



August 2016 – Reflections Newsletter

2016 Association Meeting Dates

Our quarterly meeting dates for 2016 are below.
We encourage your attendance.

Thursday, August 25, 2016 – Board Meeting
Thursday, November 10, 2016 – **ANNUAL AND
BUDGET MEETING**

As always, the meetings will be held at the Darien Police Department building at 1710 Plainfield Road and begin at 7:00 PM.

Owners are encouraged to attend these meetings whenever possible. **Please note that these meetings are for Homeowners, not renters or guests.** Time will be allotted to address residents' concerns at the end of each meeting.

To help conduct the business of the Association in a timely and effective manner, the Board asks those residents in attendance to keep in mind that once the meeting has started, comments from the residents are discouraged.

Reflections “Happenings”

Below are a few property updates:

Roofing Reminder – The Association has contracted with Adams Roofing for Phase V of the roof replacement program. The projected roofing schedule will be as follows:

Replacement in 2016:

- Building No. 5 (8294-8302 Sweetwater Court)
- Building No. 6 (8304-8310 Sweetwater Court)
- Building No. 14 (8390-8402 Mystic Trace)
- Building No. 16 (8415-8427 Mystic Trace)
- Building No. 18 (1020-1030 Ripple Ridge)

- Building No. 19 (1032-1044 Ripple Ridge)
Replacement in 2017:
- Building No. 17 (8387-8397 Mystic Trace)
- Building No. 26 (967-979 Ripple Ridge Cove)
- Building No. 29 (8117-8129 Ripple Ridge)
- Building No. 30 (984-994 Spring Court)
- Building No. 31 (996-1006 Spring Court)
- Building No. 42 (8191-8199 Ripple Ridge)

****Roofing is projected to start in August or September of each year.*

Landscaping, Concrete, Trees – Hartman Landscaping has completed shrub pruning, turf repairs, and regular maintenance. Emerald Site Services has completed two large drainage projects. J Andersen Construction will be replacing concrete in select locations. Dead trees have been removed and replacements will be reviewed for selected areas. Lastly, 11 buildings were painted this year. We will continue the painting cycle in 2017 and will keep you posted on which buildings will be completed.

Every summer there are lots of projects taking place. Elite Management inspects concrete, thin brick, painting, landscaping, and various other items every year. We work with the board to prioritize projects as best as possible; all while trying to keep assessment increases minimal. Feel free to email us, send us pictures of areas of concern, and so forth. We will review the areas and let you know if it is something that will be addressed or something that will have to wait.

Projects to be completed as we move into fall include new tree installations, thin brick repairs, roof replacements, and potentially more turf repairs depending on the budget.

I also want to note that many owners are putting in that extra effort this year to make their landscaping beds look nice. I have noticed more flowers and fresh mulch than in past seasons. We continue to encourage owners to make such improvements and share in the effort to make the community a great place to live.

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FOR RENT

Renting your townhome?

Over the last few years, the Association has tightened up its policies and procedures regarding renting. Most owners have submitted the proper documentation to the Association, but sometimes we find that there are units rented and management was not notified. This is not acceptable as we need to have updated leases and tenant contact information. Full details are provided in Section XI of the rules which are available on the Association's website. Additionally, any transfer of tenancy needs to be reported to Elite Management. At which time, we perform a common area inspection around the unit to ensure the renter did not violate any association guidelines during their tenancy. The inspection fee is \$75.00 and is a benefit to the owner and the association. As a final note, owners are fully responsible for the actions of their tenants and need to make sure tenants are educated on rules and regulations.



Assessment Payment Options

The Association offers multiple payment options to owners. Reflections currently has approximately 30% of the Association on auto payment (ACH). Forms are available at www.elitemgt.net. This is a great option and we hope that you participate. It decreases association costs, saves you time and money, stabilizes association cash flow, and is one less thing to do! Additionally, we have added the ability to accept credit card payments for assessments. All you have to do is visit our website and click the "PAY ONLINE" tab. Then create your account and pay. The service accepts all major credit cards (convenience fees do apply).



News and Updates from the City of Darien

Be sure to continue to visit the City's website for regular updates at www.darien.il.us. They provide press releases and regular updates on all city projects. Also, Darien Direct Connect is the city's newsletter. You can sign up directly on the website.

Most recently, there have been community alerts from Darien regarding robberies and stolen autos. We urge everyone to sign up for these updates as we want everyone to take precautions and be safe. It can be a scary world out there.



Garbage Day

As you all know, those windy garbage days make it difficult to keep the community free of litter. Even with good containers, the winds can still blow these cans over and make a mess. Also, try to write your house number on your container and lid. Lastly, if you recycle paper or other light weight items, please make sure they are weighted down and all cardboard items are flattened out. One owner recently sent over the recommendation of using small bungee cords to secure the top of their containers. Thought this was a useful pointer to pass along. Thanks for helping keep the community clean and keeping costs down.

A couple important notes on Garbage:

Garbage and recycling may be placed outside for collection after 4pm on the day prior to collection. This includes oversized items or trash from work being done in the home, for example: carpeting, appliances, furniture, etc. A call to the garbage collection company must be made prior to pickup of oversized items.

Currently, Thursday is the normal collection day. Collection may be a day later if there is a holiday preceding the regular Thursday collection.

Please refer to the rules and regulations for other information regarding garbage and trash disposal.

Exterior Modification Forms

Please remember that the submission of an architectural change form with an attached drawing is **required** prior to any changes affecting the exterior of your unit and common elements. Common requests include: radon mitigation systems, satellite dishes, and landscaping additions. The only exceptions are flowers in the mulch beds; **EVERYTHING** else needs prior Board approval.

If you are contemplating making changes to your unit that impact the exterior, please contact the management office first with details of your plan. Thanks for your cooperation.

Please save yourself the expense and hassle by clearing any major changes with management first.

Newsletters

The Association's quarterly newsletter is designed to update you of community news and other important events. If you have something you would like included in the next newsletter, please send the information to bkovel@elitemgt.net.

Summer Fun Facts

- In 1776, the first ice cream parlor opened in New York City.
- The Chinese invented and wore the first pair of sun glasses more than 2,000 years ago.
- Mosquitoes, summer's pest, have been around for more than 30 million years.
- The Dog Days of Summer refers to the weeks between July 3rd and August 11th. They are named after the Dog Star (Sirius) in the constellation of Canis Major.
- France's Eiffel Tower grows by more than six inches in summer due to the expansion of the iron on hot days.
- The last day of summer is September 21. The first day of autumn begins on September 22. So enjoy the summer solstice while it lasts!



Utilities – Owners must call for attention!

As we walk the property, we notice the utility boxes in really poor shape. They are falling over and have exposed wires around them. We have used our contacts

at the village to have a few of these repaired; however, we were only able to get the worst ones addressed. The Association does not have utility accounts, thus direct communication with the utility providers is not an option. We are calling all owners to assist in this project. Here is what you need to do:

1. Review the utility boxes outside your unit. These are typically electric, cable, and phone.
2. If there is erosion, exposed wires, tilted or damaged boxes, take photos to document.
3. Contact your individual providers and submit your complaint directly. Have your account number ready.
4. Try to work get a work order # or a follow-up contact to have the area repaired.

Here are the contact numbers that we have found:

Com Ed Customer Care: (800) 334-7661

Comcast Customer Care: (800) 934-6489

AT&T Customer Care: (800) 331-0500

It takes the whole community to keep the place looking great. We appreciate your efforts and assistance.



Elite's Improved Website and Technology

At the end of 2014, we launched our new management services website. Since then, we continue to make tweaks and changes to make the site more user friendly and efficient. Our big addition in 2015 was our "E-Forms" tab. This tab includes electronic forms for ACH, owner info sheets, proxies, and board nominations. Since adding this functionality in November of 2015, over 400 owners have used the system to submit the various forms. We believe that making the forms easier to submit increases overall association participation.

Additionally, Elite Management has a newsletter that we periodically post to our website under the "About Us" tab. It is a short and simple read as we keep it to one page. With that said, our newsletter provides a sneak peek into our unique outlook on the Association industry and keeps you updated on our business. Please check it out when you have a chance.

Important Contact Information



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2016 Reflections at Hidden Lake Board of Directors

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