



Daybreak Community Association  
Open Board of Directors Meeting – May 28, 2019  
Top Daybreak Questions & Answers

**New Resident Info**

**Q: How do I get my Daybreak ID Card (aka Amenity Card)?**

**A:** Once you have closed on your home take your Settlement Statement to the Daybreak Community Center along with your picture ID. Each Unit receives two free amenity cards. Additional cards are \$10 each.

**Q: How do I set up my CenturyLink internet service?**

**A:** Contact CenturyLink new sales at 866-316-1975 and identify yourself as a Daybreak bulk customer. Your address is the only information you will need to give to CenturyLink to set up the account.

**Covenant Issues**

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

**A:** No. 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: 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 even if your yard is fenced. If you have extenuating circumstances that prevent you from installing your back yard within 18 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 does a project require Design Review Committee Approval?**

**A:** In general, any exterior modification needs approval prior to installation to ensure it is within the design guidelines allowed for Daybreak and ultimately 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.

**CenturyLink Internet**

**Q: Am I able to upgrade my CenturyLink internet speed?**

**A:** Yes. Contact the Daybreak CenturyLink Account Rep, Cade Childs 702-710-2117 or by email [cade.r.childs@centurylink.com](mailto:cade.r.childs@centurylink.com). CenturyLink will bill the homeowner directly for the upgraded service charges.

**Q: Why is CenturyLink Internet provided as part of the assessments?**

**A:** The developer and CenturyLink are in a contract that provides Daybreak residents access to fiber optic internet at a discounted bulk rate.

**Assessments**

**Q: How do I pay my quarterly assessment bill?**

**A:** Payments can be made on-line at [www.ccmcnet.com](http://www.ccmcnet.com). Follow the prompts for Payment On-line, click Utah, choose your method of payment, under account information type Daybreak Community Association and enter your account number (without spaces). Payments can also be made by check or money order at the Association office located in Soda Row at 11274 Kestrel Rise Road

**Q: Please explain the Community Enhancement Fee.**

**A:** The Community Enhancement Fee is a fee collected on every commercial and residential sale transaction in Daybreak. It is calculated at .25% of the gross sales price for initial sales and .5% of each subsequent (re)sale. Specific to residential transactions, it is calculated per the gross sales price of each home. These funds go to the Community Council (LiveDAYBREAK) to fund many of the resident social programs, events and activities in Daybreak.

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

**A:** Per the Association's "delinquent account" 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. Assessments are due the first month of each quarter (January, April, July, and October).
- One to two weeks before assessments are due a community E-blast is sent including a reminder that assessments are due on the 1<sup>st</sup> day of the month of the quarter.
- Within two weeks a 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.
- At 15 days late, a late notice is mailed to those who are delinquent and a \$15.00 late fee is added to the account.
- At 30 days late 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.

**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 Salt Lake County Health Department permit for the pool is seasonal and based on typical weather patterns that allow for outdoor swim use between Memorial Day and Labor Day.

When school starts in the late summer, usage goes down and staff availability tightens. Appropriate adjustments are made accordingly as a prudent budget management strategy. An extended permit was purchased for the Community Center Pool to allow it to remain open through the end of September, with special fall hours, as this pool is designed to function as a regional Daybreak amenity.

**Snow Pushing**

**Q: Who is responsible to push snow from the Lanes (Alleyways)?**

**A:** Depending on the specific address/location, most of the Lanes within Daybreak are public right of ways, therefore the City of South Jordan is responsible to push the snow from them just as they are responsible for the city streets. For further explanation of the snow pushing process please visit [our website](#).

## **Communications**

**Q: I have heard that the Daybreak Master Association is working on a smart phone app. Is this true?**

**A:** The management team for the Daybreak Community Association (master) is currently working on the development of a web based smart phone app. The initial development is estimated to take 3-4 months. The management team is anticipating a launch date of spring 2020.

In summary, the smart phone app will offer residents a single location to submit requests, report issues (like broken a broken sprinkler in a park) and access community information. It will also become an effective mobile tool to engage residents by informing them of upcoming meetings, educational programming, amenity updates, fitness classes, alerts, etc.

## **Miscellaneous**

**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 park strip and trees planted in it. This could be a Condominium/Townhome Association or a single-family homeowner. Any tree pruning, removal and/or replacement should be coordinated with the HOA as part of the community's street tree plan.

**Q: Where can my title company get resale disclosures?**

**A:** Resale disclosures are available at [www.homewisedocs.com](http://www.homewisedocs.com). Requests are made using the property address. If the property is in a townhome or condominium Association please request them for the townhome or condominium Association and the Daybreak disclosures will be included automatically.

**Q: Is it true that the Waterside Club and the Lake Island Amenities are private facilities and if so who can use it?**

**A:** Yes. The Waterside Club and Lake Island amenities are private amenities for use by Lake Village and Island residents only. Lake Village and Island residents pay an additional assessment for the maintenance and operation of the facilities.

**Q: Why are we adopting a Home Childcare and Preschool Resolution?**

**A:** Recently the City of South Jordan changed their policy to mirror Utah state rules regarding these facilities. In Daybreak we want to keep the traffic congestion and possibilities for nuisance to a minimum therefore we feel the resolution is needed.