

CEO-2021-11-21 New HOA Management Company Brandywine Valley

Dear Neighbors,

11/21/2021

On behalf of the Greenville Overlook Board of Directors, we wish you and your family a happy holiday season and peace and prosperity in 2022. Our HOA is off to an excellent start and looking forward to starting the new year with more quality services, financial and organizational stability, transparency, and as importantly---harmony in our community.

In the 26 days since you elected this HOA Board, the new team has made significant progress, particularly in identifying vendors to provide critical services to the community for management services, snow removal, landscaping, storm water management maintenance, and common area mowing. Maintaining community services was a high for our community and we contacted over 25 potential vendors.

New HOA Management Company. We are excited to share that after receiving and evaluating ten proposals for community management services, we selected Brandywine Valley Properties (BVP), a company serving neighborhoods in Delaware and Pennsylvania since 1988, specializing in the management of homeowners associations, condominium associations, and maintenance corporations. Our selection process was anchored to a clear set of criteria including 25 priority requirements for our community. In addition, we evaluated and ultimately selected BVP based on their experience managing similar communities in the local area, business reputation, professional references, staff capacity, and their level of service for the price. Serving nearby neighborhoods such as Hockessin Chase, Summerset Lake, Stones Throw, and Hartfield to name a few—we feel confident BVP has the capacity and experience to support Greenville Overlook. The Board signed a three-year contract with BVP that includes a fixed monthly cost of \$1,200 and a 90-day termination clause. The transition to our new management company is already underway and will be completed by November 30, 2021. Although this is an unusually short timeframe for this type of transition, we expect to complete it seamlessly.

Snow Removal and Other Services. With snow right around the corner, we have moved quickly and thoroughly to find and hire a snow removal company. We selected Michael Mitsdarfer Landscaping and Snow Removal. Mitsdarfer has nine plows and has been doing this work for 33 years since 1988. He is already the preferred vendor of many residents in our community and is well respected in Delaware. In selecting all other vendors (landscaping, stormwater

management maintenance, and common area mowing), we are also making great progress; we will complete these selections by year end given the scheduling of these services occurs in the Spring which provides us more time to complete the selection process.

Interacting with Vendors. It has come to our attention that some residents are confronting vendors and questioning them about various aspects of the work they are performing. We strongly discourage this behavior as it is unnecessarily disruptive and creates confusion for the vendor trying to perform the work they have been hired to do. As we onboard new vendors and continue working with existing companies, we ask that homeowners act with decency and reason, and refrain from confrontations and exchanges with vendors servicing the community. If you have a question or concern about any work being done, please send an email to a Board member until our new Management Company and website are in place.

Budget. We also made significant progress in several areas related to the budget. We have identified an auditor to conduct an audit of our finances, established an operating budget for 2022, met with the previous tree and camera vendors to chart a path forward (updates coming soon), and have formed new committees and meeting dates for them.

Website. We are very close to launching a new Greenville Overlook HOA website, where neighbors can easily access materials such as bylaws, community meeting minutes, ARC Request forms, and a GVOL events calendar. Our vision is to make this website the single most reliable destination for community information, online dialogue, and service requests. The website is a critical tool that we will invest in as we seek to improve access, transparency, and responsiveness. Our goal is to launch the new website by the end of the year and to provide all residents with the new URL.

HOA Board Meetings with the Community in 2022. There will be four HOA Board meetings with the community in 2022 on the dates below. We are determining the location of these meetings and will provide everyone a formal notice 30 days ahead of the meeting. This notice will include an agenda. Mark your calendars now!

- January 12, 2022
- April 13, 2022
- August 24, 2022
- October 26, 2022

ARC Committee. The newly elected Board has formed an ARC Committee which has resumed the responsibility of reviewing numerous requests for changes and compliance by neighbors. We'd like to commend the committee

for their thorough and quick responses to resident requests. To make an ARC request, please use [this form](#).

Safety Committee. New Castle County Police are continuing their surveillance activities in our neighborhood and so far no additional problems have been reported. We continue to keep lines of communications open with the police and urge everyone to remain vigilant in this matter. Remember, if something doesn't look right dial 911, give the dispatcher your name and the name of our community; this will ensure the call is routed to the detective assigned to our community, Detective Nicholas Beinke.

To wrap up this lengthy but informative note, **thank you** to everyone for your support of the HOA Board. We have made great progress and there is more to come. As always, we will continue to provide regular and timely updates of the work we're doing—together—to make Greenville Overlook the best neighborhood in Wilmington to live and own a home.

With appreciation,

Your Greenville Overlook HOA Board...

Mike Nardo, President

Chuck Xu, Vice President

Bing Zhang, Treasurer

Danielle Quercetti, Secretary

Alvenia Scarborough, Director

Karin Thomas, Director

Hugh Wang, Director