



A NOTE FROM YOUR MANAGEMENT TEAM

September 5, 2018

As we send out our nomination forms for yet another annual meeting, we thought it was a perfect time to put some thoughts out to everyone in the community. It is hard to believe that we have been managing Reflections for eight years. Over these years, many positive strides have been made. We continue to focus on not only year to year operations, but also putting together a long term strategic plan that will focus on reserve spending. It is our job to keep priorities in line and things moving forward.

In the coming years, we have new challenges. Here is a quick summary of strategic planning:

Operating Fund Items

- Develop multi-year landscape restoration plan focused on areas of poor drainage and boundary areas.
- Continue phased mulching of common areas. All common beds will be covered on a 3 year rotating basis.
- Continue with turf restoration on a prioritized basis.

Reserve Fund Items

- Continue replacing one retaining wall per year on a prioritized basis
- Start completing concrete and asphalt repairs/replacement on a prioritized basis
- Start the bid preparation process for siding replacement. The timeframe of this project will be determined by total cost. Currently projected to begin in 2021.

Summary of Completed Strategic Items

- All exterior light fixtures (2015-2016)
- All roofs, gutters, and downspouts (2011-2017)
- All exterior painting (2015-2018)
- Pond restoration and new fountain (various stages from 2012-2018)

Owners continue to face their own expenses including deck staining and restoration, concrete patio replacement, window and door replacement, and landscaping costs around the units. *As a reminder, all exterior work requires a modification form be completed and board approved prior to the project starting. This helps ensure a level of uniformity is achieved throughout the property.*

With specific regard to landscaping, the Association will remove dead plants in your planting beds, but will not provide plant replacements, dirt, and mulch. The planting beds can be easily improved with a small investment from the homeowners. There are drought tolerant perennials



ELITE MANAGEMENT ASSOCIATES, INC.

and shrubs that are available for low costs at the big box stores such as Home Depot, Menards, and Lowes. Additionally, most areas can be mulched inexpensively by purchasing a few bags of mulch or having a contractor deliver and install mulch. Mulch should be brown in color to match the mulch installed by the Association in the common areas.

This brings us to our most important part, pride of ownership. As one can see above, we all have our list of responsibilities. All these aspects are important to property values and the overall long term health of the community. The number of violations has decreased significantly, but we still have plenty of repeat offenders. There are still too many violations for pet issues and general common area nuisances. Owners and tenants should read through the rules to make sure all are in compliance at all times. We also send out 4 newsletters each year that provide helpful reminders to prevent unnecessary violations.

Please make your best efforts to take pride in the community and your individual ownership at Reflections at Hidden Lake. We are making our best efforts to help make the community a great place to be, but we need all owners and tenants to contribute and play a part. What this means is that you should be courteous to your neighbors by keeping the outside of your unit free of clutter, leashing and picking up after your pets, helping beautify your landscaped areas around your foundation, and generally be a good neighbor.

Final note, during the summer months our property managers are busy in and out of the office meeting with contractors at their respective properties. If you call within normal business hours (8AM to 4PM) and get the voicemail, we are on the other line helping another customer. Please remember to leave the following information: your name, phone number, association name, unit address, and a brief message. Voicemails are checked daily and all voicemails are returned within 24 hours of receiving them. If you have an emergency, follow the prompts on the voicemail to get in touch with an Elite representative. Lastly, the most efficient way to communicate with your manager is via email. This allows us to fully understand your issue(s). Owners typically attach pictures along with their explanations. We can then submit this information directly to the appropriate contractor.

Elite Management Associates, Inc.