

# WEST HIGHLANDS



NEWSLETTER

Q2 2022

# News & Updates



**The second quarter HOA newsletter for 2022 is a summary of the news from the June 11th Homeowners Association meeting. Questions from the chat during the meeting have been incorporated into the relevant pages below with answers from the HOA advisory board, Brock Built, and others.**

# Communications Committee Update



- The communications committee sends out a quarterly newsletter with news and updates for the community
- Please remember, the West Highland Facebook group is not the official channel for communications. Our website (<https://www.westhighlandsatl.com>) and emails (from “communityassociation@sentrymgmt.com”) are the two channels where you can receive official communications from the HOA
- For the West Highlands Facebook group, please 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 or City of Atlanta are not appropriate to the community-wide Facebook page.
  - Limit marketing posts for your business or activity to one time per month.
  - Selling personal items – put all items for sale or giveaways in one post and limited to two times per month.
  - Posts in violation of these rules will be removed.
- Facebook group has had someone challenges with spammers (particularly fake vent cleaning services). Do we need to tighten the approval process more to keep them out?
  - Everyone who joins the group is asked to answer four questions to try and verify their homeowner status
  - Some dummy accounts have been set up that mimic names of current homeowners. When identified, these accounts are removed.



# Social Committee Update

We had a great turnout for our Grand Opening Pool Event on June 11th. Great food, fun, music and prizes. We hope many of you were able to be a part of the fun and make some new friends.

A big thanks to the Social Committee, the Board and volunteer residents for all of their hard work.

- Did Brock Built fund the party today or did it come from the HOA budget?
  - The event was co-sponsored by Brock Built and the HOA. The funding from the HOA came from unbudgeted monies such as payments from fines collected since 2018 (last community-wide summer event). Brock did extend the invitation to other communities.



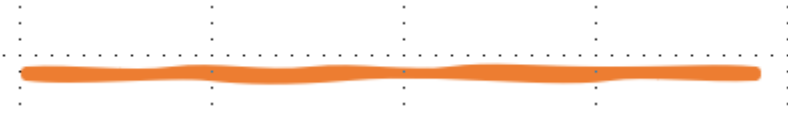
# Security & Parking Committee Update



## Security

- Reminder, the hours for the security patrol are weekdays, 8:00 a.m. to 10 p.m. and weekends, 8:00 a.m. to 12 a.m.
- Security's primary purpose is to be eyes on the property and to act as a deterrent. If you see a crime, call 911 first.
- What is our relationship like with the apartments in the neighborhood? There have been many car break-ins in the immediate apartment areas, and I wonder if we can work with them to secure/monitor that on-street parking and, thus, make the neighborhood less of a target. Also, did Security see anything during the mass of car break-ins like a month or so ago?
  - The apartments and the HOA are managed separately with different management companies. The entities do share the common spaces which include the streets. The apartment managers have advised their residents to park in off-street parking (i.e., parking lots and decks). Similar recommendations apply for the HOA residents to park in off-street parking and garages. Security like most residents noticed the break-ins after they had occurred. We can only recommend safer places to park but ultimately it is up to the car owners where they park. All owners know the risk for break-ins when you park in open and unsecure spaces. Perpetrators will commit crime when there is opportunity and they can't be seen. Though break-ins can occur anywhere, they usually occur in unsecure places.
- Can we address security all hanging out in the pool parking lot at times vs patrolling the neighborhood?
  - Yes we can address this.
- Can we make sure security is coming around the Waysome Way homes.
  - Yes, we will make sure they are patrolling Waysome Way homes.

# Security & Parking Committee Update Cont.



## Security Continued

- We have heard about extra hours and shifts added for the neighborhood security (not pool security). How are security members hanging out outside of their vehicles by the pool being addressed? Will our dues be used more appropriately?
  - Contact Sentry if you observe this. Columbia uses the same security as well, so it can to determine which personnel are Columbia and what is the HOA
  - The HOA will raise the issue about congregating in the pool area.
- Let's get a magnetic sign that security can put on their cars that indicate West Highlands security when they are working for us
  - This is an excellent idea. We will request security order the magnetic signs for their vehicles.

## Parking

- The HOA is in the process of having parking signs installed in areas of the neighborhood that are newly constructed

# Community Standards Committee Update



- The drafted Community Standards prepared by members of the HOA advisory board and members of the Community Standards committee are being reviewed further. The intent is to make the most comprehensive list of standards and a clear and fair fine schedule and process. This also also requires review by the HOA's lawyers. It was hoped to release the new standards with this newsletter, but additional concerns were raised and the standards will need further review.
- The HOA advisory board is working to provide a finalized version, which will be sent out via email and posted to the HOA website, during the third quarter of this year.

# Architectural Control Committee Update



- Overall, there were fewer ACC violations in 2022. Weeds are the biggest violation.
- What is helping with fewer violations?
  - New hire orientation for new homeowners who are not familiar with the standards and covenants and better communication about the ACC request process.
- What about solar panels?
  - Currently our covenants do not allow for solar panels. A group of interested homeowners was asked if they would be interested in researching the issue and sharing their work with the community.
- Are the ACC approvals for maintenance or changes?
  - Approvals can be required for both. All changes to the exterior of your property require ACC approval. Repainting, even in the original color requires approval, but should be a formality. Replacing plants with like plants in your landscaping does not.
- Is there a way to change the regulations on installing a metal gate? Similar, if not the same, as the ones already in place in the neighborhood.
  - Each ACC application is reviewed against the covenants, design guidelines and the declarant/builder plans. Metal gates are strategically placed in certain areas in the community. Depending on where a Lot is located, fences may be erected from wood or metal but not an intermingling of both for aesthetic/curb appeal reasons.
- Why are the ACC meetings not open to the Homeowners? Every other HOA I know of has these meetings open so the HOA can answer questions if they've submitted an ACC request.
  - The ACC applications are reviewed on an ongoing regular basis since they are frequently submitted for review. Questions regarding ACC should be submitted to Sentry Management.



# ACC Update Continued



- How does a request for an ACC work?
  - ACC takes about 30 days to approve. Every request is review by the ACC Committee: Robbie Burr and Steve Brock
  - Usually when there is a delay it is because the paperwork is missing required details
  - Details on ACC requests forms are on the website at: <https://www.westhighlandsatl.com/documents/>
- 30 days might be too long for something like a leaking roof needing to be replaced. How does sentry vet requests that might require more immediate attention?
  - Requests considered emergency are processed as soon as possible.
- It feels a bit unfair to be fined for weeds when weeds are not being maintained beyond our lot lines. How can we request lawn maintenance for community areas to help maintain the weeds spreading onto our lawns?
  - You can contact Sentry regarding any landscaping issues seen in common areas. Remember some areas around and within the West Highlands are areas owned by the AHA and not the HOA.
- The trees planted next to the road- on the street verge, are raising up my sidewalks. People have tripped on my sidewalks many times. Any suggestions on this situation?
  - Contact the City of the Atlanta to repair if it is a city sidewalk/street (Habershal, Johnson, Perry). If it is a HOA sidewalk/street, contact Atlanta Housing to repair (who still owns these infrastructures). At some point, all of the the sidewalks/streets will be dedicated to the City of Atlanta.
- A lot of the stop signs in the neighborhood are obstructed from view by trees. Who would be able to resolve those issues?
  - Please contact Sentry and let them know clearly which stop signs are blocked from sight.

# Finance Committee Update



- Our current finances are in good shape, despite a rise in expenses for the pool. This is our first full year of pool expenses (water, cleaning, electricity, garbage removal, etc.)
- Vendors costs are going up with inflation
- Are you shopping vendors to combat price increases?
- HOA dues for single family homes will go up by ~\$100 in 2023 to a total of \$1,400 annually. This is our first increase in six years
- Townhome dues are increasing as well for 2023. Townhomes continue to operate at a deficit and the HOA will need to raise dues to put these homes into a stable financial position.
- There is an increase in owners who are behind on their dues. Those who are not current with there dues will be referred to the HOA legal process

# West Highlands Buildout Update



Steve Brock provided an update on the progress of construction in and around the West Highlands and answered some questions from the home owners.

- Almost completely sold out of units in phases that have already been released from AHA
- Three more phases are in the process of being transferred from AHA to Brock Built; this is around 200 to 300 homes
- In the final phase of townhouses on Johnson Road near the park
- Sales have been strong, new home costs have increased due to inflation – ahead of schedule over overall community build out and pleased with progress
- In final discussions with the AHA on improvements to green spaces; hopefully work should start sometime late summer. The AHA has released the notice to proceed with work on having the existing playground in Hemen Perry Park demolished and rebuilt, but this is still ultimately dependent on the AHA.
- Timing on finishing homes on Sanford drive.
  - Those will be completed as Brock Built builds out the neighborhood.
- What is the timeline for extending the Proctor Creek Greenway all the way through the new area on Drew Dr?
  - We have had some preliminary discussions with PATH foundation, the organization responsible. They are trying to acquire easements to run the path all the way to Chattahoochee

# West Highlands Buildout Continued



- Why are there plans for a road out of the development off Sanford Drive? There are significant security concerns for everyone living in that part of the neighborhood.
  - This plan is not finalized, but if there is road construction there will be a communication to the homeowners
- Should I just assume at this point that Westmoreland Ln across from the pool will never have street lights?
  - No
- Will Brock complete sidewalk off drew drive to Johnson road connecting to what Ashley Woods completed? Also road needs to be repaired at corner of Drew and Habershal
  - Would have to look at the scope of work should be included, will research.
- Whatever happened to the community garden plans across from the townhomes?
  - This is part of public improvement plan for green spaces turned over from the AHA. We are waiting on their funding and agreement. Contact the AHA to share your views.
- Who is responsible for maintaining the streets inside of West Highlands?
  - Different streets are public and private. The City and AHA manage the public and private streets respectively.
- Who controls changes to the covenants?
  - They can change by 2/3 of voting homeowners and approval of the Declarant (Brock Built). Homeowners can self-organize and campaign and work with Brock Built for changes.

# Pool Committee Update

The pool opened on schedule on May 13, 2022.

A reminder on of a few of the rules that seem common violations or safety concerns:

- Please keep drinks out of the pool
- Make sure that children are not using the sundeck as a diving platform or play area. This is area is design for relaxation and there are safety concerns with children climbing on slick furniture in the shallow area.
- Please pick up after yourself. We do have a cleaning service visit a few times a week but we need everyone to do their part to pick up their trash and ensure they have all of their belongings when they leave.



# Pool Committee Update Continued



- The HOA had a sound system installed during the off season in different zones – music is controlled by security to select among some approved Pandora radio stations. If the music is too loud, please politely ask security to either turn it down or off. For this season we are going to proceed with music and will reassess at the end of this season based on homeowner feedback.
- Our biggest challenge has been getting key fobs to new homeowners. Homeowners must complete the application. If a previous homeowner gave you a fob it has been deactivated you must complete the application.
- Another issue has been the condition of the pool – last year it was a 9 or 10. This year when we decided to drop the pool monitors, we lost our maintenance crew from last year. There are times when they have been dirt in the pool so we are working closely to stay more on top of that.
- If you have issues – response times for Sentry are not always quick, include our pool email ([westhighlandspool@gmail.com](mailto:westhighlandspool@gmail.com)) address on a copy

# Pool Committee Update Continued



- Regarding the splashpad, if there is puddle, it could be because the tanks are full and require a backwash. We have already fixed the issue with water coming out of the mushroom and the filters are being replaced as this caused problems early in the season
- Have we looked at a bike rack for the pool parking lot? Also, can we get some cornhole boards or something similar to utilize the large green space?
  - We can look into bike rack and other items for the green spaces. If people want to set up and take down recreational games in the same day please do!
  - Poll the community to see how we want to use our green space, pickle ball, bocce, volleyball
- Can the pool have adult swim hour or non popular hours where reservation is not needed?
  - Pools cannot legally have adult hours unless it's after the City of Atlanta curfew. Because our pool is open from 9 a.m. to 9 p.m. we cannot.
- The pool is slow during the week – can non popular hours for pool not need to use up one of the reservations for the week?
- The outlets by the chairs near the splash pad... are those controlled with the lights in that area? I tried to plug in my laptop over there the other day to enjoy some poolside work, but none of those outlets worked.

# Other Updates & Questions



- What is the status on the dog park updates that were supposed to be done late April? Many of the improvements have been done.
  - Benches and shade structure have been ordered and we are waiting on them to arrive.
- Why do we continually allow Sentry to be non-responsive and not hold them accountable?
  - They are paid to provide a service. There are some problems with Sentry, though they do some things well considering the cost of their service. If interested homeowners want to begin researching other property management companies and share their research with the HOA advisory board, we could consider other management companies



# HOA Reminders

- Reminders
  - Please pick up after your pets. Be considerate of your neighbors and pick up every time, whether in common areas or a neighbor's yard.
  - Please observe all parking rules and make sure you have registered your car and that your guests are following all parking rules.
  - Homeowners of single family homes paying in two installments, your second payment is due by August 1, 2022.
- Sentry Management contact:
  - Phone 404.459.8951
  - Email: [atlantanorthcompliance@sentrymgt.com](mailto:atlantanorthcompliance@sentrymgt.com)

