

Board President's Report
Board Meeting - May 16, 2022

Re: unrealistic expectations, complaints (mainly landscaping), and inflation and the effects it will have on the Board's decision making as to what will be done based on Urgency and Importance.

When I was preparing my meeting report I decided to do an analysis of issues and residents' complaints; and here's what I came up with:

1. Of the 184 homes at The Retreat, 23 homeowners, that's 6%, constantly express dissatisfaction with landscaping. Landscaping being the number one complaint.
2. Fewer than 3 of the 23 never attend a Homeowners meeting, most do not attend Social Events and most do not visit our website. Of that group who do attend a meeting, they come only to voice a complaint specific to them or about what they think is not done correctly
3. Based on this analysis, 94% of our residents are very happy to be living at The Retreat. Our community is basically satisfied. This is evidenced by the quick resale of homes at or above the asking price.
4. We will always have residents that have expectations of living here that will be difficult to meet no matter how hard we try

I would like to cover and share with you some issues and complaints that we, the Board, often get that I believe are due to the residents' misunderstanding the rules, misinformation, and unrealistic expectations of living in a shared (condominium) community, The Retreat.

The Board and our management company, The Select Group, face many issues managing The Retreat. The most challenging is balancing the best interests of the community as a whole versus the preferences of the individual resident. A good example is the "Trim, No Trim" list. I will go into more detail later. There are many advantages we enjoy living at The Retreat, some being a pool, a Clubhouse for Social activities, lawn care, exterior maintenance of our homes, safe streets, the benefits we receive from our volunteer committees and many more. But with all these advantages, it's not perfect. It will never be; nothing is perfect.

Let's put this in some perspective for you to think about. I want to give you some data that will help you understand the challenges of maintaining our community while controlling costs and residents' expectations. The Retreat is a large community:

1. 184 homes located on over 40 acres consisting of:
 - a. 40 Townhomes
 - b. 92 Quad units
 - c. 42 Single Family homes
 - d. 10 Duplexes
 - e. Clubhouse and Pool
2. The Retreat's irrigation system includes:
 - a. 3 ponds with motors
 - b. miles of irrigation wires
 - c. 3 large irrigation control units
 - d. hundreds of sprinkler heads and decoders
3. Other infrastructure includes:
 - a. 77 street lights
 - b. 184 resident water meters
 - c. Over 1500 shrubs and bushes, over 200 trees

So you see a community this size with all its complexities requires decision making based on the community as a whole. We must set priorities when making decisions of what to do, when to do it. and how much to spend.

With inflation rates rising daily, this controlled spendings more important than ever. We understand your frustrations when your bushes are not trimmed correctly or sprinklers malfunction. We get frustrated too. We work hard to correct bad work with our contractors as soon as possible.

Here are some of the more frequent issues and complaints we get:

1. Landscaping, weeds, leaf removal, shrub pruning: The trim/no trim list is becoming unmanageable. It's become don't trim this, but trim that, and trim to a specific shape. This causes confusion for the BrightView workers and mistakes will happen. Leaf removal is done 3 times a year during the time leaves are falling. Requests to do this more often are unrealistic and expensive.
2. Overflow gutters: Our roofs have a very steep pitch which causes heavy rains to overflow the gutters.
3. Dogs: We get calls from residents that dogs are coming up on the lawns close to sidewalks, porches and flowerbeds. We also receive calls about excessive barking. Please keep your pets close to the street or around the ponds and pick up after them. Also, try to control excessive barking.
4. Speeding: Please drive slowly and pass this information to your visitors. We do not have sidewalks, so residents have to walk in the streets.

A common question we are asked: Doesn't the Association take care of everything outside our homes? The Association takes care of many things but not everything. Visit [The Retreat's website](#) where you will find a list of what items the Association covers and what items are the homeowners' responsibility, in Exhibit H to the Rules and Regulations, on the Governing Documents page. To learn more about the community:

1. Become more involved, attend Board meetings, read the emails
2. Call or email Bonnie or a Board member if the website does not answer your questions. DON'T listen to rumors!

Inflation Challenges

The price of everything is increasing. Money will be spent on projects based on urgency and importance. Contrary to rumors, the Board is NOT going to raise monthly assessments at this time. We have not even considered it!

There are contracts that will expire at the end of the year and we do anticipate that vendors will charge more for services as their expenses have increased. We will be going out for bids on new contracts soon. We have a healthy reserve fund and will continue to control spending while we maintain our community and your property values.

Thank you for your continued support of the Board of Directors and Committees.

Pete Calabrese, President
The Retreat Board of Directors