

Virtual Town Hall – Community Questions/Concerns

Following are some questions/concerns that were sent in through the website. Many of these questions were posted after the cut-off date. In the future, the form for questions will be removed to eliminate any confusion on the posting of questions. We wanted to take the opportunity to share the answers and comments to these questions. We thank you for your involvement in the community and look forward to meeting you at community events or as a volunteer for one of the committees.

What is the reason and the cost of changing the golf flags on a regular basis?

The flags are only changed when they are removed by an unknown person(s); are blown away by the wind; or deteriorate and are in need of changing.

Could you please ask residents to stop speeding in the neighborhood? Residents speed at all hours of the day and night. Someone hit the tree on the Barbara's side yard\; it happened after midnight on a Saturday night.

We regularly place articles in the newsletter reminding residents to obey the posted speed limits. If anyone in the community has ideas as to how to better distribute this information and improve compliance with the speed limits, please send your ideas to the board.

What is being done to address issues relating to real estate signage? Several realtors have placed more than one sign in a yard or even placed signage along the golf course. Moreover when open houses are conducted realtors are putting multiple signs throughout the neighborhood? HOA restrictions state only one sign may be placed and do not speak to open houses. Given the number of homes for sale this is an issue that needs to be monitored and controlled to prevent sign clutter within the neighborhood.

During SBB's property inspections, I try and note the number of real estate signage in yards and send notices to those with more than one or placed in common area's or on the golf course. Of course, most of the open houses are conducted on the weekends; therefore, I am not aware of the signage unless concerned homeowners report it. Additionally, I think the guards could be utilized to help in the event the open house signage is left behind and/or numerous signs are posted. Many communities that I have been involved with have the guards pick the unauthorized signage up and store it at the guard house. Flyers are handed out to the real estate agents coming in and/or listing the property regarding the association's rules on signage and open houses.

Is SBB performing any type of monitoring in the neighborhood? It seems several lawns have been un-mowed for weeks on end and other obvious violations with no results.

SBB drives the neighborhood weekly and sends out violation notices. If lawns are not maintained after the notices are sent, a self help letter is sent to the homeowners. This will allow the association to mow the yard and charge it back to the homeowner. The board is currently working on a resolution to strengthen the yard violation process.

What is the board's understanding of CCR 8.12 regarding vehicle parking? While many cars parked in the streets understandably are temporary some residents are parking 1 or more of their vehicles in the street essentially full time. My concern is primarily safety. Some examples are near miss surprises of children running out from behind cars both with and without bikes and the need to drive on the wrong side of the road at a stop sign turn because a resident routinely parking in front of their house near the stop sign blocking the proper lane. The intent of 8.12 seems to be to minimize parking in the streets. What is the board's position on 8.12 and what actions can be taken to reduce street parking as a resident's garage of choice versus for visitor parking on a temporary basis?

SBB does send courtesy notices to homeowners reportedly parking on the street. Of course, we always encourage homeowners to park in the driveway and preferably in the garage.

Unfortunately, monitoring of each vehicle is almost impossible as staffing to monitor does not exist and enforceability is very difficult.

We are not attorneys so our question is: since membership in the HOA is mandatory as is payment of dues for those that do not have email at home or a computer at home to access the internet or do not desire to communicate by email are you violating their rights?

The communication tools that the association maintains are membership wide and all the expenses of the community are included in the HOA assessments. i.e. a member can not opt out of paying for the pool because they are not using it. Same goes for the website and the newsletter. These are simply additional ways for the association to communicate. The homeowners are not limited to communicating via a computer. i.e. pencil and paper and telephone or in person are still acceptable.

Homeowners always have the opportunity to go to the clubhouse and utilize the computer to access the website or can ask the clubhouse coordinator to print any information from the website.

How many residents responded to the virtual town hall meeting by email? How many questions were asked?

We received the questions that you see listed here. There was slightly more people that submitted questions than attend the town hall. Additionally, the notes in the town hall has sparked responses to other areas on the website.

Will all town hall meetings be virtual?

This quarter's Virtual Town Hall is a test to see how it goes. The regular Town Halls were very poorly attended and did not meet the purpose that they were intended. Less than 3% of homeowners were ever represented at a Town Hall meeting.

Since there was no discussion in the posted minutes to have a virtual town hall meeting when did the board discuss the issue of a virtual town hall meeting?

The Board made a decision to try the Virtual Town Hall Meeting. The Town Hall Meeting is not a mandatory or special meeting specified by the CC&R's with a location, time and place. Previous Town Hall Meetings were poorly attended and seemed to be of no value to the community. The Board has the authority to vote on and make decisions that are good and prudent for the community.

If it was discussed in executive session why did the Board choose to discuss the issue in executive session?

Same as above – it was not in executive session.

In regards to the clubhouse foundation is the clubhouse foundation covered under warranty? If it is covered under warranty what are the beginning and ending dates of the warranty period?

SBB has not been given warranty information in writing. Representatives from Lennar/US Homes have been contacted with a request for the warranty information. A US Homes representative is supposed to evaluate foundation and/or structural issues with the clubhouse facility.

Why hasn't the Board hired a certified engineer to check the foundation?

A foundation company is being contacted for an opinion of possible foundation repairs to the clubhouse facility. At this time, The Board of Directors has approved to retain a certified engineer to submit a report.

Why should SBB continue to be the management company for the Heritage Lakes HOA? What is the process to replace SBB as the HOA's management company?

The board is currently happy with the involvement and actions of SBB management company. If a homeowner has specific concerns, please send them to the board and we will consider them.

What specific steps has the Board taken do address the home on the far west lake south side of the lake that is in violation of Section 8.6 Accessory Structures?

Action by the ACC Committee and the Board of Directors has been taken and processed in coordination of the CC& R. The Association is not at liberty to discuss this homeowner's violation. Please be aware that all remedies are being taken.

Has there ever been any consideration in putting a sun shade over the playground? I feel we should at least check into the price. Even when the weather is fairly cool if the sun has been hitting the slides they are very hot and burn the kids' legs. I think more people would use the park if they could get some shade.

This is an excellent idea. If a homeowner would be interested in leading a task force to determine if the community wants this structure and then the costs associated and how the HOA would fund this project, the board would be happy to review this. Please contact the board if you are interested in leading this task force.

Heritage Lakes is a beautiful place to live. How about asking Animal Planet's show "Backyard Habitat" to come to our development to see if Heritage lakes could be certified as a backyard habitat? I think the children of the community especially could gain so much from this. Check out the show M-F 10-10:30 and 10:30-11AM on Animal Planet.

This is a wonderful idea. We would need a homeowner that is willing to contact Animal Planet and see if they are interested in certifying Heritage Lakes to be a "Backyard Habitat". Please contact the board if you are interested in looking into this possibility.

Is the community ever going to have a basketball court?

A homeowner had stated at a previous Town Hall that they were interested in leading the task force for this effort. We need a group to determine the costs associated with this structure and how the HOA would fund this effort. If you are interested in assisting with this effort, please contact the board.

Why did we not have a spring garage sale? When will we have the next sale? If the Association does not follow the 2 sales a year spring and fall guidelines we should be permitted to have an individual sale of our own.

It is against the CC&R to have garage sales. The board has authorized two garage sales per year. These events need volunteers and the spring event did not have the support needed to facilitate the event. The garage sales are on the calendar for September and March each year.

I think it would be nice to have a couple of "Duck Crossing" signs installed on Patriot near the lakes. Although the ducks find their way across the street just fine without a sign. I think it would be a nice way of asking people to slow down and points out one of the unique features of our community.

Thank you for your feedback and cute idea. This is something that the board can look into and a clever idea for getting people to slow down.

Are we going to do anything about the Moss issue in the lakes?

The ponds are being treated by a new vendor and the lakes have cleared up. If you would like additional information with regards to the lakes, please see the September edition of the Heritage Lakes newsletter online.

My across the street neighbor at 4149 has abandoned their house as of 60 days ago. Their lawn looks terrible. Can we do anything to expedite their foreclosure?

SBB makes every attempt to notify homeowners of their responsibility to maintain their yard. When notice has been issued and not cured within a ten day time frame, the property and owner is notified in writing of the association's intent to self help and bill back the owner for the charges.

There is nothing that an association can do with regards to a bank foreclosure. They only have recourse based on non-payment of HOA dues and must follow state regulations.