

**Daybreak Community Association**  
Open Board of Directors Meeting – August 31, 2016

**Q & A**

**Budgeting**

**Q:** When does the 2017 budgeting process begin?

**A:** The 2017 Budget process is underway! We are evaluating historical, current and anticipated expenses, projects and contracts. The next step in the process is reviewing each line item with the Budget & Finance Committee. The Committee's recommendations are presented to the Board for broader discussion. Following Board review, a "proposed" budget is presented via a Town Hall meeting to the residents. Based on resident feedback, adjustments may be made and a final budget prepared for formal Board approval. Watch your email for the budget Town Hall meeting between mid September and early October.

**Pet Waste**

**Q:** Is the Association responsible to clean up pet waste?

**A:** Individual owners are responsible to immediately clean up after their pet(s). For your convenience, pet waste stations are provided throughout the community; however, picking up after your pet(s) is not a service provided by the Association.

The Management Team will continue to educate individual pet owners of their responsibility and issue violation fines as necessary. If you are able to identify the Owner that does not clean up after their pet(s), we encourage you to contact the Association Office immediately.

**CenturyLink Internet**

**Q:** Why did the Association have CenturyLink disconnect my internet?

**A:** According to the Association's collection policy, "...The Owner's (or tenants) rights to use Common Area Facilities and services including but not limited to CenturyLink, will be suspended upon being 30 days delinquent in paying their assessments..."

Management goes through the following process as a courtesy before suspending amenities and internet service:

- Statements are mailed approximately two (2) weeks before assessments are due.
- Community E-blast is sent including a reminder that assessments are due on the 1<sup>st</sup> day of the month.
- Community E-blast is sent including a reminder that assessments were due on the 1<sup>st</sup> day of the month and are now late.
- A late notice is mailed to those who are delinquent and a \$15.00 late fee is added to the account.
- A final email is sent specifically to those who remain delinquent informing them their internet service will be disconnected within 3 business days of the email unless they pay in full or set up a payment agreement.
- An automated call is made to those who remain delinquent informing them their internet service will be disconnected within three business days of the call unless they pay in full or set up a payment arrangement.

- Three business days after the last email and automated call, services are suspended for those who remain delinquent or have not signed a payment agreement.

### **Park Strip Trees**

**Q:** Who is responsible for the care, maintenance and replacement of the park strip trees?

**A:** The property owner adjacent to the park strip area is responsible for the trees. This could be a Condominium/Townhome Association or a single-family homeowner. Any tree removal and/or replacement should be coordinated with the HOA as part of the community's street tree plan.

### **Pool Season**

**Q:** Why are the pools only open from Memorial Day to Labor Day? Why do the hours change in late August to only evenings during the week?

**A:** The permit for the pool is seasonal and based on typical weather patterns that allows for outdoor swim use between Memorial Day and Labor Day; and only allows us to be open daily until dusk. When school starts, usage goes down as well as staffing availability.

### **Online Payment System**

**Q:** When is CCMC going to upgrade their online payment system so I can see the amount due and not have to call the office to get it?

**A:** CCMC is pleased to announce our new partnership with Team Soft Solutions, creators of Village Management Software (VMS). This partnership was formed after carefully evaluating multiple systems and their capabilities. One of the most comprehensive and technologically-advanced community association management tools on the market, VMS will soon replace Jenark as our enterprise system, allowing for online access to homeowner account and basic association information.

Over the next 18-24 months, the division president will work closely with the VMS Project Team to schedule each community's conversion from Jenark to VMS. Daybreak will most likely be closer to the end of the schedule due to the size of the community. The roll out will start with smaller communities to ensure that most of the bugs are worked out before converting a large scale community like Daybreak.

### **Grasses on 10200 South**

**Q:** Why are several areas on 10200 south not mowed?

**A:** The 102<sup>nd</sup> streetscape was designed with a winding pattern that includes "Deseret Green II" Native Grass, Ornamental grasses in the beds and a six-blend cool season Blue Grass.

The three types of ornamental grasses planted throughout the winding beds provide variety, texture and some color. The three ornamental grasses include Overdam Feather Reed, Blue Oak Grass, and Autumn Red Flame Grass.

The “Deseret Green II” Native Grass was chosen for its aesthetics as well as water conservancy. When the Native grasses are first installed, there is a watering establishment period. Once the Native has been established, watering is reduced to 12” per year, which is half the amount of the cold season Blue Grass. Unlike the Blue Grass, which is mowed weekly, the “Deseret Green II” is not mowed during the season. The below pictures reflect the various growth stages of the “Deseret Green II” Native Grass.



Growth at 2 weeks



Growth at 6 months



Growth at 1 year



Growth at 4 years

As you can see, this type of grass takes a few seasons to reach its full potential. We appreciate your patience while this area becomes mature.