

Annual HOA Meeting

December 7, 2022



Agenda

- Introductions
- Breakdown of Residential Communities
- Budgets
 - 2022 Budget Review
 - 2023 Budget
 - \$10/month Dues Increase
 - Delinquent payments, Interest, Bankruptcies, Liens, Suits.
 - New Collection policy.
- Major Maintenance Expenditures Remaining for 2022
- Proposed Maintenance Expenditures for 2023
- Architectural Violations
- Board Goals
- Telecom
- Development Updates



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AT NEW MANCHESTER

RIVERBANKS

INTERNAL USE

Introductions – HOA & Staff

HOA Board Members

- Shaheen Solomon – President
 - Violations Chair
 - HOApresident@tributaryga.com
- Vicki Potter – Vice President
 - Operations Chair / Architectural Co-Chair
 - HOAvicepresident@tributaryga.com
- Fielder Roberts – Treasurer
 - Technology Chair – Townhomes Co-Chair
 - HOAtreasurer@tributaryga.com
- Asmirh Davis – Secretary
 - Architectural Chair / Violations Co-Chair
 - HOAsecretary@tributaryga.com
- Terrance Maze – At Large
 - Activities Chair
 - HOAboardmember1@tributaryga.com
- Kamilah Henry – At Large
 - Activities Co-Chair / Operations Co-Chair
 - HOAboardmember2@tributaryga.com
- Jeanette Phillips – At Large
 - Townhome Chair / Technology Co-Chair
 - HOAboardmember3@tributaryga.com

Heritage Property Management

- Laura Kelly – Property Manager/Rep
 - lkelly@heritageproperty.com

Tributary Staff

- Steve Osterbur – Director of Ops
 - sosterbur@tributaryga.com
- Laura Kelly – Acting Activities Dir.
 - lkelly@heritageproperty.com

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Introductions – Alliance & Clubs

Alliance Board Members

- Whitney Kenner Jones – President
 - Alliancepresident@tributaryga.com
- Aleigha Roberts – Treasurer
 - Alliancetreasurer@tributaryga.com
- Mike Orndorf – Secretary
 - Alliancesecretary@tributaryga.com
- Amy McCoy – At Large
 - Alliancetrustee1@tributaryga.com
- Doyal Sydell – At Large
 - Alliancetrustee2@tributaryga.com

Active Alliance Clubs

- Trail Crew Club
 - Sue Krotz
- Tennis Club
 - Allison Goins / Chris Finan
- CommUNITY
 - Britney Price
- Women’s Book
 - Peggy Estes

Clubs Needing Revitalization

- Social
- Education
- Garden
- Youth

Civic Affairs

- Vincent Irving

City Council

- Howard Estes
 - estesh@douglasvillega.gov

City Planning Comm

- Keith Burnett

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Questions

Questions Submitted

- 20 questions have been submitted by homeowners
- Questions have been worked into agenda to streamline answers
- All questions will be answered and emailed out to residents

Rules of Engagement for New Questions

- Only questions from those in-person will be answered in the meeting
- For anyone on WebEx we will add your question to the larger list and send out to the community after the meeting
- To help identify who is asking the new question please use your full name – your question
 - Example of Question: *Question: John Smith – Why can't I put a boat in the pool*

Breakdown of Residential Communities

As of 10/30/2022

- Village
 - 516 Total Occupied
 - 496 single family homes
 - 20 Townhomes
 - 15 Remaining lots
 - 5 owned by developer, 6 (Townhomes) owned by 3rd party, 4 owned by DR Horton
 - 67 additional lots under development by DR Horton-Parcel C-2A
- Riverbanks
 - 259 Total Occupied
 - 12 Remaining lots
 - 8 are owned by developer, 4 under construction by DR Horton (Sell by 12.1.22)
- Future Development
 - Parcel O

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2022 Budget Review

As of 9/30/2022

Revenue	2022 Budget	Q1 2022 Actuals	Q2 2022 Actuals	Q3 2022 Actuals	Q4 2022 Projections	Projected 2022 Var.	2023 Budget
Income-General	\$ 2,074,880.00	\$ 532,383.64	\$ 516,615.09	\$ 505,066.97	\$ 534,670.30	\$ 13,856.00	\$ 2,198,250.00

Expenses	2022 Budget	Q1 2022 Actuals	Q2 2022 Actuals	Q3 2022 Actuals	Q4 2022 Projections	Projected 2022 Var.	2023 Budget
General & Administrative	\$ 173,914.00	\$ 46,561.28	\$ 39,209.64	\$ 35,513.29	\$ 41,280.79	\$ 11,349.00	\$ 306,248.00
Village Activity Center	\$ 173,624.00	\$ 38,952.22	\$ 49,973.82	\$ 34,712.81	\$ 35,856.15	\$ 14,129.00	\$ 115,490.00
Tennis Center	\$ 47,790.00	\$ 14,399.05	\$ 7,897.93	\$ 15,342.82	\$ 8,815.20	\$ 1,335.00	\$ 51,606.00
Riverbanks Activity Center	\$ 79,350.00	\$ 18,336.32	\$ 16,198.29	\$ 16,028.76	\$ 12,134.63	\$ 16,652.00	\$ 86,390.00
Utilities	\$ 1,078,954.00	\$ 253,067.85	\$ 260,257.86	\$ 282,566.71	\$ 274,458.58	\$ 8,603.00	\$ 1,131,662.00
Maintenance	\$ 24,900.00	\$ 2,173.20	\$ 4,633.37	\$ 18,342.55	\$ 2,599.88	\$ (2,849.00)	\$ 33,500.00
Contract Services	\$ 402,024.00	\$ 121,424.36	\$ 57,425.41	\$ 122,742.55	\$ 104,068.68	\$ (3,637.00)	\$ 391,273.00
Contingency	\$ 4,800.00	\$ 12.99	\$ 1,680.43	\$ 3,101.73	\$ 1,199.85	\$ (1,195.00)	\$ 4,800.00
Capital Reserves	\$ 89,524.00	\$ 38,274.00	\$ (75,292.00)	\$ 46,042.00	\$ 54,256.00	\$ 26,244.00	\$ 77,281.00
Capital Expenditures	\$ -	\$ 17,385.00	\$ 90,287.00	\$ 40,642.83	\$ -	\$ (148,314.83)	\$ -
Total Expenses	\$ 2,074,880.00	\$ 550,586.27	\$ 452,271.75	\$ 615,036.05	\$ 534,669.76	\$ (77,683.83)	\$ 2,198,250.00

	2022 Budget	Q1 2022 Actuals	Q2 2022 Actuals	Q3 2022 Actuals	Q4 2022 Projections	Projected 2022 Var.	2023 Budget
Net Income/Loss	\$ -	\$ (18,202.63)	\$ 64,343.34	\$ (109,969.08)	\$ 0.54	\$ (63,827.83)	\$ -



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2023 Budget - ~\$2.2M

Revenue	2023 Budget Total	2023 Quarterly Breakdown				2022 Budget	Variance
		Q1 Forecast	Q2 Forecast	Q3 Forecast	Q4 Forecast		
Income-General	\$ 2,198,250.00	\$ 538,660.00	\$ 543,000.00	\$ 553,120.00	\$ 563,470.00	\$ 2,074,880.00	\$ 123,370.00

Expenses	2023 Budget Total	2023 Quarterly Breakdown				2022 Budget	Variance
		Q1 Forecast	Q2 Forecast	Q3 Forecast	Q4 Forecast		
General & Administrative	\$ 306,248.00	\$ 76,306.00	\$ 83,356.00	\$ 76,043.00	\$ 70,542.00	\$ 173,914.00	\$ (132,334.00)
Village Activity Center	\$ 115,490.00	\$ 33,960.00	\$ 30,460.00	\$ 27,960.00	\$ 23,110.00	\$ 173,624.00	\$ 58,134.00
Tennis Center	\$ 51,606.00	\$ 19,589.00	\$ 10,869.00	\$ 12,009.00	\$ 9,139.00	\$ 47,790.00	\$ (3,816.00)
Riverbanks Activity Center	\$ 86,390.00	\$ 25,405.00	\$ 25,945.00	\$ 21,415.00	\$ 13,625.00	\$ 79,350.00	\$ (7,040.00)
Utilities	\$ 1,131,662.00	\$ 272,214.00	\$ 282,688.00	\$ 291,328.00	\$ 285,432.00	\$ 1,078,954.00	\$ (52,708.00)
Maintenance	\$ 33,500.00	\$ 3,500.00	\$ 21,000.00	\$ 5,500.00	\$ 3,500.00	\$ 24,900.00	\$ (8,600.00)
Contract Services	\$ 391,273.00	\$ 106,131.00	\$ 91,131.00	\$ 92,631.00	\$ 101,381.00	\$ 402,024.00	\$ 10,751.00
Contingency	\$ 4,800.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	\$ 4,800.00	\$ -
Capital Reserves	\$ 77,281.00	\$ 355.00	\$ (3,649.00)	\$ 25,034.00	\$ 55,541.00	\$ 89,524.00	\$ 12,243.00
Total Expenses	\$ 2,198,250.00	\$ 538,660.00	\$ 543,000.00	\$ 553,120.00	\$ 563,470.00	\$ 2,074,880.00	\$ (123,370.00)

	2023 Budget Total	2023 Quarterly Breakdown				2022 Budget	Variance
		Q1 Forecast	Q2 Forecast	Q3 Forecast	Q4 Forecast		
Net Income/Loss	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

\$10 Dues Increase in 2023

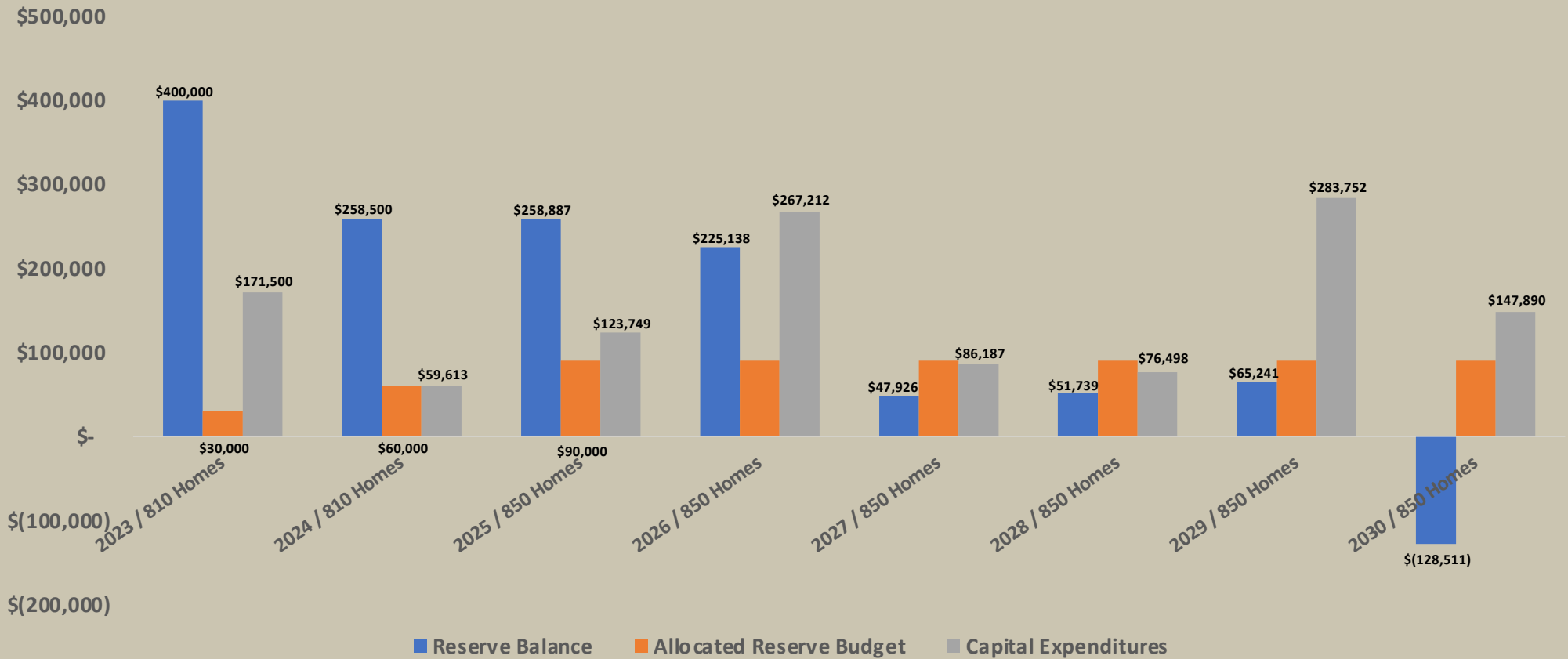
Why the Increase?

- Delinquent Dues – \$136,250.55
- Hotwire increase per the contract – 3%
- Expenses still increasing across the board as wages increase
- Capital Reserve Study by outside engineer completed still shows a need to accumulate additional reserve funds. \$140,000 / year is the goal.
- Capital Reserve Study shows average spend of \$161,389 each year for the next 18 years.
 - +200k spend in 6 of those years
 - +250k spend in 3 of those years
 - +400k spend in 1 of those years
- Developer has completed over \$300,000 in repairs per Property Services Report in the past 2 years.



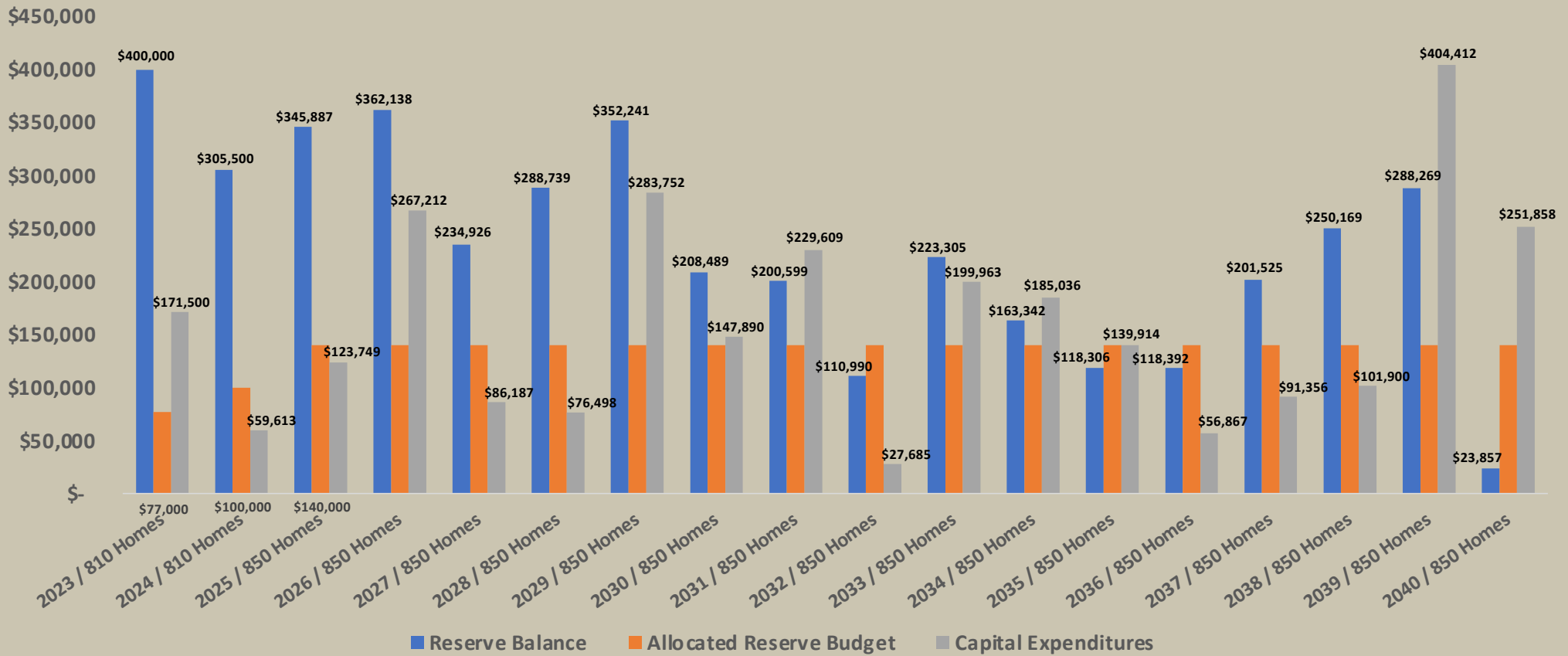
Why the Increase?

Hotwire Contract Increase Only (\$5)



Why the Increase?

Current 2023 Increase (\$10)



Building the HOA Reserve

What is a Reserve Account?

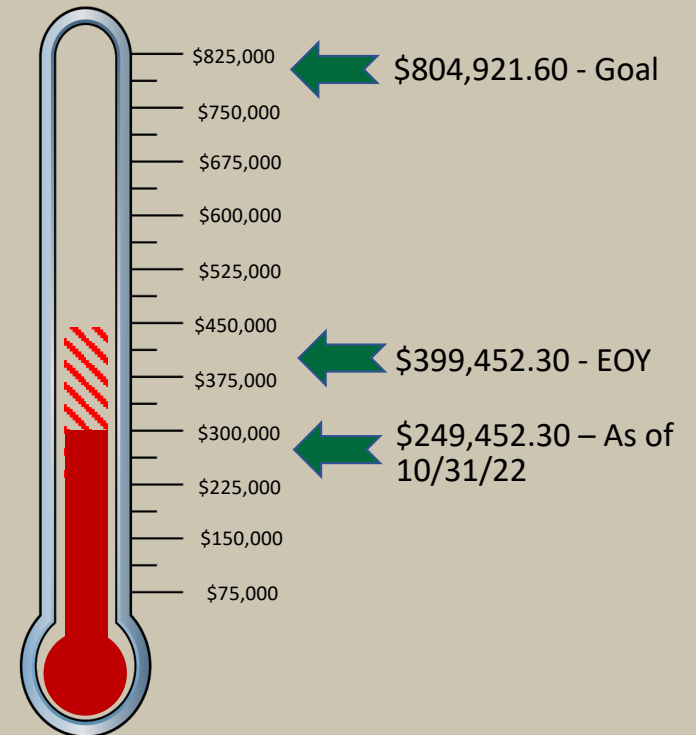
- A reserve fund is essentially a savings account. It allows HOAs to save money for costly repairs and/or replacement in the community.
- Having a reserve allows the HOA Board to fund large expenses without having to raise the association dues or do special assessments.

What are we doing?

- Moving another \$150K to the reserve on 12/1/22
- Worked to implement a reserve study for future costs and needs
- Interest being charged on all past due amounts

How much do Reserves need to be?

- A good rule of thumb is 70% of annual expenses (Less Telecom expense). This allows the HOA to fulfill its duties without compromising on needed repairs.



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Updates to Collection Policy & Fines

2023 Collection Policy Updates

- Monthly Dues are due on the 1st, and late on the 10th.
- Interest assessed after the 10th of the month.
- Letter via email will go out to all who owe more than \$250 for any past due amount (incl fines, legal, interest)
- Any past due amount over 90 days will be sent a letter notifying them that telecom will be disconnected in 30 days if the past due amount is not paid.
- 30 days after disconnection of telecom counsel will be notified to file a lien against the property. Owner responsible for all legal fees.
- If payment still is not satisfied a suit will be filed against the property.

2023 Violation / Fine Updates

- Fines for Short Term Rentals will be assessed at \$250 per day.
 - Short Term Rentals are defined by City Ordinance as “residential properties that are rented for less than 30 days at a time”
 - As a reminder in the Community Covenants rentals of less than 6 months are prohibited and cause for fines / action, therefore Short Term Rentals are not allowed within Tributary.

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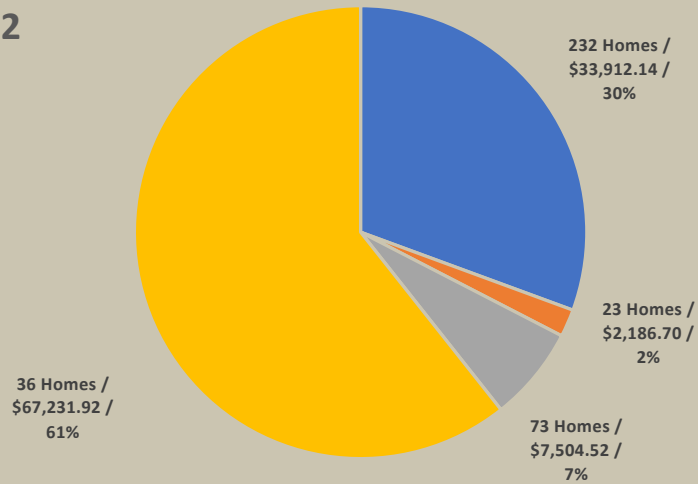
Delinquency Update

	January 2022	vs	November 2022
Disconnections (TeleComm & Amenity Cards)			
Total Disconnections	11		16
Total Money Owed	\$38,067.53		\$69,632.93
Previous Owners			
Prior Owners Past Due	3		2
Total Money Owed	\$27,066.69		\$775.19
Pay Plan / Chapter 13			
Current & Prior Owners	7		4
Total Money Owed	\$10,988.36		\$5,513.83
Amount Owed by All Delinquencies	\$110,835.28		\$136,250.55

Past Due/Delinquency Information

January 2022

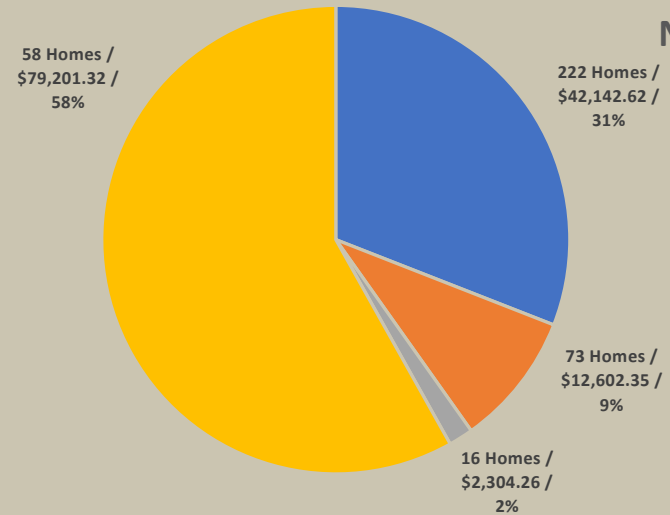
- 0-30
- Over 30
- Over 60
- Over 90



Charge	Balance	% of Total
Assessment (238)	\$86,387.03	77.94%
Interest/Fines (166)	\$13,604.58	12.27%
Legal (13)	\$10,243.67	9.24%
Misc. Owner Receivable (1)	\$310.00	0.28%
Special Assessment (1)	\$250.00	0.23%
Bank Return Charge (1)	\$40.00	0.04%
Total	\$110,835.28	

November 2022

- 0-30
- Over 30
- Over 60
- Over 90



Charge	Balance	% of Total
Assessment (241)	\$96,249.19	70.64%
Interest/Fines (155)	\$26,321.58	19.32%
Legal (10)	\$9,981.14	7.33%
Bankruptcy Related (2)	\$1,996.35	1.47%
WO Reimburse (1)	\$782.83	0.57%
Lease Operating Fee (2)	\$719.46	0.53%
Bank Return Charge (4)	\$200.00	0.15%
Total	\$136,250.55	

2022 Maintenance/Capital Improvements – Declarant

Item(s)	Cost
Concrete Curbs/Sidewalks Riverbank Activity Center	\$ 11,330.00
Village Swimming Pool Deck - Repair/Seal Cracks/Maintain	\$ 5,665.00
Gutters & Downspouts - Tennis Center	\$ 15,000.00
Repair/Replace concrete patio sections at Tennis Center	\$ 22,000.00
Retaining Walls - Replace - Tennis Center	\$ 10,000.00
Tennis Center - Painting Exterior	\$ 21,000.00
Tennis Center - Convert light fixtures to LED	\$ 1,250.00
Total Cost of Declarant Repairs	\$ 86,245.00

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2022 Maintenance/Capital Improvements – HOA / Alliance / CTS

Item(s)	Cost
New salt cells for VAC & RAC pools	\$ 14,995.00
Tennis Courts - Recoat Surface	\$ 24,720.00
Security Cameras-VAC, TC, RAC	\$ 33,459.00
Repair/replace aluminum fence at VAC veranda	\$ 4,698.00
New trash cans for VAC & RAC restrooms/Gym	\$ 820.00
Repair swingset at VAC playground	\$ 2,000.00
Remove Bocee ball court & repair picnic tables/benches	\$ 3,500.00
Repair fence at Big pond	\$ 920.00
Replace damaged plants at Tennis Center due to truck damage	\$ 5,180.00
RAC Painting-Exterior	\$ 17,000.00
VAC Pool Resurfacing-L shaped pool only	\$ 52,976.00
Landscaping repairs & replacement	\$ 21,716.00
Total HOA/CTS/Alliance Repairs-2022	\$ 181,984.00

Landscape Repairs & Replace Details

- Social Park – Reset Paver/Remove Dead Trees
- Drainage – River Rock – Garden Hill
- River Rock at Waterfall
- Riverbanks Tree Work – Dog Park
- Drainage – Charleston Close
- New plants at Founders Park Stage
- Garden Hill – Center Park drainage
- Drainage check – Dams at Riverbanks
- Tulip Poplar Removal

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2023 Maintenance

- These are currently the prioritized items for 2023. If there are items you feel should be included, please contact the board.
- Reserve Study commissioned by Avanti is helping to prioritize and project costs. Study goes out 30 years and accounts for inflation rates.

Neighborhood Item(s)	Cost
Resurface Riverbanks Pools	\$ 75,000.00
Tot Lot Arbor removal (Replacement to occur in 2024)	\$ 25,000.00
Social Park Arbor repair & replacement	\$ 25,000.00
Landscaping-Fire Pit & other areas	\$ 10,000.00
VAC back pool gate	\$ 1,500.00
Barnesbury Dog Park	\$ 20,000.00
Bridge repair-Trails	\$ 15,000.00
Total HOA/CTS/Alliance repairs-2023	\$ 171,500.00

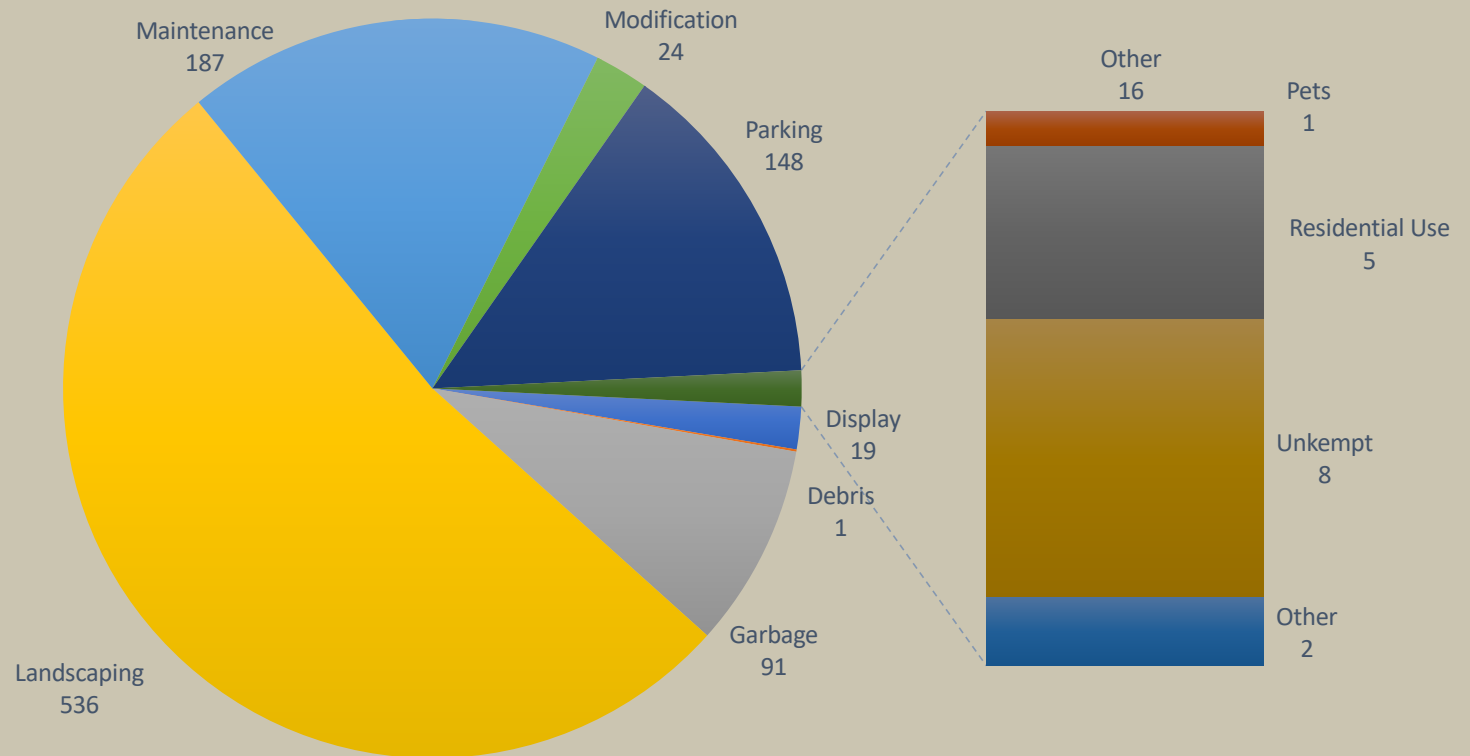
Declarant Item(s)	Cost
VAC Pool Cover-L shaped pool	\$ 13,000.00
RAC pool cover	\$ 13,000.00
Total Declarant repairs 2023	\$ 26,000.00

- The board is working with Avanti to complete remaining work, but this might be the last payment from them.

Breakdown of Architectural Violations

Violations

- Display
- Debris
- Garbage
- Landscaping
- Maintenance
- Modification
- Parking
- Pets
- Residential Use
- Unkempt
- Other



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Board Goals

- Short Term

- Build up Reserves
- Collect unpaid dues
- Enhance Activities
- Review Landscaping Contracts
- Maintenance/Enhancements

- Long Term

- Lower/Eliminate rentals
- Enhancements
- Telecom Package

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Telecom

- 3% increase as of 1/1/2023 (This will occur annually)
 - The existing dues are not able to absorb this increase.
- There will be a 3% increase annually unless it goes above market rate at that time
- Hotwire contract signed on April 21, 2020 with 15yr term
- Rerouting of fiber delivering service to Riverbanks & Tennis Center
 - Work in progress already
 - Eliminate overhead fiber running through natural area & Rooker Property
 - New route will be along Riverside Parkway-North side
 - Video Package
- New Community Representative
 - Terrance Moore - terrence.moore@hotwirecommunication.com
 - Recommend to Call Customer Service first, then email Terrance

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SLA's for Hotwire – Call response

Quarter	Property Name	Month Description	Average Speed of Answer ASA	Abandoned Rate ABN	Average Handle Time AHT
2022 Q2	GA272 TRIBUTARY	Apr 2022	00:00:29	2.67%	00:05:59
		May 2022	00:00:10	1.15%	00:03:53
		Jun 2022	00:00:17	2.05%	00:05:23
		Average 2022, Q2	00:00:19	1.96%	00:05:05

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SLA's for Hotwire – Trouble Tickets

Month	Resolved / Appt - Same Day	Resolved / Appt - 24 hrs	Resolved / Appt - 48 hrs	Resolved / Appt - 72hrs	Resolved / Appt - +72 hrs	Total
April						
<i>Hotwire</i>	4	1	2	0	0	7
<i>Non-Hotwire</i>	31	6	0	0	0	37
<i>Not Specified</i>	7	0	0	0	0	7
May						
<i>Auto Complete</i>	1	0	0	0	0	1
<i>Hotwire</i>	5	0	2	0	0	7
<i>Non-Compliant</i>	0	0	0	1	0	1
<i>Non-Hotwire</i>	26	2	0	0	0	28
<i>Not Specified</i>	12	1	0	0	0	13
June						
<i>Auto Complete</i>	2	0	0	0	0	2
<i>Hotwire</i>	1	0	0	0	0	1
<i>Non-Compliant</i>	0	0	0	1	0	1
<i>Non-Hotwire</i>	26	2	0	0	0	28
<i>Not Specified</i>	7	0	0	0	0	7

Total Tickets: 140

Inside Compliance: 138

Outside Compliance: 2

SLA Percentage: 98%



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2023 HOA Activities

April

Spring on the Green



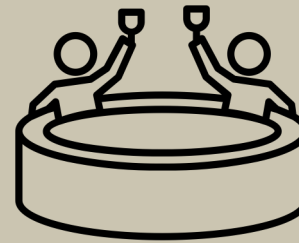
May

Latin Night



June

Pool Party



July

Dive in Movie



October

Halloween Parade / Chili



November

Holiday Tree Lighting



December

Breakfast with Santa



???????

There is still ~3.5k of money budgeted for one or more events.

If you have additional ideas connect with the Activities Chair / Co-Chair and Activities Director

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Community Updates

- Residential Construction
 - Parcel C-2a
- Village Center-Resia
- Lennar Multi-Family
- Rooker Development
- East Group-Office/Warehouse
- Parcel O-Zoned residential
- Sweetwater Vista Multi-Family
- Multi-Family-Blue Herron

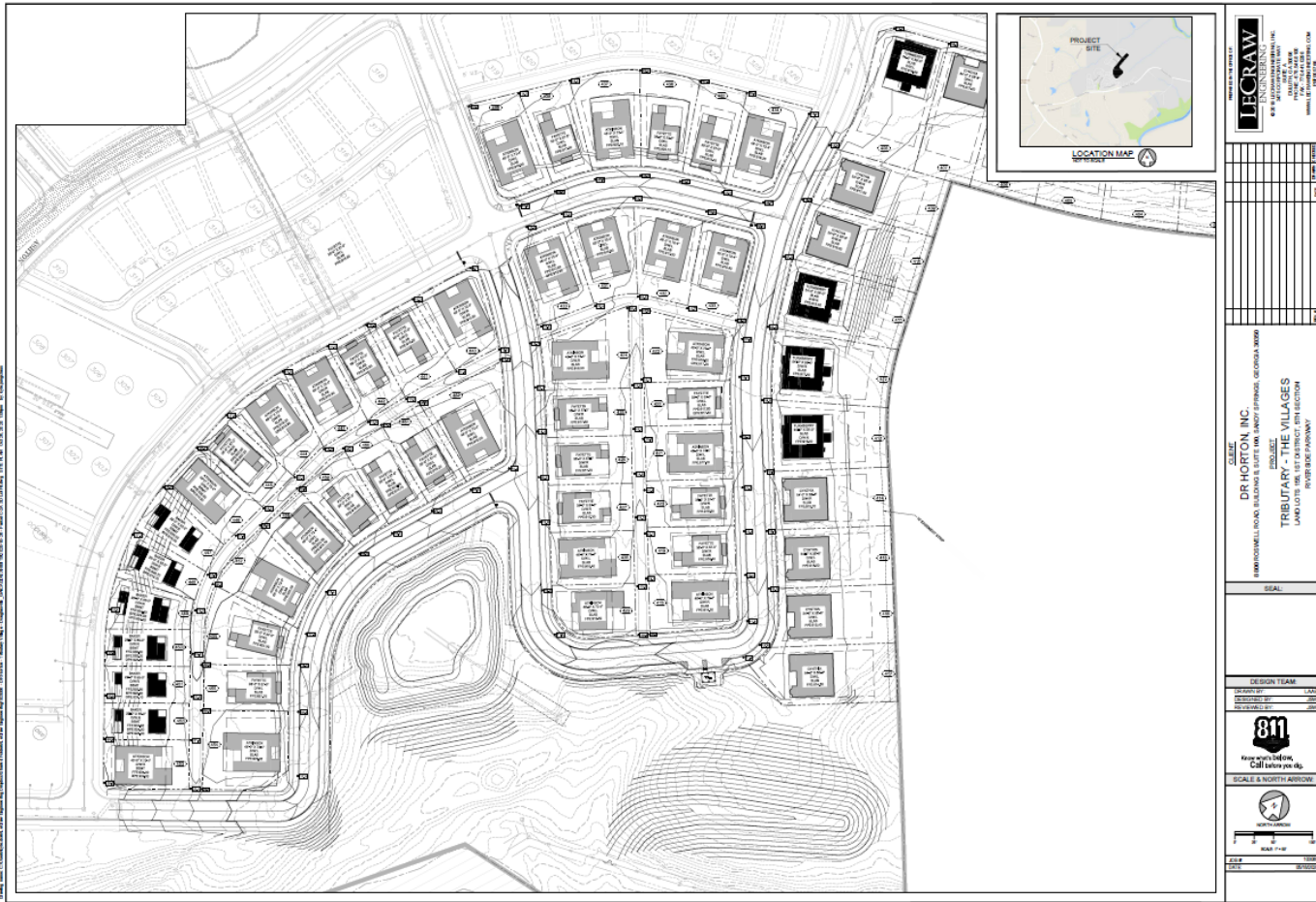
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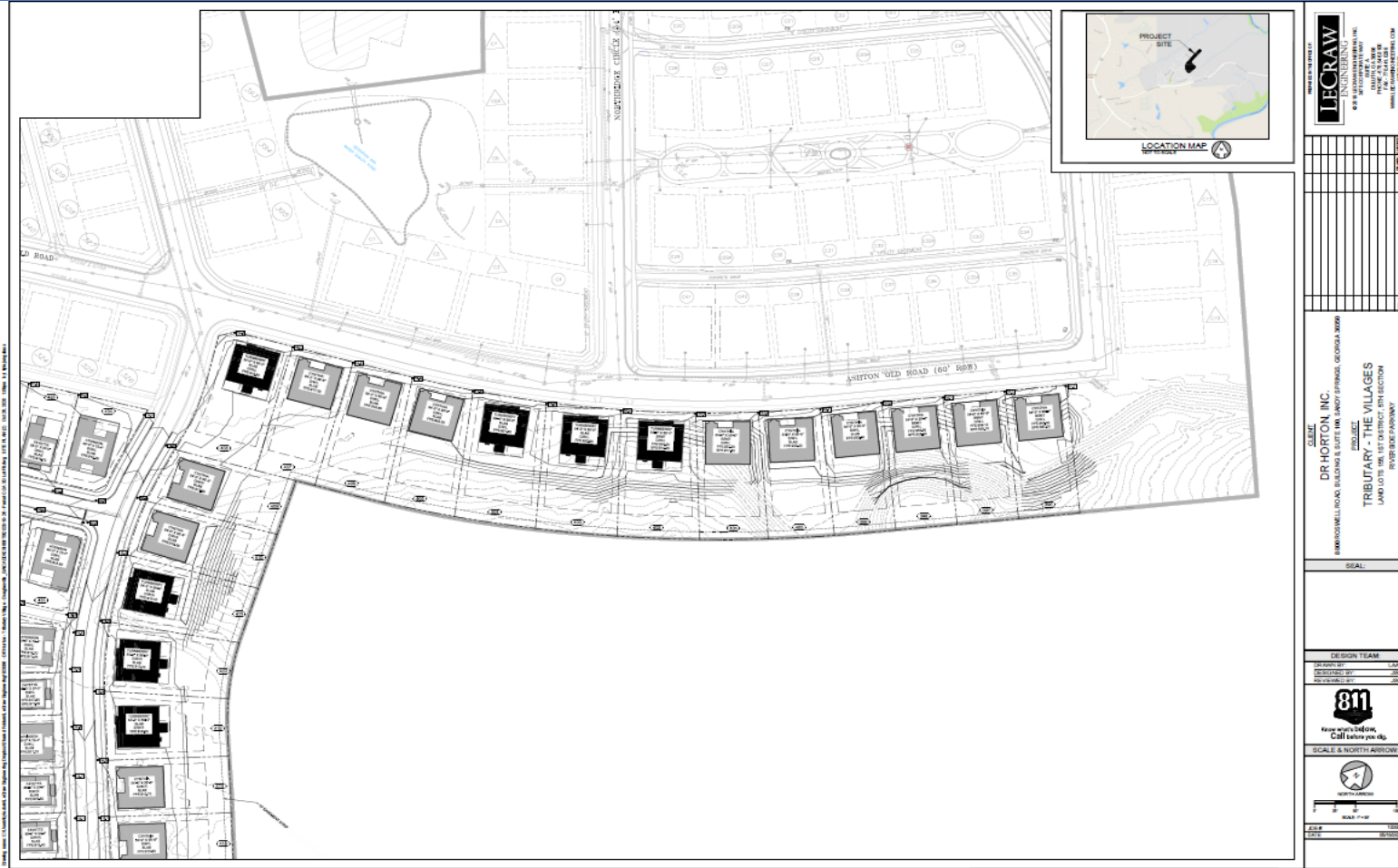
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Parcel C-2a-Village



Neighborhood Updates – Parcel C-2a-Village



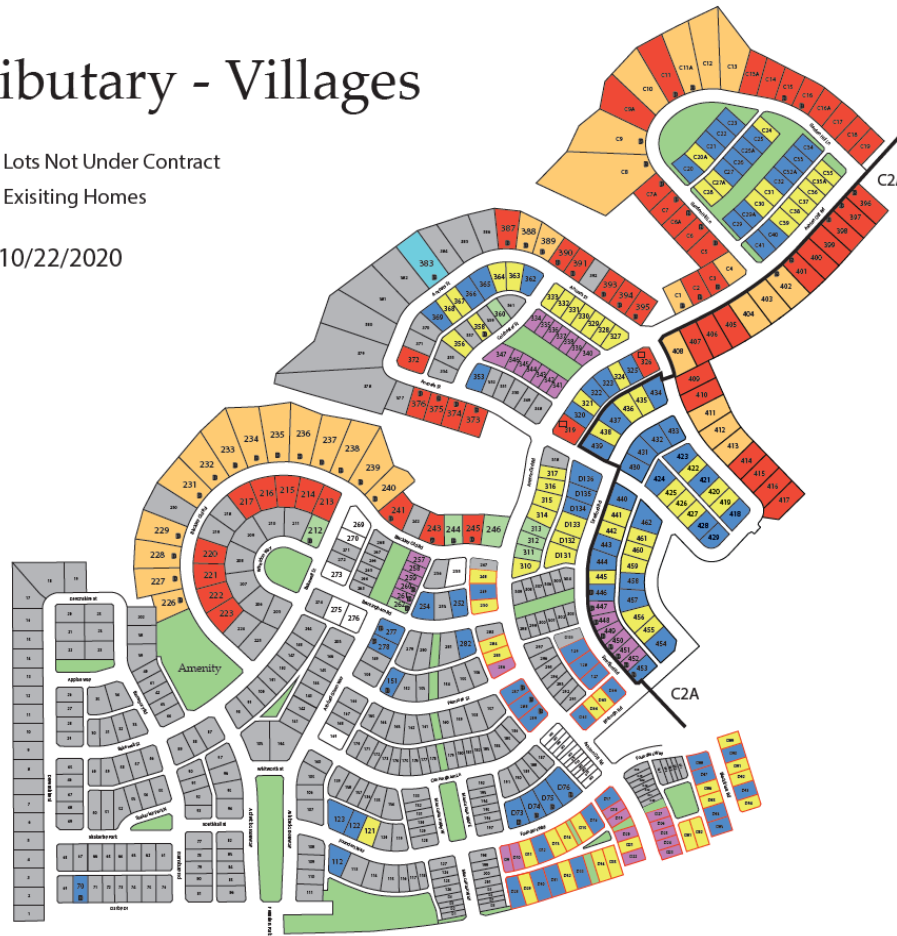
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Neighborhood Updates – Village

Tributary - Villages

- Lots Not Under Contract
- Existing Homes

10/22/2020



- Manor Lot w/ Carriage Product
- Basement Lots

- 36 Cottage Lots (50')
- 42 Carriage Lots (60')
- 42 Manor Lots (75')
- 19 Park Court (40')
- 24 Estate Lots (90')
- 1 Custom Lots (90')
- 8 Other Contract Lots

C2A Raw Tract

- 17 Cottage Lots (50')
- 22 Carriage Lots (60')
- 15 Manor Lots (75')
- 6 Park Court (40')
- 7 Estate Lots (90')

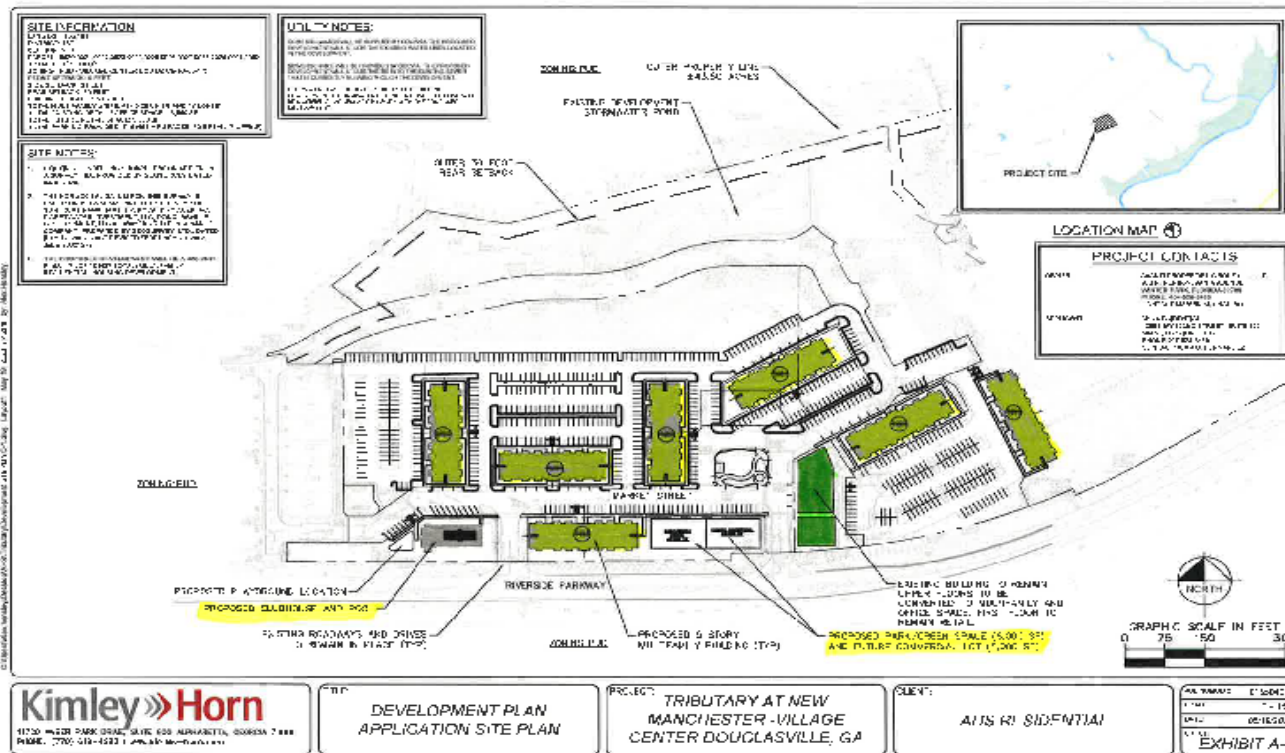
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Conversion Lots

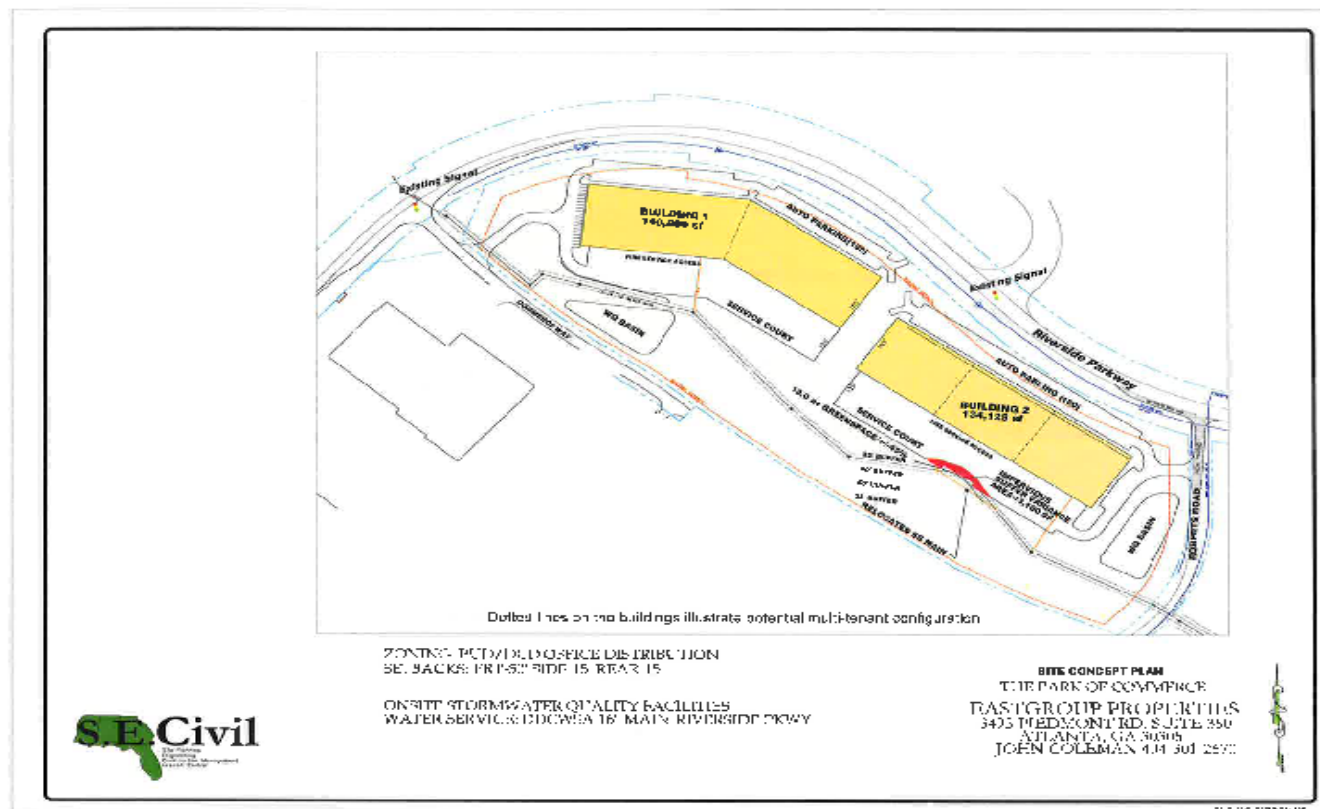
- 23 Cottage Lots (50')
- 22 Carriage Lots (60')
- 12 Park Court (40')

57

Neighborhood Updates – Village Center-AHS



Neighborhood Updates – Park Of Commerce

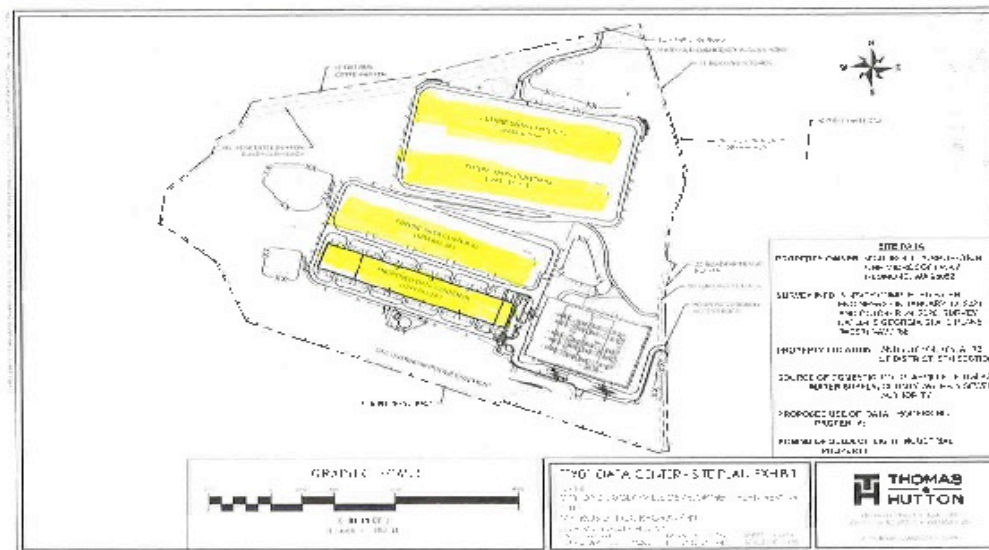


Neighborhood Updates – Lennar Multi-Family

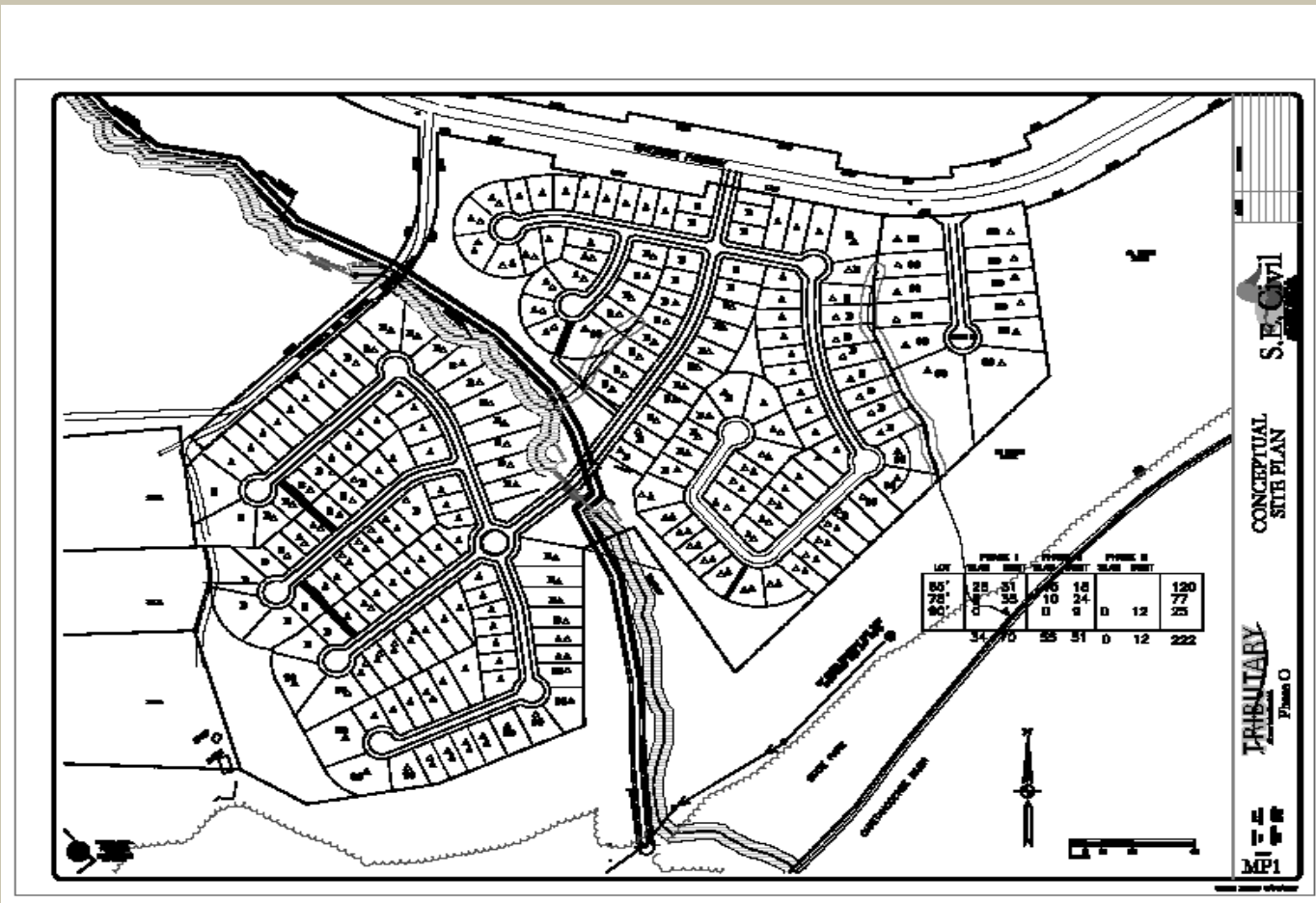


East Hills Business Park-Microsoft Data Center

Site Plan

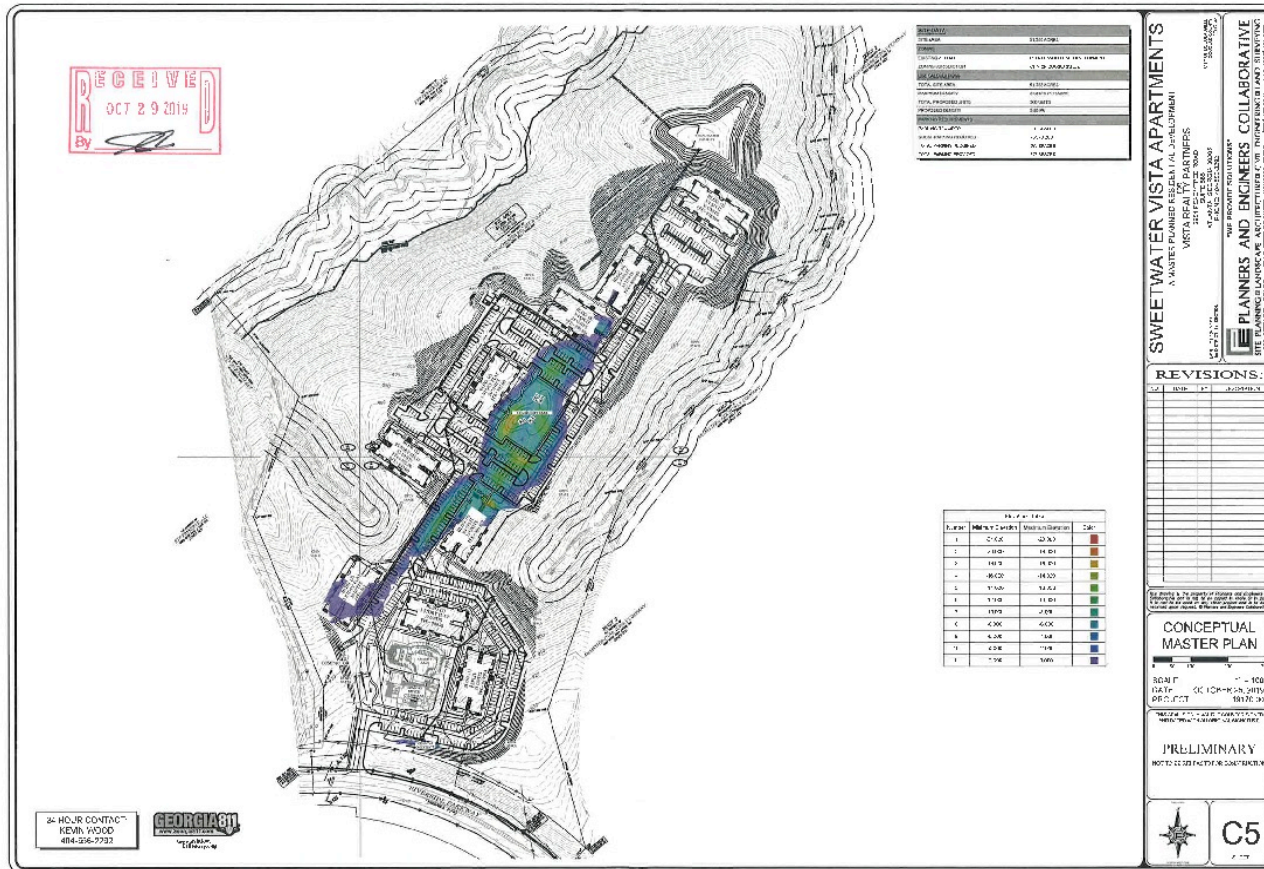


Parcel O-Riverside Parkway & Roberts Road



INTERNAL USE

Sweetwater Vista-Multi-Family



INTERNAL USE

Multi-Family Blue Herron



INTERNAL USE

2022 Questions



Streets & Parking

1. My question is when will the street at Ashton Old and Garden Hill be fixed? Is DR Horton responsible? If not, who is and when will they be notified?
2. No parking overnight; regulation, is this rule only for certain houses. Because it's done consistently by some neighbors.
 - Same goes for Trash Cans being left visible
 - Same goes for yard maintenance; I receive a two warning regarding my wees in my grass and my neighbor yard is totally unkept; been like that for years (but yet I'm given a timeframe as to when I need to resolve my issues)
3. When will the pavement be replaced at the corner of Ashton Old and Ancoats entering Garden Hill?

Community Cleanliness

1. How often should the city clean the streets; (I've seen street sweeper a few times in the spring.) I'm aware we are responsible for the leaves on our property; but what about on the streets?
2. Street sweeping. Is it a service the HOA provides?
3. When are they going to pressure wash and clean the entire tennis center.

Landscaping/Parks

1. Why is that certain areas on the property are not maintained. Unless I bring it to someone's attention the landscape people will not mow or lay down pine straw.

2022 Questions



Community Activities/Improvements

1. Are there plans to repair the pool surface in Riverbanks, if so when will the repair take place. We have told the Life guards and it has been said concerns were raised with Steve about the pool surface cracks.
2. Are there plans to repair or get new grills at River banks? The knobs are broken.
3. Riverbanks playground refresh. Can we have the playground updated or refreshed? If so, when?
4. Plan for additional amenities. With over 700 homes and both pools have a capacity less than 200 there are not enough to sustain the current population.
5. Are they building additional tennis courts.

Telecom

1. Can there be better communication on Hotwire when there is an outage from Tributary? It was helpful when Steve would send an update but it would be more helpful to have an hourly HONEST update from Tributary to help keep the community calm and aware. Once issue is resolved it would also be nice to provide a full report to the community on the incident and resolution.
2. Why do we have to stay with Hotwire? Ever since we have closed the internet and cable goes out every week.

2022 Questions



Surrounding Community

1. Once the Sales Center sold what parking options will be available for those commercial vehicles being parked there today?
2. Since Garden Hill is a named area of the subdivision is it considered The Village or Garden Hill. It is not represented as a separate named part of the neighborhood. What is the purpose have a separate name?
3. What is the neighborhood consensus on the strategy of what development on Riverside is acceptable to support? I recommend a survey with options so we are all on one accord and can stand with the overall consensus.

Budgeting

1. What are the breakdown of our HOA costs? More specifically, what are the dollars being allocated to?
2. Why is our HOA assessment increasing an extra \$10 per month? And where is the communication that informed us of the increased?
3. What is the percentage of administrative costs?

Appendix

VILLAGE



RIVERBANKS

INTERNAL USE

2021 Questions



Streets & Parking

1. Can we get a stop sign at Blackley Old RD? It seems to be the only thing to stop the speeders. **Installed**
2. Will the alley cracks that are growing in Garden Hill be repaired? **Contact City of Douglasville**
3. Please explain the process for enforcing street parking and penalizing violators. Who identifies violations? How are violations confirmed (photo/plate registration/surveillance)? What is a consequence of a violation (warning/fine)? Are there currently any homeowners that have been issued a variance and are allowed to park in the street in certain circumstances? How frequently is the neighborhood patrolled? How can homeowners raise concerns about specific violations that are recurring frequently? How much revenue came in this year from parking violations? **See Violations**
4. The cars parking on the street is at a critical level now. The HOA has done nothing to resolve this problem. Now people are parking on both sides of the street and cars can barely pass and I'm sure large emergency trucks will have a problem. Plus, it is not a good look for our community. What is the plan of action? How much has been collected in fines? Two solutions to consider: 1) Putting hard to remove stickers on the windows of the cars that require some effort to remove, 2) Increasing the fine to help beautify the community and add amenities. **See Violations**
5. Where are visitors and overnight guests of homeowners supposed to park? Do they need a pass? **VAC, RAC, Sales Center, Yes you need a pass**
6. I've been living in Tributary for 10 years and the potholes and the protruding manhole tops have always been a problem on Ashton Old Rd. When will this street become re-paved? **Final paving completed**
7. Speeding through the Village is a concern since there are more children now playing in the streets. Let's not wait until a child is injured or even killed until we do something about this problem. Solution: Install speed breakers. **City is against speed humps. HOA responsibility.**

2021 Questions



Community Cleanliness

8. Can we get a few more aesthetically pleasing trash cans especially near the bus stops? A lot of people are leaving litter and providing a place would be helpful. **Trash cans are located in the parks. Additional may need to be added.**
9. I would like to propose additional pet waste stations be installed throughout the neighborhood and their maintenance be considered in the 2022 budget. The cost to install would be minimal and it would alleviate the ongoing concerns about pet waste being left in common areas and private property. I don't know how these existing stations are being maintained right now but understand that adding additional stations would slightly increase maintenance costs. I recommend that the new stations be placed strategically where there are already trash cans so extra stops are not necessary when trash is emptied. **Several added this past year.**
10. The Level of cleanliness in the community has dropped considerably. Policies are not being enforced so I have seen a significant decline in the upkeep of homes etc. **See violations**
11. Aeration of pond on Devonshire St and Barnsbury. The landscaping around the stormwater retention pond is being maintained on a regular basis however the pond itself has stagnant water and algae growth that needs aeration. At some point this pond has been stocked with small fish which need oxygenated water to survive. During periods of dry weather, the pond level is low enough that it does not drain and the stagnant water allows for anaerobic activity that depletes oxygen and causes the fish to die. Simple aeration will maintain oxygen levels in this pond year-round and prevent fish-kill. Fish-kill presents a public health hazard to residents and visitors who enter this area to use the nature trails. I am proposing that a small aeration fountain be installed in this pond that is similar in design to the pond on Ancoats & Ashton Old. **Drainage repaired**

VILLAGE

TRIBUTARY
AT NEW MANCHESTER

RIVERBANKS

INTERNAL USE

2021 Questions



Damage to Community

12. Damage to community property. Please explain what processes are currently in place to investigate damage or vandalism to community property. Some examples include the vandalism of the VAC as well as the reoccurring destruction of the front entrance stonework. What was the total expenditure in 2021 for repairs of this nature and how much of that cost was recuperated from the individuals who caused the damage? What methods are being considered for 2022 that will either prevent damage to community property or help identify the people responsible for the damage? **Security Cameras installed**
13. The landscape company constantly ignores the mulch bed at the entrance of Ashton Old Rd. Trucks drive through that bed frequently and when it is time for the weekly maintenance from the landscape the company, the mulch bed is never addressed. Why are we paying them, and they see a problem and don't fix it?? **New Landscape company**

Landscaping/Parks

14. Why is the landscaping (at the Village) not up to par? Two landscape companies have said the hedges planned in front of and around the park I live on do not do well in the Atlanta area – they need lots of sun and are normally seen in states like Florida and Texas. In the 2.5 years I've lived here, I can still see through them and they don't seem to have gotten any taller. They need to be replaced. **New Landscape company**
15. Leaves in the park have been on the ground over 3 weeks. The sidewalk is covered with them and the grass has not been cut. I'm curious as to why this is so. **Leaves removed in parks only. Residents responsible for area in front of their own home.**
16. The sidewalks, especially around the parks need cleaning. Is this on a schedule to be done soon? **Pressure washing was done this year.**
17. What are the plans for refurbishing the park that is marked "Horseshoes & Bacci Ball" off of Ashton Old? There are two dead trees on the lot, will they be replaced? **Rework has commenced**

2021 Questions



Community Activities/Improvements

18. I respectfully request to ask the board about opportunities for community collection and compost of the annual fall leaves that have fallen into the street. Is there a location where residents might compost for decomposition into rich planting soil? **Locations**
19. Is there an overview of activities planned for 2022? Is there a committee from the neighborhoods to help plan and implement activities for all ages? **See Activities**
20. It would be nice if RBX can have its own activity center. What are the plans for the activities Centre with so many more families moving in? **None**

HOA/Heritage

21. Why is it our dues are not being reduced after building so many homes. We should be paying less based on economies of scales. Looks like our dues did more with less homes/families. **Reserves need to build up**
22. Who is enforcing community care and the covenant? Children on bikes and scooters cutting in front of vehicles, vehicles parked on street overnight, vehicles parked in driveways while sticking out across sidewalk, yards with 8-12" grass.....the list goes on! **See Violations**
23. I have seen an increase in our HOA dues, but the amenities and services have been reduced and/or unchanged. Please help me see the justification in this increase. **No reductions**
24. How frequent does the HOA visit the neighborhood to address violations? The regulations are there to keep order and consistency in the community. It seems like no order is kept in this community and people are allowed to do what they want to do. Why are we paying a management company when they are not resolving these issues? It has been going on for far too long. We have to do better or we will start seeing more chaos. Recently, some youth vandalized the activity center and I believe that is our sign that we have to do a better job protecting the beautiful community of Tributary. **Twice a month**

2021 Questions



DR Horton and New Builds

25. It seems like additional homes are being built in the Village that were not on the original plans that were presented to the community. Did D.R. Horton increase the number of homes originally planned for the Village? Is the HOA not worried about overcrowding the Village and Riverbanks community? **# of homes decreased.**
26. What are the landscape plans for in front of the homes being finished facing Riverside Parkway at the Village? Will they be putting in large trees to block sound? **Improvements completed**

Telecomm Questions

27. Hotwire service is still stalling and going out. Is there a better service Tributary might consider? **Contact Hotwire or Board**
28. There have been a lot of issues with Hotwire service (buffering and outages). Is that being addressed? **Should not be occurring**
29. The loss of religious channels on the TV viewing has been a negative impact to my viewing shows. **Pick a channel to add and delete**

Surrounding Community

30. What are the plans for the retail center going in? Are there any tenants yet? What type of tenants are being recruited? Would love to see a coffee shop, brewery and some restaurants along with a convenience market. **Resia in the process of leasing**
31. With the city of Douglasville denying the rezoning application for the 95 acres on Riverside Parkway (Parcel O), what is the status of this property? **Undetermined. Zoned residential**
32. When the homes across the street from Tributary Village go in, are there plans for a traffic light at Ashton Old entrance? Cars seem to race by here as it is! **No Homes being planned at this time.**



INTERNAL USE