



Winds of Change

The New Management Company Search



Announcing our new property management company, HRW! For those interested in learning more about the process for choosing a new property management company we encourage you to keep reading.

On November 18, 2009, our prior property management company, Grand Chester Meadows, managed by David Robbins, notified us that he would no longer manage Windbrooke Townhomes. David provided the community with a termination deadline of December 31, 2009 to find a new management company. Because of a slow transition period from the old board to the new board, the new board did not commence the search until December 10, 2009.

The newly elected board asked for volunteers to research new management companies. Daniel Specter and Pamela Ahrens volunteered for the assignment. Pamela was proactively doing research on companies. She filled out an online form through the Homeowner Associations of North Carolina's website looking for proposals from management companies and received two. Using additional resources, such as local real estate agents, other communities in the area, recommendations from the Windbrooke lawyers and the internet, a list of potential management companies was quickly compiled. Six companies were then contacted and asked to submit proposals for managing Windbrooke Townhomes. Three proposals were received and they warranted interviews. Daniel and Pamela opened the interview committee to include Katie Zechmeister, John Davis, Lynnette Pittman, Ann Tolleson and Linda Gunn Steadman. Interviews were conducted between the dates of December 11th 2009 and December 15th 2009. At the conclusion of the December 15th 2009 meeting there was a review of each management company interviewed. Some companies lacked the experience the community needs during this specific time period and others were inflexible with their pricing. HRW was the chosen company and a vote by board members on December 18th 2009 made it so.

Due to the holiday season, the contract with HRW was not signed until January 5, 2010. HRW did not start any work until this date. HRW brings with them a wide breadth of community management experience well suited to help the Windbrooke community move forward with future plans. They have been in business since 1983 and manage over one hundred locations; the largest being Kildaire Farm in Cary. HRW comes highly recommended by the president of the Kildaire Farm HOA, Thomas Alfieri, saying "he finds them easy to work with".

Precious Fisher is our new community manager and is looking forward to working with us. If you have any questions, comments, concerns, or if you would like to just say "hi" to our new manger please feel free to contact her. She can be reached either through the HRW website at www.HRW.net or by phone at 919- 787-9000.

Financial Statement Review

Your new board requested the financial statements for the year 2009, including all supporting documentation, from Grand Chester Meadows on November 18th. The records were made available to us on December 16th that covered through the period ended December 15th, 2009. We received the December 31st financial statements from Grand Chester on January 14th but have not yet received the bank statements nor the final payout of our funds.

John Davis is heading up the financial review process. He has already begun the review process, but it cannot be completed until we receive the final bank statements. It has been determined that the statements were not kept on the accrual basis, but on the cash basis, and that \$7,000 in expenses for the month of December were not reflected on the final statements. We will continue with this review effort and will produce corrected financial statements for the year as soon as possible.

Owners Dues

The new owners' dues statements from HRW were mailed on January 11th and most will have received them by the time you get this communication. We would have liked to get them out earlier, but, when we received the last box of financial information from Grand Chester Meadows, there were approximately fifteen (15) owners' checks, dating back from December 15th, that had never been deposited in our bank account and also never been posted to your accounts. Since HRW offers online viewing of your account balances, we held the owners' statements until HRW could get those checks deposited and reflected in your accounts, in order to avoid confusion. As noted in the last communication, no late fees will be assessed for anyone's January dues payments.

Future Improvement Projects (including Roofing)

We are currently working to determine the future capital maintenance needs of the community for the next ten to fifteen years. The dues collected from the owners are used for the normal monthly maintenance needs, such as lighting, landscaping, minor repairs, delinquency collections and property management. They are also collected as a reserve for use when the units require capital improvements – painting, new roofs, deck sealing and replacement, siding replacement, retaining wall replacement and parking lot/road repaving. The only way to manage this properly is to project the capital improvements over the next ten to fifteen years, to ensure that the HOA saves enough money from current year dues for future known improvement needs.

This reserve calculation has not been maintained previously and we are attempting to recreate this projection before restarting the roofing project or any other capital improvement. Our property manager is aiding us in identifying qualified, independent and technically-knowledgeable professionals to conduct this community-wide assessment and inventory, called a Reserve Study. With the Reserve Study results in-hand, we can budget the high-dollar maintenance/improvement

projects in a fiscally responsible manner and appropriately allocate the monthly dues towards all maintenance/improvements versus spending large amounts of our savings on one element. The remaining cost of the roofing replacement project, including the duplicate cost of replacement shingles, would use all of the cash we have in the bank at the end of 2009, leaving us with no funds available for emergencies or unidentified projects. We are already aware of units that should have been painted before 2010, and we want to make sure that we know of all required improvements so that we can fund the most important improvements for the community without having to have an assessment of additional funds from the owners. Please bear with us as we create this reserve estimate. We will be contacting the owners with unreplaced roofs to determine the highest priority replacements (those units with existing leaks).

Dickson Properties Lawsuit

We have met with the attorney working on the case against Dickson Properties and reviewed all evidential matter. This attorney has billed us almost \$5,000 to date, and we have stopped all work unless it is documented to this board what the purpose for the action is and an estimate of the cost. Next week, a judge will review the case to determine if it will proceed as a lawsuit or as arbitration, which the remedy is provided for in the original contract with Dickson Properties. We are also pursuing other possibilities for the best and most economically efficient solution for getting all or part of the \$52,000 that was put at risk back into the Association's account. Again, please bear with us as this process plays out, as some of the proceedings will have to be kept confidential, but know that we are trying to make the best out of this bad situation with a careful analysis of the cost versus benefits of every action taken.

The Ban on Non-Emergency Maintenance Request Has Been Lifted



We have stopped the ban on emergency maintenance request only! Please read the process on how to request maintenance and architectural modification.

You can open a *maintenance* request in two ways.

- 1- Go to the HRW website @ www.hrw.net
- 2- Click on Homeowners on the left side of the page
- 3- Click on Forms under the Homeowners tab
- 4- Select the appropriate form from the pull-down menu
- 5- Complete the fields and send

OR

Contact Precious Fisher, our property manager at 787-9000. If you wish to request an *architectural modification* - Please follow the maintenance request steps and select the appropriate form from the pull down menu.

Holiday Garbage Collection

Over the holiday season the dumpsters at Windbrooke became over run with waste. Unfortunately, this happens every year.

The board would like to make the community aware that Windbrooke Townhomes does not contract for waste removal from a private company. The community's waste is removed by the town of Cary and is paid for in your water bill. During the holiday season the waste collection dates change and there is a longer period of time between pickups. We can not call for a special pickup. The holiday season waste collection is posted on the town of Cary website at www.townofcary.org. For those of you that do not have access to the internet the waste collection **holiday schedule** is as follows:

December/January

Christmas – Friday, December 25, 2009

Tuesday's collection will be on Monday, 12/21/09.
Wednesday's collection will be on Tuesday, 12/22/09.
Thursday's collection will be on Wednesday, 12/23/09.
Friday's collection will be on Thursday, 12/24/09.

New Year's Day – Thursday, January 1, 2010

Tuesday's collection will be on Monday, 12/28/09.
Wednesday's collection will be on Tuesday, 12/29/09.
Thursday's collection will be on Wednesday, 12/30/09.
Friday's collection will be on Thursday, 12/31/09.

Special Holiday Collection

During the week of December 28, yard waste will not be collected so that Town crews can provide collection of excess garbage and [recycling](#). Please place excess recycling in a container next to your recycling cart.

- Excess recycling will be collected from customers following a **yellow** recycling collection schedule on their normal collection day during the week of Dec. 28, 2009.
- Excess recycling will be collected from customers following a **blue** recycling collection schedule on their normal collection day during the week of Jan. 4, 2010.

Martin Luther King, Jr. Day - Monday, January 18, 2010

Solid waste, yard waste and recycling material will be collected on regular collection days.

April

Good Friday - Friday, April 2, 2010

Solid waste, yard waste and recycling material will be collected on regular collection days

May

Memorial Day - Monday, May 31, 2010

Solid waste, yard waste and recycling material will be collected on regular collection days.

July

Independence Day – Sunday, July 4, 2010

Solid waste, yard waste and recycling material will be collected on regular collection days.

September

Labor Day - Monday, September 6, 2010

Solid waste, yard waste and recycling material will be collected on regular collection days.

Keep in mind that if your waste does not fit in the dumpsters because they are full you can take it to the Wake County convenience center located at 266 Aviation Parkway, 1.4 miles from our community. This location is open daily 7am – 7pm. Holiday hours are: Thanksgiving closed, Christmas Eve 7am – noon and Christmas closed.

Please deposit your Christmas trees next to the dumpsters and not inside. The town of Cary will be picking them up at some point. They have not indicated when that will be.

Also as a quick reminder, the dumpsters are emptied on Wednesday, so please do not park in front of the dumpsters. It makes it difficult for the truck to maneuver into position for pickup.

We Want Your Email Address



Printing costs the community money so as a cost savings measure we are asking you to provide us with your email address. Please send us an email with your name and address. Send it to windbrookeemails@gmail.com and look for future communications from your board. Thank you for your support.

Windbrooke Website currently under construction

Adam Pittman (homeowner) volunteered to assist the Board with a community website. Adam,

who is president of Computerabilities, is currently having his staff work on creating a website for our Community where owners can easily access information about the community, view current Board initiatives (as well as past meeting minutes) and communicate ideas/concerns with the Board Members. The Board desires a website where the HOA owns the domain, access, and content (versus owned by a property management firm). The Board believes this will provide regular communications to owners without sole reliance upon or incumbances by the property management firm.

Questions/Comments



Do you have a question for the annual meeting? If so, please send them to one of the following people, so we will be able to budget the time to answer them.

Precious Fisher – pfisher@hrw.net or 919- 787-9000 x 8046

John Davis at johndavisconsulting@yahoo.com.

Your Windbrooke HOA Board,

John Davis, 211 Windbyrne Dr., 342-4893 and 523-2066 (cell)

Katie Zechmeister, 239 Windbyrne Dr., 412-5697 (cell)

Lynette Pittmann

Daniel Specter