



ELITE MANAGEMENT ASSOCIATES, INC.

NOTE FROM YOUR MANAGEMENT TEAM

September 9, 2022

As we send out our nomination forms for yet another annual meeting, it is 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 over a decade. Over these years, many positive strides have and continue to be made. We continue to focus on not only year to year operations, but also further developing the Association's long term strategic plan that focuses on capital spending. We work with the board to keep priorities in line and things moving forward.

Here is a quick summary of some of our strategic planning items:

Operating Fund Items

- Develop multi-year landscape restoration plan focused on areas of poor drainage and boundary areas. Each year this has received a \$10-20K investment.
- Continue mulching of common areas. We are currently completing focal points every year (estimate cost of \$5K) and all common areas every other year (estimated cost of \$20K).
- Continue with turf restoration on a prioritized basis. Each year this has received a \$10-20K investment.
- Continuation of long term vendor relationships in order to keep costs controlled during periods of high inflation. This includes items like landscaping, alarm monitoring, and building maintenance.

Reserve Fund Items

- Continue replacing and/or adding retaining walls on a prioritized basis. Only smaller walls are left and the major ones have been replaced.
- Start completing concrete and asphalt repairs/replacement on a prioritized basis. We expect a driveway replacement program to begin in the next few years.
- The costs associated with siding replacement are still unknown and this is our largest upcoming expense. The start of other large projects cannot be finalized until the siding (insurance) issue is resolved.

Summary of Completed and Ongoing Strategic Items

- Mailbox replacements and focal point landscaping (2011-2012)
- All exterior light fixtures replaced (2015-2016)
- All roofs, gutters, and downspouts replaced (2011-2017)
- All exterior painting and needed wood replacement (2015-2019)
- Pond restoration and new fountain (various stages from 2012-2018)
- Pond slope restoration (2021)
- Retaining wall replacements (2016-Current)
- Drainage repairs (2013-Current)
- Concrete replacement (2016-Current)
- Face brick repair / replacement (2011-Current)
- Tree pruning cycle and removals/replacements (Annual)
- Plant health care program for mature trees (Annual)



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- Siding and wood trim replacement (2022-Current)

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 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. The fall is an ideal time to plant shrubs and perennials. Finally, you can email us to request “no touch” flags from the landscaping company if you do not want them working in your beds. Fall clean-ups take place from October through November and plants without winter value are cut back during this time.

Insurance Update: The Association has retained an attorney and a public adjuster to assist us as we navigate this complex issue. In summary, eight buildings were approved by insurance for replacement. Other buildings were not approved. The Association did not find this acceptable and we are working to have this resolved using a team of professional advisors. We appreciate everyone’s patience. No additional repairs (other than keeping all areas water tight) related to the tornado can be made to the buildings until the issue is resolved.

We appreciate owners and tenants continuing to take pride in the property. 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. There are still too many violations for pet issues and garbage cans left out. Owners and tenants should read through the rules to make sure all are in compliance at all times. The rules are a simple read and are located on the Association’s website at www.reflectionsathiddenlake.com. We also send out 4 newsletters each year that provide helpful reminders to prevent unnecessary violations. Last item, please do not speed in the community. It is dangerous and we have walkers and small children. Safety is always most important!

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, the most efficient way to communicate with your manager is via email or through our website at www.elitemgt.net. 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.
