

**Daybreak Community Association**  
Open Board of Directors Meeting – May 27, 2015

**Q & A**

**Q: Who is responsible to remove 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.

**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 and a robo call is made 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.
- 3 business days after the last email services are suspended for those who remain delinquent or have not signed a payment agreement.

**Q: When does a project require Design Review Committee Approval?**

**A:** In general, any exterior modification needs approval prior to installation to prevent any violation fines. Modifications include, but are not limited to, landscape modification, back yard completion, fences, pergolas, decks, patios, edging, retaining walls, raised beds, play structures, trampolines, water features, fire pits, light posts, sheds, flag poles or any major addition or alteration to the exterior structure of the home. If you are not certain about whether you need to submit an application, please contact the Association office before proceeding with your modification.

**Q: When do I need to re-paint the exterior of my home?**

**A:** Typically, the exterior of a home needs re-painting between 4 – 6 years. It's time to paint when caulking starts to split, paint starts peeling, when color begins to fade, if there are cracks or fibers in the wood, or chalking (a dust like substance) shows on your home. If your house paint is near the end of its life expectancy, you are taking a chance by postponing repainting. It doesn't take long for exposed wood to begin to rot, and other types of exteriors suffer when the paint wears off. Wait too long and you may have to make costly repairs before starting to paint.

**Q: What is the deadline for installing my back yard?**

**A:** Backyards must be installed within 12 months of your closing date. An application must be submitted to the Design Review Committee within that time frame whether your yard is fenced or not. If you have extenuating circumstances that prevent you from installing your back yard within 12 months, you must submit a Landscape Extension application for review. All applications are available online at [www.livedaybreak.com](http://www.livedaybreak.com) and at the Association office.

**Q: When will the Brookside Pool be opening?**

**A:** The Brookside Pool is scheduled to open July 2015.

**Q: Will swimming lessons be offered at the pool this year?**

**A:** We are offering the same program that we had last year. Flyers will be provided at the BOD meeting check-in desk at the community center the night of the meeting.

**Q: What does the association do about unsightly landscaping?**

**A:** The Association completes weekly inspections of the community and follows the steps below in accordance with the enforcement policy.

- The first step of the violation process is to call the homeowners who have unsightly landscaping to inform them of the issue. Assuming we have accurate contact information. If not, a letter goes out.
- The second step is to send out a courtesy notice giving the homeowner 10 days to remedy the situation.-
- The third step is to send the homeowner a certified letter informing them to take care of the issue within 10 days or they will receive a fine.
- If it goes beyond 10 days of the certified letter, a fine of \$50.00 is imposed and a \$10.00 fine each day thereafter until the situation is remedied.

Self Help is only performed on vacant homes – under advice of legal council. Self Help is where the Association will have a contractor go in and mow, edge, trim to make the yard as presentable as possible. It is important to note that on a vacant house we cannot turn the water on to irrigate.

**Q: Is it true that the Waterside Club is a private facility and if so who can use it?**

**A:** The Waterside Club is a private amenity for use by residents in Lake Village. The Lake Village residents pay an additional assessment for the maintenance and operation of the facility. Additional signage and beach style fencing is scheduled to be installed in the next few weeks, which will help to identify it as a private use facility.

**Q: My neighbor's yard looks fantastic this year. Is there something the Association does to recognize their efforts?**

**A:** Absolutely! During April – October of each year, we have a Yard of the Month program. There is currently one winner chosen, from the nominations received, for each Village. To nominate someone, email Ryan Butterfield at [rbutterfield@ccmcnet.com](mailto:rbutterfield@ccmcnet.com) or there will be a nomination sheet at the BOD meeting. The winners receive an individualized certificate, a letter commending them for their efforts, a \$50.00 gift card care of LiveDAYBREAK, and the yard of the month sign placed in their yard.

**Q: Is anything being done about the sick pine trees in the community?**

**A:** We have inquired with multiple sources to find out what is wrong with the pine trees but have not had anyone able to pin point a reason the trees are sick other than the unusually dry winter we had. The landscape contractor will be marking the trees with ribbons; a blue ribbon will indicate that the tree is expected to recover and a red ribbon will indicate that the tree will need to be replaced.