



## FAQ's from Townhall Meeting from May 3, 2022

- Questions about assessment increase:
  - The assessments are set for the next year prior to December 1<sup>st</sup>. The maintenance responsibilities are determined by the CC&R's which will determine the expenses for the community. Once the expenses are determined, the assessments are estimated to cover. When comparing the assessments between communities, you must look to make sure all things are equal like amount of common area, amenities, and size with where the community is in buildout. The budget and monthly financial statements are posted on the community's website for review.
- What are the billing dates for the association?
  - The assessments are billed semi-annually in January and July.
- Does the association get bids for services with different vendors/ contractors?
  - The association receives bids for each job before a contract is signed. Each vendor/ contractor the association uses must be licensed, bonded, carry insurance and experienced.
- When will there be homeowners on the Board of Directors?
  - According to the Bylaws for the community, when 75% of the lots have sold to non-declarant owners there will be an election to add one homeowner. As of today, the community is at 12%.
- Where will the apartments be located, and will they have access to the amenities?
  - According to the concept map, there will be multi-family at the entrance of the community. The amenities will only be for homeowners as there will be a system to limit access to just homeowners by using a key card.
- Questions about the ACC process:
  - Any exterior modification needs to your home or lot requires ACC approval before work begins. When submitting an ACC request, please include color pictures of materials or samples of like product, etc., this will help move the review forward. A copy of your Lot's survey is required for any type of major modification or addition, regardless of what it is. If adding a structure, mark the location on the Lot's survey as this will be a primary concern of the reviewers. Requests lacking all the needed information will be returned to the Owner and will not be worked until all the information needed is received. Reviews during the spring and summer months can take longer, so please plan to submit your application as far in advance as you can. If you have questions about the process, you can email [acc@essexhoa.com](mailto:acc@essexhoa.com) and a member of the Essex ARC team can assist you.
- Questions about trash cans:
  - Trash cans must be stored in either the garage or backyard fence and can be placed at the road after 6:00 pm the night before trash day and moved back before 6:00 pm the night of trash pick-up. To store the trash cans on the side of the home, you will need an ACC approval for screening that is a minimum of five feet from the front façade of the home which can be a fence to match the back yard fence or a mature tree/ bush.
- Questions about streetlights:
  - Quarterly night drives are performed through the community to check for issues with streetlights. We will conduct a study to see if all the streetlights are installed according to the plans provided by the



developer. We recommend reaching out to the electricity provider to ask for a higher wattage of bulb be installed.

Update: We have conducted an inspection of the streetlights with the plans provided from the developer, and all streetlights have been installed according to the plan. We contacted the electricity provider about using a higher wattage bulb in the lights, and they have sent the request to the city as the city would need to purchase the bulbs.

- Questions about elementary school in community:
  - Please contact your school board about the estimated date of completion. The developer donates the land to the school board.
- Questions about speeding in community:
  - The streets are owned by the city to add speed bumps in the community, it would need to be approved by the city. The first step would be to talk to the police and fire chief to get their approval before taking it to the city council. Other options such as speed limit signs, flashing signs, and periodic speed monitor machines may be another means we could approach the city and one they may be more likely to consider.
- Any plans to change the stop sign to a stop light at the intersection of Monte Carlo and N. Beauchamp?
  - As the community grows, we would need to get with the city to see about the traffic plans as the streets are public and maintained by the city.
- Policy about fixing a car in the street or semi-truck parking.
  - Since the streets are public, we would need to check for city ordinances. We have contacted city enforcement ensure the community is being monitored for excessive parking. The Association may have limited enforcement rights such as for inoperable vehicles, vehicles that pose a threat such as being on jacks or blocks or parked too close to intersections or blocking driveways or mailboxes. We would still likely enlist the City's help regardless of the issue.
- Questions about trails in the community:
  - Currently the community has one trail with other pockets of common area, but as the community grows other trails will be added.
- How to limit salespeople in the community?
  - To stop the soliciting in the community, the area would need to be rezoned. The city would need to make this change.
- Questions about cleaning of streets:
  - The builders and developers are responsible for cleaning the streets during the construction period. During the regular inspections of the community, if we notice the streets are in need, we reach out to get the streets cleaned. If you notice, please submit a web submission, and we will contact the person responsible to get them cleaned.
- Will the Certificate of Insurance be updated on the website?
  - Thank you for bringing this to our attention. We have updated the insurance on the website to the current one.
- Can we charge builders back for repairs to damage done around the community?
  - Yes, if we have proof that it was damaged during the building, we will contact the builders to ask for reimbursement for the association.
- In snow, was the association responsible for adding salt and sand in front of garages?



- The streets in your community are public, so the city would be responsible for applying sand or salt for safety as each homeowner is responsible for their driveway. The sidewalks in front of the homes are the responsibility of the homeowners, but the sidewalks in the common area are the responsibility of the association.
- Is the association responsible for cutting grass in homeowner's yards?
  - No, the maintenance and upkeep of the entire lot, the residence, and all structures on the lot are that of the Homeowner. However, in the event an ongoing issue the Owner refuses or fails to cure, the Association does have the right to exercise Self-Help to abate the violation and bill the costs thereof back to the Owner. This process will usually follow a series of notices giving the owner time to comply on his/her own unless deemed an emergency or a hazard of some kind.
- The irrigation in our yard is broken, horrible or cheap.
  - Please reach out to your builder as they installed the irrigation system in your yard. The association is only responsible for the irrigation systems in the common areas. If your home is still under warranty, please reach out to the warranty department for the Builder.
- Can homeowners have workshops in the garage?
  - According to the CC&Rs, the garage can not be used as a living quarter, any type of recreation area, or to conduct business or work of any kind. Garages are meant for the storage of vehicles as is the driveway.
- Is there a cap on the rental ratio?
  - Yes, there is a cap on rentals. According to the CC&Rs there is a 20% rental cap. Please note, during the Declarant Control Period, restrictions, or limitations to enforcing the rental cap may apply.

After reviewing the questions and answers, if you have any additional questions, please submit a web submission through the "Contact Us" on the community's website- [www.whitewingtrailshoa.com](http://www.whitewingtrailshoa.com) or [www.essexhoa.com](http://www.essexhoa.com), and a representative will begin working on your request as soon as possible.