

Wyndham Forest Home Owners Association FAQs

1. What is Wyndham Forest HOA?

The Wyndham Forest Homeowners' Association is an incorporated body of the subdivisions of Wyndham Forest, Chappell Ridge at Wyndham Forest, Rivers Edge at Wyndham Forest, Holloway at Wyndham Forest, and Holloway Townes at Wyndham Forest in Henrico County, Virginia.

2. What are the Amenities in Wyndham Forest HOA?

Wyndham Forest Fountain, Rivers Edge Fountain, Annabelle's Place, Cardinals Landing play area, Jocie's Place, Jocie's Park, The Hollow clubhouse.

NOTE: Play areas are closed due to COVID until notice.

3. Wyndham Forest HOA Board members?

Jagan Nallaparaju	President	
Sameet Rajguru	Vice President	
Rumil Shah	Treasurer	
Henderson Thomas	Secretary	(Board Member elected in Nov 2020)
Bill Holland	Member at Large	(Board Member elected in Nov 2020)

4. Wyndham Forest HOA committees and members?

Committee	Members	Board Liaison
Nominating Committee	Ramkumar Pai (Chair) Nikhil Menon Ganesh Kandula	Jagan Nallaparaju
Advisory Committee	Nikhil Menon (Chair) Crisanda Shanks Jaideep S. Karnik Shailesh Jain	Henderson Thomas
Modifications committee	Kim Edwards (Chair) Kenneth Robertson Benjamin J. Brooker Jasmine Joshi Aslam Sheik Veerendra Miriyala Henderson Thomas	Jagan Nallaparaju
Finance committee	Rumil Shah (Chair) Rafi Jaffary Dhaval Shah Subcommittee: Jaideep S. Karnik	Jagan Nallaparaju
Social media Committee	Jasmine Joshi (Chair) Kim Edwards Limba Reddy Maru Kapil Daddikar	Sameet Rajguru

	Subcommittee: Emerson Pegg	
Neighborhood watch Committee	Satya Choppa (Chair) Tamera Forner Pegg Vivian Liu Vijay Kanth Peddapurapu Ganesh Kandula	Henderson Thomas
Grounds Committee	Ganesh kandula (Chair) Marco Delacassas Alok Dubey Vikas Vijay Dhaval Shah	Jagan Nallaparaju
Recreation Committee	Limbareddy Maru (Chair) Muralidhar Bodavula Jasmine Joshi Miraj Murali Jalandhar Kodakandla Alok Dubey Vikas Vijay	Jagan Nallaparaju

5. 2021 Board meeting Dates?

Jan 21, 2021	First quarterly Meeting
Apr 15, 2021	Second quarterly Meeting
Jun10, 2021	Additional Board Meeting
Jul 22, 2021	Third quarterly Meeting
Sep 09, 2021	Additional Board Meeting
Oct 14, 2021	Fourth quarterly Meeting
Nov 11 or Nov 18, 2021	Annual Meeting

6. Proposed committee meeting months?

All the committee meetings will be open to HOA membership and the schedule listed below is a guidance. Committees can meet as schedule permits.

Feb: Neighborhood Watch, Social Media, Recreation

Mar: Modifications, Advisory, Grounds

Apr: Grounds, Social Media, Recreation

May: Modifications, Social Media, Recreation

Jun: Neighborhood watch, Recreation, Grounds

Jul: Finance, Modifications, Recreation

Aug: Finance, Mods, Advisory, Grounds, Social Media

Sep: Finance, Neighborhood Watch, Modifications

Oct: Finance, Social Media

7. What are the board achievements this year?

The current board was elected a year back and the board members took charge on January 1st. In the last 11 months, there has been tremendous engagement from the homeowners, volunteers, and board members. In spite of the uncertainties around us starting with the pandemic, we are proud of what all of us have been able to accomplish.

The following lists some of the key areas of progress and is not all inclusive of the accomplishments in the year. Our work is not done and together as a unified board, we intend to accelerate our activities as we go into 2021.

Accounting:

Accounting System: Quarterly reports of the financial status of the Association have been made available to the Board at the end of each accounting period. The 2019 financial statements for the Association were audited by a third-party accounting firm and found to be in conformity with generally accepted accounting principles as in prior years.

Administrative:

Insurance: The liability insurance for the Association is held with Nationwide Insurance and the Directors and Officers policy with Brown and Brown Insurance.

SmartWebs: We currently use SmartWebs for our Modifications Review Process and homeowner Violations. It is licensed by our Management Agency, Associa Community Group. The Board is looking at having a direct relationship with this vendor. This is to allow for the Modifications Committee to continue as is without any changes, as well as to have complete control and access to our historical and new data.

Bylaws: Article IV Officers, Section 6 of our bylaw's states that all contracts, checks and other instruments require at least two signatures from the Board. The board has decided to have 2 signatures on all the contracts going forward. We have noticed some inconsistencies in the past on similar contracts, hence we are making this decision.

Meetings: Conducted monthly board meetings and special meetings on needed basis.

Committees: Formed different committees and encouraged homeowner participation.

Maintenance:

Grounds: The maintenance contract for our common areas was awarded to Ruppert Landscaping for 2020. The 2021 contract is still being finalized.

Other improvements include:

- The River's Edge fountain was replaced using reserve funds.
- A fence was installed around Jocie's Place playground
- Children at play signs, Common Area Etiquette and RPA signs were installed in various locations
- The Board has approved bush hogging under the high-tension wires which is scheduled to complete in the second week of Dec 2020.

Trash Removal: Trash removal services were provided by Republic Services, but we will be changing to Choice Waste. The Choice waste management services agreed to the current pick-up day of Friday can be kept as is. The Board has saved \$21,000 in

expenses by changing the new trash pickup services without compromising on the quality of services. Their trash pickup trucks are pretty new and they will reach out to the existing trash pickup services and will plan for a smooth transition.

Pond Maintenance: The common area ponds are under contract and maintained by Solitude Lake Management. Services include routine chemical applications and maintenance of the fountains.

Jocie's Place: We continue to wait for Dominion Energy to install two lamp posts at Jocie's Place playground. Please keep in mind that all playgrounds continue to be closed during the COVID-19 pandemic.

8. 2021 Future plans?

- HHHunt plans to turn over ownership of the Hollow clubhouse to the Association in January of 2021
- Clubhouse maintenance
- Sidewalk repair
- Street signs maintenance
- Installing rain bird sensors in the newly added common areas
- Updating or adding amenities in HO common areas
- Adding benches in common areas
- Maintaining common areas under the high-tension wires.
- Wyndham Forest website enhancements.
- Social media committee will share new website and other details
- Planning for recreational events in Summer 2021, National night out, and yard sales.
- Targeting to convert association documents in electronic format for easy maintenance.
- Monthly maintenance of the common areas under the high-tension wires

9. As a homeowner if I need any HOA document for refinance or have a question, whom do I contact?

Your Primary contact will always be the management company. If you have any specific questions to the board, they will route it to the board to respond back to it. We are in the process of transition and we will have our new management company onboarding starting Jan 01, 2021. Until then, for any urgent requests, you can reach out to the board by sending an email to urwfhoaboard@gmail.com

MANAGEMENT AGENCY / HOA FEES CHANGES

From Associa Community Group to MyStreet

From \$140/quarter to \$150/quarter

10. When will the new management company be in place? Assessments are due by the first of the month. When will we receive info on the new rate and payment options? When will we get information on where our monthly assessments will

need to be sent to? Will My Street be in place by Jan 1?

Our new management agency is MyStreet. They will be in place starting Jan 01, 2021. They will start the transition process in the first week of December and will share all the details to the HOA membership in a week or two.

11. Does our new management company use TownSq as well? What does the new management company provide?

No, our new management company has their own platform that we will use. TownSq is provided by Associa and the new management company will provide their own website, which is more user friendly and well organized. The new management company will work with Associa to transfer the data from TownSq.

12. Will there be an increase in HOA fee?

HOA dues increase to \$150/quarter starting Jan 01, 2021.

13. Shall I discontinue my auto payment with Associa?

Yes, please discontinue auto-payments on TownSq or KliknPay. The new management company will share details to the membership on how to set up a new account and make auto payments.

14. Cancellation of recurring HOA fee payment?

Recurrence payments will not be charged by Associa. We will keep you posted with the updates.

15. Why is my HOA fee increasing?

For the past many years (2014-2019), our HOA fees have been consistent at \$130/quarter/home. We saw an increase of \$10/Q in 2020.

Consideration for determining HOA assessments are:

- The increase was driven due to reserve study recommendations, increase in common areas and number of homes. The proposed increase in 2019 was \$20/quarter, but the 2019 Board made a decision to cap the increase to \$10/quarter for 2020 and review the additional \$10/quarter for 2021.
- Maintenance costs were expected to increase with the addition of Clubhouse and newly added common areas.
- Costs were expected to increase going into the future due to current contracts and annual cost increases. This would have put a burden on the community in terms of increases every year going forward.
- The Board looked at the Draft Budget for 2021 and a \$20/quarter increase was proposed. The Finance Committee looked at this and proposed that we cap this to \$10/quarter.
- Going forward the plan is to control our highest expense areas by percentage of the total expense - Landscape (25%), Trash (25%), Management (12%).

Reserve Study Recommendations and focus on meeting these goals:

- In 2019, the reserve study recommended a reserve budget of \$46,000, but the allocated amount was \$28,501.
- In 2020, The reserve study recommends a balance of \$365,417 in reserves as of 12/31/20. We anticipate there to be a balance in reserves of approximately \$321,000 as of 12/31/20.
- So, there's a shortage of \$44,000. We have a surplus of \$9,032 in 2020. As a result, we have a net shortage of 34,968 (\$44,000 - 2020 surplus \$9,032).
- Another important driving point is the capital contribution HOA receives from the new homes. As HHHunt is nearing the end of construction, we will not receive that amount going forward.
- Therefore, the board has decided to increase HOA dues by \$10/quarter (\$26,440 @661 homes) as per the finance committee recommendation.

However, the current fiscally responsible actions are being taken by the HOA board, including competitive proposals from vendors for the services. We have a line of sight to bring down the HOA fees back to prior level in future.

16. What is the total cost of the management company?

\$55,524 annual or \$4627 per month. This also includes the clubhouse maintenance.

17. Are you changing the management vendor from Community partners to MyStreet?

Yes, we are changing vendors from the initial selection of Community Partners (not to be confused with the current vendor, Associa Community Group) to MyStreet.

- We went into contract negotiation with Community Partners after the selection process shared with the membership. This involved contract review by our legal counsel.
- There were substantial changes recommended by our legal counsel to the Community Partners contract, mainly tied into indemnification clause changes. Community Partners was willing to make only minimal changes to their contract and also came back with an increase in their fees.
- Given that the Community partners previously agreed to a certain price and now wanted to increase their fee by \$8,190.00, it caused Board members concern.
- This indecisiveness caused the Board concern and decided to contact the next preferred vendor, MyStreet.
- We were initially quite impressed with MyStreet but were concerned with their original higher monthly fee. Sensing an opportunity to gain our account, MyStreet agreed to lower their fee to a level acceptable by the Board.
- We are getting better terms and they are willing to work with us.

TRASH COLLECTION AGENCY CHANGES
From Republic Trash to Choice Waste

18. Who is our new trash pickup company? What is your transition plan?

Current Trash Services: Republic Services
Current Trash contract End date: 12/31/2020
Last day of service: 12/26/2020
Old Trash bin pickup Date: Will be updated shortly

New Trash service Company Name: Choice Waste Management
New Trash bin Delivery date:

The containers for Wyndham are set to be delivered on December 26, 2020 and December 27, 2020.

Trash Service Day (remains same): Friday

NOTES from CHOICE WASTE:

- Choice waste services observe only 6 major holidays if they fall during our work week. Those major holidays are New Year, Independence Day, Labor Day, Memorial Day, Thanksgiving and Christmas. If the holiday falls on Mon-Fri Choice waste will service on a one-day delay, the Friday service day will be pushed to Saturday services.
- Choice waste takes up to 5 bags outside the can every service day at no cost. The second and third week of January, Choice Waste removes Christmas trees at no cost. Each tree will need to be 4ft or less, if larger the tree will need to be cut down into 4ft sections.
- For a personal container 65 gallons or larger, they would service as a courtesy. Please make sure all trash inside is bagged for servicing as well. Choice waste services are not liable for any broken or lost containers.
- To get a second container through Choice Waste Services members need to contact Choice waste services office at **(804) 234-4444**. Please let them know that you are a Wyndham customer. Wyndham Forest HOA Members will set an account up under their name for the additional container. These accounts will be on autopay with a debit or cc when members sign up for the additional container.
- Choice waste Services will also be adding this information into the flyer that they place with the containers when they are delivered.
- For any additional questions please reach out to Choice waste services: **(804) 234-4444**

19. What is the fee for the second trash bin?

\$5 per month, paid by the homeowner directly to Choice Waste.

20. What to do when my trash is not picked up?

From now until Dec 31, 2020:

Please drop an email to the management company, Associa Community Group and reach out to Republic Trash services at 804-222-7070.

After Jan 01, 2021:

Please reach out to Choice Waste Services at 804-234-4444.

21. How do I order a recycle bin?

If you are a Henrico County resident and live in a single family detached home accessible from a public road curbside recycling collection service is available to you through the Central Virginia Waste Management Authority (CVWMA). This service is free to county residents and collections are every other week. If you would like to sign up for this service, please contact the Central Virginia Waste Management Authority (CVWMA) at (804) 340-0900 or visit their website for further information.

<https://henrico.us/services/curbside-recycling/>

Please remember that recycling bins must be at the curb by 7:00 a.m. on collection day and there is no need to cover your recycling bin when it rains. Sorting of recyclable materials is not required and bottles and cans should be cleaned of residues and caps and lids discarded in your regular trash. Glass bottles, metal cans, plastic containers, newspapers, and mixed paper are accepted in the curbside recycling program.

MODIFICATIONS CHANGES

22. What is SmartWebs? How much is the cost of the SmartWebs contract?

We currently use SmartWebs for our Modifications Review Process and also for violations. It is licensed by our Management Agency, Associa Community Group. The Board is looking at having a direct relationship with this vendor, to allow for the Modifications Committee to continue as is. This could possibly prevent any interim delays as we transition the Management Agency. This will also give us control of our information going forward, independent of a management agency.

- SmartWebs cost (annual) = \$1799, \$140/month + one-time fee of \$99 to transfer our data from Associa to our own HOA account.

23. What happens when I submit a modification request?

When the home owner submits an application to the management company, the association manager will verify all the information submitted and he will upload the homeowner application to Smart Webs. If information is missing then he will reach out to the homeowner to get additional information. Mods committee will then review your application. If they are satisfied they will approve it or if they need additional information they will request for additional information before taking a decision. Once the application is approved, the management company will send an approval letter to the homeowner.

24. What to do if I do not get a response within 15 days?

If you provide all the information including Signed mods request form, plot plan, details, colors, material information etc., it will take 15 days to get your approval. Mods committee may take up to 45-60 days depending on the complexity of the project. It is always better to check with a management company to make sure your application is uploaded to smartwebs.

OTHER TOPICS

25. For future meetings, would it be possible to get a Power point presentation or some visuals to help us understand what is being discussed?

Yes.

26. Do we have a community Facebook Page?

Yes, we have a Wyndham Forest HOA Facebook page created by our Social media committee. This is our community official Facebook page maintained by our social media committee. Here is the link:

<https://www.facebook.com/groups/783763308868596/?ref=share>

27. Did the board meet with HHHunt a few months ago? What was the outcome? How much did that meeting cost us? What are the facts of the meeting between the Board and HHHunt concerning the maintenance of the common areas?

We already discussed it in our previous meetings. The board will provide an update on this shortly.

28. When are the sidewalks going to be repaired?

In 2021, the first quarter depending on the recommendation from the Grounds committee.

29. Did we get a breakdown of costs from our lawyer? What are we spending our money on? And what are we getting for our money?

The board has provided an update on Oct 22 and Nov 28 meetings. The board will provide an update on this shortly.

30. What is an HOA?

HOA stands for Homeowners' Association. HOAs are formal legal entities created to maintain common areas and enforce private deed restrictions. Most condominium and townhouse developments and single-family subdivisions have Homeowners' Associations which are usually created when the development is built. Living in a HOA carries with it certain rights, responsibilities and benefits. Benefits include the right to use common areas, which may include clubhouse, parks, playgrounds, fountains and other recreational facilities. In order to finance the operation of the common interest association, each owner is responsible for and obligated to pay periodic assessments, and if necessary, special assessments to ensure that the financial requirements are met.

31. Do I have to belong to a HOA?

Yes. In Virginia, any development that has a common area must have a Homeowners' Association; therefore, if you own property within such a development your membership is automatic.

32. What are the benefits to living in a HOA?

HOAs have the ability to impose standards of property maintenance higher than the

County is able to do, given state law. They also have means of enforcement provided in their covenants, bylaws and rules. Developments run by Homeowners' Associations are usually more successful in preventing neighborhood deterioration and most owners like the quality of life in a Homeowners' Association. The board of directors that run HOAs are made up of owners who have volunteered to take on considerable responsibility for the benefit of the community. The effectiveness of HOAs depends on these volunteers. Should the Homeowners' Association become ineffective, the neighborhood may lose its ability to prevent deterioration to the higher standard of the HOA. Property values may decrease. Owners will have to depend on the County for enforcement of minimal property maintenance codes. This results in frustration on the part of the owners and additional resources required from the County.

33. The realtor never told me there was an HOA?

Please check with your realtor, as they are supposed to provide documentation and information prior to purchase. However, ownership of property within a development with common area automatically enrolls the owner in a Homeowners' Association.

34. What is the common area?

Common area is property within a development which is owned, leased or required to be maintained or operated by a Homeowners' Association for the use of its members and designated as a common area in the declaration.

35. What is a reserve study?

A reserve study allows the Board and Management to offset the ongoing deterioration of the common areas with funds to ensure the timely repair or replacement of those common areas. When properly done, irregular reserve expenses are offset by ongoing, regular reserve contributions. Special assessments are then left for true emergencies, not expenses which could have been anticipated.

36. How do I contact Henrico county police?

By Phone:

Emergency: 911

If you notice any suspicious activity or Noisy Neighbors (starting 11 PM till 7 AM), please reach out to Henrico county ***Non-Emergency: (804) 501-5000***

General Information: (804) 501-4800

Telephone Reporting Unit: (804) 501-4810

For reporting certain less serious crimes via phone:

If you notice rash driving or reckless driving and to report an incident, please reach out to Traffic Safety Hotline: (804) 501-7843

Neighborhood Watch: (804) 501-4856

Community Services: (804) 501-4838

If you see a snake or any animal and need assistance, please reach out to Animal Protection: (804) 727-8800

Nights, weekends, and holidays: (804) 501-5000

By Mail:

Henrico County Police Division
PO Box 90775, Henrico, VA 23273-0775

By Email:

Henrico County Police Division General inquiries: police@henrico.us

If the situation needs immediate attention, please dial 911. If the situation does not need immediate attention, you should call (804) 501-5000.

37. How to report a power outage or downed power lines?

To report an outage or emergency or to check the status of your report, please report it online to dominion energy.

<https://www.dominionenergy.com/north-carolina-electric/report-outage-or-emergency>