

Daybreak Community Association
Open Board of Directors Meeting – February 28, 2018

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: 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 1st 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 1st 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.

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: What is the status of the Daybreak Community Center Pool?

A: As you can see from the construction outside, the Daybreak Community Center Pool is well underway and is targeted for an opening date of May 26, 2018. The HOA will provide updates as project approaches completion including any delays due to weather or other unforeseen events.

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 pruning, removal and/or replacement should be coordinated with the HOA as part of the community's street tree plan.

Q: How often are assessment or HOA dues billed?

The Daybreak Community Associations assessments are billed quarterly as outlined in the Assessment Collection Policy.

Q: What if I want to pay my Master Association assessments or HOA dues monthly?

For those who want to pay monthly without falling delinquent, you may pay a full quarter of your assessments in advance. For those who would like more information, please contact the HOA office at 801-254-8062.

Q: Is the HOA going to start charging for payment plans?

A: Yes, April 1, 2018 any new payment plans will be charged a \$45 one time set up fee and a monthly \$10 administration fee. The fees collected will go towards offsetting the costs that result from administering those plans.