

PRESIDENT'S ANNUAL REPORT

It is with great pride and enthusiasm that I present to you the Annual Report for The Neighborhoods at Anvaya Cove for the year 2023-2024. This report encapsulates our collective achievements, financial health, and initiatives. Our community has thrived through collaboration, dedication, and a shared vision for a better living environment.

1. PROPERTY PROFILE

The NHOAI remains the largest residential area in Anvaya Cove managing Thirteen (13) neighborhoods namely:

1. The Cliffside
2. The Mango Grove
3. The Horizon Point
4. The Woodpark
5. The Bamboo Grove
6. The Narra Grove
7. The Vistas at Mango Grove
8. The Woodridge Hills
9. Parkway Vistas
10. Fairway Crest
11. South Coast
12. South Grove and;
13. Brookside

As of now, the Association manages 51 hectares of common areas and 68 hectares of salable areas, all maintained by Ayala Property Management Corporation (APMC) with the assistance of its service providers.

This year has seen a significant number of house constructions, accounting for 23% of the total available lots, including completed ones. This indicates a steady growth in our community.

2. THE BOARD OF TRUSTEES

The governance and management of the Association shall be entrusted to the Board of Trustees comprising the following individuals:

- Mr. Jose Maria Cardenas – Board President
 - Mr. Israel Basilio – Vice-President
 - Engr. Teodoro Crisostomo – Association Secretary
 - Ms. Maria Milagros De La Fuente – Board Treasurer
 - Mr. Harry Tang – Trustee
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- Atty. Sydney Hershey Guadalupe – Legal Counsel

3. THE MANAGEMENT TEAM

The Property Management Team oversees all property operations, including the maintenance of common areas, grounds, housekeeping, and equipment. They are tasked with implementing rules and regulations in accordance with the By-laws and Deed of Restrictions of the property, as well as ensuring the safety and security of all members. The Property Management Team also functions as the primary administrative body of the Association.

Director	Mr. Robert N. Rivera
Operation Director	Mr. George L. Cadhit
ALP Brand Head	Ms. Princestina U. Santos
Operation Manager	Ar. Dennis C. Orduña
Property Manager	Engr. Gerald A. Francisco
Property Officer	Ar. Anghel Vic Cruz
Finance Manager	Ms. Fatima Soriano
Collection Assistant	Ms. Joey Ann D. Abasta
Administrative/Billing Assistant	Ms. Rhengie T. Dilig
Village Engineer	Engr. Lance Triguero
Development Control Officer	Ar. Sheena Alonzo
Development Control Officer	Engr. Phien Umandap
Security Officer (Day Shift)	S.O. Ronaldo Aquino
Security Officer (Night Shift)	S.O. Edgar Ocaya
Maintenance Supervisor	Mr. Ariel Palad
Maintenance Lead Man (1)	Mr. Christian Rae Perez
Maintenance Lead Man (2)	Mr. Rudyvin Baradas

The following are the list of the Association's service providers:

Ayala Property Management Corp.	Property Management
LSERV Corporation	Administrative And Engineering Staff
United Megaforce Security Services Inc.	Security Services
Fieldmen Janitorial Services Corp.	Grounds Maintenance Services
Pest Science Corp.	Pest Control Services
Globe Telecom	Internet and Telecommunication
Manila Water Philippine Ventures Inc.	Utilities (Water)
Anvaya Cove Power Redistribution	Utilities (Power)
Ramon F. Garcia & Company, CPAs	Independent External Auditor
Anvaya Infrastructure Group	Garbage Collection

4. COMMITTEES

HOA committees fulfill essential roles within the community, helping the HOA Board accomplish the association's goals effectively and efficiently. We would like to acknowledge the committee members and their hard work in addressing various issues and working on projects that benefit the community as a whole over the year.

a. Operations Committee

- Engr. Arnold Duay - Chairman
- Mr. Victor Samson Jr. – Member
- Mr. Jose Maria Cardenas - Member
- Engr. Teodoro Crisostomo - Member
- Ar. Josefino Lucas - Member

The Operations Committee oversees the property management team. The committee reviews the operating policies and practices of the village and is active in ensuring that day-to-day operations are running smoothly.

b. Utilities and Developer Concerns Committee

- Mr. Jose Maria Cardenas - Chairman
- Engr. Arnold Duay – Member
- Engr. Teodoro Crisostomo – Member
- Mr. Victor Samson Jr. – Member
- Mr. Israel Basilio – Member
- Mr. Israel Silud – Member

The Utilities and Developer Concerns Committee works closely and regularly meets with Ayala Land for Deliverables, Infrastructure Issues, Estate Issues, Utility Concerns, and the External Community and Government entities.

c. Audit Committee

- Ms. Maria Milagros De La Fuente - Chairman
- Mr. Israel Basilio - Member
- Engr. Arnold Duay – Member

The Audit Committee conducts audits of the Association's accounts to ensure financial accuracy and transparency.

d. Socio-cultural Committee

- Mr. Harry Tang - Chairman
- Ms. Maria Milagros De La Fuente - Member
- Mrs. Mary Nechris Lucas – Member

The Socio-cultural Committee plans, organizes, and implements social activities to enhance interpersonal relations among members and enliven the community. It also develops programs and activities to deepen cultural awareness among members.

e. Finance Committee

- Ms. Maria Milagros De La Fuente - Chairman
- Mr. Israel Basilio - Member
- Mr. Mitchell Gault - Member

The Finance Committee acts as the central coordinating body for all financial matters of the Association, ensuring fiscal responsibility, strategic financial planning, and transparent management of resources.

f. Environmental Committee

- Mr. Harry Tang - Chairman
- Ms. Maria Milagros De La Fuente - Member
- Mr. Israel Basilio – Member

The Environmental Committee spearheads the planning, organization, and execution of innovative environmental projects and initiatives. By fostering sustainable practices and engaging the community, the committee drives impactful change and ensures the preservation and enhancement of our natural surroundings.

g. Technical Construction and Design Committee

- Engr. Teodoro Crisostomo - Chairman
- Ar. Josefino Lucas - Member
- Engr. Arnold Duay – Member

The Technical Construction and Design Committee ensures that houses and other improvements on the owner's lot comply with the Association's construction rules and the provisions of the Deed of Restrictions.

h. Grievance and Adjudication Committee

- Mr. Israel Basilio - Member
- Atty. Elfren Hipolito Jr. – Member

The Grievance and Adjudication Committee shall accept and investigate complaints filed by a member against any other member or officer of the Association and shall settle or arbitrate any dispute within its power in the community. In the event that the grievance is not settled by the committee, its decision may be brought before the Board of Trustees for appropriate action.

i. Data Response Team

- Mr. Jose Maria Cardenas - Chairman
- Ms. Maria Milagros De La Fuente - Member
- Mr. Harry Tang - Member
- Engr. Teodoro Crisostomo - Member
- Atty. Sydney Guadalupe - Adviser
- Engr. Gerald Francisco – Adviser

The Data Privacy Response Team shall be accountable for ensuring the compliance by the Corporation with the Data Privacy Act, its implementing rules and regulations, and other applicable laws and regulations relating to privacy and data protection.

j. Election Committee

- Ms. Ma. Teresa Guanzon-Hayward - Chairman
- Mr. Nicolas Lansang Jr. - Member
- Mr. Reynaldo Yap - Member

The Election Committee conducts the election, establishes the election rules, and disseminates them to all members.

k. Security Committee

- Ms. Maria Milagros De La Fuente - Chairman
- Mr. Jose Maria Cardenas - Member
- Mr. Reynaldo Yap – Member
- Mr. Angelito Jao – Member
- Ms. Ma. Teresa Guanzon-Hayward – Member

The Anvaya Cove Security Committee was formed to enhance security measures, foster collaboration, and ensure the safety and well-being of residents and property within the Anvaya Cove community.

We strongly encourage members of our community to volunteer for our various Committees. Your knowledge and expertise will be of great value-add to our community.

5. OVERVIEW OF THE YEAR

This year has been transformative for our community. We have embarked on numerous initiatives to enhance our neighborhood's appeal and functionality. Here are some of the highlights:

- **Projects and Improvements on Landscape Areas**
 - **Enhancing Green Spaces** – We collaborated with the ALP IDG-Landscape Manager, who conducted a Landscape Audit from June

10-14, 2024, with the objective of enhancing our landscape areas. They also provided training and workshops for our grounds maintenance team. Additionally, they will be offering a manual containing a year-long program to further improve our landscape areas.

- **Transforming Landscapes** – We have incorporated mountain rocks into landscape areas to transform it by adding natural beauty and functional benefits. These rocks provide texture and depth, prevent soil erosion, and improve drainage. Their versatility promotes sustainable landscaping with minimal maintenance. Thoughtful placement ensures harmony with the terrain and vegetation, creating serene and captivating outdoor environments.
- **Pathwalk at Guru-guru Park** – We've installed grass pavers in Guru Guru Park to blend functionality with natural beauty. These paths allow grass to grow through paver grids, creating a green walkway. Grass pavers reduce runoff, promote groundwater recharge, and provide a cooler, durable, and low-maintenance surface, enhancing the park's aesthetic and environmental benefits.
- **Tree Planting along Easements** – We continue to plant trees along easement as we recognize the profound environmental benefits and the significant boost to property values. These trees not only enhance the aesthetic appeal of our community but also play a crucial role in improving air quality, reducing soil erosion, and providing habitats for local wildlife. By creating a greener, more sustainable environment, we are fostering a healthier ecosystem and a more attractive neighborhood, ultimately increasing the desirability and value of our properties.
- **Projects and Initiatives to Improve Facilities and Quality of Life**
 - **Property Officer** - We are thrilled to announce the addition of a new team member to support our Property Manager in overseeing the operations and maintenance of NHOAI. This strategic hire comes in response to our community's remarkable growth, ensuring that we continue to provide exceptional service and maintain the high standards our residents expect. With this added manpower, we are better equipped to handle the increasing demands and enhance the overall living experience within our community.
 - **NHOAI Community Center** – The Board and the Operations Committee are actively collaborating with the Developer to oversee the progress of the upcoming NHOAI Community Center. Regular meetings are held to ensure everything is on track. The latest updates and details will be shared during their upcoming presentation.

- **Road Repair** – The Board successfully lobbied the Developer to repair several road sections. ALL will address the identified roads in Mango Grove, Wood Park, Parkway Vistas, and Bamboo Grove from October 2024 to April 2025.
- **Utilities** – The Board and the Utilities Committee works closely with Anvaya Infra-Power and Manila Water to reduce rates and enhance service quality. Additionally, they are working with the Developer and Globe to improve both mobile and broadband telecom services. Details of significant projects and improvements will be shared in their upcoming presentation.
- **Automated Teller Machine** - We coordinated with BPI to install an ATM machine at Anvaya Cove, to address the challenges posed by its remote location. With invaluable support from the Developer, we navigated the coordination process smoothly. As of September 24, the ATM machine at the admin office building is fully operational, providing convenient banking services to the community.
- **Renovation of Security and Maintenance Office** - We have renovated the security and maintenance office, including completely retiling the floors and upgrading the ceiling. This project not only enhances the aesthetic appeal of the workspace but also improves functionality and safety. The new tiles are durable, easy to clean, and designed to withstand heavy foot traffic, ensuring a long-lasting and professional environment.
- **Installation of Uplights** – We have installed garden lights for entrance landscape areas to enhance the beauty, safety, and functionality of outdoor spaces.
- **Safety Initiatives:** We implemented safety measures to improve the security and peace of mind for our residents.
 - **Road Signage** – We have put up 'Keep Right' and 'Stop' signs where they were needed for better road safety and traffic flow. These signs guide drivers, prevent accidents, and ensure smooth traffic flow. Durable, reflective materials ensure visibility in all conditions. These efforts contribute significantly to safer and more efficient roadways.
 - **Road Markings** – We collaborated with the Developer to address areas lacking proper road markings. The road markings have been completed, and we have also requested converging mirrors for areas where they are needed.
 - **Purchase of New Traffic Cones** – We purchased new traffic cones and bollard which is a small but significant step towards improving road safety and traffic management. With enhanced visibility, durability,

regulatory compliance, versatility, and environmental benefits, new traffic cones are an essential investment for any organization involved in traffic control.

- **Drug Tests for Construction Workers' ID Applications** - Requiring drug tests for construction workers' ID applications enhances workplace safety by ensuring all workers are fit for duty. It helps companies comply with regulations, promotes a healthier workforce, and reduce risks.
- **Formation of Security Committee** - The committee's objectives include developing and reviewing security policies, operating consultatively with input from residents and security personnel, prioritizing the welfare and job satisfaction of security guards, and serving as a bridge between residents and security groups to facilitate communication and understanding.
- **Repainting of Fire Hydrants** - This project aims to ensure these vital safety devices are not only functional but also visually prominent. Fire hydrants are crucial in emergency situations, providing firefighters with immediate access to water. The repainting project addresses faded paint ensuring that hydrants remain highly visible and easily identifiable.
- **Weekly ERT Drills** - We conduct weekly Emergency Response Team (ERT) drills, engaging both our security personnel and employees. These drills simulate a wide range of emergency scenarios—fire, earthquake, typhoon, flooding, bomb threat, power interruption, sabotage, injuries/accidents, theft, and weapons offenses. This rigorous practice ensures we continually refine and enhance our response capabilities.
- **Trainings and Seminars** - We rigorously train our guards to enhance their efficiency and effectiveness. Through comprehensive training programs, orientations, and seminars, we ensure our security personnel are fully equipped to provide quality services.
 - Video Training Materials prepared by APD
 - Regular Martial Arts (Weekly Arnis Training)
 - Firing Proficiency Training (April 12 and April 16, 2024)
 - Customer Service Training (April 24, 2024)
 - Preservation of Evidence (Seminar conducted by PNP on April 28, 2024)
 - Work, Attitude and Values Enhancement Seminar (May 14, 2024)
 - Bomb Awareness Seminar (June 3, 2024)
 - Task Training (June 15, 16, 22, 23, 29, 30 and July 6 and 7, 2024)
 - Customer Service Refresher (July 1, 2024)
 - Leadership Seminar (July 5, 2024)
- **Stray Animals** - To protect residents from stray animals, dog and cat catching equipment is deployed in neighborhoods. Anvaya Infrastructure partners with PNP Morong to adopt stray dogs due to the lack of a pounding area. They also inspect perimeter fences for entry

- points. Security personnel help catch snakes and geckos within the community.
- **ERT and Safety Audit** – APMC conducts an annual ERT and Safety Audit to ensure ISO compliance. This includes reviewing emergency protocols, staff training, and equipment readiness. Fire breaks are trimmed quarterly, and fireman's cabinets are regularly inspected. All firefighting equipment and alarms undergo rigorous testing to ensure functionality.
 - **Digitalization** - To enhance security measures, we plan to create a centralized, digital database to store and manage security-related information. This involves assessing current security measures, designing a suitable database schema, and migrating existing records to the new system. This comprehensive approach aims to improve efficiency, data management, and overall security.
- **Sustainability Initiatives:** The Board and Property Management Office are committed to implementing and advocating sustainable practices to ensure our community's long-term health and well-being.
 - **Sustainability Staff** – Recently, we have also added a dedicated team member who will be responsible of all our sustainability initiatives. This new role will focus on enhancing the productivity and efficiency of our Plant Nursery, Vermicomposting, and Vegetable Garden projects. By having a dedicated individual overseeing these critical areas, we aim to significantly boost our green efforts and drive our commitment to sustainability forward.
 - **Expansion of Vegetable Garden** – We expanded our Vegetable Garden as this initiative promotes community engagement and cooperation. It also provides access to fresh, healthy produce, which can improve overall well-being. Additionally, vegetable garden promotes environmental sustainability by reducing the carbon footprint associated with transporting food. New plots are being added, allowing for a greater variety of vegetables to be grown. This expansion means we can grow more produce and involve more people. As the garden grows, so does the hope for a greener, more connected future.
 - **Purchase of Electric Bike** – NHOAI purchased an electric trike to provide eco-friendly transportation, reduce maintenance costs, and enhance mobility for grounds and technical maintenance. Additionally, e-trikes can carry more cargo than e-bikes, making them practical for community tasks.
 - **Invasive Vine Clearing** - The Board of Trustees continues to monitor the invasive vines removal project in collaboration with the Developer and Anvaya Cove Infrastructure. These vines strangle and weaken mature trees, leading to their death. This effort protects native species and maintains biodiversity, promoting a healthier ecosystem.



- **Reuse of Water from Creeks** - The Board advocated for sustainable water sources, such as surface runoff collection from seasonal brooks, which Anvaya Infrastructure is now implementing.
- **Net Metering** – The Developer, Anvaya Cove Infra-Power, the Board, and the Utilities Committees worked together to implement Net Metering in Anvaya Cove. This collaboration aims to enhance energy efficiency and sustainability by allowing residents to generate their own electricity and feed surplus power back into the grid.
- **Shift to Bottomless Printers** – We've invested in bottomless printers to revolutionize office efficiency by enabling continuous printing with minimal interruptions, thanks to large-capacity paper trays and high-yield ink cartridges. These printers offer significant cost savings through efficient ink usage and reduced downtime, while also supporting environmental sustainability with less waste and energy-saving features.
- **Tree Planting** - This year, we planted 400 tree saplings in Anvaya Cove, enhancing visual appeal, improving air quality, and potentially providing a fruitful harvest, benefiting both our community and the environment.
- **Plant Nursery** - We have 39,500 saplings produced since January—a 5% increase from last year. This achievement has saved us Php 2.95 million and guarantees a consistent supply of healthy, tailored plants.
- **Vermiculture** - Our vermicomposting practice reduces waste, produces nutrient-rich fertilizers, and improves soil health. Since January, we've produced 56 sacks of vermicompost, an 10% increase from last year. This supports our organic cultivation practices, and residents can order vermicompost through the admin office.
- **Earth Hour** - The Association participates in Earth Hour annually, encouraging members to turn off non-essential lights for one hour and streetlights for a few hours, saving 26 kWh and reducing our carbon footprint.
- **Community Events:** We hosted numerous vibrant community events, which brought together residents of all ages and fostered a strong sense of belonging.
 - **First Saturday Mass** - The Association and the Beach and Nature Club organize a monthly Mass and religious service, focusing on community involvement, which includes Mass, confession, Communion, the Rosary, meditation on its mysteries, and consecration to the Immaculate Heart of Mary.
 - **Resident's Meet and Greet** - The Resident's Meet and Greet on October 14 was a lively and well-attended event where residents reunited, made new friends, and built lasting connections, fostering a strong sense of community.



- **Treats on Wheels** – Held last October 31, 2023, Treats on Wheels is our thrilling Halloween tradition where staff dress up and deliver personalized tubs of treats to kids, creating priceless smiles throughout the community.
- **Community Garage Sale** - Last November 4, 2023, the Homeowner's Association Inc. hosted its first garage sale, turning the Service Yard Parking Area into a lively marketplace. The event wasn't just about bargains; it was a chance for neighbors to connect. With Bibingka Stall and live music, the day was a hit for residents. Given the success, the association plans to make the garage sale an annual tradition.
- **Staff Christmas Party and Year-End Celebration** - NHOAI celebrated the holiday season and year-end with a party at Bucco Bali Resort on December 14, 2023, featuring raffles, games, and gift bags to appreciate our hardworking staff and create memorable experiences.
- **NHOAI Christmas Décor Contest** - The winners of the Annual NHOAI Christmas Décor Contest 2023 were announced on December 16, 2023, celebrating the holiday season and fostering community spirit through resident creativity and festive cheer.
- **Caretaker's Christmas Party** - A special Christmas party was held for household helpers in Anvaya Cove Service Yard on December 21, 2023. The event featured games, music, and a delicious feast, bringing joy and festive cheer to over 63 attendees.
- **Christmas Day, Valentine's Day, Mother's Day and Father's Day Celebration** - We cherish our residents as family, showing our gratitude with greeting cards and small tokens on Christmas, Valentine's Day, Mother's Day, and Father's Day to make their days extra special.
- **Street Food Fair** - The Philippine Street Food Fair, held on June 16, 2024 at the Admin Conference room was a resounding success. The event showcased an array of traditional street foods, offering a delightful experience to attendees. Visitors enjoyed popular Filipino street foods such as kwek-kwek, kakanin, taho, among others.
- **SummART Time (Art Workshop)** - An inspiring 3 Sessions art workshop was held on April 20 & 27 and May 04, 2024 at the Admin Conference Room, attracting art enthusiasts of all ages. The event featured hands-on sessions led by renowned artists, offering participants a chance to explore various techniques and mediums. Attendees engaged in activities such as acrylic painting, charcoal painting and sketching with personalized guidance from the instructors. The workshop also included a brief exhibition of the participants' works, showcasing their creativity and newly acquired skills.
- **Flu Vaccination Drive** - A flu vaccination drive was held from June 5 to June 9 at Anvaya Clinic, providing free flu shots to availing community members. The event aimed to increase immunity and reduce the spread of influenza as the flu season approaches.

- **Corporate Social Responsibility and Relationship Management:** The association organized programs designed to foster community spirit and engagement.
 - **Clean-up Drive** - Our recent community clean-up drive held last January 31, 2024 was a resounding success! NHOAI Staff came together to collect litter and beautify our highway, demonstrating a strong commitment to environmental stewardship. We were able to collect 59 bags of trash. The event not only improved the cleanliness of our surroundings but also fostered a sense of unity and shared purpose among participants.
 - **Brigada Skwela** - This year, we had our Brigada Skwela at Nagbalayong High School, Nagbalayong Elementary School and Sabang Elementary School, providing gardening, grass cutting, tree pruning, classroom repainting, electrical repairs, and drainage cleaning to strengthen our community and improve our living environment.
 - **Coastal Cleanup** - Our Annual Coastal Cleanup on August 24, 2023, brought the community together to collect 24 bags of trash from Cliffside's secret beach, promoting environmental awareness and fostering camaraderie.
 - **Book Donation Drive** – NHOAI's first ever Book Donation Drive concluded successfully, with dedicated residents donating books to benefit Brgy. Pag-asa Day Care Center. This event underscores our community's commitment to supporting education and fostering a love for reading.
 - **Back to School** – The Back-to-School event on July 27, 2024, marked a significant milestone in our mission to promote literacy and education. We distributed school bags, umbrellas, lunch bags, and tumblers to the children of our staff, symbolizing our commitment to their educational success. This initiative highlights our dedication to supporting the academic journeys of our community's young minds.
 - **Brgy. Sabang Medical Mission** - The residents of Anvaya Cove in Morong, Bataan have spearheaded a medical mission aimed at providing free medication and laboratory examinations to the residents of Barangay Sabang, Morong, Bataan. This is tentatively scheduled for November 9 and aims to significantly enhance the healthcare services available to our community.
 - **Relationship Management** - To foster positive and productive relationships with key stakeholders, the Association conducted courtesy visits to several government offices, aiming to strengthen communication and collaboration:
 - Mayor's Office
 - Bureau of Fire Protection
 - Morong Treasurer's Office
 - Morong Assessor's Office

- Morong Engineering Office
- Morong PNP/COP Office
- Barangay Office
- Coastal Guard Office

- **Periodic Maintenance**

- **Technical Maintenance** - Our handymen perform various repairs and regular maintenance tasks, including biannual repainting of streetlights, guard houses, tap boxes, railings, and the Treehouse to maintain their appearance and longevity, repairing uneven sidewalks, replacing busted lights and tap box lights, repairing handrails, and handling residents' service requests such as fixture installations, plumbing, and electrical repairs.
- **Grounds Maintenance** - Our Grounds Maintenance team is dedicated to enhancing and maintaining our outdoor spaces through landscaping, planting, trimming, and beautification to elevate the community's aesthetic appeal. We aim to create a visually pleasing environment for residents and members by regularly cutting grass in landscape areas and vacant lots, trimming trees before the rainy season to prevent accidents, cleaning drainages to avoid clogging, pressure washing gutters during typhoon season, and performing periodic maintenance activities such as street sweeping, sidewalk weeding, garbage collection, watering plants, and maintaining Narra Lane Beach Area, along with handling residents' tree pruning and grass cutting requests.
- **Pest Control** - We conduct quarterly misting of parks, islands, easements, and drainages to prevent pest infestations. This water-based method leaves no residue or stains, is virtually odorless, and is more natural and kid- and pet-friendly compared to fogging. It creates ideal-sized droplets for effective and long-lasting results.
- **Construction Management:** To date, we have seventy-five (75) ongoing construction projects, one hundred seventy-seven (177) completed houses, and eleven (11) more homes set to begin construction within the next few months. This remarkable progress reflects a 23% growth rate across our available lots, including newly turned-over neighborhoods.
 - For members planning to build their homes, we provide a comprehensive pre-design meeting to ensure all submitted plans undergo a thorough evaluation process.
 - Before issuing a Village Construction Permit, we conduct a detailed pre-construction meeting. Approval is granted only if the plans fully comply

with the restrictions, covenants, and conditions outlined in the Deed of Restrictions.

- We rigorously inspect and monitor all buildings to ensure adherence to approved plans.
- Regular Contractor's Meetings are held to reinforce the Deed of Restrictions, construction guidelines, and address any issues or concerns.
- Violations are taken seriously, with penalties contributing to the association's miscellaneous income, ensuring a harmonious community for all.

6. FINANCIAL REPORT

Our financial stewardship has been robust, ensuring the sustainability and growth of our community. Key financial highlights include:

- **Association Dues** - Your dues are carefully allocated to various expenses, ensuring responsible financial management. For 2024, the Association dues rate is Php 7.69 per square meter per month. These cover operational expenses for the Village Common Areas, including manpower services (security, grounds, housekeeping, admin staff), property management, repairs and maintenance, utilities, pest control, and taxes and licenses. Additionally, the Common Utilities and Services Accounts (CUSA) expenses help maintain common areas across Anvaya Cove, such as the spine road, perimeter fences, security, and grounds maintenance for shared infrastructure.
- The Audit Committee and the Management Office consistently engages in strategic discussions with the Developer regarding Infrastructure Shared Expenses. Through these collaborative efforts, we review and optimize various cost factors, including garbage hauling, security measures, and vine clearing. As a result of these discussions and targeted recommendations, the projected CUSA billing for 2024 has been significantly reduced, leading to substantial financial savings
- **Audited Financial Statement 2023** - Our financial position has remained steady throughout the year. Our audited financial statements as of December 31, 2023, reflect our efficient spending. We have diligently managed our resources, ensuring every centavo is wisely allocated to drive sustainable growth and deliver value to our members.
 - As of December 31, 2023, we have a total asset of 84 million pesos and 59.3 million pesos liabilities ending 2023.

- Throughout the year, we achieved a total revenue of 64.2 million pesos, driven by recoveries from service requests and the collection of interests and penalties from past due accounts.
 - Importantly, our members' equity continues to be strong, standing at a positive 24.7 million pesos.
- **Collection Efficiency** - Our collection efficiency has reached an impressive level at 91% as of December 31, 2023. As of September 2024, our Collection Efficiency is already at 90% which is higher than our Collection Efficiency for the same period last year at 89%. This is already considering prior year balance. We were able to maintain our Collection Efficiency through the following efforts:
 - Grant of One Month Discount for Annual Payment
 - Sending of Electronic Billing Statement
 - Sending of Reminder Letters
 - Sending of Demand Letters
 - Sending of Text Reminders/Viber Message
 - Charging of 1 % monthly interest for late payments
 - Promotion of Additional Mode of Payment through weekly Updates including Enrolment in Auto Debit Facility
 - Incorporating of Reminders of Date of Release of SOA and Deadline of Payment on Property Weekly Update
 - Coordination with the Club for member's updated contact details
 - Requesting of General Information Sheet (GIS) from SEC for Corporate Accounts with incomplete contact details
 - Engagement with Collection Agent
- **Short-Term Investment** - We are steadfast in our commitment to strategically invest a portion of the Construction Bonds to stay ahead of inflation. This approach not only enhances value and equity but also generates additional income for impactful projects. Our efforts have already yielded an impressive Php 638,790.20 from our recent investment this year. Additionally, we have posted another investment set to mature next year.
- **Cashless Management** - We offer various payment options for the convenience of our members, including over-the-counter, BPI online/mobile banking, credit card terminal, auto-debit, Touch pay, and cashless platforms like GCash, Paymaya, and Cliqq via ECPay.
- **Transition to Computerized Accounting System** - NHOAI has taken a significant step forward by transitioning to a computerized accounting system. This change addresses the growing complexity of our financial transactions and aims to enhance efficiency, accuracy, and transparency. Manual accounting methods were becoming time-consuming and error-prone. As our community

expanded, a more reliable system was necessary. NOAH is a user-friendly, scalable, and secure software that met our needs. Data migration and staff training were key steps. Training ensured everyone could navigate the new system and utilize its features effectively.

- Key Benefits
 - Efficiency: Automated processes save time on routine tasks.
 - Accuracy: Reduced human error leads to more precise records.
 - Transparency: Real-time data access improves oversight.
 - Scalability: The system grows with our community.
 - Security: Advanced features protect sensitive information.

7. COMMUNITY ENGAGEMENT AND CUSTOMER SERVICE

Engaging with residents is crucial for a property management office as it builds trust, addresses concerns promptly, enhances community satisfaction, fosters a sense of community, improves property value, and gathers feedback for improvements.

- We recently conducted our **Customer Online Survey** to gather invaluable feedback and suggestions from our residents. Your support has been instrumental in achieving an impressive 95.97% customer satisfaction rating in our 2023 survey, accompanied by numerous commendations. This milestone is a testament to your trust in us. While we celebrate this success, we also recognize the need for continuous improvement. Your insights are crucial, and we are dedicated to promptly addressing any concerns and enhancing our services.
- We maintain our communication platforms, which has streamlined our communication and kept everyone informed and connected.
 - The **APMC@Home app** is a user-friendly platform that lets you check billing, view announcements, and request assistance, ensuring prompt responses and a seamless experience.
 - Our **Website** is essential for establishing a strong online presence. It offers global access to announcements, property updates, events, and activities, thereby enhancing our association's efficiency in the digital era.
 - Our **Viber community** effectively delivers notices and reminders, complementing emails and text blasts. As of October 2024, we have 140 members. QR codes for NHOAI, Anvaya Power, and Manila Water Viber communities are shared in our Property Updates via email and our website.
 - We regularly send out newsletter updates to keep our members informed about upcoming events, important announcements, and

essential advisories.

- **Trainings and Seminars** - Training administrative staff is essential as it improves communication, problem-solving, time management, and technology use. This ensures staff can handle customer interactions effectively, leading to higher customer satisfaction.
 - Field Trip / Property Bench Marking – February 6, 2024
 - Professionalism and Skills Development – March 1, 2024
 - Customer Service and Excellence Training – May 8, 2024
 - Effective Communication Skills Training – July 31, 2024

8. RECOGNITION

The Morong Local Government Office has recognized The Neighborhoods at Anvaya Cove Homeowner's Association Inc. for its unwavering commitment to fiscal responsibility, honoring it for years of diligence in fulfilling financial obligations.

The association's attention to the timely payment of real estate and business taxes has not only ensured compliance with local regulations but has also contributed to the development and prosperity of the Municipality of Morong. This steadfast dedication reflects the community's collective ethos of accountability and partnership with the local government.

The regular reminders and assistance given by NHOA to the homeowners of Anvaya Cove is an example for others to follow. These efforts go beyond mere compliance; they embody a spirit of proactive engagement and investment in the community's future. The Morong Local Government Office's acknowledgment is a testament to the association's role in fostering a sustainable and thriving environment for all its residents.

As Anvaya Cove continues to flourish, the Homeowner's Association's role in maintaining a harmonious relationship with the local authorities remains pivotal. It is through such partnerships that communities can achieve lasting growth and stability, making Anvaya Cove not just a place to live, but a place to thrive.

In conclusion, I would like to extend my heartfelt thanks to all homeowners, board members, committee members and members for their unwavering support and dedication. Together, we have made remarkable strides in making our community a better place to live. I am confident that with the new set of trustees and your continued involvement, we will achieve even greater success in the coming year.