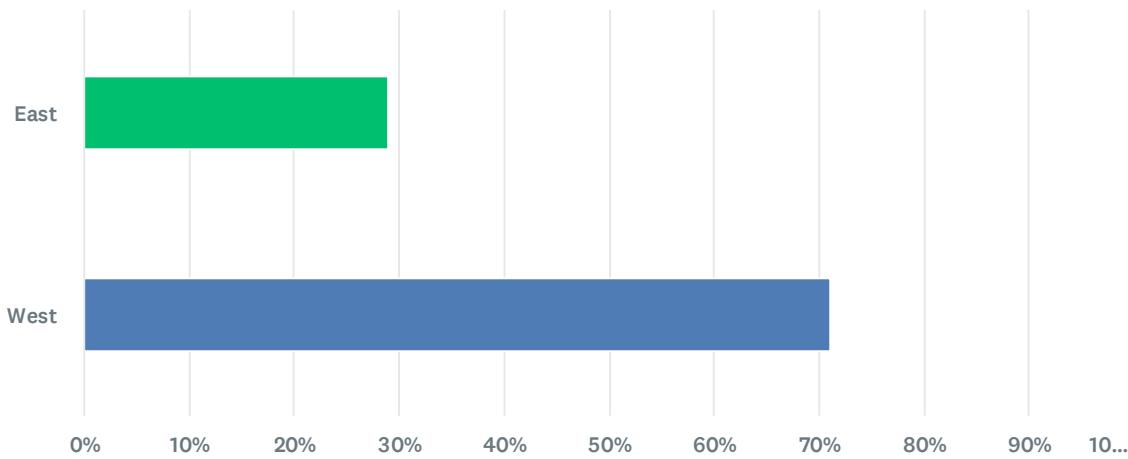


## Q1 Which side of Vance Jackson do you live on?

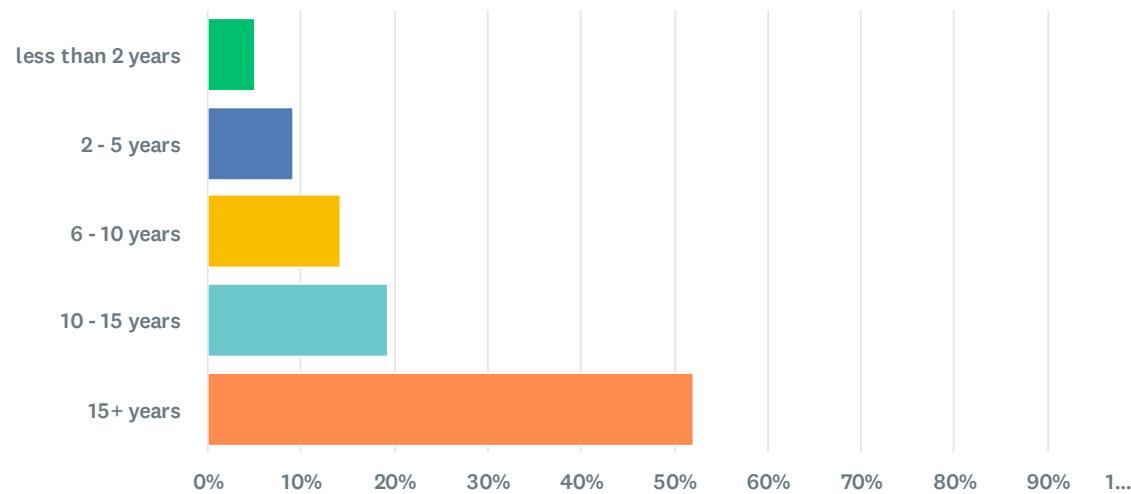
Answered: 97    Skipped: 1



Answer Choices	Percentage	Responses
East	28.87%	28
West	71.13%	69
<b>Total</b>		<b>97</b>

## Q2 How long have you been a resident?

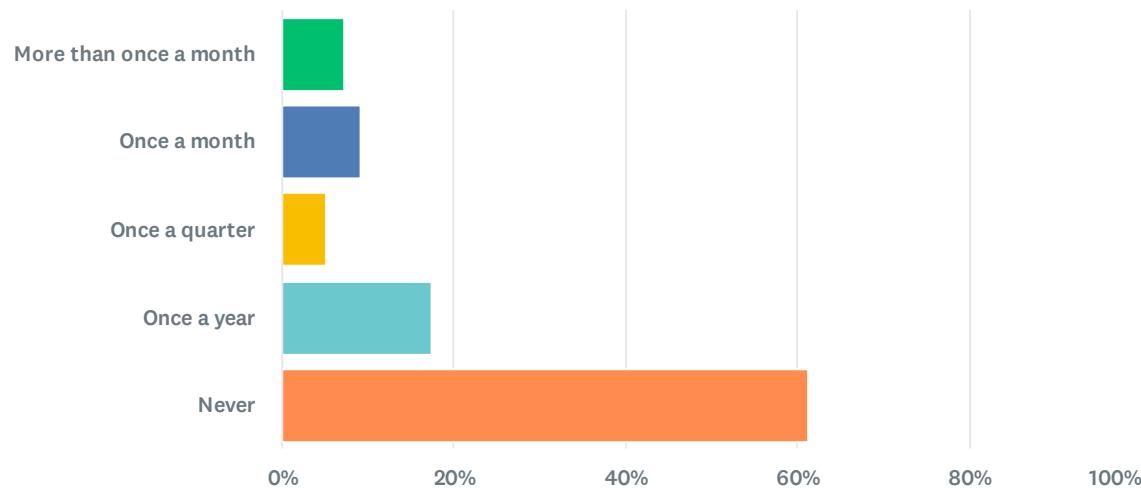
Answered: 98      Skipped: 0



Answer Choices	Percentage	Responses
● less than 2 years	5.10%	5
● 2 - 5 years	9.18%	9
● 6 - 10 years	14.29%	14
● 10 - 15 years	19.39%	19
● 15+ years	52.04%	51
<b>Total</b>		<b>98</b>

## Q3 How often does your family use the playground?

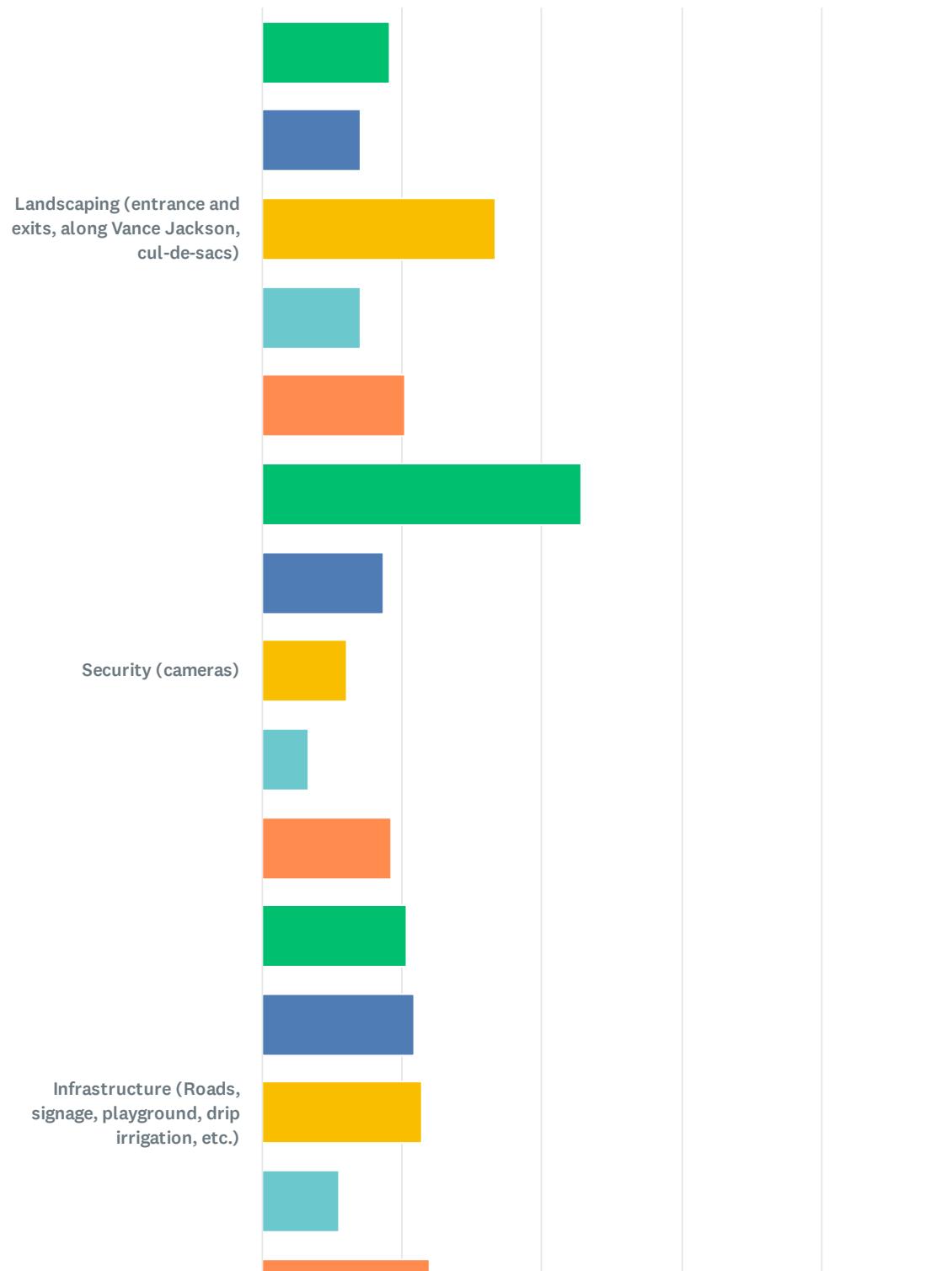
Answered: 98 Skipped: 0

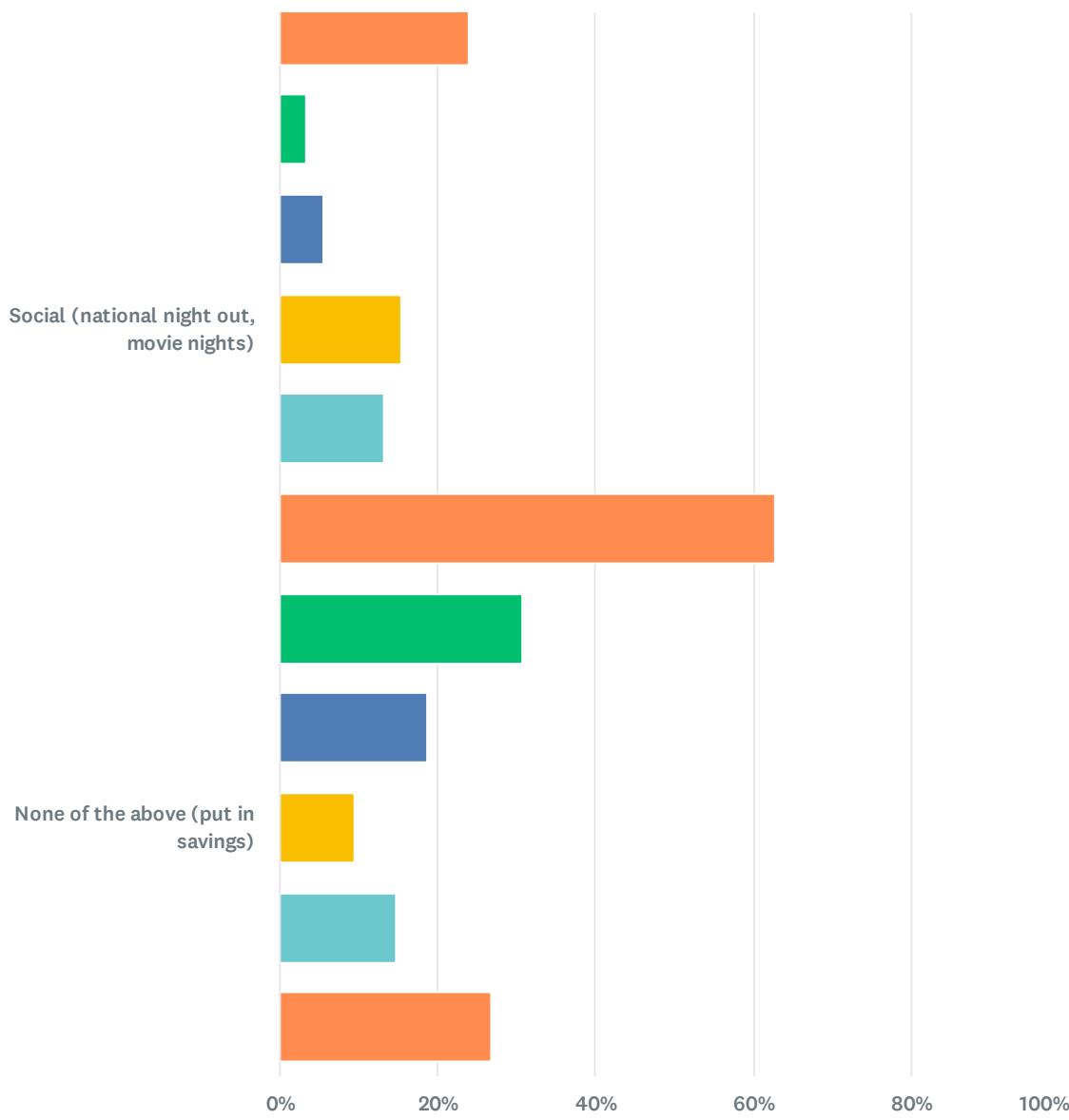


Answer Choices	Percentage	Responses
More than once a month	7.14%	7
Once a month	9.18%	9
Once a quarter	5.10%	5
Once a year	17.35%	17
Never	61.22%	60
<b>Total</b>		<b>98</b>

Q4 If additional money were available, to where would you want it to be spent? On a 1 to 5 scale with 1 being not important at all and 5 being extremely important, please rate the following (you can only use each number once)

Answered: 97 Skipped: 1



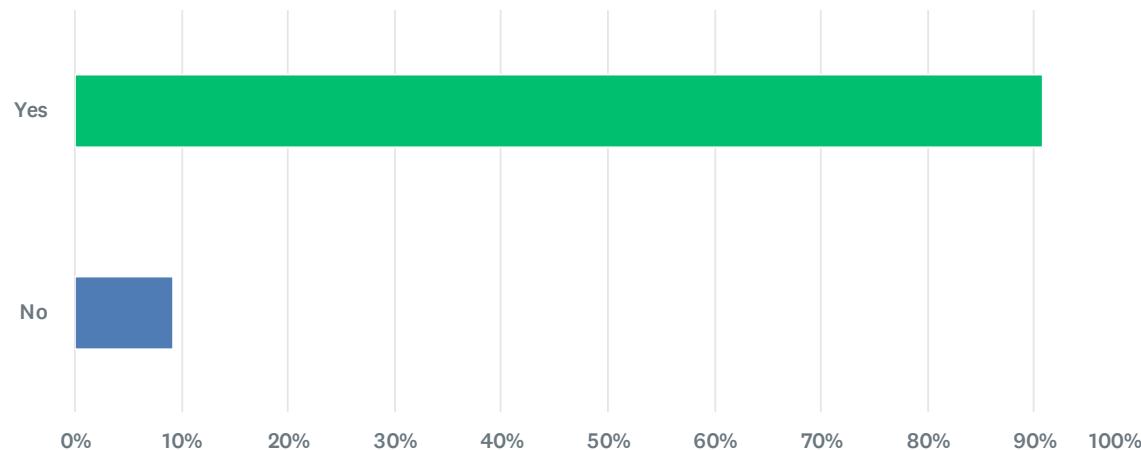


▲ [Collapse](#)

	5	4	3	2	1	TOTAL	WEIGHTED AVERAGE
Landscaping (entrance and exits, along Vance Jackson, cul-de-sacs)	18.28% 17	13.98% 13	33.33% 31	13.98% 13	20.43% 19	93	3.04
Security (cameras)	45.65% 42	17.39% 16	11.96% 11	6.52% 6	18.48% 17	92	2.35
Infrastructure (Roads, signage, playground, drip irrigation, etc.)	20.65% 19	21.74% 20	22.83% 21	10.87% 10	23.91% 22	92	2.96
Social (national night out, movie nights)	3.30% 3	5.49% 5	15.38% 14	13.19% 12	62.64% 57	91	4.26
None of the above (put in savings)	30.67% 23	18.67% 14	9.33% 7	14.67% 11	26.67% 20	75	2.88

## Q5 Are the open hours of the mailbox pavilions sufficient? If no, please indicate what hours would be more beneficial.

Answered: 97 Skipped: 1



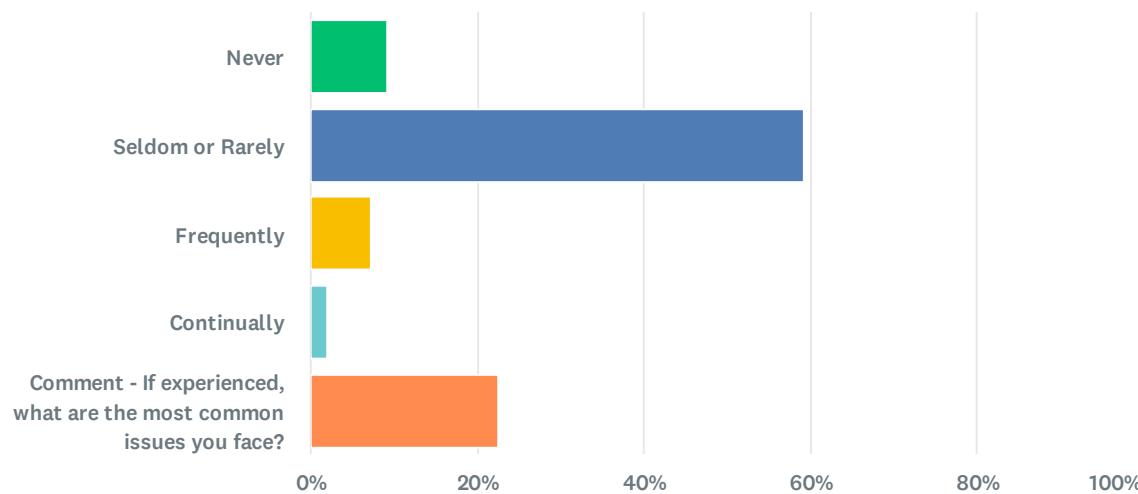
Answer Choices	Percentage	Responses
<input checked="" type="radio"/> Yes	90.72%	88
<input type="radio"/> No	9.28%	9
<a href="#">Show comments</a>		
<b>Total</b>	<b>97</b>	

#	COMMENT (PLEASE SPECIFY)	DATE
1	Light isn't working at West mail box straight in from gate	1/21/2026 12:50 AM
2	GREAT JOB	1/19/2026 9:35 PM
3	Often more than 1 vehicle not following parking directions & often attempts made after hours	1/19/2026 2:57 PM
4	A few hours later would be good	1/19/2026 12:30 PM
5	Still hate the kiosk and don't think it was needed...huge waste of our HOA money	1/19/2026 11:59 AM
6	SHOULD BE OPEN 24/7.... idk who came up with the idea to close access past 10pm.... having the pavilion is enough security now.	1/13/2026 1:41 PM
7	Good like it is	1/10/2026 8:44 PM
8	Didn't know it had house? And people still trying to break in	1/10/2026 9:52 AM
9	Please keep open until 10 or 11pm	1/10/2026 8:32 AM
10	it's automated, so why is it limited? seems silly.	1/10/2026 5:54 AM

11	I think the mailbox hours should be shorten and by locked at 8 pm.	1/9/2026 8:50 PM
12	More lights/security surrounding pavilion	1/9/2026 7:55 PM
13	6 am - 11 pm	1/9/2026 6:03 PM

## Q6 How often have you experienced operating issues with the vehicle entrance/exit gates?

Answered: 98 Skipped: 0



Answer Choices	Percentage	Responses
Never	9.18%	9
Seldom or Rarely	59.18%	58
Frequently	7.14%	7
Continually	2.04%	2
Comment - If experienced, what are the most common issues you face?	Show responses	22.45%
<b>Total</b>		<b>98</b>

#	COMMENT - IF EXPERIENCED, WHAT ARE THE MOST COMMON ISSUES YOU FACE?	DATE
1	Seldom-From the median between gate 1 & 2, you can open gate 2 but not gate 1. I have also noticed that gate 1 will open if someone is next to the gate 2 box and presses a remote, this will wear out gate 1 faster. Please decrease the distance needed for gate 2 as it had been done for gate 1. gate 1 box is very difficult to see in daylight, and resident call feature does not work consistently	1/23/2026 12:33 AM
2	Gates not working, making squeaking noise	1/20/2026 8:28 AM
3	Both the entry gates on the west side do not respond as well as before. Did not have problems with the North gate on the West side until recently.	1/19/2026 3:54 PM

4	Stuck open.	1/19/2026 12:47 PM
5	Stuck gate	1/19/2026 12:30 PM
6	The gates open a little to slow. 	1/19/2026 12:29 PM
7	East side key pad needs to be replaced...seems buttons need to be pushed extra hard.	1/19/2026 11:59 AM
8	During an electrical outage the gates should open and stay open until the outage is over.	1/19/2026 11:58 AM
9	sometimes my guests just can't get in. It calls a woman named Maria, lol	1/19/2026 11:26 AM
10	Newcastle west works well but Ashton Aubrey does not work well with my remote	1/12/2026 10:11 AM
11	have usually hard time entering using the cide. Sometimes works and sometimes not	1/12/2026 9:40 AM
12	The pound sign is not always easy and it calls someone rather than ooenign the gate.	1/12/2026 7:42 AM
13	Gate stuck open.	1/11/2026 10:18 AM
14	Won't open with remote	1/10/2026 2:25 PM
15	Ashton Audrey gates broken monthly	1/10/2026 9:52 AM
16	gate won't open, have to use the other gate.	1/10/2026 5:54 AM
17	Often enough that it annoys me	1/9/2026 10:24 PM
18	Gates stuck open or not responding	1/9/2026 7:55 PM
19	Once or twice the exit or entrance gate will not open	1/9/2026 6:25 PM
20	More than seldom, but not frequently - non-responsive	1/9/2026 6:03 PM
21	Gate not opening or being stuck	1/9/2026 5:29 PM
22	It won't open and then the number to call for support is not 24/7. I should've able to call for support 24/7.	1/9/2026 4:45 PM

## Q7 What priorities should the Board plan to focus on in 2027?

Answered: 61 Skipped: 37

#	RESPONSES	DATE
1	- Prioritize mandatory infrastructure, especially road maintenance and resurfacing, before spending on optional amenities. - Increase transparency in Board decisions, spending, and project prioritization.	1/28/2026 9:54 PM
2	Rebuilding our Reserves. Roads. Improving morale in our neighborhood.	1/28/2026 8:50 PM
3	Top priority, by far, for our household is NO CASA BELLA EXTENSION. We are dismayed that our councilwoman isn't actively trying to PREVENT the extension. She seems to just be "going along" with whatever the Casa Bella businesses want and shrugging her shoulders to our Board's and homeowners' concerns. Especially those of us living along Casa Bella. An open thoroughfare to any and all types of traffic on Casa Bella would be DANGEROUS.	1/25/2026 10:01 AM
4	We want on street parking.	1/24/2026 2:52 PM
5	Continue with investments, contributing to road reserve, maintaining community aesthetics, and activities that bring neighbors together as a community	1/23/2026 12:33 AM
6	Continue enforcing people to take care of their yards. Removal of flag poles in yards.	1/22/2026 11:24 AM
7	Continuing overnight parking right at East entrance. Sometimes blocking sidewalk.	1/21/2026 12:50 AM
8	Fix / replace gates, getting rid of skunks	1/20/2026 8:28 AM
9	STAYING ON BUDGET, STOP RAISING DUES.	1/19/2026 9:35 PM
10	Speed bumps. Visitors and residents driving too fast. No regard for driving speed limit Address the excessive house traffic on Vance Jackson. Lack of privacy residents who back to Vance Jackson	1/19/2026 2:57 PM
11	Keep HOA fee at minimum, not increase at high rate.	1/19/2026 2:47 PM
12	Building up reserves. Gate maintenance/replacement. Getting homeowners to pay more attention to landscape & encourage xeriscaping. Need to re-look at artificial turf issues for front yard	1/19/2026 12:47 PM
13	Security for neighborhood especially with homeless surrounding area, extend hours for guest parking	1/19/2026 12:30 PM
14	For sure people keeping up with their yards to include raking up the leafs year round. I walk every day and some people don't seem to know what it is to pick up one Leaf. And 2nd bring the cans in at night and 5 days later. I strongly believe that once the standards are lowered then things can go downhill fast. 🤦	1/19/2026 12:29 PM
15	Lighting in the neighborhood, it's dark at night. Solicitation has increased the past few years.. that needs to be enforced. Focus on preventing the mosque from building a street behind Ashton Audrey which would be detrimental to the subdivision. Having only one gate will cause more gate maintenance issues and traffic in the subdivision. Also safety concerns.	1/19/2026 12:27 PM
16	Lighting in the neighborhood, streets are dark. Enforcement of no solicitation in the neighborhood. Solicitation has increased over the past two years. Drivers that speed through the neighborhood and get close to the gates.	1/19/2026 12:15 PM
17	Maintaining our budget.	1/19/2026 11:59 AM
18	Gate Entrance security cameras and working entrance gates/entry codes.	1/19/2026 11:54 AM
19	growing the reserve/savings	1/19/2026 11:37 AM
20	Security	1/19/2026 11:12 AM
21	To promote us to live here happily. Rather, to worry about the lawsuit.	1/17/2026 3:10 PM

22	Continue to keep the neighborhood safe from crime and keep enforcing residents from allowing their lawns and landscaping to deteriorate.	1/17/2026 6:34 AM
23	MAKE MAILBOX PAVILION ACCESSABLE 24/7	1/13/2026 1:41 PM
24	Eliminate waste	1/12/2026 10:55 PM
25	More investment in the landscaping in the front of the neighborhood. That most visible part of the community.	1/12/2026 7:02 PM
26	Avid unnecessary expenses,	1/12/2026 6:15 PM
27	Security cameras and entrance/exit landscaping is ugly and embarrassing	1/12/2026 9:40 AM
28	New fencing along UUMC border preferably 8 ft tall; Noise control from UUMC parking lot from speeding cars and monthly food distribution event.	1/11/2026 11:53 AM
29	More street lights.	1/11/2026 10:18 AM
30	Security	1/10/2026 8:44 PM
31	I think the entrances could be updated	1/10/2026 6:47 PM
32	None. You're doing a great job.	1/10/2026 2:25 PM
33	Reinforce and paint speed bumps. Enforce speeding guidelines. Stop harassing all residents over a few violators for yards, parking, trash cans	1/10/2026 9:52 AM
34	General and necessary maintenance.	1/10/2026 8:51 AM
35	Not a priority, per se, but items to be considered: children going fast on those scooters in the street unsupervised; cars driving faster than speed limit or parking cars past driveways.	1/10/2026 8:45 AM
36	Safety of the neighborhood and surrounding area. Engagement of city leaders to hear the needs of community. Maximize our investment funds for future infrastructure projects	1/10/2026 8:32 AM
37	security	1/10/2026 8:13 AM
38	Better street lighting.	1/10/2026 7:48 AM
39	Get more people involved	1/10/2026 12:57 AM
40	Prepare for future expenses	1/9/2026 10:24 PM
41	Sidewalk and Driveway maintenance	1/9/2026 10:23 PM
42	Minimize the traffic at the mailboxes.	1/9/2026 8:50 PM
43	Budgeting for eventual road maintenance as I'm sure prices have increased since it was last repaired in 2020.	1/9/2026 8:26 PM
44	Assure access with gates -time to upgrade system? Continue to monitor Casa Bella issue. Should we investigate a stoplight at our entrance with increased traffic affecting egress from development - e.g. school traffic . Cannot get into development due to traffic backup blocking entrance	1/9/2026 7:55 PM
45	Ensuring mailbox security, maintaining roads, landscaping	1/9/2026 7:49 PM
46	Increasing the reserve account	1/9/2026 7:47 PM
47	Fix reflectors on speed bumps	1/9/2026 6:57 PM
48	Entrances need updating	1/9/2026 6:57 PM
49	Security cameras...at least on the gate entrances	1/9/2026 6:44 PM
50	Financial health (budgeting, reserves), physical maintenance, security and resident feedback.	1/9/2026 6:25 PM
51	SAVE MONEY. STOP LOOKING FOR THINGS TO SPEND MONEY ON. Recently, there was a post asking what other HOA fees were. A large number of responses. In comparison, OHOA HOA fees are much higher than other communities that have many amenities. I am not saying to add amenities, but our fees are out of line and much too high. This community spends	1/9/2026 6:03 PM

money on needless things such as dog dodo bags, speed bumps that even the City of San Antonio wouldn't approve of, etc. JUST STOP SPENDING OUR MONEY.

52	Parking. Yard maintenance. HOA in arrears.	1/9/2026 6:00 PM
53	Saving a large reserve for road maintenance.	1/9/2026 5:42 PM
54	Homeowners lack of landscape maintenance , weeds, dead bushes and lawns.	1/9/2026 5:40 PM
55	Making sure all residents keep up their yards and houses	1/9/2026 5:37 PM
56	Consideration of a pool area instead of playground?	1/9/2026 5:29 PM
57	Security	1/9/2026 5:25 PM
58	Maintain what we have.	1/9/2026 5:08 PM
59	Is 2026 settled? The priority should be managing funds to limit assessments	1/9/2026 5:06 PM
60	A pool	1/9/2026 4:45 PM
61	Security cameras at gates and convert playground to dog park	1/9/2026 4:41 PM

## Q8 As it relates to the Governing Documents and enforcement, are there any issues with the Board or the ARC you would like addressed?

Answered: 48 Skipped: 50

#	RESPONSES	DATE
1	<ul style="list-style-type: none"> <li>- The Board and ARC need to follow consistent, unbiased enforcement of the governing documents. When Board members are not held to the same standards as homeowners, certain rules end up being ignored, which leads to selective enforcement and weakens the authority of the governing documents.</li> <li>- The Board should review all governing documents for conflicts with updated Texas HOA law to ensure compliance.</li> <li>- Resolutions and policy changes should involve community input and be put to a homeowner vote rather than being decided solely by a small group of Board members.</li> <li>- Leadership turnover is needed; the same individuals have served too long, discouraging homeowner participation.</li> </ul>	1/28/2026 9:54 PM
2	Decisions are not always made based on our governing documents. They are often made based on personal opinion and preferences. Enforcement is not consistent. The governing documents need to be updated to include current state and local laws. The proposed updates should be presented to the community for a vote. Resolutions should only be used for clarification, not to make changes. Board Members should not be making decisions for the ARC.	1/28/2026 8:50 PM
3	We want on street parking. No fines for parking on street.	1/24/2026 2:52 PM
4	No changes, people just need to read them and ask for approval before executing.	1/23/2026 12:33 AM
5	Add 8 hour night parking on street	1/20/2026 9:36 AM
6	No	1/20/2026 8:28 AM
7	BETWEEN BOARD, ARC, AND DAMC, KEEP EDUCATING THE HOME OWNERS ON GOV REQUIREMENTS AND HOME OWNER RESPONSIBILITIES	1/19/2026 9:35 PM
8	Still have folks parking in street more than 6 hrs	1/19/2026 2:57 PM
9	Board and neighbors are great, very peaceful and cooperative community.	1/19/2026 2:47 PM
10	Artificial turf for front yards. Landscaping guidelines	1/19/2026 12:47 PM
11	Extend parking hours for guests, six hours not enough	1/19/2026 12:30 PM
12	No just keep doing a great job. 😊	1/19/2026 12:29 PM
13	N/A	1/19/2026 12:15 PM
14	None at this time.	1/19/2026 11:54 AM
15	no	1/19/2026 11:37 AM
16	No	1/19/2026 11:12 AM
17	I think the board has been doing a great job. It was tough navigating the diversity of opinions about the mail, but I think it settled out well.	1/18/2026 1:51 PM
18	Allow parking on the street for family having more than 4 cars and having a guest. It is a shame to request our guest to squeeze their car into our small driveway.	1/17/2026 3:10 PM
19	No	1/13/2026 1:41 PM
20	Street parking and roof colors	1/12/2026 10:55 PM
21	Poor maintenance of many neighbors' front yards.	1/12/2026 7:02 PM
22	better enforcement of article 2.9.2 - there are multiple homes with lawns of weeds and no grass - article states yards should be "free of weeds". Dead shrubs are still present - going on	1/11/2026 11:53 AM

multiple years. Less scrutiny on improvements/landscape changes and more on homes who fail to maintain and neglect their property.

23	Yard maintenance. Owners need to pick up after their pets.	1/11/2026 10:18 AM
24	No	1/10/2026 6:47 PM
25	no	1/10/2026 2:25 PM
26	See 7	1/10/2026 9:52 AM
27	No	1/10/2026 8:51 AM
28	Stronger Parliamentary procedure at meetings	1/10/2026 8:45 AM
29	Would be helpful for guests to be allowed to park more than six hours on street. Increase to 10 hours.	1/10/2026 8:32 AM
30	no	1/10/2026 8:13 AM
31	Shingle color and resident parking	1/10/2026 12:57 AM
32	Make sure the people with access to HOA funds are bonded	1/9/2026 10:24 PM
33	Treat our residence the same	1/9/2026 10:23 PM
34	School/kids support signs should be allowed.	1/9/2026 8:50 PM
35	None at the moment.	1/9/2026 8:26 PM
36	Should we look at developing specific policy for artificial turf in front lawns? How to have better enforcement of owners of rental properties so that the yards are cared for.	1/9/2026 7:55 PM
37	No	1/9/2026 7:49 PM
38	Yes. DAMC isn't covered by insurance.	1/9/2026 7:47 PM
39	To much control given to HOA rediculous rules & regulations	1/9/2026 6:57 PM
40	No	1/9/2026 6:57 PM
41	Contract "yard" gardeners etc. come in the gates and don't bag or haul out leaves....most (if observed like I have) are seen blowing them into the street!	1/9/2026 6:44 PM
42	The board already does this but just a reminder to use newsletters, websites, and meetings to keep members informed.	1/9/2026 6:25 PM
43	Emphasis of front-yard compliance to help maintain an active and visually consistent community.	1/9/2026 6:03 PM
44	Add fines for failing to mow lawn, trim bushes, remove dead bushes & trees.	1/9/2026 5:42 PM
45	None	1/9/2026 5:40 PM
46	no	1/9/2026 5:25 PM
47	No	1/9/2026 5:13 PM
48	No	1/9/2026 4:45 PM

## Q10 Do you have additional feedback, questions, or items you would like the HOA to address?

Answered: 41 Skipped: 57

#	RESPONSES	DATE
1	- Sustained incumbency by the same Board members—especially when they are unwilling to step down—creates barriers to participation and limits community engagement. Leadership rotation is essential for transparency, fairness, and community trust, and encouraging new participation on the Board will bring fresh perspectives and reduce long-term incumbency.	1/28/2026 9:54 PM
2	Terms for Board Members and Committee Chairs should be defined and enforced.	1/28/2026 8:50 PM
3	We want on street parking.	1/24/2026 2:52 PM
4	Great job! Thank you for serving the community!	1/23/2026 12:33 AM
5	No	1/21/2026 2:45 PM
6	Street parking 6 hours. & Grandfather rights for Casa Bella to prevent decrease in home values.	1/20/2026 9:36 AM
7	No	1/20/2026 8:28 AM
8	EXPAND THE BOARD TO GET MORE INVOLVEMENT.	1/19/2026 9:35 PM
9	Pls don't address the residents like children. Recent post on Next door from HOA President	1/19/2026 2:57 PM
10	How to deal county for property tax. Community is gated, city/county not responsible for so many infrastructure development and maintenance. HOA should fight to City/County to secure discount for gated community.	1/19/2026 2:47 PM
11	I think that spending a little money on the entrances would be a good thing. 😊	1/19/2026 12:29 PM
12	-More lighting, too dark at night to walk. -Stop soliciting- -Stop mosque from building a street behind Ashton Audrey -Address how fast drivers drive down Vance Jackson. Maybe need stop signs like down the other side of Vance Jackson to halt the traffic.	1/19/2026 12:27 PM
13	How to cut down on solicitation. Speeders in the neighborhood. Ensure that a street behind the houses on Ashton Audrey is not	1/19/2026 12:15 PM
14	no	1/19/2026 11:37 AM
15	No	1/19/2026 11:12 AM
16	I appreciate the enforcement of no overnight parking. Appreciate it continuing. At the end of Ashton Audrey (East) there are two "planters" without plants/shrubs that adjoin the Vance Jackson wall. Maybe some could be added/planted?	1/18/2026 1:51 PM
17	I am still not sure I fully understand which work of the front yard belongs to the HOA and which part is the homeowner's duty. The lines feel a bit blurry in certain area, and I do not want to guess or miss a step.	1/17/2026 3:10 PM
18	We appreciate people who serve on the board and the work they do. The Newsletter is nice to receive as well and the mailbox pavilions are definitely a plus!	1/17/2026 6:34 AM
19	Thank all board members for your time, trouble and commitment.	1/15/2026 5:03 PM
20	No	1/13/2026 1:41 PM
21	Would like to see the possible replacement of keypads at the gates to match those of the pavilion.	1/12/2026 7:02 PM
22	The streets are too dark at night and not safe for walking. At least some dim light so older people can see where they are stepping. I myself am worried falling since I can not see and	1/12/2026 9:40 AM

more light helps with security as well.

23	Discontinue the yard of the month - there is no incentive for yard improvement. Focus attention on owners that neglect their yards. A walk through is required to identify those with yards of weeds only. There should be meeting minutes available from the annual HOA meeting. Consider another survey to determine if the weekend is better for the annual meeting. It appears that VIA bus stops are being installed along Vance Jackson - how is that going to affect traffic and our ability to exit/enter our neighborhood?	1/11/2026 11:53 AM
24	No and thanks for all your hard work!	1/10/2026 6:47 PM
25	no	1/10/2026 2:25 PM
26	See 7 and 9	1/10/2026 9:52 AM
27	Yes. Maintain vigilance on out-of-the-neighborhood actions that might impact our neighborhood. Such as the proposal to extend Casa Bella.	1/10/2026 8:51 AM
28	Having served on the Board many many years ago, I think this Board is great, patient, tolerant and responsive to the needs of the community it serves. Thank you!	1/10/2026 8:45 AM
29	Keep the landscaping trimmed back from the entrance/exit walk through doors so we can open doors easily. Also keep bushes from obstructing the view of traffic when getting on Vance Jackson. More lighting or other safety measures	1/10/2026 8:32 AM
30	we just got a huge increase for that mailbox, if there's money left, lower our fees, don't blow the \$. also, if you send a notice for some issue, and we take the time to explain and have a conversation, it's insulting and disrespectful to just ignore the email and send a 2nd notice of the exact same original statement. you work for us, not vice versa. also, i don't know why, but so many ppl insiste on completely ignoring the stop sign when driving on barsan and turning left on newcastle to exit the gate. i've had to lock up my brakes and honk multiple times. not asking for investment in more signs/alerts that wont' change ppl's behavior, just stating someone is going to cause a wreck with that bad habit.	1/10/2026 5:54 AM
31	Determine if a reserve study is necessary	1/10/2026 12:57 AM
32	Can you stop increasing our fees? Not like the HOA is doing more for the neighborhood.	1/9/2026 8:50 PM
33	What happened to the old mail boxes that were removed? Is that something the HOA was able to keep seeing that the Post Office didn't take "ownership" when they should have fixed them. Could they have been sold to recoup some of the cost of the mail pavilion?	1/9/2026 8:26 PM
34	No	1/9/2026 7:49 PM
35	Many yards have only dead lawns.	1/9/2026 7:47 PM
36	No	1/9/2026 6:57 PM
37	No	1/9/2026 6:57 PM
38	None	1/9/2026 6:25 PM
39	Grateful for your service to our community	1/9/2026 5:40 PM
40	No	1/9/2026 4:45 PM
41	Folks drive extremely fast, maybe an extra speed bump on Barsan towards Ascot or an occasional officer speed trap may be good, no reason to gun 30-40mph with children in the neighborhood	1/9/2026 4:43 PM

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## **Board Response to Community Survey Comments**

We would like to thank everyone who took the time to complete the community survey and share thoughtful comments. Your feedback is important and helps guide the Board's priorities and decisions. The survey results are posted for the benefit of the entire community. The question pertaining specifically to DAMC has been forwarded to their management team; all other responses are addressed below.

While the Board cannot respond individually to every comment, we hope this summary provides clarity and insight into the most common themes raised.

### **Security**

Security was the most frequently mentioned concern in the survey. From 2022 through 2024, the most common security issue in our community was mail theft. The exposure of the former mailboxes created opportunities for unauthorized individuals to enter the neighborhood and potentially engage in other criminal activity. This issue has been effectively addressed through the installation of the mailbox pavilions.

The Board continues to evaluate additional security options for the community entrances. We have had multiple discussions regarding the installation of cameras; however, challenges remain related to both cost and effectiveness. Cameras that cannot clearly capture license plate information are of limited value to SAPD for follow-up investigations. As newer and more affordable technologies become available, we will continue to explore these options and keep the community informed.

### **Infrastructure and Front Landscape**

Infrastructure and landscaping were the second most common areas of feedback. The Board reviews the condition of the gates, playground, and pavilion quarterly during Board meetings. Recently, the motors for Gate 2 (Newcastle West) were replaced, and plans are in place to replace Gate 3 next year.

Landscaping improvements are continually evaluated in partnership with our landscape vendor, Benders. The irrigation system requires ongoing maintenance due to breaks and leaks. Gates 1 and 2 have been gradually transitioned to more water-efficient landscaping. Gate 3 is currently being evaluated for additional improvements, including reducing grass and exposed dirt areas that have contributed to erosion.

## **Reserves and Financials**

In each newsletter, our Treasurer publishes financial summaries for the community. The reserve account remains generally healthy and is on track to be replenished after the investment made in the mailbox pavilions. The Board is also preparing for the upcoming 2027 street sealing and repair schedule and is ensuring that adequate funds will be available. We are pleased to share that our community fees remain well below the national, state and even city averages for single family communities. (source: rubyhome.com)

## **Street Lighting**

The community is currently equipped with streetlights located at the ends and midpoints of each street. In past newsletters, the HOA has encouraged residents to place porch lights on automatic timers, so they turn on at night. Streets where most residents follow this practice are noticeably better lit.

This remains a simple and cost-effective way to improve nighttime lighting without the significant expense of installing additional streetlights. We encourage residents to remind neighbors to turn on their exterior lights in the evening.

## **Declaration Enforcement**

A common concern identified in the survey is that many homeowners are unfamiliar with the requirements outlined in the Governing Documents. This can lead to frustration when enforcement notices are issued and may give the impression of being unfairly targeted.

The Board works closely with DAMC to enforce the Declarations fairly and consistently. While the process is not always perfect, enforcement must remain within the limits of the Declarations and state law. Currently, our Declarations do not allow for fines, which means enforcement options are limited to force compliance options or legal action—both of which can be costly and time-consuming.

The most frequent enforcement issue involves landscaping. Homeowners are required to maintain their yards regardless of drought conditions. Since the Declarations do not require grass, owners may submit an ARC application to transition to more water-efficient landscaping options. Other common issues involve exterior changes made without ARC approval. Any exterior modification to a home requires an ARC application.

Street parking regulations have not changed since the community was established and remain limited to six hours. In 2021, the community voted to amend several portions of the Declarations but chose to keep the parking rule unchanged. If you have overnight guests, please use the parking pass available online so inspectors do not mistake guest vehicles for resident vehicles.

## **Board and ARC Members**

Thank you to everyone who shared words of support for the Board and ARC members. Both groups are made up entirely of volunteers who are not compensated and who balance their service with professional and personal commitments.

Many Board and ARC members work directly with homeowners to resolve issues before they escalate. However, finding volunteers has been challenging. The last two Board members were recruited because no one volunteered, and the same is true for some ARC positions.

If you are interested in becoming more involved in your community, we encourage you to consider running for the Board or serving on the ARC. To learn more, please attend a Board meeting. We appreciate and welcome community members who join us at our quarterly meetings.