



December 29, 2012

Dear Homeowners,

In a **September 2012 e-mail** from one of the residents at Woodbine, Pro Management responded to numerous questions about the property and management transition. We know that this e-mail was forwarded to some but not all of you since at that time we did not have as many e-mail addresses; it may have some useful information that you might not be aware of.

1) When is the next HOA Meeting scheduled to occur? I haven't seen any notices posted and can't recall when the last meeting was held. Can you help with this?

We understand that there will be quarterly board meetings and since the annual meeting appears to be in the bylaws to be held in February, I might suggest board meetings in February, May, August and November. I believe there are minutes of the recent August meeting that can be made available to interested homeowners.

2) Is there a process by which we can send maintenance requests to our new management company and get updates? **We have established an e-mail for the property: Woodbine@spro.net. And we are onsite Mon-Fri from at least 10am to 2pm. And we have a formal maintenance request form for exterior projects available to fill out in the clubhouse/office. All of this was identified in a recent notice attached to each door during the first week of September.**

That is, how can I ask the new management company the following: **(please note that any significant requests or decisions regarding Woodbine will require Board approval).**

a. Can we please have the dog waste bags replenished at the trash bins? It's going on two weeks since they've been emptied.

Yes, we have located doggie bags and they will be refilled regularly; should have been done last week.

b. Are the ponds going to be cleaned as discussed in earlier HOA minutes?

There are many physical needs for Woodbine and the ponds are on the short list. The middle pond that has been stagnant for (how long??) had a pump in the repair shop waiting for directions from previous management. We investigated and they wanted \$1600 to repair it and we found a new one online for \$1175 that will have an aerator and a spray fountain option (our preference to supply a water ambiance for the area). The pump has been ordered and should be in this week and will be installed by our maintenance crew and a significantly lower rate than the previous maintenance vendor. After installation we will engage a chemical treatment company to service the ponds as appropriate. We know there has been discussion of draining and thus cleaning the ponds, however we are investigating that necessity and will give an opinion when we come to a conclusion.

c. What is the progress in resolving the hot tub problem?

The progress so far is only a more professional securing of the area. Our understanding is that the Board wants the homeowners to decide the future of this amenity, and at the recent "Meet the New Management" meeting there seemed to be a majority of the 30+ in attendance that a hot tub is desirable, but that the current \$25,000 bid to fix it and the \$1000 per month gas bill to maintain it is an obstacle. We as management feel that the one repair bid from past management is way excessive and will begin to get other analysis and bids and then report to the Board. Among the many problems at Woodbridge, the hot tub is high on the list but not top priority for available funds. Once we have more research into costs and options we will get that data to the homeowners and hope for an adequate response to make a decision.

d. When is our complex due for repainting?

Not in 2012 for sure. Again, there are many physical needs at Woodbine that have been neglected over the past few of years; these are being identified, prioritized and a plan to address them developed. It mainly has to do with available funds. The current management will make risk management a priority over cosmetics; accordingly, we are already pruning low tree branches away from sidewalks, ponds and roofs with our in-house staff; next we will focus on the trip and fall sidewalk separations that are prevalent throughout the property. Heavy leaves in the rain gutters is also a concern to address as the fall approaches. Most of this will be done without the high cost of outside vendors.

3) Do we have a homeowners webpage? If so, could you provide the URL? If not, is one being developed?

The website Woodbridge-HOA.com was developed and maintained by an individual who is now deceased and thus access to maintain and upgrade that site is not available to new management. We could develop another site but again, priorities. A website is a good tool to post information for homeowners however as a communication tool we prefer direct e-mail and are working on collecting as many e-mail addresses as possible; for those who do not use or have e-mail (they would not go to the website anyway), we will have to use direct mailing for important communication.

4) Who is the current Neighborhood Watch liaison for Woodbine? If there isn't one, are there plans to keep this valuable program going? Can the liaison please send us Neighborhood Watch newsletter updates as was done previously?

This established program is not on our current radar but we could look into it as appropriate; we do have a low cost security service that may be employed temporarily to do one drive through of the property each evening while at the same time locking up the pool and clubhouse. This is a different but effective alternative to Neighborhood Watch which requires lots of participation.

5) What is the status of the public computer in the clubhouse office? Is it being repaired? Replaced? If yes, when is the replacement to be made? If not, why not?

All the old equipment in the clubhouse was abused and not worth fixing; nor is there any plan to replace and maintain computer equipment for homeowners in the clubhouse at this time – very costly. We have established wifi in the clubhouse for anyone with a laptop and the password to it can be gotten from the office manager for those with a laptop. Most homeowners should have their own computer equipment and internet service and if not the clubhouse at the other end of the property has a computer center that can be used by all Woodbine homeowners.

6) Can we have our outside windows power-washed again? It's been some time since this was done (I think 3 or 4 years).

7) Are the homeowner condos on an annual dryer-vent cleaning and chimney cleaning schedule?

a. If not, are the plans for either in the near future, or shall we get our own services.

Again, financial priorities come into play here. We would suggest that homeowners service their own windows and chimneys at this time while a budget is prepared to accommodate the limited funds available to restore and then maintain Woodbine. And there is always the option to raise homeowner dues more than the 5% allowed each year (only 3% in 2012) or to impose a special assessment to catch up with all the needs and requests of Woodbine homeowners.

b. As I understand the by-laws and covenants, anything between our walls is an Association responsibility. Am I mistaken?

We do not see anything in the by-laws that clearly defines that concept. In discussion with our insurance company, their opinion is “no”; however a legal opinion may be necessary and perhaps a modification of the by-laws in order. Clearly the exteriors are the Association responsibility. Currently insurance payments for the property amount to about 10% of the monthly income and we are looking into reducing that with the current (and reputable) insurance company. One issue has been the numerous claims filed over the past few years.

8) What security and privacy measures will be put in place by the management company should we choose to give them an extra key to our units for emergencies?

We will establish a secure key lockbox inside the new onsite office; we also are open to maintaining emergency contact information for homeowners if they so desire. We can perform interior service requests at homeowner costs, and assist with the rental management of investment owners if desired. All of this can be discussed and arranged with the onsite management.

9) What is the outstanding balance of unpaid HOA fees? What are the plans for collecting overdue HOA fees from homeowners? What are the constraints on the board regarding the collection of same?

There are significant delinquencies posted in the accounting reports that were turned over to the new management but each of these have to be verified through an audit process and communication with each homeowner. Some of this has to do with the numerous foreclosures that have occurred over the past few years. Another issue is the very lenient 30 days to pay monthly dues, and the once a year billing statements that have been issued by the past management company. This is a very time consuming and tedious task that has already been started. After a reasonable approach through communication we will be forced to file liens against the delinquent homeowners, a process that appears not to have been employed over the past year or so it seems. We are aware of the financial needs of the Association and will focus on collections as a priority.