NEIGHBORHOOD SERVICES/COMMUNITY INVOLVEMENT**

3. Funded garbage collection	✓ Funding programs with no bill increases
4. Funded flag program	
5. Near-Free HOA Water Program (\$2.25M gallons)	✓ Positively differentiated our neighborhood from surrounding neighborhoods
6. Neighbors Night Out sponsorship (\$1500)	
7. Partnered with the Houston-Galveston Area Council for \$2,000 tree grant for our park	

**COMMUNITY INVESTMENT**

8. Placed MUD Office up for sale	✓ Reduced risk, liability and costs ✓ Funded 2017 Give Back Initiative
9. Progressed on Perimeter Wall project	✓ Obtained easement renaming clearance from: 95% of affected residents 67% of commercial 0% of HOA

**STATE OF THE DISTRICT**

“With a general fund balance of around 1.5 times its annual operating expenses, the District is in a very healthy financial position.”  
– *Jan Bartholomew (District Financial Advisor – Robert W. Baird & Co.)*

“We conducted an audit of the District’s financial statements for the year ended December 31, 2015, in accordance with generally accepted auditing standards. We reported that the District’s financial systems were functioning as designed and that the financial statements were presented fairly in all material respects, the financial position of the District at December 31, 2015 and the financial activity for the year then ended.”  
– *Mark Roth (District Auditor – Roth & Eyring, PLLC)*

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**TO GET MORE INFORMATION AND ASK QUESTIONS...**

**Official MUD Inquiries**

Use our new website → <http://www.nwhcmud28.org/>

Visit the Contact Us Page → [Contact Us Form](#)

*Note:* We do not have dedicated employees and staff for non-critical questions or requests. This keeps our overall costs down. Non-critical questions are responded to within several business days.

**Questions Regarding This Specific Document**

Please contact Troy Zuckero @ 832.607.3697

*Please Note:* Board members are not allowed to discuss MUD business within social media forums; I would appreciate it, if you have a question, to give me a chance to discuss/elaborate prior to a social media post.

**ADDITIONAL INFORMATION**

<b>Normandy Forest Community Services</b>	<b>MUD</b>	<b>HOA</b>
Provide safe/quality water	Yes	-
Provide sewer services	Yes	-
Provide garbage collection services	Yes	-
Provide constable protection services	Yes	-
Provide neighborhood video surveillance services	Yes	-
Provide neighborhood flag pride program	Yes	-
Maximize value received/Minimize costs from monthly water bill	Yes	-
Maximize value received/Minimize tax rate from annual MUD tax bill	Yes	-
Provide near free water (excepting taxes and fees) to the HOA	Yes	-
Special Community Infrastructure Projects	Yes	Yes
Wall Project	Yes	-
Neighborhood clubhouse	-	Yes
Neighborhood pool and amenities	-	Yes
Neighborhood parks and playground	-	Yes
Maintain deed restrictions and Chaparral contract	-	Yes
Provide community events (e.g., Easter Egg Hunt, etc.)	-	Yes
Provide community decorations (i.e., Christmas decorations)	-	Yes
Maximize value received from the annual HOA accessment	-	Yes

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Key terms:

MUD = Municipal Utilities District; local government entity supervised/overseen by the TCEQ

HOA = Home Owners' Association; organization in a subdivision that makes/enforces rules for the properties within

TCEQ = Texas Commission on Environmental Quality

**2017 Estimated MUD Office Costs**

Expense		Annual	Monthly	
<b>Utilities</b>				
Central Security (alarm system monitoring)		\$ 299	\$ 25	
Electricity, gas, phone, etc.		\$ 2,938	\$ 245	
Water/sewer/trash		\$ 360	\$ 30	Cost being absorbed by residents
<b>Yard Upkeep</b>				
Mowing/yard maintenance		\$ 1,585	\$ 132	
Pest control		\$ 265	\$ 22	
<b>Home Ownership</b>				
Insurance (2015-2016)		\$ 1,274	\$ 106	
Normandy Forest HOA (2015)		\$ 500	\$ 42	
MUD Taxes on \$190K @ 0.66		\$ 1,254	\$ 105	Cost being absorbed by residents
<b>Home Repairs/Meeting Place Expense</b>	<b>\$ 17,287.63</b>	\$ 2,470	\$ 206	Fence \$3.8K, AirDuct \$3K, ...
		<b>\$ 10,945</b>	<b>\$ 913</b>	Cost per meeting at the Office