



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 30 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. One complimentary sign (18”x24”) is available while others are for purchase (\$40/sign).

Membership is valid for two years.

Gold Standard achievement is also available for HOAs that go above Five Star standards. Along with the 25 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: Code Enforcement

Table of Contents

Contact Information	2
Section A: BOARD OF DIRECTORS	3
Section B: FINANCIAL HEALTH	4
Section C: WATER CONSERVATION.....	4
Section D: MANAGEMENT	5
Section E: COMMUNICATION	5
Section F: COMMUNITY INVOLVEMENT	5
Section G: (for Gold) : Gold Standard	6
Section H: Bonus	7
Scoring	8

Contact Information

Applicant

Name:

Date:

Name of HOA:

Email:

Phone:

Board Members

President:

Vice President:

Secretary:

Treasurer:

Director/ Member
at Large

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 periodically 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: Water Conservation**YES**

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

WaterWise can coordinate your check-up using [this online form](#).

2. Do you have high-efficiency nozzles installed in your HOA common area(s)?

Wind, evaporation, run off, misting and overspray all play a role in water waste. Learn about this and more at the [WaterWise](#) website.

3. If not, are you interested in beginning a phased transitioning to high-efficiency nozzles in appropriate areas?

4. Do you have WaterWise Block Captains in your community?

5. Can you make available to your community the dates of workshops and events hosted by the [City's WaterWise Program](#)?

The Public Works Department has an educational campaign to assist residents with all their outdoor watering needs. Part of this effort is to recruit WaterWise Block Captains. If you are interested please contact waterwise@friscotexas.gov 972 292-5800

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 of individuals and organizations such as landscapers, City officials, Code Enforcement, or other community 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?
Please consider a free Block Party Trailer delivered to your event!
www.FriscoTexas.gov/Neighborhoods
972 292-5311
3. For the previous year, did you have Block Parties in your community coordinated with the Police Department or Code Enforcement?
4. Does your community have active Block Watch captains?
You may want to verify with the Police Department; Community Services Division; (972) 292-6144.
5. Do you have community 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. If professionally managed, does your property manager follow a training and development program? How many hours of continuing education is required annually?
Hours
6. Has your property manager attended or plan to attend a Managers Work Luncheon with City staff?
7. Has your community submitted or updated HOA contact information for the online City directory?
8. Has a representative attended one HOA Presidents Meeting (Round Table) in the last year?
9. Did your community participate in Community Awareness Night?
10. Does your community have active Block Watch captains?



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. If professionally managed, does your property manager follow a training and development program? How many hours of continuing education is required annually? Hours

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 Managers Work Luncheon with City staff?

Please contact Neighborhood Services if you want to be included in the next meeting invite (972) 292-5311 or neighborhoods@friscotexas.gov.

7. Has your community submitted or updated HOA contact information for the [online directory](#)?

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

9. Is there an Asset Map that highlights local landmarks or areas of special interest?

10. Has a board member attended a Neighborhood Crimewatch meeting?

Meetings are held on the fourth Monday of each month. Please contact the Community Services Division at 972.292.6145 or by email at SERVICES@FRISCOTEXAS.GOV


Scoring

Section A-F:

Applied is a maximum of 4 bonus points:

Sections A-F along with your bonus points.

A score of **90** 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