



THE CROSSWOODS REPORTER

A Newsletter for the Crosswoods Homeowners Association

October 2019

President's Column

By Kelly Morris

I know that the events of recent weeks have been stressful and upsetting. They have been for us all. The issues we're facing are difficult ones that affect our community deeply and require our full and focused attention.

As we continue to work through the challenges facing us, a common comment that I hear is "Why didn't you tell me earlier?" I think that's a reasonable question. I also think that it's natural for people to be upset and want to place blame for the financial situation we're in.

I ran for and was elected to the board 10 months ago because I, too, was upset. I was upset because I questioned the decision to eliminate our long-standing self-management structure and transition to contract management. I was upset because I thought that decisions that affected the community were made behind closed doors without any input from the community. I was upset for what I saw as a fundamental lack of communication and disclosure to the homeowners.

When you elected me to the board, I made you two promises. I promised that I would do my best to represent all of us and that I would do everything in my ability to tell you the truth and maintain open and honest communication. To that end, I'd like to explain some things to you.

Board and committee discussions are conducted and decisions are made in open meetings that every

homeowner is welcome to attend. Notices of board and committee meetings and agendas are posted on the community bulletin board at least four days prior to the meeting. Only the following very limited subjects allowed by the Davis-Stirling Act can be discussed in closed meetings that are not open to every homeowner because of possible legal and confidentiality concerns. These meetings have notices posted at least two days prior to the meeting.

- Legal issues
- Formation of contracts
- Disciplinary hearings
- Personnel
- Payment plans
- Foreclosures

Since making my decision to become involved with the board I have tried to listen, learn, and become informed. While my learning process hasn't been quick or easy, it has provided me with the opportunity to become informed and proactive, rather than be upset and reactive.

I don't think much anymore about who's at fault or who's to blame for the difficulties we've been presented. It simply is what it is. I believe that we are where we are because of a series of decisions that were made in the past. The fact is that the challenges are real and they are going to take all of our positive energy to get through them. As your

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Garret Satfield
Leslie Lake

Office Contact Information

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(866) 324-3704 (After-Hours Emergency)
Mon., Tues., & Thurs. 9 am to 3 pm
Wednesday: 7 am to 3 pm
Friday: 9 am to 2 pm

Board of Directors

Kelly Morris, President
Red Straub, Vice President
Margarita Orozco, Treasurer
Teri Todd, Secretary
Leslie Lake, Member at Large
Linda Rockett, Member at Large
Vacant, Member at Large

Management

Garret Satfield, General Manager
garret.satfield@managementtrust.com
Accounting Questions
(916) 985-3633 ext. 8825

Monthly Meeting Calendar:

Board of Directors

Fourth Wednesday at 6 pm

Architectural Control Committee

First Tuesday at 6 pm
Mary Fenner, Chairperson

Finance & Insurance Committee

Third Wednesday at 4 pm
Naomi Hauge, Chairperson

Landscape Committee

Second Tuesday at 10:30 am
Bob Acrea, Chairperson

Pool Committee

Third Monday at 4 pm during Pool Season
Pam Ashby, Chairperson

Neighborhood Watch Committee

Meets as Needed
Cynthia Biedermann, Chairperson

RV Lot Committee

Meets as Needed
Vacant, Chairperson

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elected member of the board and as its President I am well aware that responsibility is ours. But we cannot do it alone. We'll need the help and support of everyone. I promised you I would do my best and I believe I have, and I promise to continue to do so.

In closing I offer you this challenge. Step up, get involved, and be proactive. Attend committee and board meetings. Ask questions and listen to the answers. Become informed. The next time you think "Why didn't they tell me earlier?", ask yourself instead, "Did I choose to proactively become informed?"

Thanks for the soapbox.

Irrigation Breaks or Other Concerns

By Garret Satfield

Whenever you see any kind of irrigation break or other concern, such as broken sprinkler heads, geysers, leaks, etc., in the common area, please notify the office as soon as possible.

When you notify the office, please have the closest home address available and a general description of where the issue is in relation to the home, such as "next to the driveway." Upon receipt of this information, the office will issue a work order to our irrigation technician, who will then evaluate the matter and prioritize its repair accordingly.

With your help, we can make sure that irrigation issues are addressed timely and in an appropriate manner.

Thank you for your ongoing and continued help!

Helping

By Leslie Lake

As our community faces the challenges of funding much needed repairs to our homes, as well as rebuilding our reserve funds, many homeowners have expressed the need for us to work together to solve these problems. We have heard that sentiment expressed at board meetings, in letters to the board, and in conversations with people throughout the community.

It is important for us to remember that we together are the Crosswoods Homeowners Association. We elect the Board of Directors to represent us, choose to volunteer for committees, and

register our concerns and kudos with Management and the board. Our community functions best when our relationship is collaborative.

Unfortunately, we can't go back and change the circumstances that got us to where we are today. Volunteer board members through the years have done their best to make sound fiscal decisions and keep Crosswoods homes and common areas well maintained. Our focus needs to be on working together to bring our homes up to standard. So many of the people I have talked to want to help facilitate a solution by working cooperatively with fellow homeowners. I hope we can all help to make that happen.

Monday Morning Pickups

By Garret Satfield

Every Monday morning, Crosswoods' groundskeepers drive through the community and perform a courtesy pick up and disposal of any yard trimmings you may have from tending to your courtyard over the weekend.

Please remember to always bag your trimmings and leave them at the end of your driveway by 7 am each Monday morning. Any trimmings that are not bagged or out by the driveway by 7 am will not be picked up. It is never appropriate for homeowners to leave piles of clippings in the common area at any time. The only open piles that may be left in the common area are from the association's landscapers, who then pick everything up in the area they are working by the end of the day.

Additionally, please understand that homeowners and residents do

not have permission to perform any type of landscaping maintenance in the common areas of the association at any time. If there is any pruning or other work you would like to see performed near your home, please contact the office so we may reach out to the landscaping contractor and/or arborist and schedule the work as appropriate. Each time work is requested, the association's contractors evaluate the request and try to accommodate it to the best of their ability, while also considering the health of the plant.

Any homeowners who perform work on common area landscaping are subject to the enforcement provisions of the governing documents and may be called to a hearing with the board. Please understand the board does not want to pursue this course of action, but circumstances may require it in the future.

We thank you for your assistance and cooperation in this matter.

Neighborhood Watch Update

By Cynthia Biedermann,
Neighborhood Watch Chairperson
(crosswoodsnw@gmail.com)

Fall greetings neighbors!

I hate to report that we have experienced crimes within Crosswoods in the last month, which were reported to the Neighborhood Watch Captains. On September 11, the large cluster mailbox on La Poza Court was broken into and nearly torn apart in the process. On September 9, two female joggers who were running in the early morning hours, while it was still dark, were held up at gun point near San Angelo Court. Needless to say, please be mindful of your surroundings after dark and before daylight! As always, do not hesitate to call 9-1-1, because if you

see something, you really do need to say something!

Many of our neighbors have been extremely proactive concerning the homeless population in the area. There are residents who call the police department (emergency and non-emergency numbers), and the fire department almost daily to report issues. Consequently, the police department has been proactively addressing homeless camping along the creek. Sunrise Parks and Recreation Department has also been responsive by cutting back shrubs and overgrown areas, minimizing hiding places.

We are still looking for Watch Captains for the following areas. Please consider volunteering. If you are interested but need more information, please email me or come to the next NW meeting on Monday, October 7, at 6pm in the

Crosswoods meeting room.

- 6512-6520 Crosswoods Circle
- El Cabo
- El Porto
- La Poza- *Volunteer Pending*
- Navarro West

We need everyone's help and cooperation updating the respective NW street, court, and circle maps. The maps identify each resident's name, address, phone, and email. The Watch Captains typically update and maintain the maps. However, if you do not have a Watch Captain at this time, please work with your neighbors to prepare an updated map and submit it to the crosswoodsnw@gmail.com address.



Many thanks to the NW committee members and volunteers who made

Crosswoods 2019 National Night Out a spirited event. Our appreciation goes out to the Citrus Heights Police Department (CHPD) for sending two informative officers from the new codes enforcement section, a high school student Explorer in training, and a CHPD volunteer who shared their experiences with the department.

Special thanks to the local businesses that donated prizes.

Please support them with your business!

7-Eleven, 7 Flags Car Wash, Bubba's Car Wash, Felipe's Mexican Restaurant, Sammy's Restaurant- Stone's Gambling Hall, Temple Garden Restaurant, Wonderful Chinese Restaurant and Java Cherry Coffee House.



Neighborhood Watch Meeting
Monday, October 7th at 6 pm
Crosswoods Meeting Room

Committee & Board of Directors Meeting Schedule

Neighborhood Watch: Monday, October 7th at 6 pm

Landscape Control Committee: Tuesday, October 8th at 10:30 am

Finance & Insurance Committee: Wednesday, October 16th at 4 pm

Board of Directors: Wednesday, October 23rd at 6 pm

Architectural Control Committee: Tuesday, November 5th at 6 pm

Landscape Control Committee: Tuesday, November 12th at 10:30 am

Finance & Insurance Committee: Wednesday, November 20th at 4 pm

Annual Meeting of the Membership: Thursday, November 21st at 6:30 pm at the Citrus Heights Community Center

Architectural Control Committee: Tuesday, January 7th at 6 pm

Landscape Control Committee: Tuesday, January 14th at 10:30 am

Finance & Insurance Committee: Wednesday, January 15th at 4 pm

All regularly-scheduled meetings are held at the Crosswoods Meeting Room directly west of 7000 Rancho Mirage Court, unless otherwise noted. All meeting dates and times are subject to change. However, if a meeting is rescheduled, proper notice of such meeting date and time will be given in accordance with the California Civil Code and the association governing documents. Homeowners may wish to verify the date and time of each meeting by either confirming with the office or regularly viewing the community bulletin board for any posted agendas for meetings.

Upcoming Office Closures

In observance of Thanksgiving and Christmas, the office will be closed on:

- ⇒ Thursday, November 28, 2019
- ⇒ Friday, November 29, 2019
- ⇒ Tuesday, December 24, 2019
- ⇒ Wednesday, December 25, 2019
- ⇒ Thursday, December 26, 2019

Agenda Items Reviewed and Action Taken by the Board of Directors during the months of August and September

- ⇒ Appointed homeowner to Architectural Control Committee
- ⇒ Approved Landscape Control Committee charter
- ⇒ Reviewed various tree concerns
- ⇒ Reviewed various pool concerns
- ⇒ Reviewed various homeowner concerns
- ⇒ Interviewed potential candidates for project management services

Email Blast Sent to Community

The following pages show an email blast that was sent to the membership on September 23, 2019. This email blast was sent as additional information relating to the Town Hall Meeting held with the membership on August 29, 2019 at the Citrus Heights Community Center. If you did not receive this email and would like to be included with future email blasts to the community, please contact the office so we can ensure your email is recorded in the appropriate database.

Garret Satfield

From: Garret Satfield
Sent: Monday, September 23, 2019 8:38 AM
Subject: Recent Town Hall Meeting - Additional Information

Managing a 451 home community has many different types of challenges. Some challenges are small and require relatively simple and straight-forward solutions. Other challenges are complex and involve no easy answers. In fact, sometimes managers and boards must select a difficult solution out of "bad or less-than-positive" choices. Obviously, there are many decisions to be made with a community of this size and structure that range from small and easy to large and difficult.

By holding the Town Hall Meeting with the community on August 29, 2019, it was management's and the board's intention to only focus on the challenges the community is facing relating to the siding and paint cycle, a responsibility of the board in maintaining Crosswoods and its homes. Any information that was presented during the Town Hall Meeting not directly relating to the siding and paint cycle was intended to emphasize the information that we needed to convey. Additionally, we wish to convey further information related to the complex overall financial picture of this large community.

As explained at the onset of the presentation, Crosswoods work with two budgets. The operating budget is funded by the monthly homeowner assessments. The Finance and Insurance Committee diligently works together to produce a proposal for the operating budget each August. This proposed budget is presented to the board at their September meeting and, if accepted, forms the basis for monthly homeowner assessments for the following year, beginning in January. Homeowner assessments at Crosswoods have only increased \$10.00 per month since 2016. The proposed operating budget for 2020 prepared by the Finance & Insurance Committee will be presented to the board at the open meeting scheduled for September 25, 2019.

The reserve budget is large, complex, and has many different components. It is funded by a monthly contribution from the operating budget. Reserve funds are used for the maintenance of many things, including work required during escrow at the time of sale of any association homes. The association must pay for any needed siding work identified by pest inspectors, included in their pest reports, and are required by mortgage companies as a condition of the sale. In addition, reserve funds also pay for the maintenance of underground utility work, roofs, private streets, pools, concrete, etc. The presentation delivered during the Town Hall Meeting on August 29th only focused on siding work, a small part of all of the reserve expenses of the community. Some homeowners may have misunderstood the presentation to be about ALL reserve expenses. We are giving you this additional information in an effort to correct that misunderstanding.

We wish to take a straw vote at our Annual Meeting on November 21, 2019. This straw vote will be a non-binding vote intended to give your board an idea of how the majority of the homeowners wish to see the painting and siding issue approached. At the Town Hall Meeting, four possible solutions were presented to the membership. These were given as examples of possible solutions, but they are not the only possible solutions. If any community members have additional solutions, we welcome your ideas. Please feel free to submit your possible solutions to the board either through the office or during any community meetings.

In preparation for the straw vote we wish to take at the Annual Meeting, we have set up a series of meetings over the next eight weeks to allow community members to gather, ask questions, obtain information, and suggest any ideas or possible solutions that they wish to offer. These meetings will be held at the Crosswoods meeting room on various days of the week and at various times so that we can hear from as many community members as possible. The schedule for these meetings is as follows:

Monday – September 30th – 10 am to 11 am
Wednesday – October 9th – 2 pm to 3 pm

Tuesday – October 15th – 2 pm to 3 pm
Thursday – October 24th – 6 pm to 7 pm
Friday – November 1st – 10 am to 11 am
Wednesday – November 6th – 2 pm to 3 pm
Thursday – November 14th – 6 pm to 7 pm

We are facing complex issues and we wish to provide multiple opportunities to disseminate as much information as possible. We appreciate your concerns, take them seriously, and will work hard to address each concern however appropriate.

**Garret Satfield, CCAM[®], CMCA | General Manager
Crosswoods Homeowners Association**



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Please tell us about your experience with our company. Take our survey at www.surveymonkey.com/r/TrustCares