

ANSWERS TO QUESTIONS SUBMITTED FOR THE 2021 ANNUAL MEETING

LOMAS ENCANTADAS MASTER ASSOCIATION 2021 ANNUAL MEETING Tuesday June 29, 2021 at 7:00 PM
ANCHOR POINT CHURCH, 6751 Pasilla Rd NE, Rio Rancho, NM 87144

ANSWERS to Questions about ADDITIONAL PARKS AND AMENITIES

The developer is responsible for delivering parks to the community. Per the Development Agreement with the City of Rio Rancho for Lomas Encantadas, the developer is to build 2 parks, one off of King Salmon and one at the corner of Camino Venada and Camino Encantadas. These parks are in design and the developer anticipates starting them as soon they are approved and signed off on by the City of Rio Rancho. Furthermore, the developer has planned to build additional parks in the area that were not contemplated by the Development Agreement. We feel that those park sizes and locations combined with the trails and sidewalks in the area provide great walkability for the residents. The newest pocket park extends from Crystal to Mountain Trail. See attached Map

ANSWERS to QUESTIONS CONCERNING VIOLATIONS

REPORTING VIOLATIONS TO THE ASSOCIATION MANAGER:

A: If you report a violation to the Association Manager, we will keep your identity confidential. However, we cannot keep you up to date on the action that has been taken to resolve the issue. We cannot discuss the specifics of any members account with other members of the Association.

THE PROCESS TO RESOLVE VIOLATIONS ARE AS FOLLOWS:

A: The first notice that we send out to members is a Courtesy Letter, to let the owners know that a violation exists. There aren't any fines placed on the account when a courtesy letter is sent out and the owner has 14 days to correct the violation.

If the violation is not corrected within 14 days, then notices that include fines are sent out to the homeowner. Each successive notice incurs a higher fine.

Homeowners may request an extension to resolve the violation, which may be granted based on the individual circumstances.

If the violation is corrected but reoccurs within 6 months of the original notice either a First or Second Notice maybe sent to the homeowner.

Beginning this spring we increased our bi-monthly inspections for violations to weekly inspections. We are now in your neighborhood every week.

THE MOST COMMON VIOLATIONS INCLUDE:

WEEDS, many home owners are unaware that their responsibility to maintain their lot free of weeds and debris extends to the street curb (not to the sidewalk) and if you live on a corner lot this responsibility extends to the curb along each street. Even if there are mailboxes within the apron along the side of a corner lot it is that individual home owner's responsibility to maintain that area. According to City ordinances; if your home backs up to a street the homeowner's responsibility can even extend over your back wall to the street curb behind your home.

In the month of June, 109 letters concerning weeds were sent out to members in the Association.

We understand that, the last two summers have been extremely difficult for those individuals who are unable to physically maintain their yards. It has been difficult for you to find companies or individuals who will provide yard services. Although, WE CANNOT WAIVE this requirement we have given reasonable extensions so that you can procure assistance. I WANT TO THANK THOSE NEIGHBORS WHO HAVE STEPPED UP AND HELP THEIR ELDERLY, OR IMPAIRED NEIGHBORS MEET THIS REQUIREMENT.

TRASH CONTAINER PLACEMENT: Containers shall not be visible except on the collection day. Containers should be kept in the backyard, garage, or a screened in area which has been pre-approved by the Architectural Control Committee.

COMMON PARKING VIOLATIONS:

- 1. Motor vehicles may not encroach upon or obstruct the sidewalk**
- 2. Motor vehicles may not be parked in the landscaping, which includes any rocked area.**
- 3. RV's Camp Trailers, etc. may be temporarily parked within the association for loading or unloading only**

ANSWERS to QUESTIONS CONCERNING LANDSCAPING MAINTENANCE IN THE COMMON AREA

The Landscapers makes sure that all the HEADS, TIMERS and Valves within the irrigations system are working in the spring. They then reprogram the systems as the weather gets hotter and then again as the weather cools off.

They continually check the irrigation on a rotating basis to find and fix leaks.

We appreciate when homeowners report irrigation leaks; sending both a picture and street location is the most efficient way for the problem to be identified and address promptly.
Associations.ssr@gmail.com or text 505-377-1017

The Landscapers remove trash, debris and weeds from the common areas that are landscaped. Weeds may be sprayed or pulled as needed. All plants are to be pruned as needed to maintain a natural appearance. Plantings and trees will be monitored for pests during the growing season. Tree branches will be trimmed up to 12' from the ground. Replace bags in doggie stations and trash stations as needed.

Areas along the walking paths are generally mowed down a couple times a year, but additional service will be provided if needed.

There are a few COMMON AREAS THAT ARE NOT LANDSCAPED, these areas should be free of tumbleweeds and debris when in close proximity to homes. Natural vegetation other than tumbleweeds are not removed.

ANSWERS to QUESTIONS CONCERNING SIDEWALKS, STREET DRAIN GUTTERS and STREET ASPHALT

The City of Rio Rancho is responsible for sidewalk repairs, street drainage and street clean up. Buckled sidewalks and street drainage issues should be reported to the City of Rio Rancho.

ANSWERS to QUESTIONS CONCERNING APPROVAL REQUESTS for improvements or alterations from the ARCHITECTURAL CONTROL COMMITTEE

Written requests (ACC forms can be emailed to you or are available at silversagenm.com) for approval from the Architectural Control Committee, for improvements or alterations to the exterior of your home should be sent to the Association Manager at associations.ssr@gmail.com.

When the Association Manager receives a request, we will acknowledge receipt and then forward the package to the committee within one business day of receipt. When we receive a response from the Architectural Control Committee, we forward that information back to the home owner within one business day.

The Architectural Control Committee, ACC, has up to 60 days to review the request and approve, deny or ask for additional information. Historically, members have received a response from the ACC committee within 2 to 3 weeks, however, depending on the number of requests at any given time, it has occasionally taken the full 60 days.

Most common requests include: adding Solar Panels, raising the block walls, changing a gate or adding an opening for an additional gate, adding sidewalks, extending the concrete patio, adding a gazebo, adding a shed or adding a water feature. All of these and many more improvements or alterations need ACC approval.

In the last few years, we have had a couple of owners raise their block walls without ACC or their neighbor's permission and ended up having to take the block wall down to its original height. If you're not sure, it's better to be safe than sorry. Give us a call, and check. Many of you have found out that some items you thought would need approval do not.

ANSERS to QUESTIONS CONCERNING MINUTES FROM LAST ANNUAL MEETING

Approved Minutes for the 2019 Annual Meeting are posted on the website: silversagenm.com. Due to Covid-19 the Association did not have a 2020 Annual Meeting.
