

SENDERa

SENDERa HOMEOWNER'S ASSOCIATION

OFFICIAL COMMUNITY NEWSLETTER

Pioneer Responds to Homeowner Criticism

by Alison Carpenter

One homeowner issue still in the queue is the ongoing dissatisfaction with Pioneer Real Estate Services, the Sendera HOA management company. Many complaints, spanning more than a year, detail a lack of responsiveness to phone calls and emails, disorganization, outdated procedures, and most egregiously, errors in billing for HOA dues. The HOA Board has played defense for Pioneer, but also worked on our behalf to address complaints and bring about the level of service we expect.

The Board has a long history with various management companies and, though none of them are perfect, considers Pioneer one of the better ones. Todd Moore, the HOA President, advocates in particular for our Sendera representative, Judy Wilcox. He points out that she has always been knowledgeable and proactive for our community, more so than any other manager in his experience, and perhaps more so than residents realize. Having said that, he acknowledges improvements with Pioneer can and should happen.

Last fall, the Board compiled a list of requests based on our grievances and sent it to Paul Meisler, owner of Pioneer. His response was agreeable and compliant. He attributed a large portion of the billing errors to an accounting software glitch from which the company was still recovering. Furthermore, he said Judy would be designated an additional staff member to help field homeowner

requests. Paul also attended the December board meeting to provide an update to attendees. In January he was pleased to announce the following changes that will facilitate communication and future billing procedures:

- An additional Sendera customer service representative, Janice Sampson, to assist Judy Wilcox. (janice@pioneeraustin.com, 512-447-4496 x127)
- A portal at www.pioneeraustin.com to provide a means to pay HOA dues and fees online. Payments are customizable, with automatic debit, credit, and eCheck options. Information on how to set up your account was mailed to each homeowner along with the 2017 payment booklet.
- An "owner portal" at senderahoa.nabrnetwork.com to allow homeowners to view their account ledger, payment history, and the Sendera DCCR. All owners will be provided with login instructions by the end of the first quarter, 2017.

Paul adds, "These additional services are being added in an ongoing effort to improve customer service, increase transparency, and insure accuracy for all owner accounts and Association records."

Sendera has entered its final contractual year with Pioneer. Time will tell if these improvements can meet Sendera's expectations. The HOA Board is confident Pioneer is moving in the right direction.

2017 HOA Meeting Schedule

by Todd Moore

A good way to stay informed on neighborhood issues or make your voice heard is to attend the monthly board meetings. If you have a couple of hours to spare, the meetings are held on the 3rd Thursday of each month at Bethany Lutheran Church, Room 112, 6:30-9 pm. The following dates are subject to change, so keep an eye on Nextdoor just in case.

January 19
February 16
March 16
April 20
 (Annual Meeting? TBD)

May 18
June 15
NO MEETING IN JULY
August 17

September 21
October 19
November 16
December 21

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Sendera Recreation Committee News February 2017

Submitted by Suzann Vera

Next meeting: Tuesday, February 7, 2017 6:30pm at Backspin Bar & Grill.

Thank you to the Tomanetz family and Susie Demarest for judging our December Christmas Decorating Contest. The winners are ...

4315 Bremner Dr - The Gallegos Family

4301 Companeros Way - The Lees

4608 Ramies Run - The Maags

8921 Lanna Bluff Loop - The Johnsons

4316 Companeros Way - The Remenys

4820 Norman Trail - Eric Shinault

4705 Cockrell Ct - Marcia Rannefeld

4415 Telo Path

4500 Steed St

9508 Zuniga St

8849 Corran Ferry - Mary Steed

4437 East Hove - Jolyn Turner

Mark your Calendars! Sendera Spring Events:

- March 13-17 - AISD Spring Break
- April 1 - Easter Egg hunt
- TBD Spring Garage Sale
- TBD Ladies Night
- June 10 - Dive In Movie
- July 8 - Dive In Movie
- August 12 - Dive In Movie
- October 14 - Fall Festival and Chili Cook Off
- TBD Fall Garage Sale
- October 27-29 - Halloween Decorating Contest
- December 15-17 - Christmas Decorating Contest

Event details can be found on:

The Sendera HOA website:

www.senderahoa.org/home

The Sendera Facebook Page:

www.facebook.com/SenderaHOA/

NextDoor <https://senderaaustin.nextdoor.com>

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In the Garden

Submitted by Pamela Kurburski

The rollercoaster temperatures of December and January have played havoc with my garden time. Most of the sunny days were devoted to leaf collection and clean-up. As I write this, we are “enjoying” yet another blast of arctic air so I am drinking a big mug of hot chocolate and studying my backyard through the window, making plans for all the projects I wanted to tackle when Jack Frost is no longer nipping at my nose, ears, and fingers. Thinking through the process of revitalizing my landscape helps keep me focused and hopefully avoids squandering time and money. I can take stock of the condition of my tools—which need to be refurbished, which replaced, and which repurposed. Knowing the materials I need lets me take advantage of any sales. And, once again, I vowed to stop gardening in pots that take so much maintenance. A vow I may never have the resolve to keep.

One nice thing about having live oaks (there are many despite the ever-present threat of oak wilt) is that their leaves make amazing mulch for pathways. I was introduced to this concept by a Master Gardener on a garden tour several years ago. I was walking in her big veggie patch and asked what she used between the rows that was so cushiony. She told me she collected the live oak leaves from her yard and then went scrounging for more in neighbors’ leaf bags when they put them out for collection. That winter, I did the same (minus the dumpster-diving method) and every year I reap a new harvest to refresh and expand the paths in my beds. Besides the benefit of repurposing, the leaves are slow to decompose, pack down nicely to prevent weed growth and keep my feet out of the mud when I need to be in the beds after watering or rain. Happy raking!

The annual Garden Club Christmas party is always a blast. Much thanks to Janice for the wonderful spread she provided. There is always something from her garden on the menu even in December. The garden-themed White Elephant gift exchange was quite lively this year. Several lovely humming bird feeders were among the most prized gifts. If you plan to put a feeder out, remember that the scouts arrive as early as February with the majority of the migration following shortly behind. Make sure your feeders are clean, the food is fresh, and that you change it frequently if you want to attract these winged jewels to your garden.

Sendera Garden Club meets on the third Thursday of each month. If you would like to join us, please call me at 512-940-8430 to find out when and where our next meeting will be held.

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Exploring new recipes with the Hampton Branch Cookbook Club

By Yvonne Lim Wilson

I was excited to discover that the Hampton Branch Library had started a cookbook club last year. Each month features a different cookbook or theme; participants check out a cookbook, make a few recipes and share their findings at the meeting.



I attended the Indian cookbook meeting, having tried out a few recipes from “The Three Sisters Quick & Easy Indian Cookbook: Delicious, Authentic and Easy Recipes to Make at Home,” by Sereena Kaul, Alexa Kaul and Priya Kaul. I liked the book because it had plenty of appealing photos and the recipes seemed fairly simple. It was great sharing notes with others in the group and I learned about a few new chili peppers to try in future recipes.



Another book from the book club that I tried was “The Back in the Day Bakery Cookbook,” by Cheryl Day and Griffith Day. The Days own a nationally acclaimed bakery, “Back in the Day” in Savannah, Georgia. I tried out the recipe for Strawberry Cupcakes and fell in love with this cookbook. The instructions were very specific (eggs need to be at room temperature with yolk and whites separated and other helpful hints) and easy to follow. The cupcakes and frosting had more steps than I am accustomed to in baking, but they have turned out fabulously every time with everyone asking for seconds.



This month, under the theme “Chili, Soups and Stews,” I checked out, “Real Stew: 300 Recipes for Authentic Home-Cooked Cassoulet, Gumbo, Chili, Curry, Minestrone, Bouillabaisse, Stroganoff, Goulash, Chowder, and Much More,” by Clifford A. Wright. I haven’t made any recipes from this book yet, but I like that it includes stews from around the world. The book includes some history and background about the recipes as well as helpful information (for example, explaining that waxy potatoes like red potatoes are best for stews while starchy ones like Idaho potatoes are best for baking or mashed potatoes; Yukon Golds can be used for both purposes).

The Hampton Branch Cookbook Club meets the third Thursday of the month from 6:30 to 8 p.m. If you visit the library, there is usually a shelf on the back wall (near the periodicals) that displays cookbooks available for the monthly theme. Upcoming topics include: Italian (Feb. 16), Mexican (Mar. 16), Celebrity Chefs (Apr. 20), Cookout (May 18) and Thai (June 15). For more information, visit www.library.austintexas.gov/hampton-branch-at-oak-hill or call 512-974-9900.

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