

# Woods At Elm Creek Association: Website Homeowner Contact Log

Updated 12/31/17

Date	Address	Issue	Action	Comments
1/25/17	Woods Trail	Inquiry on Mailbox status	Provided update to voting and process	
1/28/17	Rosemill	Nomination for board member	Contacted homeowner. Provided information .	Homeowner willing to be nominee
2/6/17	Rosemill	Homeowner letter returned.	Contacted homeowner via email. Able to provide documents for meeting via electronic.	
2/6/17	Rosemill	Nomination for board member	Contacted Homeowner. Provided information	Homeowner willing to be nominee
2/6/17	Ironwood	Homeowner letter returned.	Contacted homeowner via email. Able to provide documents for meeting via electronic	

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2/7/17	Rosemill	Confirmation of nominee interest	Confirmed interest. Documents signed and confirmed. Added to ballot	
2/9/17	Trillium Circle	ACC request: several outdoor projects identified and submitted for board to review including tree removal cement work and landscaping	Project Reviewed with homeowner and approved.	
2/16/17	Woodlawn Ct	Mailbox Inquiry on disability access	Followed up with homeowner	
2/18/17	Windflower	Proxy submitted to board		
2/20/17	Rosemill	Home closing. Title company contacting board to request documentation.	Facilitated to closer	

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2/21/17	Ironwood	Proxy submitted to board		
2/22/17	Blazingstar	Homeowner inquire about director responsibilities and open position and functionality of website	Provided to homeowner.	
2/23/17	Woodlawn	Board follow up on mail theft experience		
2/23/17	Coneflower	Inquire on mailbox placement. Will not be able to attend meeting. Has questions.	Facilitated information to homeowner.	
2/23/17	Trillium	Homeowner dropped off proxy to board member for upcoming meeting		

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2/26/17	coneflower	Inquiry on mailbox meeting scheduled this weekend	Information provided to homeowner	
2/27/17	Rosemill	Follow up to mailbox meeting	Additional comment related to electrical boxes and lot orientation provided	
2/28/17	Mortgage company	Needing dues current letter on property for closing	provided	
2/28/17	Rosemill	Follow up to mailbox meeting	Question on delivery and box location. Will discuss with post office.	
3/2/17	Trillium	ACC Request for several outdoor projects and landscaping updates	All project details reviewed with ACC committee and project is approved.	

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3/8/17	Rosemill	ACC Request: Raised garden	Project details reviewed and approved by ACC committee.	
3/8/17	Coneflower	Has photo for submission to website	Working with website coordinator to facilitate media.	
3/10/17	Red Oak Ct	Inquiry about Spring Clean up	Contacted homeowner and provided update to 2017 contracted landscaping plan since homeowner was not present at annual meeting.	
3/20/17	Woodlawn Ct	Vandalism	Police have been notified by homeowner for extra patrols in the area.	
3/28/17	Coneflower	ACC Review: Outdoor projects including updating garage, replacing driveway and installing hot tub.	Plans reviewed by ACC. Hot tub allowed by covenants. Homeowner will be using natural planting to buffer and provide privacy. Improvements to garage and driveway meet covenant guidelines.	

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4/1/17	Windflower	Homeowner providing email for WECHA notifications	Added to distribution list	
4/3/17	Bluestem	Homeowner providing email for WECHA notifications	Added to distribution list	
4/7/17	Windflower	Homeowners wanting to improve their culdesac. Wanting approval and direction for this activity from board	Approved for homeowners to move forward to remove overgrown plants and prep soil for replacement. Must replace using approved common area plants. Prior to panting final drawing of plans will be reviewed for final approval.	Provided plant list to homeowners
4/9/17	Rosemill	Inquiry on mailboxes	Provided email follow up.	
4/15/17	Windflower	Inquire on newspapers	Followed up with homeowner	

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4/21/17	Rosemill	ACC: Reviewing swingset placement for shared homes	Requested homeowners have written agreement in place in case one homeowner sells.	
5/1/17	Rosemill	ACC: Raised Garden	Working with ACC committee on design considerations.	
5/8/17	Blazingstart Ct	ACC: driveway replacement.	Homeowner notifying ACC of need to replace driveway. Discussed plans with homeowner. They will be replacing with same footprint and improved materials. Therefore no need for additional ACC approval.	
5/8/17	Rosemill	ACC: landscaping Design	Discussed plans with homeowner. No formal ACC approval needed for this project	
5/21/17	Blazingstar Ct	Camper in Driveway	Homeowner notifying board that their camper will be in driveway this week only for cleaning s/p winter storage and stocking for upcoming Holiday weekend trip.	

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5/31/17	Rosemill	Mortgage co needs resale disclosure completed	facilitated	
6/6/17	Red Oak Ct	Center island landscaping	Facilitated work for spring bloom	
6/12/17	Rosemill	Mailbox inquiry	Responded with timeline	
6/18/17	Coneflower	Complaint about yard upkeep	Board will monitor. Talk to homeowners as necessary and applicable within scope of covenants.	
6/20/17	Rosemill	Garage Theft	Blind email alert sent to homeowners for whom the board has email address's informing them of the theft and to pay close attention and report suspicious activity.	



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6/20-21	Multiple	Homeowner emails thanking board for the email alert about thefts. Feedback positive on use of email for urgent /important communication such as this		
6/23/17	Coneflower	Temporary wrought Iron fencing erected on parkway side of lot	Board talked to homeowner. This will be up for very limited time as they are training new puppy and need visual barrier as part of training process.	
7/1/17	Woodlawn	Notification email: homeowners Camper will be in driveway for a few days for cleaning and packing		
7/9/17	Red Oak	Common area landscaping	Followed up with homeowner	
7/19/17	Ironwood	ACC: seeking approval if needed for planned exterior work to improve concrete patio and landscaping	ACC chair talked with homeowner about extent and scope of project. Footprint is minimally changed, using upgraded materials and professional installation	

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7/21/17	Bluestem	ACC: seeking approval if needed for planned exterior work to improve decking.	ACC followed up with homeowner. Footprint unchanged. Materials to be upgraded with the repair.	
7/25/17	Trillium	Mailbox update	Update and timeline provided to homeowner.	
7/27/17	Confeflower	Mortgage company	Facilitated information needed	
7/28/17	Red Oak Ct	Common area Landscaping	Followed up with homeowner.	
7/28/17	Trillium	New homeowner contact. Wants to be added to mailing list and HOA contacts.	Followed up with new homeowner.	

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8/17/17	Trillium	ACC request: updating landscaping and putting in new front patio	Processed by ACC	
8/25/17	Trillum	Notification to board of hail damage and timeline for new roof and siding		
8/31/17	Rosemill	Homeowner requesting HOA statements for banking transactions	Working with homeowner to facilitate correct forms	
9/10/17	Woodlawn	ACC: Homeowner replacing concrete patio due to excessive wear and updating. Adding landscape stone path.	Processed by ACC	
9/12/17	Red Oak Ct	Homeowner with questions about the culdesac landscaping rehab planned for 2018	Provided answers to homeowner	

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9/15/17	Woodlawn Ct	Notice for enclosure	ACC discussing covenants with homeowner	
9/19/17	Rosemill	Question about entry and lot and if certain trees are association owned or homeowner owned	Provided homeowner with property line information. Tree in question is on personal property.	
9/23/17	Woodlawn Ct	ACC request for Fence	ACC meeting held with homeowner. Fence declined. Appeal received and meeting with full board completed. Decision to uphold ACC denial of fencing as fences are not consistent with the letter or spirit of WECHA covenants.	
9/24/17	Rosemill	ACC Clarity/Request for Replacement and upgrade of garage doors	Review of plans and materials. These are consistent with original color tones and material. Project moving forward.	
9/30/17	Rosemill	Homeowner notifying ACC of replacement of roof and siding following hail damage. Colors to remain same	Followed up with homeowner. Appreciated communication about pending work. No approval needed as colors are same.	

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10/1/17	Rosemill	Requesting not to be included on email distribution list.	Facilitated change for homeowner.	
10/3/17	Trillium	Mortgage company requesting information	Facilitated documents	
10/4/17	Woodlawn	Concern about removal of bee and butterfly friendly plants	Explained landscape redesign. Replanting of some plants will be completed, but goal is to create consistency across common areas for improved maintenance cost	
10/5/17	Coneflower	Inquiry on mailboxes & keys for all homeowners	Facilitated to homeowner	
10/7/17 & 10/8/17	Coneflower	CBU placement concern	ACC Addressed with homeowners and USPS. Agreement obtained	

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10/10/17	Ironwood	Key pick up timeline concern	Followed up with homeowner	
10/11-15	Multiple homes	Emails regarding CBU's installed - liking the design and locations. Thanking board for working on this project		
10/17/17	Blazingstar Ct	Notification of Camper in driveway for a couple days to work ahead of planned trip.		
10/28/17	Trillium	ACC request for planned landscaping upgrades	Facilitated to ACC committee.	
10/29/17	Woodlawn	Kids climbing trees in common area	Will monitor and connect with kids/parents as identified. There can be no climbing of trees in common area's for liability and safety.	

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11/1/17	Rosemill	ACC Request: Solar Panels	In process: ACC Working with homeowner on WECHA Solar Panel Standard as State Law mandates HOA approval of energy initiatives for solar within architectural HOA standards	
11/16/17	Rosemill	Homeowner needing current dues statement	Facilitated to homeowner	
11/26/17	Rosemill	Outgoing mail accidently placed in CBU ahead of start date	WECHA president contacted postmaster to request this mail be picked up from CBU immediately.	
12/3/17- 12/4/17	Multiple addresses	Mailbox Feedback	Addressed delivery issues identified to stack 2 & stack 5 with USPS; Several homes emailed Thanking board for working on this project and expressing excitement with first delivery	
12/5/7	Rosemill	Homeowner inquiring about getting mailbox keys	Facilitated keys to homeowner	

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12/6/17	Ironwood	Concern about late mail delivery	Confirmed with carrier that delivery times are not related to CBU's but due to high package volumes and USPS Holiday schedules	
12/8/17	Rosemill	Garbage cans being left out at neighboring home	Facilitated Reminder to homeowner that garbage cans may not be stored outside.	
12/18/17	Rosemill	People not stopping at the 4 way stop before turning right into the Woods entrance at Rosemill	WECHA directors will remind homeowners in next communication as this is a safety issue for homes near that corner that may be backing out of driveways	
12/23/17	Woods Trail	Found mailbox key	WECHA directors able to identify CBU/box and notified homeowners of found key. Returned.	
12/26/17	Ironwood	Requesting HOA information for upcoming home sale	Will get documents to homeowner ahead of listing in 2018	



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12/30/17	Rosemill	Homeowner unable to access parcel locker with key left in personal box	Homeowner notified the USPS ; and WECHA directors advised to leave a note for the mailcarrier taped to inside of their personal box hanging down so carrier can easily see it and know of the problem. Likely the incorrect parcel locker key was left for them	
12/30/17	Rosemill	Homeowner will be updating windows and notifying ACC of the plans.	ACC followed up with homeowner	