

Silver Firs II Homeowner's Association

2003 / 2004 Survey Results



Background:

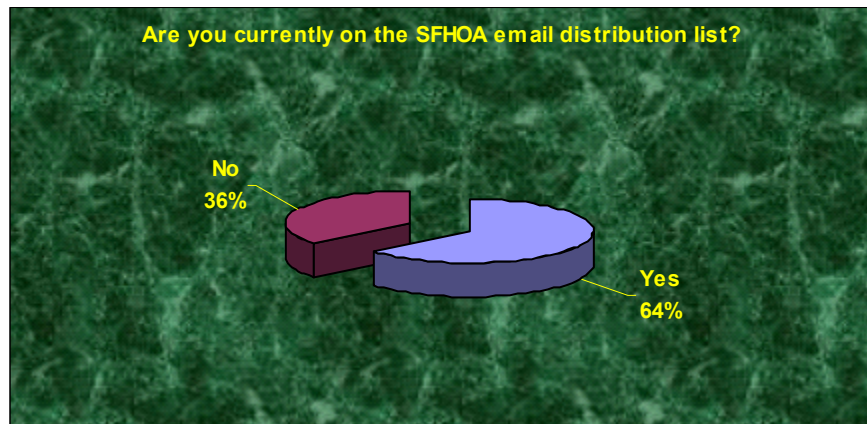
The first HOA survey was sent to homeowner's with the annual assessment letter in January 2004. The purpose of the survey was to solicit feedback on the homeowner's thoughts and ideas about how their association is being run.

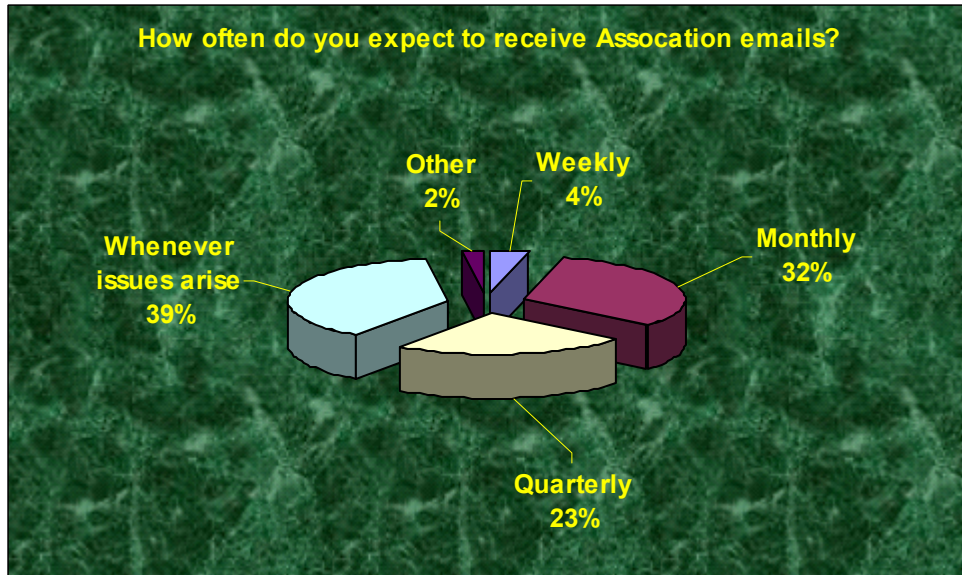
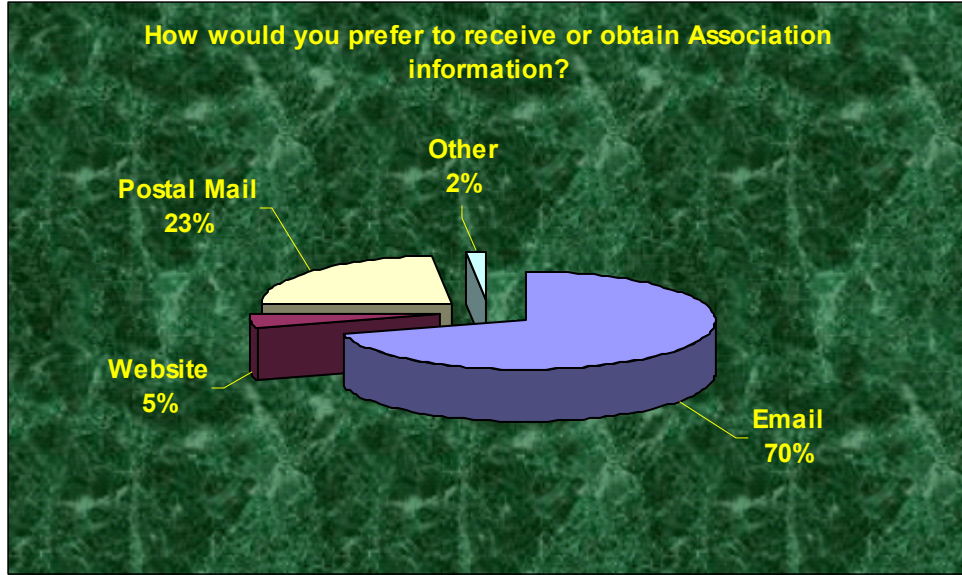
Results:

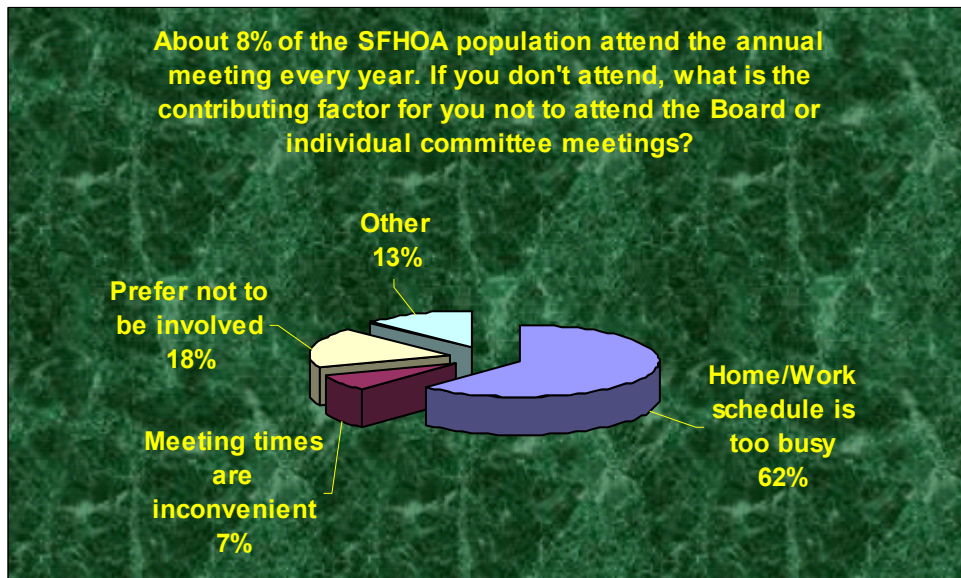
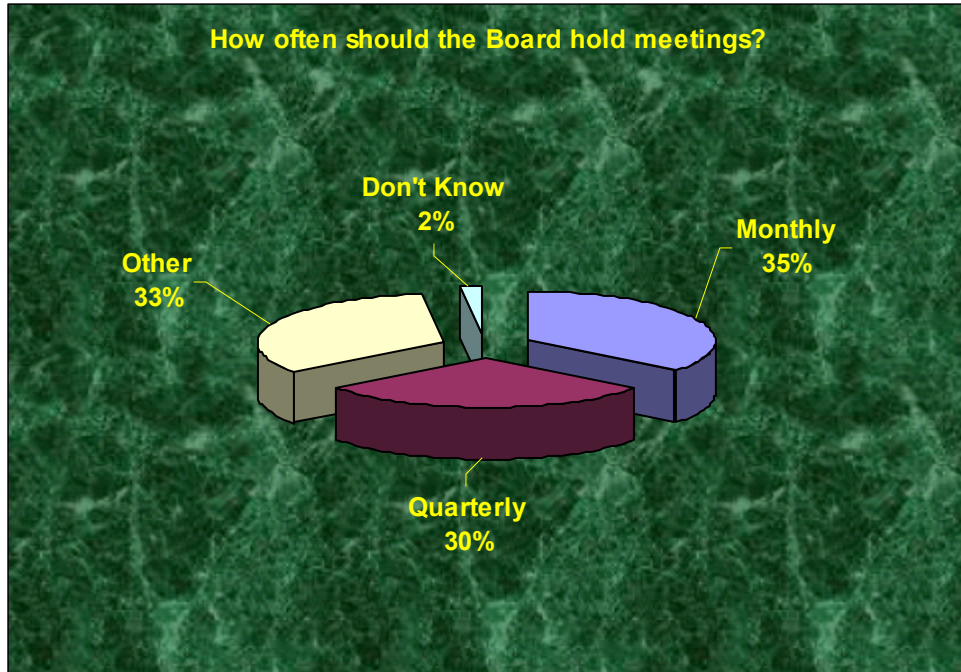
The response far exceeded our expectations. As of 4/2/04:

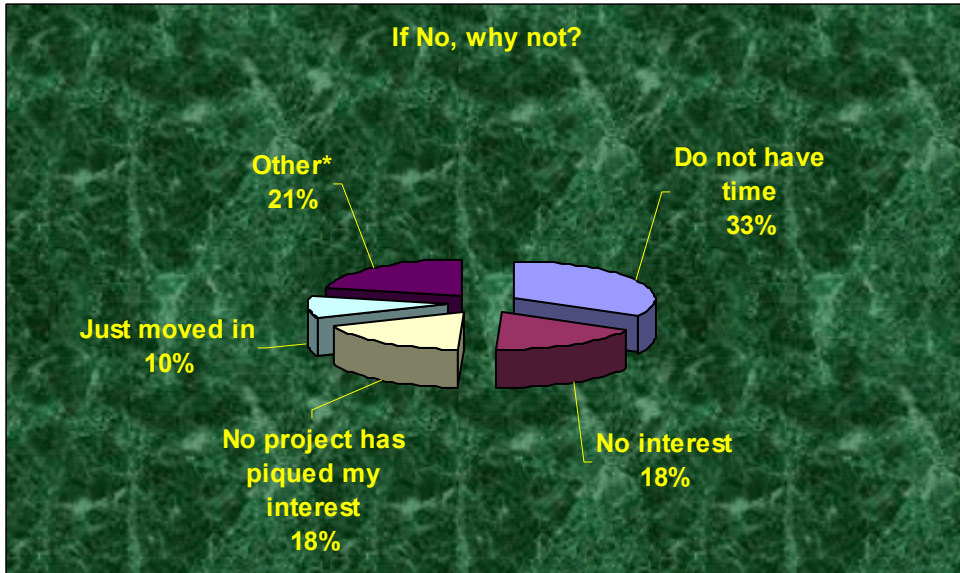
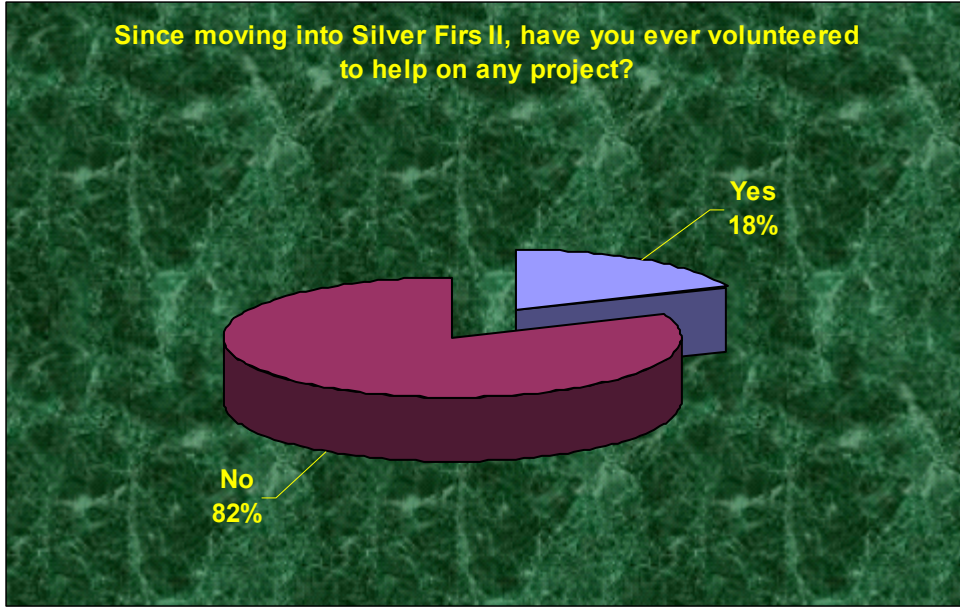
- 279 surveys have been received (168 or 19% at the end of January +111 or 12.5% at the end of February). This accounts for 31.6% of the homes in Silver Firs II
- We have gained 62 new emails addresses or email address corrections as a result of this survey.
- No homeowner has asked to be removed from the email distribution list

The following graphs display the results to the questions posed to the homeowner's of SFII.









Additional Comments

The answers to the “Additional Comments” questions were provided by the following:

John Elliott	President
Peter Truss	Vice-President & Communications Committee Director
Debby Smith	Member-at-Large & Operations/Landscape Committee Director
Lionel Galperin	Secretary & Rules Committee Director
Linda Galperin	Treasurer

In some instances, where required, some homeowner’s have already been contacted to aid in resolving problems or requesting further information. The questions below do not include any homeowner information and are provided as generic questions and answers.

If you have any questions or comments that have not been answered here, first try looking for the answer on the official Silver Firs II HOA website at www.silverfirs2.org or by contacting the CWD Group at 206-706-8000. You may also contact any member of Board directly or join us at any of the monthly Board or Committee meetings.

And now, the additional comments:

1. The 2003 Annual Meeting minutes excluded all Q & A initiated by Jim Yourkowski. Why? The Board did not adjust the budget as recommended by Jim Yourkowski at the annual meeting. Why?

There was by no means any concerted effort, as implied by this question, to not include any particular homeowner’s comments. Whereas the comments brought by the homeowner may have not been included in the minutes, the answers to the questions were addressed and answered by the Board members. As a Board member was taking meeting minutes and trying to actively participate in the meeting, it was tough to write down everything that was going on and pay full attention to the items at hand. It was therefore, elected to write down the happenings of the meeting in general terms and not get into specific questions. For future annual meetings, it would help if a volunteer homeowner could assist us in taking meeting minutes.

2. I feel that easier access by residents to express concerns over issues would be helpful. A simple drop-box at the “Y” or Firehouse could be used for homeowner’s to advise the Board of items of concern. A form for this use could be sent to all (email and hard copy). This would encourage involvement of all residents (email and non-PC) to at least have their thoughts heard easier input could equal greater involvement & pride in Silver Firs

There are currently many ways to interact with the SF II Board of Directors and The CWD Group (SF II Management Company).

You may use one the following means to communicate with the CWD Group:

- *Phone 206-706-8000*
- *Fax 206-706-7679*
- *Email: Julie@cwdgroup.com or kate@cwdgroup.com*

- U.S. Mail

Silver Firs Phase II Homeowner's Association

c/o The CWD Group, Inc.
2600 West Commodore Way, Suite 2
Seattle, WA 98199-1279

- Website forms located at www.silverfirs2.org

You may contact the Board members directly by:

- Email
- U.S. Mail
- Phone

All of the pertinent contact information can be found on the official SF II association website. The direct link to the contact page is http://www.silverfirs2.org/contact_us.htm

Having a drop-box at the YMCA or Firehouse, even if permitted, wouldn't be practical because we cannot certify that the mail dropped off in these boxes is secure or that it will be picked up with any regularity.

For those without email or computer access, who are eager to have their voices heard, I would urge you to either meet us in person at the monthly Board and committee meetings, phone us or by snail mail.

3. Stop the motorcycles from using the trails behind our home under the power lines.

While we sympathize with you regarding the noise generated by these riders, we have little or no jurisdiction or control over that area. We recommend contacting the Snohomish County Sheriff's office because the motorcyclists are most likely trespassing.

4. In visiting the official website (a couple of years ago), I read postings by current and past members. The bickering and statements hardly fostered my interest. I was disappointed and haven't wanted to have anything to do with the organization. Why would I want to be in a meeting with these people? If that happened in a business environment, it would not be tolerated. Where was the teamwork?

The postings that you are referring to were not on the official Silver Firs II website located at www.silverfirs2.org. The official website has never had an interactive posting board. The website you are referring to has been set up as an independent website by a fellow homeowner and has no official connection with the Silver Firs II Board of Directors or CWD Group. This other website's only connection is the topic of SF II.

5. I think you should list the homeowner's that do not pay.

We do not list homeowners out of concern over privacy rights. Listing homeowners who don't pay would potentially expose the Homeowners' Association to litigation, especially if there were an incorrect listing..

6. Please protect our investments and enforce CC&R's. We had many boats and trailers parked in the neighborhood all summer long. (home is now a rental)

Parking boats and trailers for extended periods is not allowed under the CC&Rs. Please report violations to CWD. The Association notifies homeowners of violations and fines offenders. Numerous homeowners have been fined for boat and trailer violations.

7. We moved here in August next to Dino Park. The mosquitoes were horrible. I believe because the park was being severely over watered. There was water in the ditch after over a month without rain. I believe the mosquitoes would diminish with less watering and we'd save a lot on the water bill. The ground was saturated from too much watering. Let's save on water and cut down on the mosquitoes, please. Thank you.

The Dino Park (tracts 605-A and 605C in Thornbury) has had many drainage issues since Thornbury was built. In the last year, we have finished construction in two areas of Dino Park to resolve drainage problems throughout that area. We reseeded the area, and due to the lack of rain this past summer, had to water this area often. Part of the park was overwatered as a result...

We will be installing humidity detectors throughout our community to monitor and better regulate irrigation needs. This should solve over-watering problems and standing water issues. Thank you for your comments and please keep us advised of any continuing issues.

8. The neighbor kids were using our _____ (can't read writing) as a baseball field. The boys would be on everybody's lawn. Break shrubs and flowers. The neighbors complained to them for months. They finally did quit. As long as they do play ball, I can not have flowers, shrubs or lawn.

Trespassing on private property is not permitted. Problems with children trespassing or damaging landscaping during play is usually best resolved by direct, timely discussion with neighbors and parents. If the problem persists, please take note of times and participants, and advise CWD. The Association will notify the offending party and assess fines if the problems are not corrected. However, the Association needs factual contemporaneous records of violations because we usually cannot independently verify the offenses. Digital photos would be helpful.

9. Asked people if they were going to the Annual Meeting. No one was. Then I forgot it. And I don't go out alone at night and do not drive at night. I was surprised no one was interested in attending annual meeting.

10. I became somewhat frustrated when attending meetings in the past since board members always insisted on referring to areas and lot numbers when discussing specific issues. I think in addresses so I was usually completely at a loss during those discussions.

We use lot numbers and Division names for precision, because street names and addresses in different Divisions can easily be confused. We also try to avoid identifying individual homeowners, due to privacy concerns, when communicating with other homeowners and the public.

11. There are a couple of trees in green belt, which are of concern. One is dead and one has fallen.

If you have concerns with potentially hazardous trees, please contact the CWD group as soon as possible and complete out the tree inspection form. This form is also available on our website located at www.silverfirs2.org.

We contract with an arborist to annually review trees of concern and make recommendations as to their removal. We then contract to remove these trees once a year; this year's tree removal was performed in January.

If you feel that a tree needs immediate attention, please contact the CWD Group and fill out the tree inspection form:

<http://www.silverfirs2.org/Committees/Rules/Exhibits/Exhibit003.htm>

12. The Annual Meeting should be better advertised. Residents will attend if they know the meeting (info shared) is going to be of value to them. Make the annual meeting a potluck or provide food and beverage. The set up for the annual meeting seemed a bit distant. Audience separated from presenters. Powerpoint presentations were good. It was hard to hear at times.

We do advertise the Annual Meeting, but also welcome suggestions on additional methods. The Annual meeting is advertised in the Annual Meeting Package that is sent out to all homes in the Silver Firs II Community, it is advertised in an email sent to the 600 or 880 homes in the SF II Community, and it is advertised on the website. We considered advertising in the local paper, but didn't because of the added cost, and in consideration of the fact that non-residents are not allowed to attend.

Thank you for mentioning the PowerPoint presentations. We plan to have all committees present in this format. We are also looking into a smaller venue and possible microphone /speaker set up to correct the communication problems we've been experiencing with the larger hall. We also like the idea of reducing "the distance" between the Board and residents. We hope that by having a smaller venue, that we can reduce this distance. We will also be investigating a different set up that will help break this invisible barrier.

In regard to having the meeting as a potluck, that is a new suggestion as far as we know. If anyone would like to assist us in trying this out for the new Annual meeting in October, please contact the Communications Director or CWD Group. As far as providing food and beverage, we are trying to keep costs to a minimum and we would never know how much to buy as there is no way to know how many people will show up for the meeting. We would need homeowner assistance to pull this one off.

Good suggestions, thank you.

13.

- a. I think the Association needs to address the issue why our homeowner's dues are \$231 and the other developments in Silver Firs pay \$76 or at least under \$100. I haven't heard of one development in Silver Firs who pay over \$100. It would also be interesting to see the breakdown of rules cost \$16,000. I also believe the Association has become too controlling over personal property. Very nit picky. I think the "patrollers" need to do something better with our \$231 than harassing homeowner's on painting homes (nice colors too), basketball hoops on sidewalks or driveways, gravel on side of house, garbage cans in back of side of house, etc. You've missed the point of an association.

We believe that Silver Firs dues are very reasonable for the level of amenities desired by residents and provided through the Association. We have received numerous requests from Homeowners to enforce the CC&Rs, and expressing appreciation for our enforcement actions. The examples presented are all violations of covenants established and agreed to in writing by homeowners when properties were purchased. The Association has a duty to enforce the CC&Rs in order to preserve and enhance property values and maintain community standards.

The high cost of rules enforcement last year was due in large part to the need to work with homeowners with basketball hoops to bring them into compliance. We were cautious about fining them because some rules hadn't been enforced before, and it took some time for everyone to accept the new direction. It was costly, but I think it would have been unfair and unwise to immediately levy fines without giving people some time to come into compliance. But there is a lesson here; steady consistent enforcement is easier and less costly to the HOA than sporadic enforcement.

- b. Why are the fees so much higher than the rest of Silver Firs?

Silver Firs Phase I enjoys fewer services and amenities than we do in Silver Firs Phase II. We believe our home values reflect the higher level of amenities and the more prestigious appearance and ambiance we enjoy. In fact, we've heard comments from homeowners at the annual meeting that they like the amenities and services, and would be willing to pay more to maintain our quality of life. With that said we recognize the importance in improving the efficiency, timeliness, courtesy, and reasonableness of our enforcement efforts.

14.

- a. I wish the Board could monitor traffic in Silver Firs and work with the PJA's (?) and to work with Dongho Chang, Area Manager, N.W. Region (206) 440-4972. Snohomish Area Traffic.

The Board works with local authorities, but usually on specific focused topics as they arise. For example, we recently sponsored a Block Watch program, and have participated in disaster management training and bus scheduling activities. Municipal agencies contact the Association as their programs evolve, and we cooperate as appropriate. Please keep us informed of specific situations that come to attention.

- b. Is it possible to work cooperatively with Silver Firs I to find solutions to problems they may have solved or share info on other matters?

We do have some interaction with SF-I, but their level of activity is much lower than ours. They may lack resources to participate in cooperative activities, or may not consider such activities appropriate for their membership. Please keep us informed of specific situations that come to your attention.

15. Who is to be contacted for questions regarding problems with neighbors' lots, ie. Large pellet burning furnace (makes diesel gas) in backyard viewable from inside house that exhausts yellow powdery substance that covers deck and house. If you email me information, I would be much appreciative.

A large pellet-burning fireplace in a homeowner's backyard making diesel gas would almost certainly be a violation of SF2 CC&Rs, and probably of County zoning laws and air quality standards. When such activities appear to violate community rules and guidelines, please report them to CWD immediately for Board follow-up action. If they appear to violate County rules or laws, please also contact the Sheriff's department.

16. Would love to see the dues paid every 6 months. I know this would cost money. Look into using an independent accountant as they are cheaper on the accounting.

Suggestions have been made from time to time regarding alternative dues payment schedules, but have been either in violation of Association rules, or costly to implement, or financially disadvantageous. We currently contract for a complex of services, including accounting, from a single firm, CWD, expert in the peculiarities of community associations and the various accounting standards and state laws that apply. Although we have been satisfied with CWD, the Board intends this year to seek competitive bids for its management services because we believe periodic competition is a good business practice. A new contract would take effect in January 2005.

17. We do appreciate the hard work of the Board and are very pleased with the grounds maintenance.

Thanks for the compliment, and for your comments on grounds management. Our previous grounds management firm won last year's competitive bid, and is continuing to provide the services we specified.

18. Keep up the good work and try to keep the charges down. Thank you.

Thanks for the compliment. We'll keep working to provide the best possible value for our homeowner's dues.

19. We pay way too much! For this price, our community should look a lot better. (referring to the Landscape contract and non-contract costs. Drive by Pembridge one day – the upkeep on the entry-way alone has much to be desired. We're getting ripped off).

The maintenance costs are in line with other communities and levels of service. Please contact the Landscape Committee for a copy of the Landscape contract scope of service.

*We encourage any and all feedback on the maintenance and appearance of our community. Please forward any suggestions as to improving the Landscaping on to your Landscape Committee chairperson. **We would also encourage our homeowners to attend the Landscape Committee meetings to share your thoughts.***

20. The common area as you enter Scarborough off Puget Park Drive never got any mulch as the area to the north did. Why not? While it received an "update" this year? Thank you.

There was a small area that did not receive bark last year. This was an oversight, and will be corrected this spring. We will be replenishing bark throughout the community in 2-3 years, depending on need.

21. Concern: We just moved in. some kids in the neighborhood are riding their motor scooters that make loud noises (which my baby can't sleep in). Is there anything that can be done about that? Thanks.

Snohomish County has a noise ordinance, and the CC&Rs prohibit obnoxious activities, but we need more information before we can respond. These kinds of offenses are difficult to address because they are difficult to confirm. Please take notes of specific times, activities, and participants. Digital photos are very helpful. Please contact CWD via telephone or email to report the problem. If it appears that a violation of the law is involved, please also contact the Sheriff's Department.

22. It is my hope that the organization will hold all association members to the by-laws of the community without having to receive complaints by neighbors. Being new to the neighborhood made it difficult for me to voice by-law violations so soon in my arrival to the area.

The Association does not routinely "police" the neighborhood. We rely on reports by homeowners for most violations. This keeps costs down and helps to focus our attention on violations most important to our members. Any Silver Firs homeowner can report a concern or violation complaint at any time through our association website or by contacting The CWD Group. Even though we ask for your name when reporting the incident, it is done for our verification purposes only in case there is a need to follow up. Your personal information is never released unless we are required to do so by law (such as a subpoena).

23. Please format your email into legible paragraph forms so they are readable when received from all email systems. Current emails arrive in a jumble of words and make it difficult/unreadable to read.

We have experimented with different means to deliver messages to our homeowner's in a standard format. With each type of email program available to an individual, there are various individual preferences and options that the software owner can choose that can vary the final appearance of an email message. We've elected to send out basic text emails as opposed to HTML versions as some homeowner's block HTML versions as it could confused as being spam email.

Please be aware that we are always looking for a better way to communicate with the HOA membership and having the information in a well laid out form is one of the top priorities

24. You're all doing a great job.

Thanks! We always appreciate a compliment.

25. Please expedite annual meetings by having all committees make their reports and then have questions taken at the end. That way, if a homeowner does not have any questions (or they were answered by your presentations), they can leave. Thanks.

We tried a different format this year and where it worked for some, it didn't work for others. We will consider returning to the method you've stated and hope that we can make it an efficient meeting for everyone. Thank you for your input.

26. Thanks for fixing the Sherwood light at our sign. Very hard to direct guests without light. Why are street signs (posts) for 55th Drive and 151st Place on the left side? People generally look on the right for these things. Just curious.

I posed this question to Gordy Hyde, supervisor of traffic investigations at Snohomish County Public Works and here is his response: "There is not really a "standard" for location of street name signs. When the Road Maintenance worker installs a new sign s/he has to consider driveway locations and presence of other signs, as well as potential visibility restriction from vegetation. Sometimes the street name signs are located at the top of a STOP sign to minimize the amount of post maintenance. "

27. We were disappointed when we called to ask for the common area fence to be fixed...before it gets worse. It was such a minor thing! (but we couldn't do it). Our neighbor Mr Arnold did it and you should thank him. It was pulled apart by the landscapers! At the post.

We thank Mr. Arnold for his efforts in fixing the fence. Please contact Operations to let us know the specifics of this request, so that it does not happen again.

Fence maintenance is both the HOA and homeowners' responsibility. Below are the guidelines for fence repair, and who is responsible:

SILVER FIRS PHASE II HOMEOWNERS ASSOCIATION

Fence Maintenance Guidelines

Definitions:

Perimeter Fence - The fence installed by the developer on the property line of lots fronting Puget Park Drive and 148th Street.

Major Repairs - Resetting posts or replacement of any part of the fence.

Minor Repairs - Re-attaching loose fencing, rails or post caps.

Finish - The applications of sealant, preservative, stain or paint to preserve the fence or change its appearance.

Policy:

The responsibility for maintenance of fences bordering the perimeter of the development shall be as follows:

1. The Homeowner will be responsible for all major repairs of any part of the fence; and minor repairs, which can be accessed from the homeowner's side of the fence; and finish on the homeowner's side of the fence only. Do not attempt to finish the side of the fence facing the common area without contacting the Operations Committee for direction.

2. The Homeowner's Association will be responsible for minor repairs, which can be accessed from the common area; and finish on the common area side of the fence.

FYI, we will be evaluating the need to re-finish the common area side of the perimeter fencing this spring.

28. I have always wondered why nothing was ever done with the "tree lot" behind my property. The space was used for tree storage during construction of Scarborough. To this day, it is still an ugly patch of sawdust where nothing grows. I would appreciate a response. Thanks.

This is the first complaint we have heard about this area (tract 910). The Landscape committee does not have any records as to the proposed use (by Centex) of the area. The committee has requested an estimate from Total Landscape, for what it would take for this area to become a play area. (April 2004)

If anyone has concerns about our Native Growth or common areas, please call or email the CWD group. It is only through this process that we become aware of your issues.

29. I wish the postal service would put in secured mail boxes, with locks.

The mail stations and mail boxes were installed by the original builder of the neighborhood (Centex). Just like in a rural area or any other neighborhood, the post office does not own the stations or boxes. The stations are maintained by the Association and the mailboxes by the individual homeowner. In order to install locking mailboxes, it would have to be approved by all of the homeowner's and funded by a special assessment. There are many who would not feel it necessary or who could not afford this luxury. Homeowner's who wish to purchase a locking mailbox for themselves may buy a pre-approved mailbox "The Pinnacle" that fits most mail stations. More information is available on our official association website at www.silverfirs2.org

30. I would like to know if there are any other grandparents raising their grandchildren in our association or if any group grandparents meetings are going on.

At the moment, we do not have a means of identifying if there are any such groups. It is possible that the local YMCA on Puget Park Drive may know of some groups. Otherwise, the only suggestion we can offer is to ask around with your neighbors.

31. The drainage issue in the NGPA behind Scarborough still needs to be addressed.

Drainage in the NGPA behind Scarborough (tract 902) has become a complex issue. What has happened is an increase in watershed due to increased construction in the area. As well, there is natural water flow to the NGPA from the land tracts under the power lines. The result is the area is now more of a swamp, particularly in the wintertime.

*Because of the water backup and other factors, the tree stability in this area has been an issue; there have been many incidents of trees falling in heavy winds. As these trees fall, they have created dams throughout the area. As regulations state **"Native growth protection areas" means those areas which are to be left permanently undisturbed in a substantially natural state.....**", meaning that trees are left undisturbed as they fall. However, we may need to look at cutting some of these trees and moving them so that the water can flow and not pool.*

A subcommittee of the Landscape committee has been formed to try to find solutions. We are currently waiting on a "walk through" by an arborist and volunteer homeowner. At that time, the arborist will offer recommendations for this natural area and ways to alleviate the issues we are experiencing in this area.

32. Would like the ability to put lost pets on the website.

This is one idea, among others, that will be considered as further information and functionality is considered for addition to the website. Thank you for your suggestion.

33. I have no contention with SFHOA conduct of business.

Would you be interested in serving on a committee? We have openings on Rules, Landscape, and Operations committees.