

WEST HIGHLANDS Q4 2021 NEWSLETTER

Recap of December 4, 2021 HOA Meeting

2021 Pool Review

Attendance/Reservations

- A reservation system was utilized for Summer 2021
- A conservative approach to the reservation system was taken in Summer 2021 with one primary focus:
 - Ensure Residents of West Highlands were unimpeded in accessing their amenity
- Pool Monitors (Sweetwater) were primarily utilized as a means of enforcing the reservation system
- Reservation policy
 - 7/23/21 - Household + 1 unique guest
 - 8/2/21 - Household + 4 unique guests (weekdays)
- A total of 5,581 unique reservations (reserver+ household + guests) were made from opening until Labor Day

Attendance/Reservations Data

- Average Attendance (Reservation = entire party)

Average Reservations per Day (excludes post labor Day)							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9 AM	6	2	3	2	2	14	24
12 PM	18	8	12	8	21	55	58
3 PM	25	12	14	17	55	83	79
6 PM	20	21	22	21	60	34	37

- Maximum Attendance (125 hard cap)
 - Saturday, July 31st 3pm - 121 unique reservations
 - Saturday, August 7th 3pm - 117 unique reservations
 - Saturday, August 14th 3pm - 114 unique reservations

Attendance/Reservations Takeaways

- The pool monitors did an average job of ensuring pool attendees had a reservation and the guest limit was not breached
- The pool monitors had some attendance and tardiness issues. This was attributed to labor shortages at Sweetwater as well as our late opening.
- Pool attendance never exceeded the 125 set maximum. Even with the excitement of opening and the condensed pool season, the pool never saw a level of demand that hindered attendance.
- As it currently stands, we likely will not renew the pool monitors for Summer 2022. What will this mean for next pool season?

Financial Discussion

- In 2016, residents of West Highlands were presented with an amenities package that included one pool and a clubhouse.
- Due to the greater than anticipated period to transfer land from Atlanta Housing to WeHi and the rising costs of construction over that time (2016-2020), an enclosed clubhouse was not financially feasible.
- The option for a second pool was part of an additional phase to be completed as the community grew. Some of the infrastructure for the second pool (surge tank near security room) was completed in the phase 1 build.

Financial Discussion, continued

- During the final design phase of the pool (Late Spring 2020) a budget of approximately \$3.25M was set for pool construction. This included:
 - \$2M of funds procured from a loan
 - \$1.25M of funds received primarily from 1. a 2017 special assessment 2. a \$3k contribution per sold home from Brockbuilt since 2017 and 3. a \$575 annual allocation from each HOA dues payment since 2017.

Financial Discussion, continued

Vendor	Description	Amount
Morgen Construction	General Construction (see next page)	2,717,164
TUNNELL SPANGLER & ASSOCIAT	Design/Architectural Work	71,201
Williams Manufacturing Inc	Pool Furniture	63,745
DOVETAIL CIVIL DESIGN INC	Engineering Work	57,105
Consulting Enterprises Corp	Inspections	34,550
BROCK BUILT LLC	Reimbursement for early design work	29,929
YANCEY BROS CO	Equipment Rental	23,441
McLain & Merritt PC	Lawyer	22,475
A-1 SIGNS INC	Signage	21,196
SITE MANAGEMENT LLC	Landscaping	18,392
Metro Green Recycling Two L	Trash Removal/Recycling	13,341
Oldcastle Infrastructure In	Risers	12,615
Wilson Boys Enterprises LLC	Curbs	12,394
Av Pro Design LLC	Security Camera Installation	6,775
PARAMOUNT SURVEYS INC	Surveys	6,525
DIKES PAVING & CONSTRUCTION	Paving for Parking Lot	5,730
Hayes Pipe Supply Inc	Irrigation	4,594
CONSTRUCTION TESTING & ANAL	Geotechnical Engineering	3,565
FOCUS DESIGN INTERIORS INC	Pool Design	3,425
Burr*Robbie	Rocking Chairs	2,666
USA Inspection Services, LL	Inspections	1,800
GREAT LAKES PETROLEUM	Gasoline for equipment	1,756
Xeritech, LLC	Stormwater Drainage assessment and design	1,750
Tornal Corporation	Parking Lot Striping	1,697
Arrowhead Lock & Safe Inc	Locksmith Work	1,571
POOL DUES LLC	Reservation system software	1,514
Ferguson Construction Servi	Electrical Contractor	1,250
Big Dog Drilling & Auger Se	Equipment Rental	1,220
Skelton*Tyler	2 Ipads for Monitors and Stop-Gap Umbrellas	1,159
GASKINS SURVEYING COMPANY I	Engineering Work	1,079
Sheppard Trucking Inc	Dirt Hauling	990
Sweeewater Pool Services In	Bleach/Acid Tanks	914
SOUTHERN PIPE & SUPPLY COMP	Supplies	882
Appen Signs & Restoration L	State Law signage	741
United Rentals North Americ	Rentals (porta-potties)	656
BMC EAST LLC	Building materials	600
CITY OF ATLANTA	City Inspection	234
Dixie Construction Products	Supplies	90
Grand Total		3,150,921

Financial Discussion, continued

Morgan Construction Expense Breakdown	Amount
Swimming Pool/Splash Pad	621,025
Steel	316,738
General Conditions and Overhead	290,454
Framing	195,292
Electrical	177,212
Timber Trusses	147,326
Fee (Margin)	146,528
Concrete	138,577
Masonry	94,030
Roofing	74,900
Insurance and Permits	53,296
Paint/Wallcoverings	48,360
Drywall & Acoustical	46,099
Canopies	35,146
Plumbing	34,881
Siding	34,724
Windows and Wood Doors	28,870
Access Controls	26,000
HVAC	19,650
Flooring	19,144
Misc Accessories	18,120
Finish Carpentry/Millwork	16,643
Thermal Protection/Caulk	9,000
Wood Trusses	8,785
Signs	7,960
Construction Fencing	7,000
Final Cleaning	4,500
Door, Frames & H/ware	3,632
Surveying/Layout	2,000
Rough Carpentry	2,000
Mirrors	1,700
Soil Treatment	500
Change Orders	
Light Fixture Change	20,681
Add Canopy at SSI	24,890
Add Channel Drains	9,684
Add Card Reader Fobs	4,531
Stone Walkway Changes	20,296
Add Security Equipment	2,550
Change Heat Pump to Electric	4,550
Total Invoiced	2,717,164

HOA Meeting 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: Brock Built sought out construction companies and chose the company who could/would do the work within our budget. There is no list of published bids. There is essentially no money in reserves as the pool was just constructed.

Q: Since we will no longer have pool monitors - is there a contact for any urgent 'day of' issues seen at the pool or will that be a call security thing?

A: For 2022, we expect Security will be on site (as they often were) during pool hours. For emergencies, there is a 911 call button near the entrance to the pavilion.

Q: As recently as August 2020, multiple members of the Brock Built sales team actively advertised 2 pools and a clubhouse being built and already included in the budget. Obviously, this is not on the HOA, but should probably be something that Brock Built fixes with their sales team... was a bit of a shock to learn that was not the case)

A: We have shared this feedback with the Brock Built sales team.

Q: In regard to a 2nd pool being built, what is the process, cost, and timing? This was one of the selling features to purchase a home in West Highlands. Would the building on the 2nd pool increase our HOA dues?

A: Based upon the first year's usage of the current pool, it is not currently estimated that a second pool is needed quickly. However, the second pool would be a different style of pool (a lap pool) so it would partially serve a different need for the community. Based upon the current state of the HOA's finances, construction of the second pool in the near future would require an additional loan and thus require successful passage of a vote to amend the covenants to allow the HOA to take out another loan. Self-motivated volunteers from the community are encouraged to take the lead in canvassing for the votes if they feel the project is needed in the near future. Taking out an additional loan would require raising HOA dues. It is possible the construction of a second pool further in the future after the first loan is repaid might not require raising dues, but this is unlikely as costs for maintenance of or repairs to existing facilities will be ongoing and construction be an additional cost.

Q: Can we provide specifics on when the plans were changed from the 2 pools and clubhouse in the original plan and the one pool and pavilion we actually got? When we all voted on the pool – it was on an agreed upon plan. The enclosed club house was scrapped and the 2nd pool. Why didn't we disclose those new plans and why didn't the community have the ability to have input? Things are happening that greatly affect our neighborhood and we should have more visibility when things change?

A: A vote was taken to borrow up to a certain sum of money to build the first phase of an amenity in the community. No vote was taken on a guaranteed design. As projected costs for the amenity rose considerably, the original clubhouse design was scaled back to a design that was affordable by the community based upon the funds that would be available. The HOA board was then informed of this change. This news was then passed along the community in community newsletters and plans posted to the website. The HOA is currently under control of the Declarant so the community does not always have the opportunity to supply input in some decisions.

Other West Highlands Amenities

Q: What is the estimated cost of an enclosed clubhouse? Can we first explore if the community is interested in a clubhouse?

A: There is no currently available estimate for an enclosed clubhouse on the property. Concerned members of the community would be welcome to explore all the costs and requirements for additional construction of amenities if they are interested.

Q: I've heard there are plans for a fitness center in West Highlands? What is the timing and cost of that amenity?

A: There are plans to possibly include a fitness center in the design of the condo building which is planned to be built near the amenity project. The condo project is not currently planned for construction in the near future as AHA has to transfer the land to Brock Built for construction.

Q: The gazebo at Drew and Argyle – the lighting is off and has been removed. Can we have this restored and turned back on?

A: We submitted a request for a new meter as the old one was stolen. We will get that back up and running.

Q: What have we agreed to do for the community? What can we expect in the future?

A: On-going maintenance and monitoring of the pool, completion of dog park, and starting a community garden.

Q: What can we do to get the park improved?

A: Contact Columbia Residential and AHA if there are complaints about the safety and condition of the Perry Park. Polite, but insistent, community complaints may motivate AHA to move ahead with their promised repairs.

Q: What else do we have to do with the dog park? And what is the timing for completion?

A: Water meter, shading, and benches. Three weeks once work begins including new landscaping. Replacing landscaping will probably be a project that we must do annually. The fence structure is taking a lot of abuse and needs repair. We may need to consider new fencing – more durable and not harmful to pets.

Update on Perry Park Land Transfer & Ownership

Columbia is responsible for the management and upkeep of the park. AHA has been planning to make significant improvements and repairs to the park. Unfortunately, it has been over 3 years ago and still nothing has been done. We've tried to schedule meetings with AHA president. This project is estimated to cost \$2M in renovation costs. We all agree that it is an eyesore at this point. As homeowners you can reach out to:

Trish O'Connell trish.oconnell@atlantahousing.org

Financial

Overview of 2022 Budget

2022 Assessments:

- Single Family Lots - \$1,300.00 Annually. Waysome Way Lots - \$2,100 Annually.
- Townhome Units - \$250 Monthly. Assessments are due on or before the 1st of each month.

Please please refer to 2022 budget sent via USPS in November and again with the coupon book with 2022 dues.

Please be advised that late fees and interest will be charged against all past due amounts.

Single Family Lots:

Owners with a zero balance as of December 31, 2021 are given the opportunity to pay the 2022 Annual Assessment in two (2) equal installments of \$650.00, which will be due and payable on or before February 1, 2022 and on or before August 1, 2022. Exception: Amounts due on Waysome Way Lots of two (2) equal installment are \$1,050.00.

Owners who fail to pay either installment in FULL by the dates set forth above shall forfeit their right to pay the 2022 Annual Assessment in installments. In such event, the entire remaining balance of the 2022 Annual Assessment shall immediately become due and payable. Please be advised that late fees and interest will be charged against all past due amounts.

- **Accounts with a balance as of December 31, 2021 are not eligible for Split Installment payments. The FULL 2022 Annual Assessment is due on January 1, 2022.**
- **Please visit sentrymgt.com to view your account and explore payment options.**

As we have more homes being built in the neighborhood, we have more revenue coming in, so we were able to keep dues the same for 2022. We still have some deficits in the townhome communities and will have to address those in 2023.

Q: Why isn't the financial information for the HOA being updated on the sentry website?

A: We have asked Sentry to keep the financials updated. If you notice that it is not current, please send an email to Sentry Management.

Q: Townhomes and landscaping, we were told increases in dues were because of landscaping. There have been plenty of times in which the landscaping team doesn't perform work on homes, leaves a mess, or fails to perform the work they're supposed to do. Why haven't we looked at measures to lower costs maybe with a different vendor?

A: We have and continually review our vendor contracts and the services they perform. If you observe poor performance, please report it to Sentry Management with the location and a detail description of the problem. Sentry will visit the property to inspect the problem area and discuss the matter with the vendor for resolution. The increase in expenses stem from more than landscape costs. Insurance premiums, termite bond, irrigation, and other general maintenance on the townhomes contributes to the rising costs. Additionally, reserve accounts need to be funded for capital projects (roof/structure repair, plants/trees replacements, etc.).

Q: I moved into the townhomes in the new section of Drew Dr. Just curious why the new townhouse off Drew Dr. and Hidden Heights isn't listed on the 2022 budget sheet?

A: It appeared the last column listing the new townhomes did not print on the one-pager proposed budget on the first mailing. However, it was included at the HOA annual meeting and with the mailing of the coupon books. Once the new website is up and running in February 2022, the complete budget including Division 7 (Hidden Heights/Drew/Moore Townhomes) can be viewed on the site.

Fine Structure

Q: Why is it taking years to get simple things like fine structures documented in the HOA? There was a committee formed to specifically address this years ago and nothing has happened.

A: The lead of the committee was inundated with work and personal matters and got delayed. Subsequently, getting the pool open became top priority and required time from most HOA volunteers which pushed everything else to the side. Once the pool was finished, we were able to reprioritize and refocus time back on the community standards which has now been completed and submitted to the attorneys for review.

Q: Why aren't warnings and fines being reviewed by at least advisory members before being sent out?

A: We have delegated this responsibility to Sentry Management to enforce the covenants. The board reviews any appeals for violations.

Q: What should we do when we see unattended children from the apartments coming to the dog park? We want to be welcoming but many of us are uncomfortable due to liability concerns and most of these children being unfamiliar with dogs. What's the appropriate course of action?

A: 1) Point out the rule on the sign to the unattended children; 2) Prohibit the unattended children from playing with your dog; 3) Visit one of Columbia Residential onsite managers offices to report the problem in-person; 4) Report the matter to Columbia Residential at mtaylor@columbiares.com; 4) Call security at 470-825-1860

Architectural Control Committee

Q: I submitted a request for solar panels about half a year ago. 1) The response time from Sentry was absurd, ~2-3 weeks. 2) After rejecting for various reasons, I was told we're not allowed to have solar panels in the neighborhood. We're a progressive neighborhood, so unless we have good reason, why don't we allow solar panels?

A: At present the covenants prohibit solar panels. The introduction of the panels will require a major undertaking – one that requires design review of the existing inventory and future construction. The current priority is to complete West Highlands and maintain the existing development. Based on feedback in the December 2021 meeting a group of volunteers being led by David Miller will be looking into the feasibility of this endeavor.

Q: Why do all the covenants need to be changed at once? I'm not familiar with how all that works, however can't there just be an amendment?

A: Adopting amendments to the Declaration of Covenants, Conditions, Restrictions and Easements (the "Declaration") is a serious and costly undertaking, which requires not only a significant amount of the Association's time and resources, but also the participation and approval of at least two-thirds of the Owners. Given the above, it is often neither practical nor economical for the Association to commence such an involved project to try to amend only one or two provisions, especially since there is no guarantee that the amendment would be adopted. Please note that the Board periodically conducts reviews of the Declaration, as well as other governing documents, to determine whether revisions would be beneficial and/or necessary for the community. There are currently multiple provisions within the West Highlands Declaration that the Association anticipates will need to be amended in the future to take advantage of certain benefits afforded by recently adopted statutes, as well as to bring the Declaration up to current industry standards. The Association will continue to monitor this matter and notify the membership when it decides it is time to move forward with trying to adopt amendments to the Declaration.

Q: Can additional clarity be provided for what requires ACC Approval. It was previously communicated "anything on the exterior of the home" must be approved including landscaping, but this is not supported by the Covenants.

A: Minor landscape improvements do NOT require ACC approval (replacing dying or existing plants with same or similar plants in family and size). Adding impervious spaces does require ACC approval. The Covenants addresses West Highlands Design Guidelines which do require ACC Approval. Further the covenants reads, (...or improvement of any kind shall be commenced, constructed, erected, placed, maintained, altered, changed, added to, modified or reconstructed on any.... "Improvement" shall mean and include any improvement, change, alteration or modification of the appearance of a Lot from the state existing on the date of the conveyance of such Lot by Declarant to a Lot Owner...)

Q: Can you share any impact on the number of violations issued by Sentry following the requirement to include photos compared to the number issued before this requirement?

A: In June 2021 Sentry began taking photos of violations to accompany the violation notices. A total of 332 violations were cited since that date. In the same months the year prior, 383 violations were cited. As usual most of the violations are related to grounds upkeep (i.e., excessive weeds, untrimmed bushes/hedges/shrubs, etc.). Other violations were exterior modifications without ACC approval.

Q: Is there a process to request urgent or emergency approval from the ACC? If so, can this be published on the website? Items such as heating/cooling systems, window/door damage, and roof damage require immediate action to mitigate the effects. Waiting up to 30 days for a response isn't reasonable.

A: Sentry does prioritize urgent requests which are reviewed and processed ahead of non-emergencies.

Q: When we are fined for ACC violations, where exactly do these fees go? I was charged an exorbitant amount (\$2000) and would very much like to know how this money is accounted for.

A: The new fine structure has reduced the ACC modification violation to \$2,000. The monies are deposited into the general fund which can be used for any budgeted or non-budgeted items.

Q: If I want to add an irrigation/sprinkler system does that require ACC approval?

A: No.

Q: I am wondering why a standard set of plans aren't pre-approved for things like decks as we are all getting similar designs?

A: ACC reviews each application separately. Decks require an issuance of building permit in which the city building department will request plans specifically for each individual Lot.

Q: What is the time period to get ACC response? It appears it's at their convenience and no set schedule.

A: The ACC committee attempts to review applications upon receipt. There could be a number of reasons for delays (ex. incomplete application, require more details, need to contact city building department, consult with an expert on design, schedule time to visit worksite, etc.).

West Highlands Buildout

Overview from Brock:

- Within 3-4 months to new build out phases. Phases that have not yet received clearances are school lots 3B south. Expect to have school lots in next 6-9 months with about a year and half buildout. 2000 Perry will require rezoning – probably 3 years away from a start on that.
- 3B South is about 100 lots – townhouse project, fully zoned and permitted. Expected to break ground in next 9-12 months. With a 3 year estimated build out.
- Everything to the right of the park on Johnson road down to the power lines is part of 3B south.

Q: In the newest section, when will streetlights be put on the poles and in working order? Are streetlights HOA responsibility?

A: Brock Built pays for the streetlights and the city coordinates with Georgia Power. Georgia Power does the installation and they generally like to delay in construction zones as the lights can get damaged. Streetlights are managed by Georgia Power. Outages should be reported to Georgia Power.

Q: Can there be more reinforcement to have the construction workers do a better job cleaning up after themselves? There are chicken bones, molding and fly infested foods left all around. Pictures have been sent to Sentry.

A: Please continue to notify Sentry and/or the Construction Superintendent, who is housed at the trailer on Stanfield Avenue and Drew Drive.

Q: Is there a centralized place to see the timeline of neighborhood improvements/locations as well as new buildout timelines?

A: Not at this time.

Q: The biggest issue that the community has is they feel like there is a lack of transparency - could this be improved?

A: The Communications Committee is doing a good job by publishing quarterly newsletters. The HOA website is being revamped with an expected rollout date of February 2022. The committee will update a lot of the documents on the site so that homeowners can have access to current information.

Communications Updates:

We are in the process of rebuilding the West Highlands website and expected to have completed by the beginning of February 2022. The new site will have more updated data and information.

West Highlands Facebook group - reminder to follow the rules for our group which include:

- Limiting posts to activities and news relating to West Highlands residents. Other news, political opinions and events not related to West Highlands; City of Atlanta will be removed
- Marketing – this group is not to be used for professional marketing purposes. Limit posts for marketing your business to one time per month. Posts in violation will be removed.
- Selling personal items – put all items for sale or giveaways in one post and limited to two times per month. Posts in violation will be removed.

Q: Can we submit articles/ article ideas for the newsletter?

A: Yes. Please contact Kara Franey or John Sweeney if you have ideas.

HOA/HOA Board

Q: I am curious to know how leadership of this board is selected?

A: The Declarant, Steve Brock appoints the Board Members.

Q: Is the president of the board of directors and the CFO on this call?

A: The HOA Board President/CEO, Robbie Burr and HOA Board Vice President/CFO, Steve Brock were in attendance at the November 4, 2021 Annual HOA meeting.

Q: What is the voting process on community items, i.e., covenant changes, representatives for the HOA board etc? Do we get to vote on anything? Or does the advisory board/Brock make all the decisions?

A: Amendments to the covenants do require a vote from the members of the homeowners association. The Board of Directors make decisions relating to the buildout of the development and day-to-day operations of the community.

Q: How do we decide who represents the homeowners in these conversations? Or there is no one?

A: The Advisory Board represents the homeowners.

Q: What is the voting process on Robbie and the current HOA board?

A: The HOA Board is appointed by the Declarant, Steve Brock.

Q: What is required to change covenants? Is that Board led or can homeowners recommend changes? The cost of changing the covenants isn't that expensive. I'm sure Brock Built has an attorney on retainer.

A: Homeowners can make recommendations. The Board will review the recommendations and decide how to proceed. The HOA attorney is not on a retainer.

Q: Why are notes from the monthly board meetings not distributed to the community?

A: Conversations with the board include legal & financial situations that we would never disclose. Other conversations are things that are operational: conversations on effectiveness on Sentry management etc.

Q: How long will it take before West Highlands is a true HOA and not under control of the developer? Given the size of WH have we considered turning over section's vs having to wait for a full build out?

A: West Highlands development project is under Declarant Control by the developer, Brock Built. Steve Brock has Declarant's rights to control the operation of the association by means of appointing members of the Board of Directors; establishing budgets; execute contracts; retain vendors, etc. The Declarant Control period expires in 2031 or when the community is completely built out (whichever occurs first).

Q: The last time we extended the control to Brock – can we look at this again? This was presented to the HOA and there was a vote. The options were 2 HOAs. HOA voted to stay as one HOA. When could we vote again?

A: Brock Built will not relinquish control until the development is complete or Declarant Control expires in 2031 (whichever occurs first). Homeowners can not vote to revoke Declarant's Control. However, they can vote to extend Declarant's Control if Declarant agrees by casting his/her vote in favor.

Q: Who are the leaders relating to the board? Just for clarity as I haven't seen any updates to our registered officers with the state, the Board is still Brock and his two sons?

A: Per the Georgia Secretary of State corporation filing, Robbie Burr is CEO, Steve Brock is CFO, and Adam Brock is the Secretary.

Q: Is there an option to add new members to the executive branch of the board to represent the homeowners?

A: Not at this time.

Q: How long have the advisory board members (not committee leads) been in service to the Declarant?

A: Since 2012.

Q: There's not restrictions on holding additional general membership (non Board) meetings of the HOA to discuss more. We have to have at least one meeting a year, but can have more to get discussions documented?

A: The HOA is required to have one annual meeting. Except for year 2020, due to the pandemic, the HOA has hosted two meetings each year. Homeowners are welcome to gather and have meetings outside of official HOA meetings. Only a Board Member can call an official HOA meeting.

Parking & Security

Reminder to keep outside lights on after dark and keep garage doors closed. If you notice a crime taking place – call the police. Calling the police is always the first call. Security is on-duty to deter criminal activity. They are not responsible for pursuing criminals.

BOLO!

NEW PARKING SIGNS IN THE NEW PHASES



As the HOA revamps its website, some documents already existing on the website will be updated. The West Highlands Parking Rules and Regulations (the “parking policy”) will have some minor revisions mainly reminding homeowners of permitted parking places. The current parking policy can be found on www.westhighlandsatl.com. Please review the information so that you are thoroughly familiar with the parking rules and regulations.

New parking signs have been ordered and will be placed throughout the new phases to assist with the locations of permitted parking places and as well as those parking areas that are prohibited.

If you have yet to submit your request for parking decals and guests overnight parking permits, please do so immediately. The parking agreement and application for parking decals and guests overnight permits can also be found on the website www.westhighlandsatl.com.

E-mail the completed form along with proof of residency to: atlantanorthcompliance@sentrymgt.com

Parking Decals and Guests Overnight Parking Permits will be delivered to your West Highlands property address. Please remember to sign and date the parking agreement form.

Q: Are additional streetlights or any type of security cameras being considered as crime deterrents?

A: Street lights are part of the development buildout. Other than the lights already planned on the project site plan, there are no further plans to install additional street lights. Though discussed and considered on several occasions, the HOA has no plans to add security cameras in the common areas. The HOA encourages homeowners to secure their individual homes with security cameras. Also, the HOA urges homeowners to reach out to their elected officials and request security cameras to be installed on the public streets in and around West Highlands. Once the new HOA website is rolled out, please read the Security Update article published in the Winter 2020 Newsletter. The newsletter will be uploaded on the website to read once the new site goes live.

Q: Can we get more notice and information on the no parking and tow away zone signs would be appreciated. How were/how these determined? Additionally, as a piece of feedback, it was quite shocking that these would be added 2 days before the Thanksgiving Holiday. So, if information on the timing could also be shared, that would be appreciated.

A: The parking policy can always be found on the HOA's website: westhighlandsatl.com. As new phases are completed, street and parking signage will be erected after construction. The installation of signage is included when the site plans were designed and prepared - approximately a year or two before construction commences. Parking information is enclosed in the Welcome Letter mailed to new homeowners upon closing.

Q: I live in the newly constructed area and over Thanksgiving break many "Tow Away Zone" signs were placed on my street (Granite Hills Road). Can you give for clarity on where overnight guests can park with their parking pass? As well as guests prior to 12 am

A: Guests can park in the designated parking space cutouts or where signs are posted requiring permits for overnight parking.

Q: If there are tow away zones in front of the house, where can guests park?

A: Guests can park in the designated parking space cutouts or where signs are posted requiring permits for overnight parking.

Q: New homeowners are not being informed of parking rules & regulations – how can we be more informed?

A: Parking information is enclosed in the Welcome Letter mailed to new homeowners upon closing. The parking policy can always be found on the HOA's website: westhighlandsatl.com.

Q: What can we do to move signs that are in the way – blocking trees/mailboxes/personal property?

A: Take photos and send to Sentry Management. The installer will return for a site visit and determine alternate locations.

Q: I live on Granite Hills Road and was not aware that these signs were going to be put in place. Can you explain how you decided on which roads were going to be "Tow away zones" vs "no overnight unless you have a pass"?

A: As new phases are completed, street and parking signage will be erected after construction. The installation of signage is included when the site plans were designed and prepared- approximately a year or two before construction commences. Usually, parking is designated on one side of the street that allows for more parking spaces than the opposite side of the street.

Q: Is there a way to send a digital survey to homeowners about the option to change the covenants with line items (solar panels etc)?

A: Homeowners who are interested in solar panels can form a committee to discuss the introduction of panels in the community. As part of the committee you can explore options and present to the Board for further review. At the last HOA meeting, homeowner David Miller expressed leading such a committee. The HOA Facebook will post meeting details once confirmed.

Social Committee

Events are being planned for 2022 including welcome events for new homeowners to West Highlands. Future events being considered: pool party, dog park event, food trucks. Note: If you are interested in helping with the Social Committee contact Wandie at: wandietoledo@hotmail.com

Q: Can someone create a welcome packet for new homeowners? It was beyond difficult to figure out HOA/neighborhood/utilities/parking/pool, etc.

A: Welcome packets are sent upon closing. Please contact Sentry Management to request a replacement packet if you haven't received it.

Sentry Management

Q: Sentry has a really slow response time, and it requires multiple follow emails and calls. What can be done to improve response time?

A: The HOA recommends that homeowners send their inquiries to atlantanorthcompliance@sentrymgt.com which is monitored during normal business hours. Carole Hannah, the long time property manager, is no longer working for the company. Other Sentry Management staff are jointly managing and addressing homeowners' inquiries.

Q: Why did we have to drive to Sentry to get passes for the pool? Why can't pool and parking passes be included during closings?

A: Closings are conducted by the buyer's and seller's closing attorneys. Sentry Management is not part of the closing process. Once the closing transaction is complete, Sentry is then notified of the new homeowner at which time they'll create a new account. Since the HOA does not have an office manned by a manager, picking up the keyfob at Sentry's office is the only method for now to confirm a homeowner's identity and to distribute key fobs.

What's happening now on Perry Blvd.



Atlanta Humane Society is planning to complete construction on their new facility by late spring. They are interested to know what additional services the community would like for them to offer at the new facility. Let us know if you are interested in helping to organize the community discussion.

New commercial space is opening up at the corner of Marietta Road and Perry Blvd. Great opportunity for a small business to set up shop.

More housing is being constructed at the Covenant House to shelter the homeless youth. Please consider making a donation to keep more youth from experiencing homelessness at: covenanthousega.org/donate.

Streets around our neighborhood need major repair work. Please call all of your elected officials and urge them to repave the streets from the funds allocated to Georgia under the Infrastructure Investment and Jobs Act.