THE NEW TOWN AT ST. CHARLES® GENERAL ASSEMBLY

Town Hall Meeting Agenda – Theater District
September 23, 2025 • 6:00pm – 7:30pm

1. **Introduction**

Community Management:	Tanea Jordan - Assistant Community Manager Taylor Hauser - Community Manager Eric See-Leynes - Senior Community Manager
Board of Governors:	*Beach District:* Richard Frankonis, Jennifer Jennett *Gateway District:* Jeremy Evans, Shane Kaden *Island District:* Jason Merrill, Mike Miller *South Lake District:* Jessica Chandler, Susan Meyer *Theater District:* Chris Burrus, John Seeley
District Directors:	*Theater District:* Katie Newton, Rich Baker
Founder Members:	Tim Busse, David Price, Perry Whittaker

2. **Introducing Officer Cesar Rivera**

3. **Community Maintenance Updates (Completed)**

- ✓ Elections, Welcoming 4 New Members
- ✓ Town Hall Mailroom: Electric Strike Installed, Indoor Painting & Repairs, Skylight Repairs, Roof Repairs, Bathroom Repairs, & Controlled Access Upgrades
- ✓ Volleyball Courts: Drainage System Installed, Jet Flushed Lines, Poured Aggregate, Fence Replacement & Painting,
- ✓ Stucco Repairs: Commercial Plaza & Fish Lights at Grand Canal
- ✓ Tree Removal: Domain Courtyards Phase 1 & Barter Street
- ✓ Animal Park: Pod Steps Repair, Swings Repaired, Bathroom Door Repairs, & Gate Installed
- ✓ Gas Lantern Line Repairs & Glass Installation
- ✓ Blue Agave: Pergola Repairs & Painting, New Channel Drains, Radio & Speakers, Installed New Controlled Access, & New Furniture.
- ✓ Shire Pool: Cosmetic Touchups, Painting & Repairs, Concession Stand Repairs, New & Updated Signs, Lazy River Resurfacing, Pool Patches (Paint), New Furniture, Tree Removals
- ✓ Amphitheater: Two New Businesses, Kiosk Upgrades, AC Repairs, & New Upgraded Tables
- ✓ GA Owned Alley Sinkhole Repaired
- ✓ Rue Royale & Shutten Mailroom - Controlled Access Upgrades

4. **Upcoming Projects & Maintenance**

- Triangle Park Stage Rebuild
- Main Fountain Repair
- Tree Replacements (Spring)
- Domain Tree Removal Phase II (2026)
- Town Hall Upgrades (2026)
- Town Square Sidewalk Repairs (2026)

5. **Community Updates**

- 2025 YTD Financial Overview
- Architectural Application Policy & Procedures
- Community FAQ
- Community Portal
- Playground Committee

6. **Upcoming Events: See Events calendar at www.ntga.net or at General Assembly office.**

- Cornhole Tournament & Concert > Saturday, September 27th
- 2025 MO Cowbell Marathon > Sunday, October 5th
- Halloween Spooktacular & Trunk or Treat > Saturday, October 25th

7. **Open Forum - Q&A**

THE NEW TOWN AT ST. CHARLES® GENERAL ASSEMBLY

Town Hall Meeting Agenda – Beach & Gateway Districts
September 24, 2025 • 6:00pm – 7:30pm

1. **Introduction**

Community Management:	Tanea Jordan - Assistant Community Manager Taylor Hauser - Community Manager Eric See-Leynes - Senior Community Manager
Board of Governors:	*Beach District:* Richard Frankonis, Jennifer Jennett *Gateway District:* Jeremy Evans, Shane Kaden *Island District:* Jason Merrill, Mike Miller *South Lake District:* Jessica Chandler, Susan Meyer *Theater District:* Chris Burrus, John Seeley
District Directors:	*Theater District:* Katie Newton, Rich Baker
Founder Members:	Tim Busse, David Price, Perry Whittaker

2. **Introducing Officer Cesar Rivera**

3. **Community Maintenance Updates (Completed)**

- ✓ Tree Trimming & Canopy Raises on Canal St & Suntan Dr
- ✓ Flipped and Spread Sand at The Beach
- ✓ Town Hall Mailroom: Electric Strike Installed, Indoor Painting & Repairs, Skylight Repairs, Roof Repairs, Bathroom Repairs, & Controlled Access Upgrades
- ✓ Volleyball Courts: Drainage System Installed, Jet Flushed Lines, Poured Aggregate, Fence Replacement & Painting,
- ✓ Animal Park: Pod Steps Repair, Swings Repaired, Bathroom Door Repairs, & Gate Installed
- ✓ Blue Agave: Pergola Repairs & Painting, New Channel Drains, Radio & Speakers, Installed New Controlled Access, & New Furniture.
- ✓ Shire Pool: Cosmetic Touchups, Painting & Repairs, Concession Stand Repairs, New & Updated Signs, Lazy River Resurfacing, Pool Patches (Paint), New Furniture, Tree Removals
- ✓ Amphitheater: Two New Businesses, Kiosk Upgrades, AC Repairs, & New Upgraded Tables
- ✓ Rue Royale & Shutten Mailroom - Controlled Access Upgrades

4. **Upcoming Projects & Maintenance**

- Triangle Park Stage Rebuild
- Main Fountain Repair
- Tree Replacements (Spring)
- Tiber St Paver Wall Removal (2026)
- Town Hall Upgrades (2026)
- Refurbish Benches (2026)

5. **Community Updates**

- 2025 YTD Financial Overview
- Architectural Application Policy & Procedures
- Community FAQ
- Community Portal
- Playground Committee

6. **Upcoming Events: See Events calendar at www.ntga.net or at General Assembly office.**

- Cornhole Tournament & Concert > Saturday, September 27th
- 2025 MO Cowbell Marathon > Sunday, October 5th
- Halloween Spooktacular & Trunk or Treat > Saturday, October 25th

7. **Open Forum - Q&A**

THE NEW TOWN AT ST. CHARLES® GENERAL ASSEMBLY

Town Hall Meeting Agenda – Island & South Lake Districts
September 25, 2025 • 6:00pm – 7:30pm

1. **Introduction**

Community Management:	Tanea Jordan - Assistant Community Manager Taylor Hauser - Community Manager Eric See-Leynes - Senior Community Manager
Board of Governors:	*Beach District:* Richard Frankonis, Jennifer Jennett *Gateway District:* Jeremy Evans, Shane Kaden *Island District:* Jason Merrill, Mike Miller *South Lake District:* Jessica Chandler, Susan Meyer *Theater District:* Chris Burrus, John Seeley
District Directors:	*Theater District:* Katie Newton, Rich Baker
Founder Members:	Tim Busse, David Price, Perry Whittaker

2. **Introducing Officer Cesar Rivera**

3. **Community Maintenance Updates (Completed)**

- ✓ Granger, Millington & Banner Bench Repairs
- ✓ Elections, Welcoming 1 New Member
- ✓ Compound Screen Replacement
- ✓ Town Hall Mailroom: Electric Strike Installed, Indoor Painting & Repairs, Skylight Repairs, Roof Repairs, Bathroom Repairs, & Controlled Access Upgrades
- ✓ Volleyball Courts: Drainage System Installed, Jet Flushed Lines, Poured Aggregate, Fence Replacement & Painting,
- ✓ Animal Park: Pod Steps Repair, Swings Repaired, Bathroom Door Repairs, & Gate Installed
- ✓ Blue Agave: Pergola Repairs & Painting, New Channel Drains, Radio & Speakers, Installed New Controlled Access, & New Furniture.
- ✓ Shire Pool: Cosmetic Touchups, Painting & Repairs, Concession Stand Repairs, New & Updated Signs, Lazy River Resurfacing, Pool Patches (Paint), New Furniture, Tree Removals
- ✓ Amphitheater: Two New Businesses, Kiosk Upgrades, AC Repairs, & New Upgraded Tables
- ✓ Rue Royale & Shutten Mailroom - Controlled Access Upgrades

4. **Upcoming Projects & Maintenance**

- Triangle Park Stage Rebuild
- Main Fountain Repair
- Tree Replacements (Spring)
- Pickleball Restroom (2026)
- Greensmith Park Repairs (2026)
- Volcano Hill Resod (2026)

5. **Community Updates**

- 2025 YTD Financial Overview
- Architectural Application Policy & Procedures
- Community FAQ
- Community Portal
- Playground Committee

6. **Upcoming Events: See Events calendar at www.ntga.net or at General Assembly office.**

- Cornhole Tournament & Concert > Saturday, September 27th
- 2025 MO Cowbell Marathon > Sunday, October 5th
- Halloween Spooktacular & Trunk or Treat > Saturday, October 25th

7. **Open Forum - Q&A**

New Town at St Charles General Assembly
2025 Budget Comparison
1/1/2025 - 8/31/2025

Accounts	Actual	Annual Budget	Remaining Budget	Notes
Income				
3010 - Assessments	$1,772,131.31	$1,786,305.00	$14,173.69	Assessment Income
3011 - Start Up Fees-New	$29,000.00	$35,000.00	$6,000.00	New Home Sales
3013 - Bank Interest	$1,638.13	$2,500.00	$861.87	
3014 - Start Up Fee Resale	$42,500.00	$37,500.00	+($5,000.00)	Resale Homes
3015 - Event Income	$11,857.00	$20,000.00	$8,143.00	
3743 - Lock & Fob Replacement	$5,810.00	$8,850.00	$3,040.00	
3745 - Architectural Review Fee	$6,925.00	$9,600.00	$2,675.00	ARB fees, offset by 5016
3746 - Delinquency Interest	$4,195.97	$6,000.00	$1,804.03	
3748 - Annual Mailroom Fees	$56,020.00	$57,375.00	$1,355.00	Offset by 5011, 5013 & 5101
3749 - Pool Concession/ Guest Pass	$18,452.01	$12,500.00	+($5,952.01)	Guest Pass Income
3751 - Real Estate Sign Rental	$815.00	$1,500.00	$685.00	
3753 - Farm Land Rental	$435.00	$425.00	($10.00)	
3771 - Maintenance Reimbursment	$0.00	$1,000.00	$1,000.00	
3801 - Late Notice/Collection Reimb.	$7,029.26	$8,750.00	$1,720.74	
3802 - Legal/Collection Reimb.	$11,097.46	$5,000.00	($6,097.46)	Offset by 5027
3901 - Capital Improvement Fee	$105,717.63	$105,750.00	$32.37	
Total Income	**$2,073,623.77**	**$2,098,055.00**	**$24,431.23**	
Rental Property Income				
3902 - Rental Property Income	$26,612.50	$43,200.00	$16,587.50	
3906 - Blue Agave Rental Income	$5,850.00	$4,750.00	($1,100.00)	
3907 - Business Sign Rental	$400.00	$2,400.00	$2,000.00	
3910 - Misc./Late Fees/Int.	($612.50)	$0.00	$612.50	
Total Rental Property Income	**$32,250.00**	**$50,350.00**	**$18,100.00**	
Total Income	**$2,105,873.77**	**$2,148,405.00**	**$42,531.23**	Total Community Income
Expense				
Administrative Expenses				
5005 - Business / Community Signs	$3,910.49	$1,500.00	($2,410.49)	
5007 - Event Reservations	$450.00	$1,500.00	$1,050.00	
5010 - Special Events	$1,464.65	$3,000.00	$1,535.35	St. Charles Night Out & Fishing Tournament
5011 - Mailroom #2 (Shutten)	$11,600.00	$17,400.00	$5,800.00	Lease
5013 - Mailroom # 3 (Rue Royale)	$14,320.00	$21,480.00	$7,160.00	Lease
5014 - Management Fee	$130,500.00	$196,500.00	$66,000.00	
5015 - Office Rent	$29,500.00	$44,300.00	$14,800.00	Lease
5016 - Town Architect Fees	$32,070.00	$50,000.00	$17,930.00	
5019 - Miscellaneous Admin/Square	$1,638.54	$2,500.00	$861.46	
5020 - It Services/Telephone/Internet	$21,797.49	$23,000.00	$1,202.51	
5021 - Printing/Postage/Mailings	$26,285.13	$14,850.00	($11,435.13)	Assessments & Election Mailers with USPS increase
5022 - Late Notices/ Collection Letters	$7,700.00	$10,500.00	$2,800.00	
5024 - Tax Preparation	$215.00	$205.00	($10.00)	
5025 - Office Expense & Supplies	$7,871.38	$5,000.00	($2,871.38)	
5027 - Legal/ Collections	$13,058.61	$9,000.00	($4,058.61)	
5028 - Legal Services	$8,037.20	$6,500.00	($1,537.20)	
5030 - Engineering Services	$1,267.50	$2,000.00	$732.50	
5031 - Lock & Fob Replacement	$1,840.30	$5,000.00	$3,159.70	
Total Administrative Expenses	**$313,526.29**	**$414,235.00**	**$100,708.71**	
Utilities				
5041 - Trash & Recycling	$6,657.32	$17,500.00	$10,842.68	
5042 - Electric	$47,965.53	$76,500.00	$28,534.47	
5044 - Water-Sewer	$11,826.28	$22,100.00	$10,273.72	
5045 - Gas	$1,489.87	$2,500.00	$1,010.13	
5047 - Gas Lights	$3,341.71	$7,800.00	$4,458.29	
Total Utilities	**$71,280.71**	**$126,400.00**	**$55,119.29**	
Utilities-Rental Properties				
5091 - Electric - Rental Prop.	$6,150.27	$7,300.00	$1,149.73	
5092 - Gas - Rental Prop.	$2,633.91	$3,000.00	$366.09	
5093 - Water - Rental Prop.	$2,962.25	$4,000.00	$1,037.75	
5094 - Supplies - Rental Prop.	$266.41	$0.00	($266.41)	
5095 - Maint/Repairs-Rental Prop.	$39,348.43	$18,500.00	($20,848.43)	Fence replacement, drain install, new aggregate and new tables
5096 - Property Taxes Rental Prop.	$0.00	$18,500.00	$18,500.00	
Total Utilities-Rental Properties	**$51,361.27**	**$51,300.00**	**($61.27)**	

Kiosk				
5097 - Kiosk- Electric	$8,708.20	$11,500.00	$2,791.80	
5098 - Kiosk- Gas	$535.11	$1,550.00	$1,014.89	
5099 - Kiosk -Water	$4,359.72	$6,500.00	$2,140.28	
5100 - Kiosk- Maintenance/ Repairs	$18,044.23	$7,500.00	($10,544.23)	new tables at the ampitheater
Total Kiosk	**$31,647.26**	**$27,050.00**	**($4,597.26)**	
Grounds/ Building Repair				
5029 - Security Police Officer	$109,987.13	$128,920.00	$18,932.87	SCPD & Off-Duty Police Coverage
5101 - Mailroom Maint./Repair	$8,770.65	$5,500.00	($3,270.65)	Door and Skylight Repairs
5102 - Landscaping Contract	$114,232.00	$180,000.00	$65,768.00	
5103 - Tree & Shrub Maint.	$56,607.45	$40,000.00	($16,607.45)	Major Storm Damage and Dead Ash Tree Removal
5104 - Lake/Fountain Maint. & Repair	$40,328.17	$35,000.00	($5,328.17)	Additional Lake Treatments to combat algae
5105 - Snow Removal	$17,064.00	$12,500.00	($4,564.00)	Severe winter weather
5106 - Annual / Potted Plants	$7,028.62	$7,000.00	($28.62)	
5107 - Seeding / Aeration/ Sod	$6,485.40	$16,500.00	$10,014.60	Fall Expense
5108 - Koi Pond & Park Maint.	$2,080.28	$13,500.00	$11,419.72	
5109 - Supplies (Grounds/Maint.)	$27,570.84	$35,000.00	$7,429.16	
5110 - Maintenance Staff	$210,034.71	$276,000.00	$65,965.29	
5111 - Gasoline	$2,154.52	$4,000.00	$1,845.48	
5112 - Vehicle Maint.	$5,906.26	$4,000.00	($1,906.26)	
5113 - Irrigation Repairs/ Maint.	$20,861.76	$31,135.00	$10,273.24	
5114 - Electric Repairs/ Maint.	$3,717.60	$3,750.00	$32.40	
5115 - Windmill Repairs	$462.43	$0.00	($462.43)	
5116 - Maintenance & Repairs	$22,552.87	$35,000.00	$12,447.13	
5117 - Concrete & Paver Repairs	$15,277.53	$80,000.00	$64,722.47	TBD
5118 - Playground Repairs	$23,286.96	$22,500.00	($786.96)	
5119 - Bocce Court Maintenance	$225.77	$1,500.00	$1,274.23	
5126 - Maintenance Garage Security	$0.00	$540.00	$540.00	
5127 - Rock Maintenance	$652.82	$3,500.00	$2,847.18	
5128 - Equipment Purchase	$0.00	$15,000.00	$15,000.00	
Total Grounds/ Building Repair	**$695,287.77**	**$950,845.00**	**$255,557.23**	
Pool /Clubhouse				
5121 - Shire Lane Pool Phone/ Internet	$1,561.57	$2,000.00	$438.43	
5123 - Blue Agave-Repair/Maint.	$11,816.22	$10,000.00	($1,816.22)	New Drain Covers, Chlorinator injecter, flow meter, & furntiure
5124 - Blue Agave Phone	$568.89	$450.00	($118.89)	
5132 - Pool Management-Shire Lane	$106,654.58	$100,075.00	($6,579.58)	
5135 - Pool Repair/Maint-Shire Ln	$69,147.29	$40,000.00	($29,147.29)	Resurfacing, New Drain Covers & peristalic chlorinator
5136 - Pool Cards & Admin.	$5,137.76	$3,500.00	($1,637.76)	
Total Pool /Clubhouse	**$194,886.31**	**$156,025.00**	**($38,861.31)**	
Payroll Taxes				
5193 - Payroll Taxes	$16,469.56	$24,840.00	$8,370.44	
Total Payroll Taxes	**$16,469.56**	**$24,840.00**	**$8,370.44**	
Interest Payments				
5276 - Interest On Asset Purch #1	$21,679.55	$163,560.00	$141,880.45	
Total Interest Payments	**$21,679.55**	**$163,560.00**	**$141,880.45**	
Insurance/Taxes				
5220 - Insurance- Umbrella	$3,606.31	$5,250.00	$1,643.69	
5221 - General Liability/Property/Crime	$66,880.19	$64,250.00	($2,630.19)	
5222 - D & O	$3,164.00	$3,000.00	($164.00)	
5224 - Workers Comp	$7,711.74	$12,000.00	$4,288.26	
5226 - Earthquake Insurance	$14,477.00	$14,950.00	$473.00	
5227 - Insurance- Special Events	$0.00	$2,450.00	$2,450.00	
5228 - Property Tax	$9,256.64	$32,250.00	$22,993.36	
Total Insurance/Taxes	**$105,095.88**	**$134,150.00**	**$29,054.12**	
Reserves				
5320 - Reserve Fund Transfers	$100,000.00	$100,000.00	$0.00	
Total Reserves	**$100,000.00**	**$100,000.00**	**$0.00**	
Expense				
5321 - Prior Year Expense	$17,974.11	$0.00	($17,974.11)	Fountain Repair and Community Lights Electrian Work
Total Expense	**$17,974.11**	**$0.00**	**($17,974.11)**	
Total Expense	**$1,619,208.71**	**$2,148,405.00**	**$529,196.29**	Total Community Expenses YTD
Net Income	**$486,665.06**	**$0.00**	**($486,665.06)**	Total Net Income YTD

THE NEW TOWN AT ST. CHARLES® GENERAL ASSEMBLY
WWW.NTGA.NET

3312-1 RUE ROYALE STREET
ST. CHARLES, MO 63301

PH: (636) 916-2085
EMAIL: NTMANAGER@DNIPROPERTIES.COM

Answers to Frequently Asked Questions (FAQ)

All questions should be directed to the General Assembly (GA) office. Please do not send requests through community Facebook page(s), as they are not monitored by NTGA staff.

Governance and Responsibilities:

- The General Assembly office is governed by the Board of Governors and the official Declarations and Rules and Regulations for New Town®. Resident elections are conducted per these governing documents.
- Common Ground that is completed and turned over is the responsibility of the GA. This includes parks, canals, lakes, playgrounds, pedestrian bridges, parking lots between Rue Royale & Domain St., pools, restrooms in Town Hall, Civic Green, and around Amphitheater, etc. In addition, the GA owns the Marsala's Market building, the Town Hall, the Town Hall Mailroom, the 6 kiosks on the Amphitheater along with 4 bathrooms at the Amphitheater and the stage at the Amphitheater.
- The Founder is responsible for land, lots, or units they own. NT Home Builders, LLC is responsible for lots they own. The GA and Board of Governors have no jurisdiction over undeveloped property.

Events and The New Town® Trust: Visit www.ntga.net for the list of 2025 Events.

- The New Town® Trust provides entertainment to the NT Community, including concerts and movies.
- Owner assessments DO NOT fund the Trust. The New Town® Trust is funded by the re-sale fees of 0.2% when a home is sold from a previous owner, and with private donations.
- The Trust has its own Board of Directors and is not governed by the GA.

FRONTSTEPS – New Town Portal:

- The General Assembly utilizes a community portal for important updates and community information. Please scan the QR code to login and/or register.
- The New Town Portal is your all-in-one hub for:
  - Paying assessments
  - Accessing weekly community bulletins and news
  - Submitting and tracking work orders
  - Completing pool pass applications
  - Managing architectural requests
  - Checking Town Hall or Blue Agave calendar availability and submitting rental applications
  - Accessing governing documents, FAQs, and local resources



For Sale Signs: All home sales must use the official New Town® for Sale Sign.

- New Town® Home for Sale signs can be leased from the General Assembly office located at 3312-1 Rue Royale, St. Charles, MO, within New Town®.
- There is a $100.00 refundable deposit that is refunded when the sign is returned with all its pieces in the same condition it was leased. There is a $30.00 non-refundable rental fee for the first three months, and a $10.00 fee for each additional month.
- The General Assembly office accepts checks, money orders, cashier's checks or debit/credit card payment through "Square" – which charges a minimal fee.
- The sign comes with a brochure holder, "open house" sign, and "sold" sign.

Pets:

- Pet Waste must be picked up by Owners, IT'S THE LAW!
- Pets must be always leashed when outside!
- Report animal nuisances to the St. Charles Animal Control Department at (636) 949-3395

Community Rules and Violations: The violation process is outlined within the governing documents. Many homeowners have extenuating circumstances, and the GA does their best to work with the residents to resolve their violation issues. However, due process must be given.

- The GA sends a "friendly reminder" letter to the homeowner advising of the violation, what must be
- done to remedy the violation and the number of days to be completed.
- If the violation is not remedied, a second letter is sent advising that the violation remains, and a hearing may be called.
- If the resident makes no contact with the GA or does not remove the violation, a hearing date is set.
- If the violation is still in place on the date of the hearing, the hearing is held by the Community Manager, Town Architect and resident(s) with the violation. Fines are determined at this hearing.
- Many times, residents may remove a violation (for instance, a trash can), only to repeat the violation several months later. At this time, a new violation process would begin.

Amenities and Common Areas:
Playgrounds and common grounds are open from dawn to dusk. The NTGA staff & the Board of Governors unlock Animal Park Playground and Chapel Playground by 8:00 am. Report delays to the GA office.

Lakes:

- Serve as natural rainwater and street runoff retention basins
- Natural habitats for plants and wildlife
- Treated for algae monthly from spring through fall
- Not tested except for triathlon preparation (Big Shark event)

Security and Safety: New Town employs an on-duty St. Charles Police Officer.

- SCPD > please contact the St. Charles Police Dept. for all crime and emergencies
  - 911 or (636) 949-3309.
- Report vandalism to both GA staff and St. Charles PD.

City of St. Charles Services:

- Report a Concern: Visit www.stcharlescitymo.gov and select "Report a Concern."
- Sewers: Accepted by the city as of March 5, 2013. Contact Water Department:
  - 7:00 am–3:00 pm: (636) 949-3363
  - 3:00 pm–7:00 am: (636) 949-3366
- Streets:
  - The city owns all streets and alleys within NT except for Berrang, Wheelhouse, & Camp Street which are brick paver streets owned by the GA. The GA also owns the Civic Circle, Civic Ln. and alleys on either side of the Amphitheater. Please report streetlight or concerns on these streets to the NTGA for repairs.
  - All other streetlight outages & street concerns to City of St. Charles Public Works at (636) 949-3363 or through the Report a Concern website.
- Snow Removal: The city plows all streets in New Town® except for the private 1-ways in the Beach District, and Civic Circle, and Civic Dr. The following alleys are also plowed at every event with the public street plowing in New Town®:
  - North Canal Way Alley - West of Canal St. between Hempstead St. & North New Town Ave.
  - South Canal Way Alley – West of Canal St. between South New Town Ave. and Arpent St.
  - Hempstead Place Alley – South of Hempstead St. west of Canal St.
  - Shutten Way Alley – East of Shutten St. between Hempstead St. and Galt House Dr.
  - Hempstead Way Alley

  The remaining alleys in New Town®, as well as other City alleys, are not always plowed with every event. Decisions are made by the snow operations management team on an event-by-event basis as to whether conditions warrant snow removal on the remainder of the alleys in the City following clearing of all public streets, including New Town®.
- Trash and Recycling: Residential trash service is contracted through Republic Services and is the responsibility of the Owner.
  - Republic Services: (636) 947-5959 Trash Pick-Up Day: Tuesday Recycling: Tuesday
  - Note: trash cans must be located indoors, or in an approved enclosure on non-pickup days!
  - Contact Republic Services directly to coordinate for bulk pickup items.

THE NEW TOWN AT ST. CHARLES® GENERAL ASSEMBLY

2025 Town Hall Meeting Minutes

The following is a summary of the Three Town Hall Meetings held on 9/23/25, 9/24/25 and 9/25/25 held with the New Town in St. Charles Board of Governors (Board) for the community association as created by the AMENDED AND RESTATED DECLARATION OF GOVERNANCE, COVENANTS, EASEMENTS, CONDITIONS, AND RESTRICTIONS FOR THE NEW TOWN AT ST. CHARLES as filed with the Recorder of Deeds for St. Charles County on May 5th, 2017 (Declarations).

Location: Town Hall at 3300 Rue Royale St

Date 9/23/25 – 9/25/25

Time: 6:00PM 7:30PM

All board members attended at least one meeting. Community Management attended and presided at all three meetings. Community members were invited to attend their respective District. No decisions were made at the meetings as they were designed to provide information to the members and an opportunity to discuss community updates and ask questions regarding New Town operations.

Below is a full list of all board members and attendees:

Name	Position	Attendance
Richard Frankonis	Beach District Board Member	Yes
Jennifer Jennett	Beach District Board Member	Yes
Jason Merrill	Island District Board Member	Yes
Mike Miller	Island District Board Member	Yes
Jessica Knaack	South Lake District Board Member	Yes
Susan Meyer	South Lake District Board Member	No
Chris Burrus	Theater District Board Member	Yes
John Seley	Theater District Board Member	Yes
Katie Newton	Theater District Director	Yes
Richard Baker	Theater District Director	Yes
Jeremy Evans	Gateway District Board Member	Yes
Shane Kaden	Gateway District Board Member	Yes
Tim Busse	Founder Member Representative	Yes
Eric See-Leynes	Senior Community Manager	Yes
Taylor Hauser	Community Manager	Yes
Tanea Jordan	Assistant Community Manager	Yes

1. **St. Charles City Officer Cesar Rivera**
   a. A veteran with 30+ years' experience in the field, patrol and being a resource officer.
   b. Officer Rivera is assigned to New Town specifically and is vigilant on handling resident concerns such as speeding, parking violations, vandalism, & general safety concerns etc.
   c. Please contact SCPD to report any concerns at 911 (if emergency) or the non-emergency line at (636) 949-3309.
   d. St. Charles City noise ordinance if from 10pm – 7am. If you have any concerns regarding noise, please contact the non-emergency line.

2. Completed Maintenance & Major Updates

a. Elections: All districts conducted elections this year, resulting in welcoming both newly elected and returning Board Members. These individuals will continue to represent and advocate for their respective districts.

b. Town Hall Mailroom: The Town Hall Mailroom, owned and maintained by the General Assembly, has experienced repeated vandalism and strain on its electric strike, causing malfunctions in the locking mechanism. The General Assembly is actively evaluating alternative long-term solutions. In addition, cosmetic touch-ups and painting were completed in both the mailroom and bathrooms, minor roof repairs and preventative maintenance on the skylight were performed, and the control access system was upgraded to integrate with the newest technology on a unified platform. Control access upgrades were also completed at the Rue Royale and Shutten mailrooms.

c. Rue Royale Commercial Plaza: The General Assembly restored the unimproved concrete areas adjacent to the businesses, as part of upgrades this year. The original plank wood from the former ice rink was replaced with aggregate concrete, and a new drainage system was installed for the volleyball showers. Additionally, the sand pit and shower fencing were fully replaced and freshly painted to improve both appearance and durability.

d. Stucco Repairs: Due to weathering and vandalism, stucco repairs were undertaken at several key locations: the Commercial Plaza walls, Granger Ramp, and Fish Lights at the main fountains. These repairs were performed to restore both the structural integrity and aesthetic quality of these community landmarks.

e. Tree Removal: The community continues to address the impact of the emerald ash borer (EAB) infestation years ago, which has severely impacted the health of Ash trees. The General Assembly is in the process of removing these affected Ash trees and replacing them with an alternative species. Domain Courtyards and the trees along the Barter Street rowhomes have been cleared as part of the initial process. Remaining removals will occur in Domain Courtyards and Shire Lane.

f. Animal Park (Civic Green Dr): To prevent late-night vandalism, a gate was installed at the Animal Park. This gate is manually monitored by the staff & board members. The pod steps, which were the most affected by damage, had their footing completely replaced to ensure stability and longevity. Additional updates included replacing the bathroom door and frame, as well as performing minor swing repairs and upgrades.

g. Gas Lanterns: The General Assembly restored the gas lanterns located in the Commercial District (between Rue Royale St & Domain St). The maintenance included repairing the lighting system and replacing broken or missing glass panes to ensure safety and maintain the classic aesthetic of these fixtures.

h. Pool Maintenance and Repairs: The community's pools remain one of its largest amenities, requiring ongoing maintenance and upgrades:

   i. *Blue Agave Pool*: The pergola was refurbished with new wood replacements and repainted, replacement of deck channel drains, sound system upgrades, and new furniture was purchased. A new controlled access entry lock was installed to streamline reservations for homeowners. Pool-specific upgrades included new VGB Act-approved drain covers, a new chlorinator injector and flow meter.

   ii. *Shire Lane Pool*: The facility underwent extensive cleaning in preparation for painting the concession stand, trash cans, fencing, bollards, and bike racks. Repairs were made to concession stand cabinets, and updated signage was installed. Additional improvements included new VGB Act-approved drain covers, lazy river resurfacing and painting, dead tree removals, and purchase of new furniture.

i. Amphitheater: The Amphitheater welcomed three new businesses this year, Queso Whaat?!?, LuLu & Pops, and Kurt's Kolaches, offering new breakfast, lunch, and dessert options for the community. One of the kiosks received upgrades to match the others, including air conditioning repairs in the kiosk bathrooms and the installation of new outdoor tables to enhance visitor comfort.

j. Bench and Courtyard Repairs: The General Assembly Maintenance Staff refurbished and replaced all benches at South Civic Green, Granger Islands, and Banner Courtyard. Additionally, dead boxwoods in Banner

Courtyard were removed and replaced to maintain the area's visual appeal. Benches will continue to be refurbished during the winter months as they need to be removed for maintenance.

k. Beach: The sand at the Beach was cultivated and spread to maintain its quality and appearance in July. In addition, the Willows at the Beach, along Suntan Drive and Canal Street, were trimmed, and major tree trimming and canopy raises were performed along Canal Street and Suntan Drive to improve safety and enhance the natural landscape.

3. Upcoming Major Maintenance Projects

a. Triangle Park Stage Rebuild: The Triangle Park Stage rebuild has experienced delays primarily due to the challenge of sourcing and milling redwood for the project. The General Assembly appreciates the community's patience during this process. Repairs are scheduled to begin in the middle of October '25.

b. Main Fountain Repair: The Main Fountain sustained significant damage caused by a mechanical failure. Replacement parts have been ordered, and the installation is expected to be completed within six to eight weeks, restoring the fountain to full operation.

c. Tree Replacements: Several areas are scheduled for tree replacement in Spring 2026. This initiative will include the Barter Street row homes, Phase II of Domain Courtyards, and other areas affected by storm-damaged trees, ensuring continued beauty and ecological health within the community.

d. Town Hall Upgrades: Recognizing the Town Hall's central role in hosting community events, private gatherings, weddings, and celebrations, the Board of Governors and the General Assembly are planning a series of cosmetic upgrades. Proposed improvements include patching and painting, upgrading window blinds, and the addition of a television(s), along with enhancements to acoustics to enhance resident and event experiences.

e. Town Square Sidewalk Repairs: The General Assembly, which owns the concrete areas surrounding the Volleyball Courts, Town Hall, Amphitheater, and Market, is preparing for sidewalk and paver repairs, as well as leveling. These updates will ensure the safety, stability, and aesthetic quality of key public gathering spaces.

4. Community Updates

a. 2025 Financial Overview: A summary of the year-to-date (YTD) finances was provided to the community. Budgeted Income of $2,148,405.00 aligns with the YTD Actuals of $2,105,873.77. Total YTD Expense $1,619,208.71, leaving a remaining budget of $529,169.29 through the end of the year. Current Reserves total $371, 498.50. *See budget for additional details*.

b. Architectural Application Policy & Procedures: In response to the community's continued growth and the increase in architectural applications, the General Assembly has developed a quick reference guide outlining the policy and procedures for submitting architectural applications. All homeowners are encouraged to review this document to ensure applications are submitted correctly which will assist in expediting ARB approval.

c. Community Frequently Asked Questions (FAQ) Document: The General Assembly has created a Community FAQ guide for homeowners seeking quick reference for common questions and concerns from residents. This resource explains the role of the General Assembly, provides details on events, the violation process, snow removal, and includes key City of St. Charles contact information, among many other helpful topics.

d. Frontsteps Community Portal: The Community Portal is the exclusive resident-only platform for staying informed about community activities and receiving communication from the Board of Governors and General Assembly. Through the portal, homeowners can pay assessments, access community documents, apply for pool passes, check Town Hall and pool rental availability, and more! All homeowners are strongly encouraged to set up their Frontsteps account to fully benefit from this primary communication and service channel.

e. Playground Committee: The Board of Governors is establishing New Town's first official Playground Committee to focus on the research and development of playground spaces that reflect the needs and preferences of homeowners. The General Assembly has invited community members to volunteer, and the committee's inaugural meeting is planned for later this year.

5. Open Forum Questions (Consolidated Summary)

a. Q: *Coming from S. Civic Green Alley onto Reed Crossing, safety concerns making a right hand turn due to fence screening blocking oncoming traffic*

A: The General Assembly staff will be reaching out to the builder to ask if the last portion of fence screen can be removed for better street visibility.

b. Q: *Earlier in the year benches on Granger Lake edge were removed due to safety, and there is a question about when those will be replaced.*

A: Due to the labor-intensive nature and time to complete, bench restoration becomes the primary focus during the winter months. The General Assembly Maintenance staff will refurbish these benches along with others during the winter months and replace them.

c. Q: *Concerns with the Town Hall Mailroom door not closing correctly*

A: The General Assembly staff was able to provide the reason being due to vandalism and constantly jarring of the door. Solutions are being explored for permanent solutions.

d. Q: *What is the plan for the large tree stump that is in the Lake adjacent to the Barter bridge?*

A: There is a desire to remove the stump due to safety for swimming and potential high-water levels causing the stump to drift into a new location. Vendors have been contacted about removal, however, there are challenges with the removal process including mobilization of a crane and securing the stump in the water, requiring a qualified diving vendor. The GA is looking into alternative options for removal.

e. Q: *Can baby changing stations be added to the Town Hall restrooms.*

A: Yes, the General Assembly will be adding changing stations in the bathrooms this fall.

f. Q: *What are the maintenance requirements for homeowners who live out of state or lease their homes?*

A: The New Town Rules and Regulations apply to all homeowners, and the General Assembly Staff works through the violation process directly with the Owners. Please note, homeowners are responsible for their tenants as well as the upkeep of their property.

g. Q: *Why is the New Town Landscaping vendor blowing leaves into the street when homeowners are prohibited.*

A: The GA explained the landscaping company blows leaves from the grass common areas in order to properly mow the grass. They are instructed to pick up the leaves after completion. If this is not the case, please alert the General Assembly Office and they will address it directly with the vendors.

h. Q: *Who is responsible for the bridge with missing stones near the obelisk and why it has not been repaired.*

A: The City of St. Charles owns all drive over bridges, and the GA staff has requested this to be repaired. The City has not been able to budget for repairs, including metal bridges that require painting, however, the GA will continue to request this maintenance.

i. Q: *Are renters able to access Frontsteps to see bulletins and governing documents*

A: The Frontsteps Portal is for homeowners only. Renters can see public bulletins and the governing documents through the www.NTGA.net website.

j. Q: *Requesting a stop sign at the intersection of Rue Royale and Arpent Alley*

A: The City of St. Charles manages the streets and signage. The General Assembly, multiple homeowners and Board Member John Seeley have raised this concern to the Public Works Dept. In order to warrant a Stop sign installation, the city will need to conduct a traffic survey of the area prior to approving a Stop sign installation. In the meantime, Officer Rivera will monitor the area regarding traffic violations.

k. Q: *What is the TAD and who does it go to.*

A: The New Town TAD is a legal agreement between the City of Saint Charles and every New Town Business located within the New Town at St Charles Theater, Cultural Arts and Entertainment District. The role of the TAD is to collect and administer the 0.5% percent sales tax (one-half of one percent) on any retail sales subject to taxation pursuant to Section 67.2530 RSMo., sold directly or indirectly from New Town Businesses, and as listed on the City of St. Charles business license. This includes home based businesses located within the commercial district. This tax is established for the purpose of funding, promoting, and providing educational, civic, musical, theatrical, cultural, concerts, lecture series and related or similar entertainment events or activities and to fund, promote, plan, design, construct, improve, maintain, and operate public improvements, transportation projects and related facilities in the district pursuant to the authority granted in sections 67.2500 to 67.2530 RSMo.

l. Q: *Questions regarding the apartments being built behind S. Civic Green. Questions include rentals or condos, how many apartments, size of apartments, who is leasing them, parking, landscaping, pet policy and waste, mail, pool access, snow removal and if considered apart of New Town.*

A: These apartments will be leased and managed by a separate company outside of the General Assembly office. There are approximately 120 apartments, consisting of 1- and 2-bedroom units. These will be high-end apartments; however, pricing is not available at this time. The company managing the apartments will be responsible for landscaping, snow removal and pet policy for their Lot. There will be parking and a CBU mail center for the tenants. The apartments are considered a part of New Town therefore they will pay assessments, as well as have access to the amenities including the pool facilities.

m. Q: *When is New Town development expected to be completed*

A: Development is anticipated to be completed in about 6 years.

n. Q: *Will there still be an assisted living home located at Granger and Reed Crossing*

A: The developer for the assisted living facility did purchase the land. However, it does not appear they will be moving forward with developing a Senior Center as planned. Discussions are still taking place for alternative construction options.

o. Q: *How can the residents get better attention from the City for actions to be taken?*

A: The General Assembly offered a website through the FAQ document and went into greater detail regarding completing the "Report a Concern" portal feature on the City of St. Charles website. As City of St. Charles residents and taxpayers, homeowners are encouraged to submit concerns to their attention which may prompt a quicker response and action time.

p. Q: *Will there be another Pool?*

A: The developer is intending to build another pool in the new French District. However, it cannot be guaranteed at this time as the market and/or plans can change through development.

q. Q: *What are the plans for grass areas that have changed? (Keokuk, Island Harbor, & Front Lake)*

A: The Board, Town Architect, and Founder have discussed these areas, and intend to further enhance them in the future by seeding with a variety native grasses and wildflowers.

r. Q: *Who owns the volleyball and pickleball courts? Are we assisting with the costs for the bathroom.*

A: The General Assembly owns both volleyball and pickleball. The bathroom was a 50/50 partnership up to $15,000 on the GA's end for the maintenance staff to have a bathroom and water source at the garage. Given this need of the staff, sharing the expenditure on the bathroom installation reduced the overall expense of the GA, as it would have had to fund the entire project in full without the partnership.

s. Q: *Questions/concerns regarding the lake along Island Harbor across from the pickleball courts. Is the lake treated for algae and why can't it be filled more often?*

A: Yes, this lake is treated monthly along with the other lakes in New Town. Since it is not connected to the larger lake system and does not have the ability to draw from a well, it is instead filled through the irrigation system. Furthermore, the lake levels fluctuate due to the water table and amount of rainfall over the season. Please note, the irrigation system can only operate in certain areas of the community at one time due to capacity limitations, therefore the fill line cannot operate continuously.

t. Q: Can a bathroom be built at the Beach?

A: The General Assembly and Board will look into the logistics and financial feasibility it would take to implement this request as a future project. Installing a bathroom would require bringing utilities to the site, such as electricity, plumbing and sewer.

u. Q: *Is there an approved list of colors and/or materials for architectural requests?*

A: The Architectural Review Board is taking this into consideration to draft an approved list of colors that can be used for homes. Any materials that can be pre-approved will also be listed; however, most improvements will still require going through the architectural review process.

v. Q: *How can homeowners be more involved in decisions being made in New Town?*

A: If homeowners have any suggestions or ideas, please bring them to the attention of your district Board Members. Their contact information can be found on the ww.ntga.net website. Board Members will bring your suggestions and ideas to board meetings to be discussed as a group. All homeowners are also encouraged to take part in the election process for their respective districts.