

THE GARDENS AT HERITAGE GREEN
CONDOMINIUM ASSOCIATION, INC.

800 Callaway Court
Chattanooga, Tennessee 37421
NEWSLETTER- 28

September 1, 2022

DEAR ASSOCIATION MEMBERS:

This newsletter is being sent to you to keep you updated regarding events in our community.

1. HOA Dues/2023 Budget. Pursuant to the Master Deed, Article 8, Section 8.2 - Computation of Assessments: Annual Budget states in part: "The Board shall prepare and adopt an estimated annual budget for each fiscal year of the Association. The annual budget shall provide for a reserve for contingencies for the year ... and a reserve for replacements, all in such reasonably adequate amounts as shall be determined by the Board. The Board shall cause a copy of the budget and a statement of the amount of the assessments to be levied against each Unit for the following fiscal year to be delivered or mailed to each Owner not more than sixty (60) days, following the meeting of the Board at which such budget shall have been adopted." Section 8.3 of the Bylaws, (b) Budget and Collection of Assessments states in part, "Each year on or before September 1, the board shall estimate the annual budget of the Common Expenses (the "Annual Budget") . . . and shall notify each Member . . . in writing as to the amount of such estimate"

2. The HOA dues will remain \$190 per month for the year 2023. Per the Master Deed and Bylaws, the 2023 budget is provided to you and is enclosed. It has also been scanned to the website and can be found under library/documents/financials. Scroll all the way to the bottom of "financials". Please note the budget allows for \$50,000 for reserves for 2023 Please be aware of what all the budget is comprised of---
- HOA expenses such as electricity (EPB) (light posts, lamps), landscaping (Feiker Landscapes), maintenance (Tim Morgan), irrigation (Rain Dance), banking/lockbox services (First Citizens Bank), water (TAWC), HOA insurance (Chandler Burke-McIntire & Associates)(Acuity Insurance Co) covering the outside of units (worker's comp, fidelity bond, directors and officers), pest control, termite control (Northwest Exterminating) (for the outside of units-not the inside), accounting/bookkeeping services (The Walls Group CPAs), etc.. If the community would like more services provided, such as pressure washing of front and back porches, washing of windows, installation of a gated security front entrance, etc., we would need to have a community vote to raise the dues to accommodate any of these type extra services.

3. Payment of Dues. Please remember all HOA dues are due the 1st of each month, considered late after the 10th of each month and should be timely mailed to our bank's lockbox address which is: The Gardens at Heritage Green CAI, P. O. Box 63305, Charlotte, NC 28263-3305. (Please note that it takes the lockbox 7 - 10 days to process a payment). You may also go to First Citizens Bank on Gunbarrel Road to make payment of your HOA dues – just don't drop off payments in their night box.. If you decide to set up some type of electronic pay please contact your bank to accomplish this. Latoya Lawrence at First Citizens (423) 510-7020 can answer questions as well but the bank will no longer give unit owners the HOA account numbers. Please call Ursula if you need this information to set up autopay. Please mail only correspondence to 800 Callaway Court, Chattanooga, TN 37421 address. New coupon books for 1/1/2023 – 12/31/2023 will be ordered for all and mailed out the last 2 weeks of December, 2022. If you do not get a new coupon book by December 31, 2022 please contact Ursula at ursula@epbf.com or text 423.304.3052. Dues can also be paid monthly quarterly or yearly in advance. The HOA does not send out statements unless a unit owner is past due. Please be sure to make all checks out to The Gardens at Heritage Green CAI (Not First Citizens Bank) and fill in the printed legal amount on all checks as well as the figure amount..

4. A/R Report. At the end of each month our HOA accountants, The Walls Group, supplies the Board with an A/R Report which details which unit owner is delinquent, the amount that is owed to the Association, whether it be for late HOA dues, late fees, or a compilation of both, etc. Our AR or the total amount past due as of August 31, 2022 is \$291. All financials Profit and Loss Statements, Balance Sheet and the A/R report are published each month end on our website thegardensattheheritagegreen.org. and at the postal unit.

5. HOA Insurance Policies. We are in the process of renewing the Acuity insurance policies (Directors & Officers, Worker's Comp, Umbrella policy, etc.) for the HOA. As they come in we will post the most recent policies on the Gardens website (thegardensattheheritagegreen.org) as well. The current price of our Acuity policy is \$58,000 per year which covered/covers 9/25/21-9/25/22. This policy has a \$5,000 deductible per occurrence (not building) for any damages to the condo i.e. fire, etc. but not including wind hail tornado roof damage. And a \$25,000 deductible per occurrence (not building) for wind/hail/tornado roof damage. [This is the policy the HOA currently has but has been upped to \$72,000 per year for the years 2022-2023- a \$14,000 per year increase].

We have had 2 renewal offers from Acuity.

- (1) Renewal Acuity policy #1 new renewal cost will now be \$72,000 per year which will cover 9/25/222-9/25/23. This policy has a **\$5,000** deductible per occurrence (not per building) for any damages to the condo i.e. fire, etc. but not including wind hail tornado roof damage. And a \$25,000 deductible per occurrence (not per building) for wind/hail/tornado roof damage. [This is the policy the HOA currently has but has been upped to \$72,000 per year for the years 2022-2023- a \$14,000 per year increase].
- (2) Renewal Acuity policy#2 is now \$63,000 per year which will cover 9/25/222-9/25/23. This policy has a **\$10,000** deductible per occurrence (not per building) for any damages to the condo i.e. fire, etc. but not including wind hail tornado roof damage. And a \$25,000 deductible per occurrence (not per building) for wind/hail/tornado roof damage.

The only differences between the two are the (1) \$5,000 deductible to (2) \$10,000. The HOA Board has approved Acuity Renewal policy #2 (2) for \$63,000 per year.

The reason for the increase in the insurance policy from \$58,000 per year to \$63,000 per year is because Acuity has increased building coverages since last year. The total value of all buildings

last year was \$19,125M. The value has now increased greatly to \$21,929M. This is by far the greatest driver when it comes to premiums. Our insurance agent, Chandler Burke also looked to policies with other insurance companies, such as Nationwide, Allstate, etc.. All wanted a higher deductible per building which would have greatly increased the insurance costs for all and would have exceeded Acuity policy costs greatly.

6. HOA Insurance Contact: Our insurance agent is: Chandler Burke, McIntire & Associates, 355 1st Street, NW, Cleveland, TN 37311; office (423.472.5058); email is cburke@mcintireins.com.

7. Mortgage Company Proof of Insurance: Many mortgage companies require proof of insurance. When asked for proof of HOA insurance coverage please go to the HOA website, thegardensatheritagegreen.org. (You do not have to log in). Scroll to library documents. Click on insurance. Scroll to end of insurance and you will find the most recent policies (in pdf form and in full) as well as insurance agent contact. You can simply click on the "Acuity Insurance Policy 9/25/22-9/25/23" and upload it to your mortgage company's insurance profile link, or print off the policy and send/mail to your mortgage company for proof of insurance.

8. Architectural Committee: The Architectural Committee would like to remind everyone that any owner desiring to make any exterior change, improvement or addition must obtain approval beforehand for the change from their committee. The change must be submitted in writing on the "Change Request Form" which is the very last page of our Rules and Regs and can also be found on the gardens website under "Change Request Form/Exterior".

9. Repainting of Homes/Color Changes: As of March, 2019 the Board had not allowed color changes to units - only shutter and front door color changes. In our April, 2019 board meeting, the Board voted to allow color changes with several conditions. A unit owner may change the color of their unit. If the unit is scheduled to be painted the unit owner will need to pay the extra to have the color changed. (Color changes will require 2 coats to be painted to cover up any "bleeding" from the original color. The HOA budget only allows for one coat to be painted). If the unit is not up to be painted and the unit owner wants it painted, the unit owner must pay the full amount to have the unit color changed. The color must be an existing color in the complex. Color changes must be approved by the Board. Tim Morgan is the only vendor allowed to paint in the complex. We do not permit outside vendors/painters to come in to paint the outside of units.

10. Landscape/Maintenance Committee: Mowing/trimming continues on Wednesdays. Please be sure your gates are unlocked if you want service in your courtyard. TruGreen continues to spray the Gardens grass with fertilizers, etc. Our contract with TruGreen is only for all common areas of the Gardens, not anything enclosed behind a fence/gate. We continue to paint units and also have handled a lot of maintenance items/issues such as glass/windows. We continue to have French Door/patio door/water issues and have made repairs, ordered new doors, etc. If you detect a problem with your doors please contact ursula@epbf.com.

11. Trash days continue to be Thursdays: Please be sure to pull your trash out and put on the sleeve of your driveway. Please use liners in your trash cans. Stephens Garbage has no way of disposing of "loose items". The HOA contract with Stephens Garbage is for "kitchen trash items". If you need Stephens to pick up large items such as furniture, chairs, mattresses, etc. please contact Charlie Stephens to let them know. They will need to order/bring in an extra truck and may or may not charge extra for removal of large items. They can be contacted at 423.693.5132. Reminder: per our HOA rules, Rule #36, "Trash containers of any type must be concealed out of site except for on collection days." Please be sure to remove trash cans to the courtyard area/behind your fence or garage after trash runs on Thursdays. If for some reason you cannot remove your trash cans to your courtyard or fenced in area or garage, please ask a neighbor to help you out.

12. Pest Control: Our termite control company continues to be Northwest Exterminating;(423) 822-5760 or (423) 877-0111. They are still responsible for our outside pest control. They will be on our property the 3rd Tuesday of each month for spraying. If you cannot wait till the 3rd Tuesday of the month please arrange a day for extra spraying for ants, bugs, etc. on the outside of your unit directly with them. (They will be spraying a quarter of the units on the outside each time until all are done.) You do not need to contact a board member to ask for the above service. Simply call the vendor. Please remember, the HOA is responsible only for outside spraying – not inside. In the past Northwest Exterminating has on occasion sprayed inside for free but it is not an HOA obligation to pay. Unit owners are responsible for the inside of their units.

13. Miscellaneous Items/Maintenance Reminders: Per Rule #20, "Each owner is responsible for maintaining their HVAC unit, including regular maintenance thereof." This includes hot water heaters as well as regular maintenance of garage doors/tracks. In case you have any problems with your garage door, please contact Northgate Doors (ask for Marilyn) or a reputable garage door company. If there is a problem with your garage door please get an estimate of repairs and send to ursula@epbf.com or text to 423.304.3052 for quicker approval before having work done. The HOA is not responsible for garage door openers/motor, etc.. Only the physical garage door.

14. Parking: Please remember to keep your vehicles parked in your garage/driveway. The parking lots on the main Callaway Road and in the back are for visitors. Also no parking on roads or blocking alleyways. This has occurred several times in the past and everyone needs to let their guests know of the rules as well. Blocking the road and alleyways will prevent emergency vehicles, fire trucks, and even unit owners from getting to their destination especially in case of emergency.

15. Neighborhood Watch: Please contact the Chattanooga Police Department - www.chattanooga.gov/police-department: Non - emergency dispatch - 622-0022 (report suspicious activity/people); 911 - Emergency number. The Chattanooga Police Department's main number is 698-2525. Also we have had cars broken into and items of value stolen in the past. Please keep all vehicles locked and remove valuables from your car. Holidays are not far off. Solicitation is not permitted and signs are posted.