

**Rivendell Townhomes HOA**  
**Letter to Neighborhood**  
**September 1, 2020**

Hello Rivendell,

These are strange and trying times to be running a Homeowner's Association. The pandemic and the tornado have taken a lot out of us, but our spirit remains. Your HOA board has some items to communicate to you.

**Action Request Forms**

If you have something you need the HOA board to do, a completed and signed Action Request form is required. This one form covers all your needs from work orders to violation reports to complaints. Your HOA board members are not able to take any action without homeowners taking the time to fill out the form. Phone calls, texts, emails, or social media messages will be responded to by asking the homeowner to complete an Action Request form. The forms are available on the website in the owner's area. The passcode is 1234. For your convenience, a copy of the form will be attached to this correspondence. Images Landscaping Services has requested that the neighborhood have one contact for all requests. Please do not contact Images or their employees directly. As previously stated, an Action Request form should be sent to Marlene at Selby-Webb (mwebb@selby-webb.com) for all your service needs.

**New Board Member**

Your HOA board is sad to announce that board member, Scott Saylor and his wife Muriel are leaving Rivendell. As a temporary replacement, Michael Williams has volunteered for the position. Please thank and welcome Michael for filling this interim position.

**HOA Dues and Late Fees**

At the most recent board meeting, we found that some households were behind on paying their HOA dues. After serious consideration, the following has been decided on as the way the management company will handle dues collection and late fees in the future:

- HOA dues are to be paid either quarterly or monthly. It is okay to pay in advance.
- If paid quarterly, the due dates are Jan 1<sup>st</sup>, Apr 1<sup>st</sup>, July 1<sup>st</sup>, and Oct 1<sup>st</sup>. If paid monthly, the due date is the first of every month.
- Anyone that has not paid their dues by the 15<sup>th</sup> of the month the payment is due will be charged a late fee.
- Late fees are \$15.00 per month and are charged every month there is an overdue balance.
- Anyone with an overdue balance will receive a written statement and phone call from Selby-Webb.
- At 6 months, there will be a \$50.00 charge to homeowner. This is to pay for a certified letter containing notification of payment due along with details of fines incurred. It will include information about future actions around lien and legal fees.
- In month 7, a \$500.00 fee will be charged for legal fees and a lien will be put on the townhome. In addition, there will continue to be a \$50.00 per month late fee from that point until the balance is paid in full to management company.

The HOA regrets having to take these measures, but we unanimously agreed this was necessary to ensure the HOA would continue to be funded.

**Lawns**

We have all learned quite a bit about the different varieties of grass in the neighborhood. There are warm and cool season turfs. We primarily have fescue. Fescue is a cool season turf. It is suitable for northern and transition zones. This means that in the heat of the summer, many lawns will thin out and turn brown. It does not matter how much you water, fescue will have issues in the heat. It may look like it needs water, but too much water may also cause problems. Until the night-time temperatures drop below 70 degrees, our fescue will not be at its best. Other grasses, such as Bermuda, zoysia and St Augustine are more heat resistant, but they will have the similar problems in the winter. What this ultimately means is we will never have 'perfect' lawns.

To create better lawns, the board has approved aeration and over seeding this fall. This is the recommendation from Images, but it is not included in our current lawncare agreement. The cost will come out of the current budget for lawn care. The aeration and over seeding is scheduled for September.

Images has been treating the lawns with weed killer and fertilizer according to our agreement. Treatments were done on 3/18, 4/27, 6/1 and 8/19. There will be two more treatments before the end of the year.

### **Landscape Activities**

We lost a couple of boulevard trees and the landscape lighting on the West side has been impaired since the tornado. We have plans to have the tree stumps removed and the lighting fixed soon. We have a long-term plan to build a sign board that will be at the location of one of the fallen trees. We are also looking for a safe and inexpensive way to remove the railroad tie bridge from the property. If you would like to help with either of these projects, let us know.

The neighborhood has had multiple issues with irrigation. Three backflows had to be ordered and replaced before several zones could be turned on. Multiple neighbors in the same zone had issues with one getting too little and the other getting too much water. Images has adjusted and sometimes changed heads to fix this. There were additional issues with broken valves and other problems that we hope are finally under control. At present, all lawns are watered six days a week. Watering is skipped Thursday, as that is the usual mowing day. Some lawns are being watered very early in the morning (4am). This may explain why some people feel they are not getting water at all.

### **Architectural Activities**

The architectural committee has two roles.

1. When you plan to make changes to the exterior of your home, you must request approval by filling out and signing an Action Request form. The architectural committee will review the request and determine if appropriate measures are being taken to meet out guidelines.
2. When an Action Request form is submitted with a complaint/violation, the architectural committee will determine if the complaint is valid and determine the appropriate action. This usually starts with a letter from the management company. If there is violation of the covenants, more serious actions or fines may be levied.

### **Social Activities**

Your HOA board has set up a social committee to coordinate things like garage sales and social events. During the current pandemic, there will not be a lot going on. The committee will be considering a socially distant neighborhood driveway event when the weather cools down.

### **Paces Ferry Builders**

The developers on the West side of Rivendell have requested we add an item to the zoning proposal list. The board approved the addition of a French drain along the property line between the new development and the homes that back up to it.

We are looking for volunteer help. If interested, please contact anyone on the board or the committees.

*Thank you for being the best part of our neighborhood,*

#### *Rivendell HOA Board*

Mark Ranft - Chairman of the Board / President / Website  
Dale Northup - Vice-President / Landscape Committee  
Christina Cox - Secretary / Architecture Committee  
Troy Bearden – Treasurer  
Michael Williams - Board Member / Social Committee  
Jackie Barker – President Emeritus

#### Committee Members

Johnnie VanGelderren - Architecture Committee  
Joy Leport - Architecture Committee  
Jenna Crye – Landscape Committee

Rivendell Townhome Association

**Action Form**

Date: \_\_\_\_\_

Name: \_\_\_\_\_ House Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Category 1:

Request/Work Order

Complaint/Violation Report

Category 2:

Landscaping

Irrigation

Social

Board

Management (Selby-Webb)

Other

Short Description: \_\_\_\_\_

Description: \_\_\_\_\_

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Signature of Person Submitting Form: \_\_\_\_\_

Board Response: \_\_\_\_\_

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Owner Communication By: \_\_\_\_\_ Date: \_\_\_\_\_

Issue Resolution: \_\_\_\_\_ Date: \_\_\_\_\_

**Email completed form to: [mwebb@selby-webb.com](mailto:mwebb@selby-webb.com)**