



WingHaven Residential Owners' Association

Answers to concerns and questions raised:

Questions have been asked again concerning what the Master Association charge is for. First, The Winghaven Master Association is a Missouri nonprofit corporation that performs duties and responsibilities as may be assigned by the Master Declaration, submitted to the Recorder of Deeds in St. Charles County on December 24, 1997. This legal entity is separate from the WROA, but performs services for which they bill us annually. Those services include maintenance along WingHaven Blvd, Falcon Hill Parkway, and Phoenix Parkway, and the WingHaven monuments. These services include but are not limited to:

- Landscaping
- Irrigation system
- Irrigation water
- Monument lighting (WH entrances)
- Upgrade to LED fixtures.
- Insurance
- Walking Trail system
- Wetlands area and walk way maintenance
- Fencing system maintenance
- Storm water retention

To amplify, this entails 26 miles of Irrigation Pipe, 2,650 Irrigation Heads, 180 valves and zones, 1,550 trees, 22,000 Tulip bulbs and flowers, 3,500 shrubs, 1,371,000 sq ft of Turf, 180,000 sq ft of mulch, 3.8 miles of fence, and 100 lights (bollards, and spot). And this is not all that they do for us. In addition, the Master Association has made contributions and paid for items that have saved the WROA money. Beyond that, the Master Declaration is a legally binding contract and it best serves the community to maintain a good relationship with the Master Association.

About the budget - A budget is not a financial statement or profit and loss (P&L) statement, it is a balance sheet projection on what the income and expenses will be for the coming year. All non-profits put forth a projection for a balanced budget, then track the actual income and expenses through the year and at the end of the year, determine whether they have come in under or over budget. When coming up with the budget, we evaluate the income and expenses of the past year and the average of the past 5 years and consider trends as well as aging issues and their potential impact.

The alley budget is a separate entity and is only contributed to by residences that reside on them. Those residences that do not have alleys pay nothing towards the alley maintenance and costs. That is why the budget is kept separate. Thus, questions about snow removal only pertain to alley residents, the budget of \$20,000 does not mean that is what will be spent, what is spent is determined by the number of snow and/or ice events we have during a winter. One snow event can cost \$6,000 to \$10,000 depending on the severity of the storm, we look at the average expense for snow removal to arrive at the budgeted amount.

CMA's Management Fee – The management fee of \$23,436.00 for a community of 1,500 homes and 4,000 to 5,000 residents is not unreasonable, you could not hire an individual to act in that capacity and provide the many services CMA does for close to that amount.

Transparency - All the boards meetings are open to the residents of WingHaven, residents are free to attend and ask any questions, express any concerns or present any ideas they may have to enhance WingHaven. If residents do not choose to avail themselves of that open forum, that is on the resident and not on the board. The board cannot go to every individuals home to address their concerns on an individual basis, we must rely on the residents to come to us. The board is made up of people who volunteer their



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time and efforts to contribute to the betterment of WingHaven. The board receives no compensation for their time and efforts. As a board that must address a community the size of a small city, 1,500 homes with 4,000 to 5,000 residents, that encompasses 31 separate villages/subdivisions, is a daunting task. Each village has the right to have a Voting Member to represent their interests and bring them to the boards attention. Sadly, over one third (11) of the villages have not elected a Voting Member. We realize that it is an impossible task to make all the people happy all the time and that sometimes, tough decisions must be made that will draw honest criticism, but disrespectful and uncivil criticism that defames is not acceptable behavior.

Similarly, the Board must protect every resident's privacy rights. When a complaint is filed against any resident, or notification of violation of the covenants (which includes upkeep on residences i.e. roof shingles, shutters, etc.) the actions the board takes is not for public consumption nor to be shared with the complainer, as it would violate the homeowners' privacy rights and open the board up litigation, the cost of such litigation would be borne by the residents of WingHaven. The board takes all complaints seriously and takes appropriate actions, consulting with our legal representatives when necessary.

Sprinkler Maintenance – This is an expense that has been incurred every year WingHaven has been in existence, the older the irrigation system gets, the more you can expect an aging system to need in repairs. The history of the expense for this item justifies the budgeted amount.

Parks and Gardens – The expenses here cover the amphitheater where we have the concerts, all the tot lots, and the gazebos. This one does fluctuate, but it has had some projects that have been undertaken that have been needed enhancements.

Streets and Sidewalks – The streets and sidewalks in WingHaven are the responsibility of the City of O'Fallon. Residents can notify CMA or the board of such issues, and we will contact the city or residents are encouraged to contact the city directly, so they can get personal responses.

Wetlands – The wetlands are overseen and maintained by the Master Association. Any changes and alterations to the wetlands are overseen by the State of Missouri Department of Conservation. As such, any actions that can be taken are very limited.

Comparison of dues to The Villages at Dardenne – The Villages have slightly over 400 residences and budgeted in \$552.6K in 2016, WingHaven has over 1,500 residences and took in \$557.2K in 2017.

Swimming Pools – WingHaven was not designed as a swimming pool/clubhouse community, it was designed as a country club community. Sub-divisions with swimming pools had the pools put in by the developer and not the HOA, responsibility for those facilities was handed over to the HOA when a certain pre-ordained percentage of the lots had been sold and were closed upon. Cost and availability of land for such a facility in WingHaven would be unreasonable. The cost would be in the exorbitant, and that would be just the construction. Adding the additional expense of maintenance and the hiring of staff and lifeguards would require an increase in the fees we would have to charge the residents. This would most likely double their current level. If you want to see an uproar, this would create one when you consider far less than half of residents would use it, some have their own swimming pools.

Social Media - It has been and will continue to be the policy of this board not to respond to questions or comments nor engage in exchanges on social media. Those who choose to post negatively on social media only depreciate their property values as well as that of all residents on WingHaven, so to respond to those



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posts would not best serve the interests of the residents. If one feels the need to post negatively, there is a function that will restrict access to your post to WingHaven residents only.

The proper and preferred procedure if you want a response is to contact CMA, who will respond and address your concerns if they can. If it is an issue they cannot address, they will notify the Board and the board will respond to CMA and/or directly to the resident with the issue. All board members email addresses are on the WROA website if a resident feels they need to contact us directly.

Respectfully,
WingHaven Board of Directors

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