

WEST HIGHLANDS



Newsletter

Q2 2023

The Spring HOA Meeting was held on June 10, 2023. Notes and Q&A from the meeting are included in the newsletter.



Buildout Update

Brock Built is beginning the next phases of homes on Sanford Drive. This phase will include both single family homes and townhomes. They are currently grading the land.

The next phase will include townhomes (140 units) on Johnson Road adjacent to the Westside Park.

The last phase about which we have some information is the 2000 block of Perry Drive which will be a combination of single-family homes and townhomes – approximately 50 more units.



West Highlands Update

- **Samples Lane pond development – what is happening and when can we expect the work to be finished?** The stormwater retention pond is being cleaned out and graded as part of a beautification project. Landscaping should be completed by the end of August which will include benches along a walking path.
- **Are the sprinklers in the mews between Willow Way and Stone Hedge going to be turned on again?** They should be turned on. If they are not on, please send an email to Sentry Management to report this.
- **Who handles upkeep for the trees around intersections. There are several intersections in parts of the neighborhood that have stop signs obscured by tree branches?** Homeowners are responsible for their trees and clearances on private streets. Public streets are responsibility of the city. Johnson Rd, Perry Blvd and Habershal Rd are public streets. Other trees could be the responsibility of Columbia Residential.
- **What is happening in the power line easement in the middle of Westmoreland Circle?** The goal is to put a sports field after completion of the park. AHA would be funding the initial construction, Brock Built would be performing the work. Who would maintain the site is still being discussed. Yes, future planned amenities include an area set aside for a community garden on the Georgia Power utility easement on Westmoreland Circle. No date has been set on when this parcel of land will be graded and a garden constructed.
- **Is a competitive bidding process used when selecting vendors to provide services for the community such as the architectural review consultant and food vendors for events?** No. The HOA is not a government agency and does not need to submit a request for proposal and receive bids. Vendors are selected by experience, quality and performance.
- **When do we as a community take control over HOA?** Brock Built has Declarant Control until 2031.
- **Question: I got a violation recently for the “Private Residence” sign that was installed by the builder when I moved in. It’s a pointless sign anyway, so my question is, why exactly are these violating signs being installed for residences?** They are temporary signs for use while houses are being built in each phase. Brock Built installs them to distinguish between sites that have closed and homes still under construction. It is the responsibility of the homeowner to remove once the phase is complete. Sentry’s letters should be a friendly reminder to remove them.
- **Who do you call or contact to control litter/trash on the ground along Perry Blvd across the street from our neighborhood down that whole stretch?** Solid waste city of Atlanta <https://www.atl311.com/311>
- **The Westside community signs coming into the community are dilapidated and dirty. How can we get those cleaned and repaired?** The cleaning/repairing and replacement of signs are already on the list of approved projects during AHA community renovations.



West Highlands Update continued

- **The dog poop stations and trash cans along Hollingsworth Blvd at Abbott Lane and Habershal are always full and overflowing. They are missing poop bags and just not taken care of. No one answers at Columbia Residential. Can our HOA please take care of this and hold Columbia Residential to the same bylaws at the homeowners?** Unfortunately, no, the HOA has no authority to make Columbia Residential provide the proper level of maintenance needed at West Highlands. The power rests with the Atlanta Housing Authority. It will take a number of residents to lodge a number of complaints in order to effectuate change. Our best hope lies with residents repeatedly lodging their complaints with the AHA.

AHA Contact List

- Patrick Nelson, Asset Manager, Atlanta Housing (AH) patrick.nelson@atlantahousing.org
- Trish O'Connell, Deputy Chief Real Estate Officer, Atlanta Housing (AH) trish.oconnell@atlantahousing.org
- Maya Hodari, Senior Vice President, Real Estate Acquisitions & Initiatives, Atlanta Housing (AH) maya.hodari@atlantahousing.org
- Eugene Jones, President & Chief Executive Officer, Atlanta Housing (AH) eugene.jones@atlantahousing.org
- Malaika Taylor Clark, Vice President of Property Management, Columbia Residential, mtaylor@columbiare.com
- Fonda Pittman, Area Director, Columbia Residential, fpittman@columbiare.com

West Highlands Update continued

Comcast is performing upgrades to their entire system, nationwide. In the West Highland properties, it will involve underground construction of new fiber to feed a new node that will be installed near Columbia Residential Park Citi Apartments. You can see the path highlighted in orange on the enclosed print, starting on Perry Blvd and proceeding into the area along Odessa Dr. The path will go through townhouses, residences, the Heman E Perry Park, and Park City apartments.

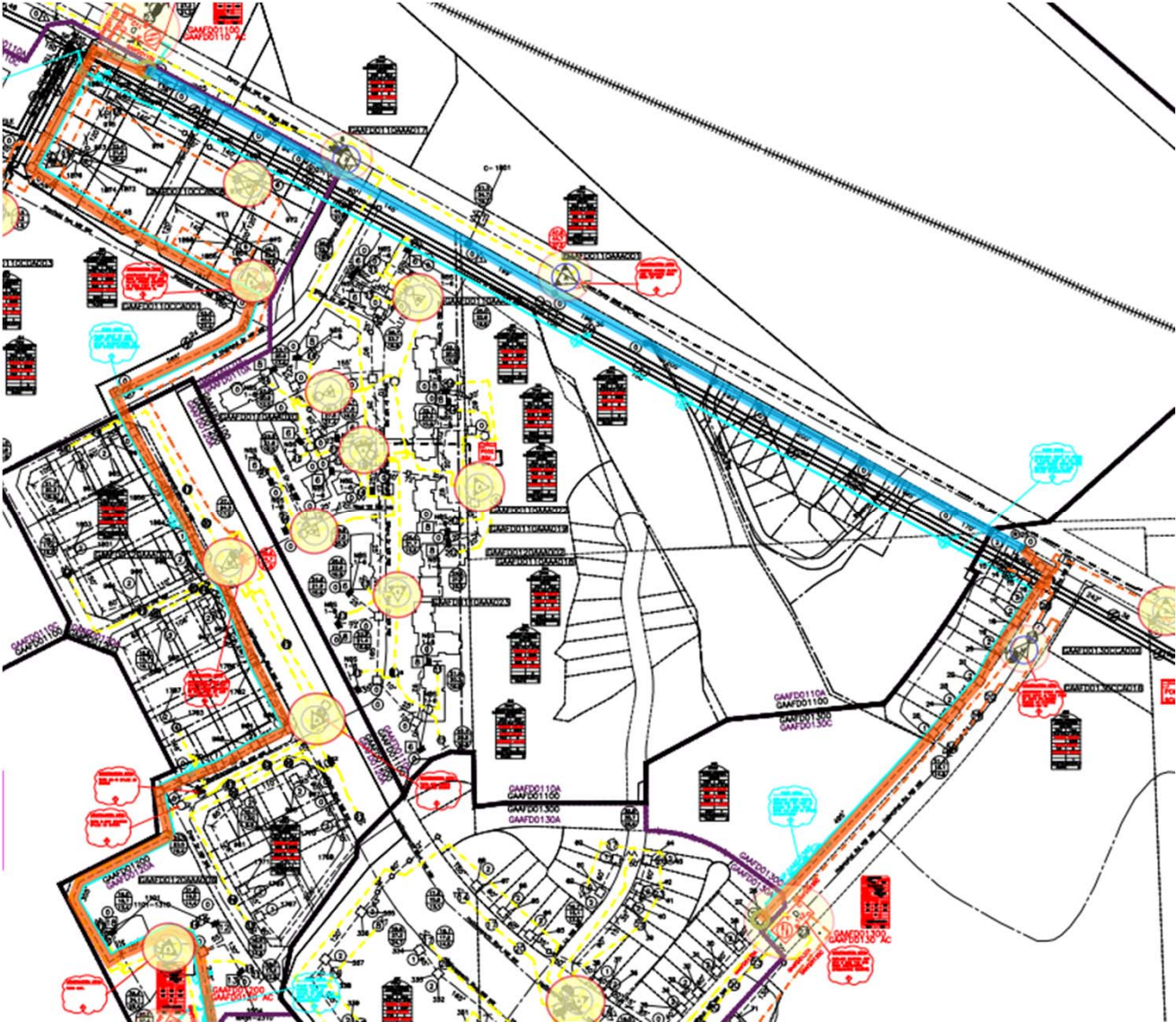
The path will affect the following routes and all addresses along those routes, including residences in the West Highland HOA:

South along the east side of Odessa Dr, between 1870 Perry Blvd and 1878 Stanfield Ave; west along the north side of Stanfield Ave, between 1878 Stanfield Ave and 1852 Stanfield Ave; south along the west side of W Highland Dr at the Heman E Perry Park; south along the west side of Hollingsworth Blvd between 967 W Highland Dr and 970 Samples Ln; continuing south along the west side of Hollingsworth Blvd between 969 Samples Ln and 966 Westmorland Cir; west along the north side of Westmorland Cir between 966 Westmorland Cir and 956 Westmorland Cir; west along the south side of Westmorland Cir at Park City Apts; and south along the east side of Westmorland Cir at Park City Apts.

Utilities will be located and marked between 7/24/23 and 8/4/23. You will be notified again when the utility locates have cleared and the construction phase will begin. There will be no service interruption during the construction phase. The underground construction is estimated to take one to two weeks and be complete by 8/18/23, and all landscaping will be restored upon completion.

If you have any questions/concerns related to property please reach out to Jacob Wilson (470)-585-0356.

Comcast Construction Map



Pool Update

This is our 3rd Summer of the pool being open. Overall, the pool and facility are in good shape. During the off season, several maintenance and improvements were made:

- Purchased an automated vacuum which runs about 24 hours per week. This helps keep the pool clean between Monday cleanings when the pool is closed
- New gate openers were added to the activity field and parking lot.
- Additional pool stair rails were installed in the shallow end allowing for easier entry and exit from the pool
- A contractor graded the open fields flat so that area can be used for outdoor games
- Splash Pad – we had complaints over the years with the water being too warm. The problem was the pump for the splash pad was getting overheated. We addressed by adding a timer to the pump to keep the water circulating

To access the pool if you are new to the community make sure that you complete the pool application found on our website: <https://www.westhighlandsatl.com/amenities>

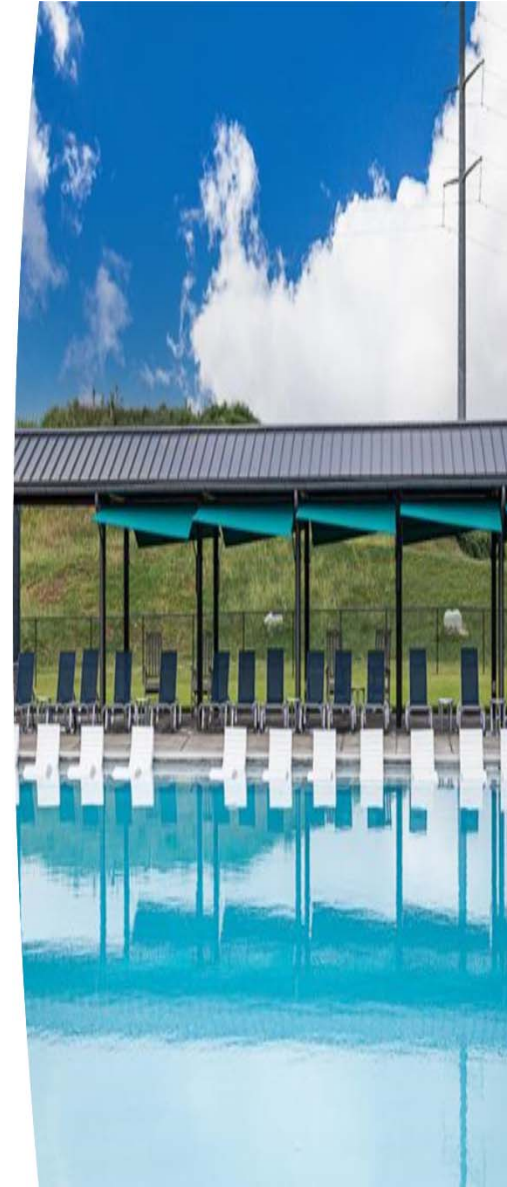
Remember that your HOA dues must be current for your key fob to be activated. Delinquent accounts will have their access suspended. Once the account is current a \$75 reactivation fee is required along with a 30 day waiting period for processing.

Pool Rules: Please familiarize yourself with our pool rules which can be found on our website: <https://www.westhighlandsatl.com/amenities>.



Pool Questions

- **What is the policy for usage of the green space by the pool?** The land was graded and is available for homeowners to us. The space can be used for volleyball, bocci ball, badminton, frisbee etc. We will not be adding a hardcourt for basketball or pickleball or any permanent features at this time.
- **What is the process to request a bike/scooter rack at the pool? I had a vehicle stole from the neighborhood so a bit paranoid to leave the scooters unsecured at the pool.** The HOA will begin this process but it will take time for a proper, permanent bike rack to be installed and it is highly unlikely to be complete this pool season. Bikes/scooters should not be chained to any of the amenity fencing. Presently there is some open space when you enter the pool on the right that was designed for golf carts. However, all property is left at the owners risk. . .
- **Can the music at the pool be adjusted?** Pool music volume is preset and stations are randomly played from a limited selection.
- **Can we forego pool reservations during the week as the numbers don't seem to be a use during weekday?** The reservation system keeps the HOA and Security informed of who is scheduled and is using the pool facilities. The HOA feels that signing in for your reservation time helps with tracking facility usage for future planning and with knowing who is accountable and liable if an incident occurs.
- **Can we move pool cleaning days from Monday since most federal holidays fall on Mondays, and people will be off of work on these days?** No. The cleaning schedule is a set weekly schedule which includes Mondays. Since the pool is closed on most Mondays for deep cleaning, we cannot adjust the vendors' schedule to accommodate the four Mondays that we have elected to open for the holiday Mondays. Certainly we can ask if the deep pool cleaning process can happen earlier on these four Mondays but there is no guarantee as we are not their only customer that they service on Mondays.
- **Are there plans to have the street side fence around the pool heightened or cover the pool while it is closed to save on security costs?** There are no plans to raise the height of the fence. Since this is a residential development, there are height requirements and limits (usually 6 feet). Security does not man the pool facility when it is closed for the season. They are present during the pool season 8:00 a.m. – 10:00 p.m. to secure the premises and serve as pool monitors. Additionally, they manage pool access for the vendors and workers who are performing the many tasks for maintaining a pool facility.



Common Areas Update

Dog Park

- Frames have been put up for shading area, next step is to order fabric for canopies and order the benches. There will be a total of 6 benches installed.
- The completion of the shading areas will mark the completion of all the initial project plans for the dog park. It is intended that efforts for this amenity will shift to maintenance of the dog park.
- We need people to closely monitor their dogs for digging and creating hold in the ground and near the fences. Please do your best to encourage your neighbors to monitor their dogs. The quality of the dog park can only be maintained through the cooperation of neighbors.





Heman E Perry Park

- Lots of renovations all over the park are taking place
- The pond is being cleaned out
- Work is being performed on the electrical, pumps, and irrigation throughout the site
- Pavilions have been renovated
- Removal of dead trees has also been performed
- AHA is funding this project and not the HOA
- Work should be complete by late summer

If you are interested in reserving a pavilion or any other parts of the park, please visit West Highlands website www.westhighlandsatl.com/amenities to obtain the reservation application and review the rules.

Social Committee

We hope everyone enjoyed the Pool Party on June 10th. A big thanks to our social committee for all of their energy and efforts for a great event.

- John Herring
- Elaina Bethune
- Erika Godfrey-Austin
- Althea Howery
- Ken Liberty
- Kevin Chaney
- Tracy D'Alesio
- Theia Smith
- Keywa Walker
- Ivanna Palmer
- Catherine Moxie
- Danielle Herrera

Q: Is the pool party paid for using HOA dues?

Other events paid for in the same manner?

Pool party expenses are paid from unbudgeted funds primarily collected from late fees, interests and fines. Though the HOA does not budget for social events, we would like to see a line item added on the budget specifically designated for social events.



West Highlands HOA
Social Committee presents:

TRIVIA NIGHT

You are invited to put your knowledge to the test and join us for an exhilarating Trivia Night @ the West Highlands HOA Pool on Thursday, August 3 at 6:00 p.m.

Get ready for an evening filled with fun, friendly competition, and brain-teasing questions that will challenge even the sharpest minds.

Prizes await the winning team, so bring your A-game! But wait there's more! Even if you don't win, there will be plenty of laughter and good times.

Bring your own non-alcoholic beverages and snacks



HOA Notice

Second Installment Payment for Single-family Homes Are Due On August 1, 2023.



- Some of the current installment payment plan for single-family accounts were erroneously assessed interest charge. Please check your balance and contact Sentry Management to make the necessary corrections.
- Next round of accounts with an outstanding balance are being turned over to legal for collections on September 1, 2023.
- Accounts placed in legal status are assessed an initial \$225.00 collection fee, monthly interests and late fees. A lien will be placed against the property and a lawsuit filed – further incurring hefty legal fees. Additionally, the HOA will suspend access to the amenities.
- A fee of \$75 is assessed to unsuspend access to the amenities plus a 30-day waiting period to process and confirm the reactivation of access after an account has been paid in full.
- Check your HOA account balance by clicking the Sentry Login page on the West Highlands website to access your account.
- Budget Planning Season 2024. August is a good month for homeowners to gather and start the discussion for the 2024 budget. Interested homeowners who want to allocate or reallocate resources for next year's budget should schedule a meeting and work on a plan to present to the HOA Board. The current budget can be found on the HOA website.

Architectural Control Committee

Lawn Care and Landscaping Upkeep and Maintenance

According to Article V and Exhibit "D" of West Highlands' Declaration of Covenants, Conditions, Restrictions and Easements (CC&Rs); and West Highlands Design Guidelines....Each Lot shall be at all times kept in a clean and well maintained condition. All landscape areas shall be well groomed and maintained at all times (i.e. lawn, shrubs, trees, mulched areas, flower beds, etc.). <https://www.westhighlandsatl.com/documents/>

Architectural Control Committee (ACC)

Making changes to the exterior of your home? Re-painting, Re-roofing, Re-decking, Re-planting or any other exterior modifications **requires** prior ACC approval before performing the work. ACC Request Forms can be found on West Highlands website.

Reminder:

Keeping lawns weed free is a year long process. Pulling weeds as they appear won't treat the problem.

Security/Parking

- All life-threatening emergencies, crime or suspicious behavior should be reported to an Atlanta Communication Dispatcher at 911
- Protect Security patrols the West Highlands Community daily from 10:00 A.M. until 10:00 P.M.
- West Highlands HOA Patrol Officer Phone Line (470) 825-1460
- If you have reached the voicemail during regularly scheduled patrol hours, please leave a detailed message which includes your name, address, telephone number and the reason for your call. A Protect Security Patrol Officer will be dispatched and return your call as soon as possible. If your message is left outside of the scheduled patrol hours, a Patrol Officer will return your call at the start of the next shift.
- The HOA contracts with Atlanta Parking Solutions (470) 598-2429 (formerly Secure Parking Enforcement) to enforce parking by booting vehicles that are violating the parking policy. To contact company driver, enter the extension left on the window notice affixed to the car. If homeowner believes their car was booted in error, please report the incident to Sentry Management to investigate.

Q: How to get guest parking passes? Three guest parking passes are allocated upon receipt of the initial parking application. One replacement guest parking pass is issued after 12 months from the last issuance. A \$50 replacement fee must be paid toward the account before replacement is issued.

How to get parking decals and guest overnight parking permits:

Visit our website:
<https://www.westhighlandsatl.com/parking/> and complete either the necessary forms and submit to:
atlantanorthcompliance@sentrymgt.com

Complete the form entirely, including your signature and the date.

Please observe all parking rules and make sure your guests are following all parking rules.

West Highlands parking decals and overnight parking permits will be delivered to your West Highlands property address.

Communications Committee

We will continue to provide quarterly newsletters to keep all homeowners informed of important information. Newsletters are distributed via email and posted on the HOA website.

Any urgent/time-sensitive information will be distributed via email.

If you are not receiving HOA emails, please update your Homeowner Profile at Sentry's website and opt into emails.

Our website can be very helpful if you have questions about Parking, Community Standards, Pool Rules and Regulations, ACC request forms and more <https://www.westhighlandsatl.com/>

The HOA meetings are still being held virtually. The Georgia Non-profit code was amended to specifically allow for associations to conduct remote meetings in place of in-person meetings. Though the amendment was executed during the COVID period in 2020, it did not set an expiration date, so the amendment is still in effect. The HOA feels that virtual meetings continue to provide an efficient and convenient way to hold meetings to make good use of the meeting time and to accommodate such a large group, this is particularly since the HOA does not have its own indoor space within the neighborhood to hold meetings.

Sentry Management

Q: Sentry Management response time. It is very challenging to get information from them and they are very slow to respond. What is the escalation path for lack of Sentry response time? Do we have dedicated WH time with Sentry to address homeowners concerns? 90% of what is asked for from Sentry is on the website. This creates delays in responding to requests where the information does not exist on the website or with homeowners who need individualized responses. We are working with Sentry to be more responsive to homeowners inquiries and requests. A new contact plan is being worked on now and soon will be rolled out to homeowners.

Note: Sentry is not able to respond directly to homeowners whose accounts are in legal with the HOA.