

Windsor Park Community

August 2022

Re: Gutter Replacement/Insurance Deductible Reimbursement/Exterior Work Requirements/Annual BBQ and Night Out with Police Representatives

Homeowner
Street Address
City, State, Zip

Dear Homeowners,

This mailer includes several items, please make sure to review all of them.

Gutter Replacements

In late 2019 the HOA Board had a capital needs assessment completed. The Criterium Reserve Study was completed in January of 2020. At that time one of the issues raised by the study was that the condition of our gutters, at that time, was fair to poor. Based on this study we are planning to start replacing gutters, downspouts, and gutters guards as soon as a contract with the vendor can be completed. Only original builder-installed gutters and downspouts are scheduled to be replaced unless there are problems with the existing gutters that have been reported to the HOA. The gutter guards are scheduled to be replaced with EZ Lock small holes guards on all houses (see <https://www.e-zgutter.com/products/ez-lock-small-hole>) unless a similar guard has already been installed.

Due to budget restrictions that will not allow us to replace all gutters this year, and the fact that the contractor gives us a volume discount of 20 houses and above, we elected to replace gutters by home model. This first phase to be done this year will include the two-story (Model 2), the square ranch (Model 3), and the long ranches (Model 1) with walkouts, with some additional houses that need immediate repair. The rest of the long ranch houses will be done in the second phase.

The Board is considering a way to compensate homeowners who made replacements with their own money.

We have identified the following addresses as not having original builder-installed gutters and downspouts. If we made a mistake or are missing your address, please notify us via email at board@windsorparkstl.org within 7 days of receipt of this mailer. Corrections received after that time will not be considered.

- Midfield Lane - 2003, 2015,
- Midfield Terrace - 12909, 12916, 12920, 12928, 12955, 13050

- 2034 Midfield Lane (gutter guards only)
- 13007 Midfield Terrace and 2003 Midfield Lane (gutters only)
- 12919 Midfield Terrace will be on hold until the weather damage is fixed.

Insurance Deductible Reimbursements

Please review the attached Board Resolution 2022-2, Insurance Deductible Reimbursement, and Board Resolution 2019-001, Landscape Maintenance Policy. These resolutions were passed by current and prior Boards to ensure the consistency and quality of homes and landscaping throughout the subdivision and in the long run will save money for the HOA.

Exterior Work Requirements

We would like to remind homeowners that any work performed on the outside of the home or any landscape changes, even on the private lot, must have Board approval. This includes but is not limited to windows, doors, roofs, gutters, gutter guards, decks, patios, and fence replacements. Board approval can be obtained by submitting the "Application for Board Approval" form that is included in this package and on the CPM portal. **No work is allowed to start without a letter of approval from the HOA Board.** This is to ensure that all work conforms to Windsor Park's covenants and by-laws, and keeps our subdivision attractive and safe while keeping property values up.

When submitting applications for exterior work, please make sure that it is submitted as an "ARC" request and that the portal dropdown list is set to "Windsor Park" not "Villages or Polo Run Master", on the left side of the screen. (See screenshots and instructions below)

From your **Dashboard**, click on **My Items** in the lefthand column.

Windsor Park

Dashboard - Windsor Park

'Submit a New Request' button is at the bottom of this page.

To change your password, click on My Contact Info, then on My Login
 To view account history and or download your payment history, click on Billing
 To view/upload Community Documents, click on Documents

Payments

ACCOUNT BALANCE

\$0.00 [Make A Payment](#)

UPCOMING ASSESSMENTS

Assessments of \$260.00 is due on 09/01/2022 for 12928 Midfield Terrace

You will get the following screen.

Windsor Park

Community Property Management

Dashboard

My Contact Info

Billing

My Items 4

Calendar & Events

Directory

Documents

Board Actions

My Items - Windsor Park

Submit a Request

After clicking on "Submit a Request" above, you will be given the following three selections:

General Requests can be regarding any of the following: Maintenance, Account payments and charges, or anything else.

ARC Requests are regarding modifications or improvements that can be seen from the exterior view of the home. You must have written permission before starting any work.

Reservation Requests for reserving a date to rent your Community Amenity, if applicable.

Items displayed below include any activity for your property over the last 30 days which can also include older, unresolved activity. To obtain more detail, hover over the Subject and click on it. You can also refine your search by using the filter at the top of each column.

From	Subject	Message	Date
		New update to pool hours!	
		The remaining lifeguard working at Polo	

Click on **Submit a Request** and you will get the following screen.

Windsor Park

Community Property Management

Dashboard

My Contact Info

Billing

My Items 1

Calendar & Events

Directory

Documents

Board Actions

Community Portal - Windsor Park

Submit a Request

Select the type of request you would like to submit:

☐ General Request ☒ **ARC Request** ☐ Reservation Request

Privacy Policy - Help - FAQ

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Select **ARC Request** for any exterior work.

In addition to the form, you will have to submit a Certificate of Insurance from the contractor showing liability, auto, and worker's compensation (if more than 4 people are employed) coverage. When submitting a request for gutters, or downspout replacements in addition to the color you will need to specify the type, size, aluminum thickness size, and location.

If you ever need to submit a **work order** to request that the HOA to do any work on your home, follow the same procedure on the CPM portal but instead of clicking ARC request, click **General Request**.

The screenshot displays the Windsor Park Community Portal interface. On the left is a sidebar menu with options: Dashboard, My Contact Info, Billing, My Items (highlighted with a red circle and a red badge with the number 4), Calendar & Events, Directory, Documents, and Board Actions. The main content area is titled 'Community Portal - Windsor Park'. Below the title, there are tabs for 'My Items' and 'Submit a Request' (which is active). Under the 'Submit a Request' tab, a prompt says 'Select the type of request you would like to submit:'. Below this prompt are three radio button options: 'General Request' (which is selected and highlighted with a red circle), 'ARC Request', and 'Reservation Request'. At the bottom of the page, there is a footer with links for 'Privacy Policy', 'Help', and 'FAQ', and a copyright notice: 'This site is provided by Community Property Management. Powered by Vantaca. Copyright © 2022'.

Annual Barbecue and Night Out with Police Representatives

Also included in this packet is a flyer about our yearly BBQ and a night out with the police. We would love to see all of you, please join us. Remember that the COVID virus is still with us, so please continue to follow COVID protocols. We will have hand sanitizer available for use. Please use it before handling any serving utensils or taking water bottles.

Please make sure to read our newsletter to find out more information about the Board's activities.

Wishing you a happy Labor Day,
Windsor Park Board of Directors.