

Daybreak Community Association
Open Board of Directors Meeting – February 22, 2017

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. Reports can remain confidential.

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 1st day of the month.
- Community E-blast is sent including a reminder that assessments were due on the 1st 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 solar panels 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're taking a chance by postponing repainting. It doesn't take long for exposed wood to begin to rot, and other types of exteriors also 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 18 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 and at the Association office.

Q: Why am I still paying for the increase if the CenturyLink upgrade has been delayed?

A: The \$1.00 increase and CenturyLink upgrade are not directly connected. Beginning in January 2017, due to unexpected increases in operational costs, Century Link increased the monthly fee for system-wide internet services by \$1.00. On notification of this adjustment, the Board of Directors and CCMC approached Century Link and were able to secure a commitment to upgrade current service levels to 100 MBPS.

Q: What is the status of the CenturyLink Speed/Service Upgrade?

A: To date, approximately 900 homes have received the speed upgrade. During this initial phase of the upgrade process, CenturyLink discovered that a significant portion of the existing equipment required upgrades that were far more extensive than originally planned. Therefore, upgrades are currently on hold as CenturyLink awaits the delivery of the new hardware to alleviate the network problems. It is expected that upgrades will resume in mid-April. It is important to note that current Daybreak service levels will be unaffected during this network upgrade and that CenturyLink does not need access to homes during this process. Once the logistics of the installation are finalized, CenturyLink will provide more details on the installation timelines.

Q: What is the status of the DCC Pool?

A: The Board of Directors has hired an architect firm to finalize facility design and prepare the associated bid documents. Overall facility design has taken into account recommendations from the DCC Amenity Ad-Hoc Committee, project budget, and South Jordan City and County Health Department building codes and pool facility use standards. The Board has also considered the existing facility and anticipated recreation-related programming. Once final design and the associated costs have been determined, , this will be communicated to Daybreak residents.