

## Web Survey Response # 1

Thank you to everyone who responded to the Community Survey announced in our June, 2015 newsletter. The cumulative responses have been included in the December, 2015 newsletter. All write-in comment sections of the survey have been downloaded below and the Board's response has been added. The purpose is to provide information or understanding on why some situations are handled the way they are. We felt this was too much information to share in the newsletter.

The first section we are responding to is on Assessments.

6) Is there anything that your assessments cover that you think should NOT be covered?

- I'm big into the cheapest way possible, however reminders will be required. When I was on the board of my last HOA, quarterly coupons would be forgotten.
- Quarterly invoices via email, with payment via credit card WITH NO FEE available. This is the 21st century, after all....
- The assessments do a pretty good job of covering most things.
- I noticed the cost of a collections attorney is the single largest admin cost and has gone up 14% to \$40k...this on top of the cost of a general counsel. I'm curious if this expense is truly justified. I also wonder if some of the invoice cost and newsletter printing cost could be reduced by giving residents the option of receiving electronic invoices and just reading the newsletter online.
- No coupon books
- Either assessment notice would be fine.
- We should not be responsible for other owner's debt.
- pool
- Have a lower fee for those not using the pool.

**Response to Comments:** Other invoice options may be cheaper but a majority of those responding (83%) agree to continue to use quarterly invoices for assessments. The credit card companies charge a fee for use of their credit cards and Summit passes that cost on to those who choose this method of payment. Online payment from your bank account or setting up direct debit with Summit does not cost anything extra. The Board has addressed the costs of collection directly with our counsel and as the economy gets better so does the cost of collection. There has been a positive trend in this expense over the past year. Owner's in the collection process are assessed the cost of attorney fees. Not everyone in the community incorporates electronics into their daily lives; many still prefer paper invoices, one third of the survey responders used paper surveys, and only 26% responded to question #58 that they felt the newsletter should be available on the website only. Pool Maintenance is expensive and expected when buying in this community.

7) Is there anything your assessments do not cover that you think SHOULD be covered?

- Tree trimming on Durer Court
- Mowing the front lawns of the townhouses.
- Annual street sweeping. Regularly scheduled cleaning of trash on common grounds.
- I think it would be nice if a lawn care option was offered in the assessment, so that by choice owners could choose to have lawn care included.
- Trash Cans
- Dog waste trash cans and bags
- Front lawn grass cutting

- Yard debris pick up at townhomes (like that of single family homes)
- Current/long range plan for assessing border of community. Encroaching trees/erosion.
- We need to do more outreach to newcomers, owners and renters so they know the rules to avoid problems. And not just dropping off a packet of info that they don't have time to read!
- All our roads should be top priority and even our two county roads if they are not properly maintained. Must request reimbursement.

**Response to Comments:** Tree trimming is budgeted every year. It is one of our highest lines. Priority is given to trees with the biggest health and safety issues. Street cleaning is in the common grounds contract for once a year. NCA relies on its residents to help with the problem of people throwing trash on the common grounds. Blade Runners, the common grounds contractor, does not normally mow residential lawns. However, they will mow lawns (at a cost to the individual) when they are here. A resident can call Blade Runners for more information. A new trash can will be added to Delong Drive @ Kitchener Drive this year for both regular waste and bagged dog waste. Townhomes can put their yard debris out with regular trash on Friday. They do not need a special yard debris pick up day. If there were a volunteer to run a welcoming committee, the Board would be in favor of supporting this endeavor. NCA's budget is tight and would need to increase assessments or take money from other budget lines to provide any additional services. NCA's state roads, specifically Delong, are not a high priority for the County; everyone needs to express their concerns to their elected officials.

10) Please provide any comments you feel would benefit NCA as it pertains to assessments or assessment collection.

- Must enforce to avoid deterioration. Thank you!
- Satisfied with assessment collection. Why can't assessment invoices be handled in Virginia?
- I like one bill for the year and I pay the full annual amount in one payment at the beginning of the year.
- The summit process for the new collection of assessments that was set up three years ago was a pain in the ass to set up.
- Manager was rude and peremptory, and failed to properly notify me of an HOA issue even though she had my proper contact info.
- I think it would be great to allow residents to sign up for e-mail notification.
- I believe the townhouses should not be charged more than the single family detached homes.
- Too much spent on collection attorney.

**Response to Comments:** Summit Management has moved their main office from Virginia to Maryland but they still have an office on Richmond Highway. They use banks that specialize in high volume invoice collections and sometimes those banks are out of state. Not everyone has email and maintaining that database would be time consuming. Please contact the community office any time there is a concern with a negative attitude of someone from Summit. The townhomes and single families have different assessments because the single families do not pay for the private streets maintenance and lighting. The single family homes are located on state owned streets and have no lighting. See the response to #7 above regarding collection attorney expenses.