



Summer 2021

Pool Update

- The pool is ready for inspection. The temporary fencing has arrived and has been installed. This fencing will be replaced with permanent fencing once it arrives. The pool water is conditioned for safe swimming. All of the hard construction work is done. The punch list exercise happened several days ago. As expected, there are some minor cosmetic tasks to complete. Other items on the “to-do” list include purchasing a few supplies - none of which affect the opening of the pool.
- Many of the homeowners were able to get a preview of the pool facility during the key fob distribution times. We are doing one final key fob distribution on **Thursday, July 8, 6:00-7:00 p.m.** Pick-up location will be at the new pool facility pavilion. NOTE: Identification is required to pick up your key fob. The name on the ID must match the owner of record. Tenants must bring their ID with a copy of their lease agreement or a notarized document from the owner of record. Please access the facility from the parking lot off of Samples Lane. This will also be the entry point for accessing the pool facility when the pool is officially open for use.
- If you have yet to apply for pool access, which is required to obtain a key fob, complete the online pool application by logging into your Sentry Management account at <https://www.accesssentrymgt.com/dx/sentrywp/index.html> and then click on the Amenity Registration link to access the application form. Be sure to complete the pool application form entirely so as not to delay the processing of your application. For Sentry to process and approve your pool application, your account dues will need to be current and your account in compliance (ex. account not in collections or legal).
- **Tuesday, July 6 is the FINAL DATE** to submit online pool access application in order to pick-up key fob at the pool pavilion on Thursday, July 8 between 6:00-7:00 p.m. After this date, key fobs can be picked up from Sentry Management’s office, 400 Northridge Road Suite 1250 Atlanta 30350 starting on Tuesday, July 13. For new pool applications and/or changes submitted after July 6, please allow for 5 business days to process the application and before a key fob is ready for pick-up at Sentry Management’s office. The registered homeowner will need to show a valid ID to pick up their key fob.
- How to reserve swim time slots will be provided in a later communication.



Social Committee Update

We hope everyone who was able to attend the Porch Party on June 26th over in The Mews had a great time. Thanks to the social committee for a fun event.

Future Events

- The social committee is planning on a grand opening pool party once there is a firm date established for the opening of the pool. Details will be sent out via email and posted on Facebook.



Communications Committee Update

Our HOA newsletter is distributed each quarter via email. To ensure you receive the most accurate and current information about the HOA and West Highlands community please visit the Sentry Management Website <https://www.sentrymgt.com/offices/atlanta-north/> and register your contact information under my account. If you know of neighbors who are not receiving these newsletters in their email, please pass along this information.

The HOA aims to use email for all communications, with the exception of those items required to be delivered via regular mail according to our covenants.

Facebook Etiquette

Many homeowners are members of the West Highlands Facebook group. **We want to remind everyone that this is not the official channel for news and updates.** The most frequent complaints we receive regarding posts are the multiple requests in selling or giving away personal items and promoting businesses. We want to remind everyone of a few of the rules relating to posts:

1. Recommendations: we have created a list of recommendations from homeowners ranging from lawn care service providers to painters to pet care services. This document will be updated 2-3 times per year. Please refer to this file (go to files – WH recommendations) before posting to cut down on the repeated requests for the same information.
2. Be thoughtful on posts: this group is for activities and news relating to West Highlands residents. Please limit self promotion posts to 1x per month
3. Selling Personal items: please put all items for sale in **one post**. Please limit posts selling items to 2x per month

For a full list of rules – refer to our facebook page <https://www.facebook.com/groups/WHHOAATL/>

The West Highlands website is in the process of being rebuilt. Once work is completed later this year, homeowners should be able to find easier answers to frequently asked questions and have easier access to important policies and documents.

ACC & Security Updates

ACC

- Based on feedback from our May HOA meeting, Sentry Management will now be taking photos of violations and will send photos with any violations or fines. We hope this change will improve the accuracy of communication about potential violations and reduce issues in the appeals process.
- Have you inspected the exterior of your Lot for possible maintenance issues lately? This is a good time to review the Home Exterior and Lawn Care section on West Highlands' website <https://westhighlandsatl.com/documents/>. Protect the value of your home and the neighborhood by maintaining your property all year long.

Park repairs and update

- The capital improvement project at the Hemen E. Perry Park is still on hold while we wait for Atlanta Housing to move forward with funding the project. In the meantime, please contact the below officials and urge them to open the Westside Park. We hope polite, but persistent requests will encourage a quicker response.
 - Mayor Keisha Lance Bottoms, (404) 330-6100 kbottoms@atlantaga.gov
 - Office of Constituents Services (404) 330-6023 or (404) 330-6026
 - Dustin Hillis, Councilmember District 9 (404) 330-6044 drhillis@atlantaga.gov
 - John Dargle, Commissioner, Department of Parks and Recreation (404) 546-7973 jdargle@atlantaga.gov
 - Alvin Dodson, Deputy Commissioner, Department of Parks and Recreation (404) 546-7843 adodson@atlantaga.gov

REMINDER: Criminal incidents that occur in West Highlands should be reported to Atlanta Police Department through the 911 system.

The following pages (6-18) are a recap of the questions asked and answered during the HOA Meeting held on May 15.

Pool Q & A

Q: Can we get an itemized breakdown of pool construction costs. What has been spent, what is still in reserves, is there a list of the competitive bids that were put in for the pool?

A: West Highlands has raised approximately \$3.7M for the amenities package. This includes:
\$2M debt

- \$1.7M of cash through:
- 2016 Special Assessment \$400 per lot
- Allocation of Annual HOA dues into the pool fund (\$575)
- New sales initiation fee (\$1250)
- BrockBuilt contributions for each unit sold (\$1750)
- By early October 2021 we hope to share costs of pool construction as soon as we are able to reconcile and account for all costs.

Q: What is the estimated debt the HOA will have to incur to build phase 2 of the pool?

A: With the rising costs of construction, some of this depends on how quickly we can build #2. If constructed soon, (completed by Summer 2022 opening) it's estimated this would cost about \$750k. The longer that date gets pushed out, the cost would likely rise. We would need to secure a second loan to fund an additional pool.

Q: When Brock leaves as the declarant of the HOA, how much debt will we be expecting to carry?

A: West Highlands currently has \$2M of debt related to the pool build. That debt is unrelated to Brock being the declarant.

Q: What is the timing and cost for the 2nd pool and a real clubhouse? WH residents paid and were promised more than a Cabana.

A: See above. The \$3.7M raised would not support construction of a clubhouse.

Pool cont.

Q: Why are Columbia Residential Senior Residences allowed to use our pool? And when was this previously communicated? Why can't they use the other Columbia pools vs. using the WH pool? Are they paying for the pool?

A: In short: no seniors, no pool. This was a non-negotiable request from Atlanta Housing Authority as part of the land transfer to our HOA.

- Since 2011 the pool amenity was discussed at HOA meetings and in various correspondences. The mention of Columbia Heritage senior residents having access to the pool amenity was brought up on several occasions particularly when discussing the terms of the land transfer to the HOA from Atlanta Housing (AH) formerly Atlanta Housing Authority (AHA) and US Department of Housing and Urban Development (HUD) who originally owned all of the open land in West Highlands.
- In 2016 AH and HUD agreed to gift the open lands to the HOA with certain stipulations. One such stipulation is that the donated land must serve a percentage of their customers. Though 20% of the home prices in the community are set aside as affordable, AH/HUD required a higher percentage. By including the residents from Columbia Heritage, AH/HUD agreed to the terms for the land transfer.
- At a land value of approximately \$2M just on the pool amenity site alone each senior unit (132) contributed over \$15K. Depending on when a homeowner moved into West Highlands the maximum contribution thus far per lot is \$4K. The seniors at Columbia Heritage Senior Residences are on a fixed income. The senior residents nor Columbia Residential will not be contributing to the pool beyond AH/HUD contributions on their behalf by gifting the land and future lands to the HOA.
- The former AH/HUD site and now the HOA new pool amenity site was the first of its kind of public to private land transfer. This single transfer shaved off \$2M from the cost of the pool project. Without the donation, HOA would not have a pool amenity, not because the HOA could not have raised the money, but because AH/HUD would not have sold the land without the purchaser providing a benefit for their clients.

Pool cont.

Q: We were wondering when the lap pool will be open. We have been waiting for the lap pool and we were very excited about it. However, it seems like they are only building the leisure pool which my wife, myself and some other neighbors are not interested in at all.

A: Funds would have to be raised and homeowners would have to approve. 50% of the homeowners would have to approve a new loan or assessment to build an additional pool. Homeowners would need to organize and coordinate this. The advisory board will support by creating a ballot and securing the loan.

Q: When is the pool expected to open?

A: Expected opening date is now mid-July, 2021. Weekly updates will continue to be provided on pool construction progress until the facility is open.

Q: Why do we have a reservation system? Seems unfair we can't access the pool whenever we want.

A: While we can all see light at the end of the tunnel for the end of the pandemic, we are taking the cautious approach for limiting pool access capacity to 125 individuals for the 2021 Pool Season. The reservation system will help us achieve the 125 max occupancy. The reservation system will be set up for multi-hour blocks ensuring that far more than 125 individuals can enjoy the pool each day.

Q: Who will be responsible for monitoring reservations? What happens if the pool is empty and people want to walk up and use the pool without having made a reservation?

A: The pool monitor (employed by Sweetwater Pools) will be monitoring reservations. If the pool is empty and people want to walk up and use the pool without having made reservations, that individual can make a reservation in real time via the app.

Pool cont.

Q: Many of us are vaccinated for COVID-19 so will rules on the reservations relax as more residents become vaccinated as well:

A: For the moment, the HOA will follow the Fulton County and Georgia Department of Public Health guidelines which still require social distancing. The reservation system helps facilitate social distancing by managing capacity. If the pool environment allows for more capacity then the HOA will increase the number for those to use the facility through the reservation system.

Q: The food rules seem a little fuzzy, may we have a clarification? Rule 9 says food and drinks are prohibited inside of the pool and on the edge around the pool. Rule 26 says no grills other than the ones provided by the HOA, so if there are grills provided then there can be food somewhere. So that seems to me to mean that food is allowed in the pool enclosure, but not close to the pool edge, is that correct?

A: Correct.

Q: Why is alcohol prohibited at the pool? If we are signing that we are using the facility at our own risk then we would be bringing alcohol at our own risk as well.

A: All of common areas in West Highlands prohibit alcoholic beverages with the exception of HOA sponsored events. The no alcohol policy helps keep insurance premiums low and provides a safe environment for all. Since this is a family facility with minors, the Association reduces its exposure to risks of liability by prohibiting alcohol on the pool premises.

Pool cont.

Q: Can we have examples of something that would violate or not violate rule # 1? Appropriate, modest are subject to opinion. How will "appropriate, modest, and fitting swim attire" actually be defined? what will you do to ensure that the "pool monitors" aren't perpetuating fatphobic, misogynistic, homophobic, and/or racist stereotypes by policing patrons' attire? What will you do to hold "pool monitors" accountable if they do discriminate against minority groups?

A: The rules are in place not to discriminate. This is a family environment, and we ask everyone to be mindful and use good judgment.

Q: Who will be monitoring to ensure pool visits are evenly distributed among the neighborhood? Will we be limiting the number of pool sessions a week, month for this season? How will we make sure that some members of the community aren't getting more time using this amenity than others?

A: The Pool Committee and the Board will be monitoring visits and pool usage. From our guest policy to the reservation system if we see policies and rules that are not working our goal is to pivot quickly. We believe the first 30 days will provide us with a lot of actionable data that will allow us to refine some of these policies.

Q: What is the cost of the pool monitor and will our dues go up to pay for this service?

A: \$18.00 per hour. Dues increases are based upon the aggregate cost of operating the entire West Highlands community compared to the amount of revenue received from dues and not based upon any specific item.

Q: Who is paying for the "pool monitor?" or are they a volunteer? Who will they report to? If they are paid, why are we paying for a "monitor" instead of an on-duty lifeguard? Why do we need "pool monitors" if we're already waving liability?

A: The HOA is paying for the pool monitor as the service provided by the pool management company. The monitor reports to their direct supervisor at the company. Based upon the size of the pool facility and expected number of residents using the pool, the facility needs to be manned when open. The monitor maintains the pool, keeps the pool area clear and clean, replenishes bathroom supplies and manages check-ins from the reservation system - responsibilities that are not usually assigned to a lifeguard.

Pool cont.

Q: What is being defined as "offensive language" and "lewd behavior"? How will you ensure that regulation of this rule is consistent from "pool monitor" to "pool monitor"?

A: The terms are self explanatory which can be researched further on the internet or consulting your legal counsel. The pool monitor can use their discretion on what languages and behaviors are acceptable and appropriate for the facility.

Q: Can we get dimensions of what constitutes an "oversized inflatable"?

A: We are asking homeowners to use judgement and be considerate of their neighbors
Some examples of oversized inflatables are below:



Pool cont.

Q: Will there be opportunities for adult-only swim times/evenings throughout the season?

A: The HOA will not be setting adult-only swim times as doing so will violate laws against age discrimination.

Q: Is the pool going to be chlorine or salt-water?

A: Chlorine.

Q: Is there a way to rent out the pool area for an event?

A: No. This pool is reserved for the enjoyment of only residents at this time.

Security: Q & A

Q: We seem to have an increase of car break ins and other theft in the evenings. What would it take to have security patrol 24 hours a day?

A: As the community grows, we have increased security. Example, we are increasing the hours during the summer season. Security does deter the number of crimes from happening, however, the HOA cannot cost effectively employ enough security to prevent every theft. Refer to the Security Update in the West Highlands HOA Winter 2020 Quarterly Newsletter for ways to protect your home and vehicles.

Q: Considering their lack of oversight for the community they serve, how soon will be allowed to re-evaluate (and if needed, let go of) the neighborhood security force?

A: We are not currently in the process of re-evaluating the role of security in the neighborhood.

WH Commons Spaces Q & A

Q: When will the black tarp/screen be removed from the corner of Drew/ Argule, it has been wrapped around that corner for 3 years?

A: Will defer to BrockBuilt if this can be removed. (This item has been resolved as of the publication of this newsletter.)

Q: Why has Brock/HOA not re-sod the grass area along the sidewalk on Drew Dr (North side of the street) between Johnson and Argule. It's all weeds and bare dirt!

A: This stretch of road will not be sodded. This parcel of land butts up against MARTA's right-a-way which is not landscaped. The HOA will keep the land cleared for overgrowth but similar to other open parcels of land in the community, the land will relatively remain in its natural state.

Q: Why is the HOA architectural inspector not addressing the overgrowth of weeds, illegal dumping of tree cuttings, broken sprinklers, dead landscaping not being replaced, broken/unsafe park equipment, and overall disrepair of the common areas in WH? Much of which has been brought to HOA attention for 3-4 years.

A: Continue to report these problems to Sentry Management.

Q: Can HOA please have the landscapers consistently cut the grass at the entrance of Johnson Rd/Drew (NW corner)? Difficult to see oncoming traffic over 5' grass/weeds.

A: This section of land is the responsibility of the City of Atlanta to maintain. Please report the issue to 311 for our neighborhood.

WH Commons Spaces cont.

Q: What is the timing for Brock to restart and completely finish clearing the path area behind the homes on Drew Dr, it's been 2 years? Because the project was not completed and left unattended, the bamboo is growing uncontrollably and into homeowners' yards and puncturing the tanks buried in our backyards.

A: BrockBuilt is waiting for Atlanta Housing (AH), who is the property owner, to grant authority and fund the expense of clearing out the detention pond and surrounding area.

Q: What can be done to better maintain the common areas? Many of these are full of weeds, some areas are overrun with carpenter bees and others often have lights out (amenity lighting not street lighting.) Additionally, seating benches have not been added to the pergolas at Argule and Drew (these were listed as "ordered in the May 2016 meeting) and Stanfield and Drew.

A: Please work with Sentry to have these matters addressed. The more neighbors who report these issues, the better Sentry should be able to react to them.

Q: When will the playground be remodeled and what will the process be moving forward to ensure that it is safe and well maintained?

A: The Heman E. Perry Park is planned to be renovated by Atlanta Housing. The start date of the renovation is unknown as Atlanta Housing has yet to secure a contractor. Due to the dilapidated state and unsafe conditions of the playground, it will remain closed until demolished. The new playground equipment needs to be more durable and sustainable. Once the new equipment has been installed, the management company will need to inspect the equipment weekly as well as a professional playground equipment company to come and inspect the equipment on a regular recurring basis.

Q: Is it possible to replace the grounds of the dog park with astroturf?

A: No. It was decided in the planning stages to go with grass instead of astroturf.

Budget/Financials Q & A

Q: Why isn't the financial information for the HOA being updated on the Sentry website? A: We were not aware the financials have stopped being posted. We will have Sentry start back posting on a monthly basis.

Q: Will there be a special assessment needed to increase our reserve fund now that we have more amenities to carry a reserve for? Who is in charge of ensuring our reserve fund is adequate?

A: We are not expecting a special assessment to increase our reserve fund.

Miscellaneous Q & A

Q: When will homeowners be given a voice in the HOA? Looking for a timeline, not just when buildout is complete or 2035 whichever comes first. Currently the HOA president has full veto power over every committee so even when homeowners try to be involved, we are silenced.

A: Homeowners can voice their concerns at HOA meetings or contacting Sentry Management. Similar to any development under Declarant Control, the HOA Board of Directors are appointed by the Declarant. The President is one of the Directors who manages the day-to-day operations and similar to that of any other structured organization, supporting units and committees ultimately report up to the president. Also, there is a group of homeowners who serve on the HOA Advisory Board who represent the interests of the homeowners. The supreme power rests with the Declarant, Steve Brock of Brock Built Development.

Q: What is the status of the road transfer to the City of Atlanta? Are potholes still the HOA's responsibility in the interim? Will parking restrictions still apply following the transfer?

A: At some point the streets will be dedicated to the City of Atlanta, from Atlanta Housing. BrockBuilt is still maintaining the streets during the buildout. We don't currently know how the parking restrictions will apply or enforced after the dedication.

Q: Can you remind homeowners of the recycling schedule? Many homeowners are putting their blue bins out of off weeks and leaving them out for multiple days.

A: Please refer to the ATL Waste schedule found on <https://www.atl311.com>. All trash bins should be removed from the street by the end of the day and not left on the curb overnight.

SIGN UP FOR SERVICE REMINDERS:

Visit www.atlantaga.gov/solidwaste • Dial 3-1-1

Miscellaneous cont

Q: Why does the Sentry website owner log-in not have the option for when you forgot your user name? It only has forgot password which is not helpful when we only log 1-2 times per year to pay dues. It would be so helpful if resets and working with Sentry were easier.

A: Please contact Sentry and make this suggestion.



Important Contact Information

- **Sentry Management:** for questions relating to your HOA dues, ACC modifications & violations, park reservations, and more
atlantanorthcompliance@sentrymgt.com 404.459.8951
- ProTech Security: 470.825.1460 (**If a crime is taking place, please call 911 first**)
- Subdivision Street Poles: [Georgia Power](#)
- West Highlands Website: westhighlandsatl.com