

Dear Homeowner,

January 2019

I hope this letter finds you healthy and ready for the New Year!

I sent a letter to you 8 months ago thanking you for voting in the February 2018 elections and reaching a 51% quorum in almost record time. I also talked about our achievements in 2017 and what we intend to accomplish in 2018. Now that we are in 2019 and with annual elections next month, let's see what we have accomplished in this past year.

These accomplishments are a direct reflection of your current Board of Directors and the job we are doing together. Although we occasionally disagree on certain things, at the end of the day, the interest of the Association is what we care about most. Spending money wisely is the same as consciously saving money and it continues to play an important part of being fiscally responsible to all the homeowners of this complex.

Our decisions are based on 304 units (Almost 1300 people). With elections rapidly approaching in February, it's important we have people on the Board of Directors that are mindful of the entire project. There are plenty of challenges we continue to address each month. Compromise is the key.

BOARD ELECTIONS: When you receive your voting ballots in a few days, I hope you will take the time to fill it out and mail it in as soon as possible. It's very important that you VOTE! Even if you don't vote for any one person, it's still important for you to sign and mail in your blank ballot. It will help toward our 51% quorum. Please take the time to either mail in your votes or mail in a blank ballot. It's THAT important!

It's been a good year! Let's see what we have accomplished:

Community Improvements:

- Landscape: Not taking into account the heat and humidity we had last summer, the complex looks better because of continuous over watch of the landscape supervisor. This needs to continue or we will move on to another landscape company.
- New building numbers and unit letters have been placed on most buildings throughout the property. This will be a huge help to your visitors, Police, Emergency, FedEx and the pizza guy.
- We will have brand new map directories by February which will be properly orientated to show you where the front circle is and most importantly, **WHERE YOU ARE!**
- We have completed the red brick work that goes around the inside walkway of the property. You may not have noticed it but it looks great!
- New exercise equipment. We now have new cardio and weight machines in the upstairs clubhouse. Membership is just \$50.00 a year. We have new members signing up each week.
- New air-conditioning units for both the cardio and weight rooms. (Window tinting in the spring)
- We have installed two new BBQ's grills by laundry room #2.
- The Redwoods website is up and running with more than 3600 visitors. It has been a big help to real estate agents and new home buyers. All important documents are clearly posted on the website for transparency and easy access. Visit us at www.theredwoodshoa.org. Your suggestions are always welcome.

Property Maintenance:

- Thanks to homeowner Steve Karnes, our beautiful Redwood trees are being deep watered and fertilized on a more improved schedule. They are looking better but must have continuous care.
- Phases I, II and III have been completed for termite repair and painting. Phase IV continues. We will get to your building as soon as we can. Please be patient!



- We continue to repair any gas line leaks and also paint the gas shut off valves RED so the fire department will know where the emergency shut off valves are located.
- We are now on an annual maintenance schedule for all of our fire hydrants. (Which has never happened... ever!)
- All carport storage compartments along Cabrillo Park Drive now have support posts installed.
- We had to close the Maybury Street gate. Unfortunately, it was not authorized by the City of Santa Ana to be installed many years ago. To be a user-friendly association, we closed the gate permanently.
- We have located and scanned all the original 1973 blueprints of the property to an external hard drive for longevity, security and easy access. This has already saved time and money.

Safety:

- We have completed the year-long “lighting program.” We now have all new carport and outer perimeter lighting. Inside-the-complex lighting, walkway and building lighting is next.
- Crime is down because of the new lighting program. Because break-ins are considered an opportunistic crime, please be sure to lock your car and keep your valuables out of sight.
- Padlocks have been placed on all hot-water heater enclosures to prevent the homeless from camping out inside the enclosure and possibly causing damage.

Fiscal Management:

- We have not raised our monthly dues in 2 years. That is a sign of good budget management. We will do our best to keep the dues down. But some years it will be required.
- We have increased our monthly deposit to our Reserve Account to \$30,500 a month. That is a sign of a healthy Association where homeowners are paying their monthly association dues.
- Because we have been aggressive with our “Delinquency Assessment Strategy,” we have been able to recover almost \$70,000 in late association fees since 2015 from delinquent homeowners. We continue to deny open parking and certain privileges to those that are significantly late with their association dues. Remember, your monthly association dues pay for our gas, water, trash pickup, landscaping, on-site management, maintenance and many other amenities you may not be aware of. It’s important you pay your dues in a timely manner.
- We are now using Santa Ana Waste Management to pick up any large items that are left in the dumpsters. We have saved almost \$5,000 since changing to this new contract.
- The ratio of homeowner-to-renter is now at 64% homeowners and 36% renters. Homeowner occupancy is up 2% from 2017 and 4% since 2015. A higher percentage of onsite homeownership helps with bank loans and refinancing of your property. We are headed in the right direction.

As I mentioned in my April letter, I will continue to be mindful of the fact that I am working for you and the best interest of this community. With your trust, and as your President, I will continue to work with the other members of the Board of Directors to help address any concerns you may have and do our best to resolve them.

We all want lasting and meaningful improvements to this complex. We also want to improve our quality of life. We can achieve this if we continue to work together. Together, we win!

Remember, “It takes a Village.”

Jim Marchese
President, Redwoods HOA