

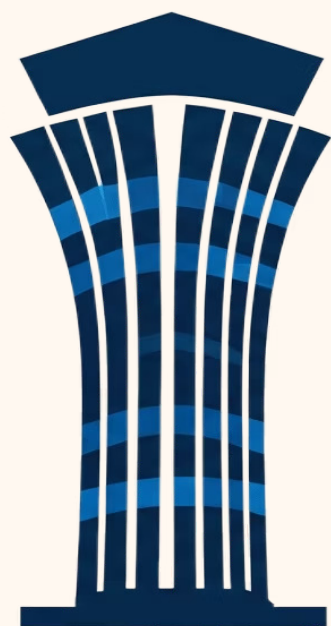
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PROPERTY OWNERS ASSOCIATION

Mueller Property Owner's Association

2026 Midyear Snapshot

A comprehensive look at Mueller Community Performance — covering events, engagement, operations, communications, maintenance, and the resident experience across all sectors.





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High Demand, Steady Delivery

Q1 at a Glance | Building & Strengthening the Foundation

Quarter one established a strong foundation in assessing operational excellence and community engagement. Demand for events, amenities, and resident services remained high, while communications outperformed industry benchmarks and operations consistently delivered responsive service.

As Mueller continues to grow, the focus shifts from managing demand to refining systems, improving consistency, and strengthening the resident experience across every touchpoint.



Events

- Park Events: **170**
- Pavilion Events: **27**
- Revenue Generated: **\$65k**



Communications

- Email metrics far exceed industry benchmarks.



Operations

- **420+** resident requests.



Satisfaction

- Near-perfect scores during peak periods.

Turning Towards Community Momentum

Q2 at a Glance | Investing in systems, consistency, & capacity

Quarter two was defined not simply by what was accomplished, but by how the team strengthened its ability to deliver. By investing in systems, consistency, and organizational capacity, Mueller is well positioned to enhance the resident experience, support continued community growth, and execute strategic priorities throughout the remainder of the year.

The focus now shifts from building capacity to optimizing performance—streamlining operations, improving service consistency, accelerating maintenance response, and leveraging performance metrics to enhance the resident experience.

In addition, support for the hailstorm restoration effort was expanded through the completion of a lengthy procurement process that secured Quick Roofing as the roofing contractor and brought a dedicated project manager on board. These additions strengthen the organization's capacity to execute the restoration efficiently, improve coordination, and maintain project momentum.



Events

- Generated nearly **\$50K** in future event revenue through 2026–2027 bookings, including securing the 2027 Large-Scale Managers Workshop national conference.



Engagement

- **Mueller Community Connect:** Launched in June 2026, this new quarterly resident engagement series connects neighbors with POA leadership and community partners through meaningful conversation, education, and fun!



Operations

- **175** resident requests.
- May 2025 hailstorm insurance claim finalized
- Implemented consistent reporting on compliance trends, response times, and resolution outcomes.



Staffing

- Invested in staffing and leadership by filling **5** strategic positions to enhance operations, communications, community standards, and asset management.

Welcoming Our New Leaders

We're thrilled to introduce four dynamic individuals who have recently joined the Mueller Property Owner's Association, bringing their expertise and leadership to key roles across our operations and community engagement.



Payal Gupta

Director of Operations



Rah Shakir

Engagement & Communications
Manager



Victoria Sosa

Community Standards Coordinator



David Howard

Director of Asset Management



COMMUNITY & EVENTS

Growing Engagement Across the Community

34

Fitness Groups

Target was 23 — exceeded by 48%

11,719

Farmers Market Peak

Attendance in March — highest of the quarter

100+

Mueller Cares Attendees

Including 30 blood donors & 12 local health & wellness vendors

May 5, 20...

Inaugural EC/TC Mixer

Connected with various commercial partners and discussed potential future collaborations.



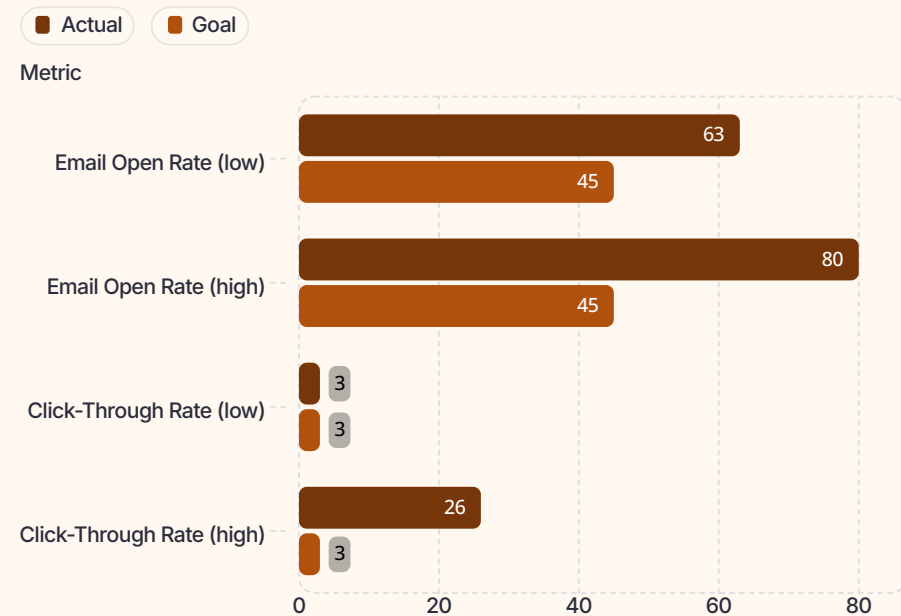
Demand is strong — the key opportunity is to tighten intake and conversion systems for event bookings.



Audience Growth & Outreach Performance

Mueller's communications continued to outperform industry benchmarks, strengthening resident trust and engagement. Email open rates ranged from **63%–80%** (exceeding the 45% goal), while click-through rates peaked at **26%**, demonstrating that residents are not only opening communications—they're taking action. Our audience also grew to more than **1,969** subscribers, creating a stronger platform for community engagement, event participation, and timely resident communications.

The focus ahead is to leverage this momentum to drive deeper engagement, increased event participation, and greater utilization of community resources.

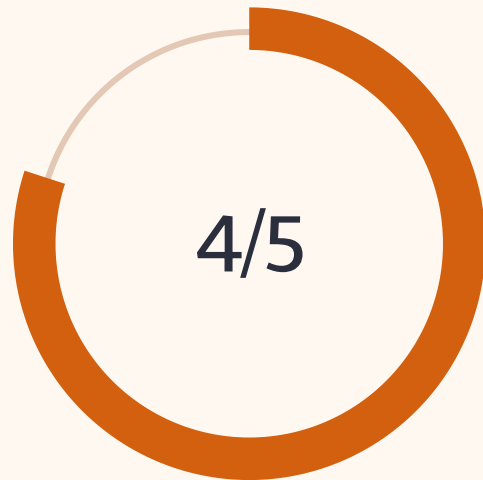


Satisfaction Scores & Resident Experience



Pavilion Satisfaction

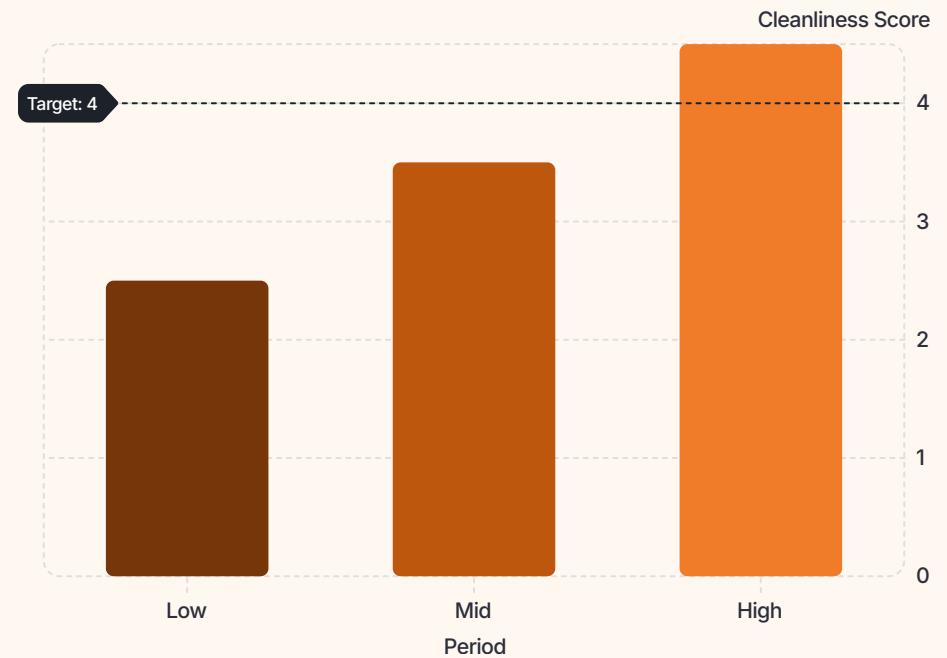
Perfect score when measured



Parks Satisfaction

Maintained during peak periods

Cleanliness Score Range



Cleanliness consistency is the #1 priority for improving the resident experience.

Preventative Excellence vs. Reactive Gaps

✓ Preventative Maintenance

100% completion of all scheduled preventative maintenance tasks across all zones.

🕒 Repair Turnaround

Current average: **13–17.5 days**. Goal is **5 days** — a significant gap requiring focused improvement.

💧 Irrigation

Focused operational improvements, system upgrades, and balanced water usage delivered a **20% reduction in Q2 water costs**, demonstrating our commitment to both resource conservation and fiscal responsibility.

🌿 Landscaping

Established a strategic landscape management and restoration plan aligned with environmental stewardship and sustainability goals. Also reinstated the tree maintenance program to support healthier trees through proactive pruning and maintenance.



A Strong & Responsive Operational Backbone

Operations Summary

The administrative and operational teams demonstrated exceptional responsiveness throughout Q1 & Q2 and focused on strengthening the organization's operational foundation through strategic investments in people, processes, and service delivery.

Significant progress was made in standardizing operational procedures, advancing community operations, asset management, strengthening cross-department collaboration, and improving project coordination for major initiatives including hail storm restoration, community standards program, and pool operations.

Quarter 1 & 2 Highlights

- Advanced operational procedures, workflows and standard operating practices across multiple departments.
- Strengthened collaboration between Operations, Communications, Assets, and Engagement
- Advanced pool operations enhancements, signage updates, and resident communications.

599+

Resident Requests

Majority resolved with minimal backlog

100%

Billing Response

Full response rate on all billing inquiries

98%

Admin Completion

Administrative request completion rate

Community Standards: An Emerging Focus



With a dedicated Community Standards Coordinator now in place, the team is well positioned to advance program implementation focused on laying the foundation by strengthening education, resident communications, and operational processes. Compliance serves as the education and enforcement arm of the program, helping residents understand community expectations while promoting fairness, consistency, and neighborhood stewardship.

Looking Ahead (Q3)

- Implement consistent reporting on compliance trends, response times, and resolution outcomes.
- Leverage data to identify opportunities for proactive outreach and continuous improvement.

□ Priority action: Define clear compliance benchmarks and build a structured reporting cadence before end of Q3.

Key Takeaways for the Community



High Demand & Delivery

Events and community programming are seeing strong, sustained demand across all sectors.



Communications Outperforming

Email and digital communications are exceeding industry benchmarks by a wide margin.



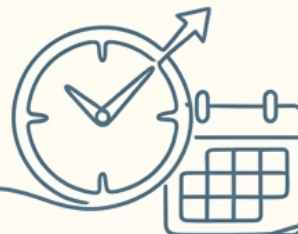
Operations & Assets Strengths

Operational responsiveness is a proven core strength with 98% completion rates.



1. CLEANLINESS CONSISTENCY

Scores fluctuate between 2.5 and 4.5.



2. MAINTENANCE RESPONSE TIMES

Current 13-17.5 days vs 5-day goal.



3. COMPLIANCE TRACKING

Framework in place, metrics developing.



FORWARD FOCUS

Q3 & Q4 Priorities & Forward Focus

01

Assets

- Improve maintenance turnaround (MTR): Close the gap between the current 13–17.5 day average and the 5-day target response goal.
- Preventative maintenance plan for 2027 & development of risk program.

02

Compliance

- Develop a compliance performance dashboard with clear benchmarks and a regular reporting cadence. Establish consistent cleanliness and experience standards to eliminate score fluctuations.

03

Communications & Engagement

- Advance preparations for the 2026 Board elections.
- Launch Annual Community Life Survey to encourage engagement, transparency, and community-driven decision-making.
- Establish Warm Welcome Program, a new resident onboarding initiative to foster connection, strengthen community engagement, and help neighbors feel informed and welcomed.
- Build out new landing pages with more resources for residents: Realtor, Commercial Partners, etc.
- Hold final Mueller Community Connect Mixer.

04

Operations

- Release Row Home maintenance and compliance schedule.
- Advance preparations for the 2026 board elections.
- Consolidate and post board & committee meetings on website.

05

Tackling Together

- Operations & Assets: Geographic Information System (GIS), Security & Pool Request for Proposal (RSP), and Landscape Management Plan.



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Thank You

Let's Thrive Together!

Visit Us

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