

SUBJECT: Four Seasons Architectural Transition Q&A

Greetings!

You should have received a Welcome Letter by now explaining the transition from CA Partners (CAP) to Association Management Services NW (AMS)

The Welcome Letter offered basic information regarding the transition in management companies. The letter explained that additional information would be forthcoming as details are finalized. The following information is the first in a series of questions and answers intended to address owner concerns.

If you have a question regarding Four Seasons procedures and policies, please contact AMS directly. If they cannot answer the question, it will be promptly referred to the appropriate Four Seasons Director or Officer.

Q: How do I initiate an Architectural (ARC) Request to the new management company?

A: The transition to the AMS / Four Seasons forms is underway and should be completed within the next week or two. If your project or improvement cannot wait, simply use the updated form on the Four Seasons web page. If you do not have a computer, contact AMS by phone and they will assist you. Regardless of the form used, as of February 1, 2020, a \$35 processing fee will need to be included with your application.

The Four Seasons board and officers deliberately selected this time of year for the transition in order to minimize service impacts to owners that would likely occur if a new contract were initiated during the busy Spring through Fall project improvement period as happened during the last contract.

Q: How can I minimize the cost of the new \$35 application fee?

A: Most home improvement projects that require review and approval (fencing, painting, siding, roofing, gutters, major landscaping just to name a few) do not usually come as a surprise. Owners usually plan ahead and save for such projects. If you identify a specific project you need to submit an application for, go ahead and include any additional item(s) you think you might also address within the next 6-month approval period. If you don't end up completing the project or wish to defer until another year you can always submit another application (and pay the fee) at a later date.

Q: What happens if I recently sent an ARC Request to the former management company CA Partners (CAP)?

A: CAP will forward the application or other communication to AMS and copy the ARC Director until February 17th. Following that time, any communication will be returned to the sender.

Q: *Why did the HOA change management companies?*

A: While the staff at CAP were professional and pleasant, the organization was unable to respond to the service requirements of Four Seasons HOA. The time required to correct errors and omissions was unacceptable. If you were an owner that experienced these problems you will appreciate the proactive change the Four Seasons board and officers made in the selection of a new service provider.

All of these well-documented performance issues negatively affected ARC's ability to maintain records and provide owners with the service levels and responsiveness required. This has been a huge burden on ARC and the HOA since the original contract was established. We have been receiving very positive feedback from owners regarding the change to AMS.

Service requirements have been thoroughly addressed with AMS. Not only will ARC requests be maintained using an online Architectural management system, owners will be able to access their own account through the AMS portal. An owner will now be able to see if a non-compliance issue has been identified, including documentation of the violation (with photos) through the AMS portal. Individual owners will not have access to another owners' information.

Q: *If CAP sent me a Violation Notice, where do I direct my questions and confirm the compliance issue has been corrected?*

A: As of February 1, 2020, all inquiries must be directed to AMS. CAP is still catching up on violation notices they were previously assigned. If you receive a notice from CAP between now and February 17th, direct your reply to AMS for follow up. During the next few weeks ARC will be sharing and transferring unresolved non-compliance issues with AMS for further action.

Q: *Is it true owners will be charged a fee for making an RV or Utility Trailer parking request and how do I submit such a request?*

A: No, RV or Utility Trailer Parking requests will not be charged a fee and will no longer be processed as an ARC Application or email request. A new online system was developed by our Communication Officer on the Four Seasons web page: <http://fourseasonshoa.net/>

Go to the Four Seasons Home page. On the far-left side is a column of buttons. Select the new button titled "RV Parking". It will direct you to an online form for the owner to fill out. Once you complete the required questions and select "Confirm", it will automatically generate a confirmation email back to you, as well as the Four Seasons ARC Committee, showing that you submitted the application. No downloading or scanning required. The parking dates and related information is automated and collected in a data file that requires no labor to maintain.

Q: *Is it true that submitting an ARC Application and paying a \$35 fee has been or will be required for little projects like moving some rose bushes, replacing some shingles, pressure washing and other routine maintenance?*

A: No. it has never been the case that the routine maintenance items listed above require an Application Request, review or approval, and this will not change. If a request is received for a small project, and it does not meet the stated criteria in the Architectural Rules, the owner will be notified they can proceed because a request was not required. To see what improvements, require an application request, please refer to the Architectural Rules.

For your convenience, all ARC related documents can be easily found on the Four Seasons Home web page: <http://fourseasonshoa.net/> A new button has been added on the left-hand side titled ""ARC". Please review and become familiar with the requirements.

Q: *Why was there no ARC Annual Walk Through last year and will walk throughs be reinstated?*

A: The Annual Walk Through was a very volunteer labor-intensive process. Once the original 100+ Courtesy Notices were issued, there was little time to follow-up within the required period to send additional Violation Notices and ensure correction.

A year and a half ago, ARC created Assigned Areas of Responsibility that are monitored monthly. The ARC committee members do not live in the area they monitor. If a committee member identifies a problem, it is reviewed by one or more other committee member(s) for legitimacy. Notices are then sent to the owner, and the issue can receive the necessary follow up and further action as required.

Furthermore, our new contract with AMS includes quarterly walk throughs by AMS staff. Property reviews by volunteers are already challenging. Since some owners have made false personal accusations against ARC Committee members, this change will eliminate charges of bias in the identification of violations. ARC will still review AMS notices to ensure violations meet Four Seasons established standards.

Q: *Why does it appear there is no monitoring of garbage and recycling bins.*

A: The Architectural Rules state that bins are still to be stored out of view. Notices are still sent to owners if the bins are in the street, middle of the front yard or no obvious effort has been made to conceal them from view.

However, over the years it has been a continued source of labor-intensive monitoring (nice way to say baby-sitting) that took time from successful pursuit a more serious non-compliance problems that truly affect property values. Examples: rotten siding, holes, shingles falling off homes, broken lighting, out of control yard maintenance with 4-foot-tall berry bushes, dead landscape, drainage problems, dilapidated fencing and peeling paint. If you lived next to one of

these properties you would appreciate ARC's focus on priorities. We obviously have much more work to do. The new management company expects they will address all compliance issues stated in the CC&R's and Architectural Rules.

Moving Forward: How to best resolve ARC related questions and concerns-

The ARC Director and other board members have received complaints from listserv users regarding policy and procedure concerns shared on this social media platform that create inaccurate or unintended confusion for other readers.

Please do not direct your ARC procedure and policy questions to the listserv. Without context, the question and comments may create more confusion and misunderstand than enlightenment for the community. It will also require greater time to moderate and clear up many unintended misrepresentations.

As previously stated, first contact AMS regarding any ARC concern. If you did not receive adequate response from AMS, please share that concern directly with the Four Seasons ARC Director so he or she may have an opportunity to resolve the matter. If these two professional courtesy steps have been taken, and the problem still exists, feel free to share your concern with the Board or the listserv.

Thank you for your patience during this transition. Change is usually difficult. Mistakes will be made. But please understand we will work through the problems together. This will result in a successful relationship with our new management company, and a stronger Four Seasons HOA.

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