

Windsor Park Homeowners of Tampa Association
Message from the Board of Directors
June 25, 2014

Dear Property-Owner and Member of the Windsor Park Homeowners of Tampa Association:

Recently you may have received a ballot (with or without an accompanying letter) to recall all of the current HOA board of directors. The board feels compelled to clarify the issues raised in the letter and reiterate the board responses that were already shared with the concerned residents who are lobbying for this recall petition.

We believe there is nothing in the behavior or history of this board that would support a challenge to the dedication and integrity of the three members serving your HOA. Board meetings have been consistently cordial, respectful, productive, and conducted without outcry or drama. The noted exception to this is the recent June board meeting when some attending members disregarded protocol which resulted in much disruption. The board has prepared letters of apology to the guest speakers, including the gracious Detective Fischer who visited our meeting to speak to his investigation of the May vandalism incident in our community.

All repair projects initiated and completed by this board are funded and executed with the sole focus of restoring the community assets to a condition that enhances the safety, value and enjoyment of living in Windsor Park. Yours is not a disengaged or self-serving board. You may have not noticed our daily presence in the community, we hope you have noticed and enjoyed many of the completed community projects, from the front entrance to the picnic tables and family swings installed in the back parks. A list of the board projects is included on the attached sheet.

The board hopes to reassure the HOA members regarding the allegations of wrong or illegal actions of this board. We will address the attached "concerned resident" letter. In his open letter to the community the first complaint is twofold, (1) unwarranted association dues late fees, (2) excessive and illegal violation letters demanding cleaning of roof, driveways and sidewalks.

Late Fees

Like many of you, we were unhappy to learn of the inaccurate late fee applied to the second quarter dues payments. As explained to those attending the June Board meeting and also outlined in direct email correspondence to the author of the letter, the Windsor Park collection policy has not changed. Once the board learned of the fees error, the issue was investigated and confirmed as a bookkeeping error and quickly resolved by communication between the board and our community management company. All affected member accounts have been credited for misapplied fees and the board personally apologized for the management error at the June 19 meeting. Please visit www.windsorparklutz.org to read the complete collection policy. It is noted that this letter from the concerned resident continues to focus on a previously resolved issue.

Violation Letters

Leland Management Company is retained by Windsor Park HOA to perform various services on behalf of the community. One of the delegated tasks is to observe and notify homeowners of exterior maintenance issues that do not comply with the community standards as described in the Community Covenants and Deed Restrictions (CCR). Enforcing provisions of the declaration, articles and bylaws is one of the first responsibilities of the Board of Directors. Every board of directors is entrusted with these same duties. If these duties are honorably followed, homeowner violation letters will continue to be sent for deed restriction violations. This action is a product of the HOA rules.

Letters regarding roof and pavement maintenance and mildew removal were sent to homeowners several months ago. As expected, over 71% of homeowners who received a notice responded positively and resolved the issue. The roof maintenance notices resulted in over a dozen original roofs being replaced in the community. They look great.

Some recipients of the violation letters will not comply with the maintenance request due to County water use restriction rules. Leland is a professional management company and is very aware of the rules and the need for community compliance. The South West Florida Water Management District (SWFWMD) published what they acknowledged to be an ambiguous policy regarding their Phase II water restrictions. This policy was interpreted by many property management companies, Leland

included, to mean that that the water restrictions had been lifted. As soon as this ambiguity was discovered, the policies of all the management companies were brought into compliance. SWFWMD has since issued an apology to the management companies for the confusion.

That said, the cleaning of roofs can be done with a very minimum use of water by the home owner or by a qualified roof cleaning company. The goal of issuing a notice is to remind a homeowner that the roof noticeably needs maintenance to comply with the covenants of the association. The same maintenance requirement applies to sidewalks. A wet sidewalk already slick with mold may put a homeowner at risk of liability if it causes a person to slip and suffer a fall or injury. It is a good neighbor practice to maintain your walkway, especially this rainy season of year.

The next items of concern addressed in the “concerned resident” letter challenges the validity of the Design Review Board, and the number of members currently serving as the board of directors.

Design Review Board

There is an erroneous statement in reporting there was “dissolution of the traditional Design Review Board”. There was no such entity when the board was formed. The last design review board dissolved itself in early 2012 when all volunteers resigned in response to criticism from some homeowners. To protect future volunteers, this board published the CCR recommended standards and procedures document which has been approved by the association attorney as complying with our CCR. This document clearly states the duty and authority of the DRB and addresses many of the items that caused contention in previous years.

The covenants of Windsor Park state that a design review board will be appointed by the board, but if no volunteers come forward to take the positions, the Board of Directors must serve in that capacity [Reference: Adopted Amendments to Declaration of CCR - December 1994 Article III, section 2]. During the tenure of your current board, one homeowner served as a design review board member but regrettably resigned due to other obligations. At every meeting of the Board of Directors, volunteers are solicited to serve on the design review board and other committees in the interest of promoting community involvement and to lessen the work required of the board. We continue to welcome and encourage volunteers to fill this vacant board.

Number of Members on the Board of Directors

Your current board of directors consists of two members in their second year of service and one in his first. In early 2013 there were five board members. This number was reduced when the incumbent president resigned without notice. A second member gave notice of intent to resign due to work commitments. These resignations left three members to finish out the year. A three member board is supported by the Declaration of Covenants, Conditions Restrictions, easements and Assessments for Windsor Park dated September 1987 - *The Association shall have a Board of Directors consisting of no fewer than three (3) persons as provided In Its Articles of Incorporation and By-laws.*

The December 2013 annual HOA member meeting was scheduled as required by Florida law. The covenants require a quorum of 65 homeowners to attend the member meeting in person or by proxy for a proper meeting to convene and for Board elections to be conducted. The necessary Homeowner quorum fell short of the required number and the meeting was not convened. The previous board president volunteered to join the board at that time. This volunteer was the same individual that had resigned without notice some months before. The board was unanimous in its decision that it would be better to continue with three dedicated members than to accept his offer.

Following the December non-election, the current three member board committed themselves to three objectives for the next year;

- Complete the restoration of all Windsor Park physical assets to original or better condition. Consider only projects that benefit the HOA as a whole and reject projects that would divert HOA funds for personal agenda or private property improvements.
- Develop a Succession plan to have the contracted Community Manager provide continuity of community enhancements including but not limited to the official newsletter, pavilion reservation process, community web site, home and

garden recognition, and the community asset maintenance schedule. The intent was that these community services would not cease upon the end of the current board term.

- Honor their commitment to serve the community through the entire term of their board appointment even if their personal time commitment increased due to the absence of concerned neighbor volunteers.

Family Friendly Neighborhood

The next statement we would like to address is *the deterioration of Windsor Park's traditional feeling of a "family friendly neighborhood."* How does one speak to such an allegation? In truth the only community social events planned in the past 3 years were coordinated or supported by members of your current board. Funds are budgeted and provided for the annual children's Halloween party. A summer celebration event was hosted for the community with food and live music two summers ago. The organizer of the event is a current board member who continues to work to involve concerned residents in planning additional neighborhood events. The social budget is funded. We just need good party people to step up!

The Board has completed most of their targeted community enhancement projects. Their efforts included the all board member Saturday project to assemble and install 'family' size cedar bench swings in both lake parks. These have been very popular with residents of all ages. Additional gathering spots were added when the picnic tables were refurbished and moved from the pavilion to the common areas to provide new alfresco picnic areas. Additional enhancements include the new iron benches lining the entrance pond park and the upgrades to the playground making it a safe (and insurable) area for families with young children. The pavilion upgrades provide a great location for family gatherings, children's birthday parties, anniversary celebrations, and reunion banquets. The upgraded facility is now in high demand and is enjoyed by many residents in this community. We conclude that the family friendly nature of Windsor Park has been greatly enhanced by the actions of this board.

Communication Protocol

Regarding the statement in the letter that *Board and Property Manager communications have been adversarial, condescending or belittling.* Publishing examples of recent written correspondences this board received would demonstrate the fallacy of this allegation. While we continue to serve as your board we are bound to discretion and a certain level of decorum which prevents publishing proof to the contrary at this time.

Conclusion

In summary, we hope the recent events that led to the petition to recall the Board do not blur the facts regarding our commitment to the Windsor Park community documented in this response. On a more positive note, during the tenure of this Board we have seen our home values rebound from the recession at levels that are comparable to or better than other communities in our area. This was only possible because of the hard work we all did together to preserve and protect our neighborhood. By every measure, we are on an upward trajectory that is likely to continue for the next several years.

For our part, we pledge to work with all our members to fully address any remaining concerns that are brought to our attention. We are delighted that some of you have already stepped up to serve on our various committees. More volunteers who wish to serve with us as partners on an expanded Board are also more than welcome. Should any member wish to speak individually to any of us on your Board for further clarifications regarding the information we have provided to you, please do not hesitate to contact us.

Following is the list/midyear recap of projects initiated and completed by your board of directors. Of the total 67 projects there are 22 projects focused on community asset restoration and improvement and a full 39 projects that focused on community enhancement. There were no outside volunteer resources dedicated to these tasks.

Respectfully,

Jim Baldrige - Windsor Park HOA President

Tom Drane - Windsor Park HOA Vice President

Vickie Warfield - Windsor Park HOA Secretary/Treasurer

Windsor Park Project List 2013-2014

Project	Driver	Project year	Status
Gazebo Paver project	Asset improvement, community appearance	2014	Completed
Bridge repair and extension	Asset maintenance	2014	Completed
Common Area Irrigation repair	Asset maintenance	2014	Completed
Gazebo - paint	Asset maintenance	2014	Planned
Guard House - Brick repair	Asset maintenance	2013	Completed
Guard House air conditioner replacement	Asset maintenance	2013	Completed
Guard house desk replacement	Asset maintenance	2014	Completed
Guard house termite and mold repair and mitigation	Asset maintenance	2014	Completed
Guard House door replacement	Asset maintenance	2013	Completed
Guard House interior wall repair/replacement	Asset maintenance	2013	Completed
Guard House plumbing replacement	Asset maintenance	2013	Completed
Pavilion Replace ceiling and install new lights/wiring	Asset maintenance	2013	Completed
Pavilion Replace fans	Asset maintenance	2013	Completed
Pavilion Replace screens	Asset maintenance	2014	Completed
Tennis Court resurface	Asset maintenance	2014	Open
Wall repair/maintenance	Asset maintenance	2014	Open
Pavilion Install locked doors	Asset maintenance/Asset protection	2014	Completed
Pavilion Flood mitigation engineering project	Asset protection	2013	Completed
Tennis Court site improvement	Asset protection	2014	Completed
Adult exercise stations	Asset replacement	2014	Planned
Pavilion Install water fountain	Asset replacement	2014	Planned
Canoe Park Fence removal/brush clean up	Community enhancement	2013	Completed
Canoe Park install cedar swing	Community enhancement	2013	Completed
Canoe Park install picnic table	Community enhancement	2014	Completed
Chapman Rd yacht removal	Community enhancement	2013	Completed
Community Forms design/updates	Community enhancement	2014	Completed
Fountain Park Install benches	Community enhancement	2013	Completed
Fountain Park Landscape flagpole area	Community enhancement	2014	Completed
Front entrance improvements - new signage	Community enhancement	2013	Completed
Front entrance improvements - planters	Community enhancement	2014	Completed
Entrance upgrades - remove plastic/install chain/divider	Community enhancement	2013	Completed
US Flag display for holidays	Community enhancement	2013	Completed
Front entrance message board upgrade	Community enhancement	2013	Completed
Guard House Post Orders updates	Community enhancement	2014	Completed

Holiday Decor	Community enhancement	2013	Completed
Home and Garden Award Program	Community enhancement	2013	Completed
Maintain landscape at Chapman entrance	Community enhancement	2013	Completed
Pavilion Acquire banquet tables and chairs	Community enhancement	2014	Completed
Pavilion Install service counter	Community enhancement	2013	Completed
Pavilion Landscape additions	Community enhancement	2014	Open
Publish Newsletter	Community enhancement	2013	Completed
Replace Street Signs	Community enhancement	2013	Completed
RV Storage Unit redesign and expansion	Community enhancement	2014	Open
RV Storage unit roster and collections updates	Community enhancement	2014	Open
Sandringham Island Park install cedar swings	Community enhancement	2013	Completed
Sandringham Island Park install picnic tables	Community enhancement	2014	Completed
Website redesign and management	Community enhancement	2014	Completed
Contract new landscape company	Community enhancement/safety	2013	Completed
County Meetings re paving WP streets	Community enhancement/safety	2013	Open
County Traffic control meetings	Community enhancement/safety	2013	Open
Gazebo landscape project	Community enhancement/safety	2013	Completed
Gazebo sod project	Community enhancement/safety	2013	Completed
Guard house pavers	Community enhancement/safety	2014	Completed
Security company contracted	Community enhancement/security	2014	Completed
Community access agreement with sheriff patrol	Community enhancement/security	2014	Completed
Guard House Back flow installation	Compliance - County	2013	Completed
Playground improvements/ relocation/ upgrade	Compliance - Insurance liability	2013	Completed
Design Review Board BOD acting management	Compliance - CC&R	2014	Completed
Design Review Community Standard document	Compliance - CC&R	2014	Completed
Publish Community Paint color palette	Compliance - CC&R	2013	Completed
Canoe Park install safety signage	Compliance - Insurance liability	2013	Completed
Canoe Park fence removal - tree removal/trimming	Cost savings, community enhancement	2013	Completed
Fountain replacement	Cost savings, community enhancement	2014	Completed
Landscape lighting	Cost savings, community enhancement	2013	Completed
Pavilion Install locked storage cabinet	Cost savings, community enhancement	2013	Completed
Sandringham Island Park sidewalk improvements	Cost savings, community enhancement	2013	Completed

Consider what more could be accomplished for this community when concerned residents express positive interest in their neighborhood and constructively volunteer their time and energy.