

Dear Neighbors,

11/9/2021

In the HOA Board's first message to the community, we shared several immediate actions we would take in order to ensure the continuity of community services (i.e., maintenance of common areas, snow removal, security, etc.), and to lay the foundation for a more harmonious and well-managed community focused on the issues that matter most to all homeowners. Today, we're excited to share some of the progress that's been made in just a few short weeks.

Board Conduct of Conduct. We all agreed that we would create and abide by a clear HOA Board Code of Conduct. The code captures the spirit of a united team that is committed to working together decisively and respectfully for the good of the community. At its core, the code of conduct encourages every Board member to bring their best thinking and differing perspectives into every discussion to ensure we reach the best decisions possible. We then move forward as *One Board* in service to Greenville Overlook.

Security. HOA President, Mike Nardo continues to be in close contact with the New Castle County Police Department (NCCPD) regarding the security of Greenville Overlook. As a result, GVOL is getting extra attention and the police have intensified their surveillance of the community through various means including the use of technology by adding to the capabilities of our installed security equipment. As a reminder, we're asking everyone to remain vigilant and keep your eyes open. If something doesn't look right--dial 911, give the dispatcher your name, and let them know your community's name; this will ensure the call is routed to the assigned detective.

New HOA Management Company. As previously communicated, we have ended our contract with Aspen and we will need to select a new HOA management company before December 1. We sent out nine RFPs for management services and six companies responded with proposals. A comprehensive requirements checklist was created to help evaluate the bids. Interviews were conducted Sunday and Monday with the last vendor interview scheduled for Wednesday. A final selection will be made

by November 12, 2021, and onboarding the new company will begin on November 15, 2021.

Hiring of Critical Vendors. We have contacted various vendors for snow removal, landscaping, and lawn and stormwater management and maintenance. We're close to choosing vendors for each of these services and expect to have new vendors in place by the end of the month or sooner.

Board Subcommittees. Thank you to everyone who has reached out to volunteer their service to the community through participation in a subcommittee. It is great to see so much energy and engagement from many neighbors. In addition to those previously communicated, we have also formed the following subcommittees, each led by an HOA Board member (indicated in parenthesis):

- Security Committee (Mike) – tasked with leading initiatives related to the safety and security of the neighborhood.
- Architectural Review Committee (Karin) – tasked with managing the ARC request process.
- Events & Community Relations Committee (Danielle) – tasked with planning neighborhood events and activities.
- Landscaping Committee (Hugh) – tasked with managing the maintenance and upkeep of the community's public spaces and common areas.
- Budget & Finance Committee (Bing) – tasked with leading the budget audit process and ensuring the accurate reporting of community expenditures.
- Communications (Alvenia) – tasked with developing and sending regular communications to the community.
- Web Design (Alvenia) – tasked with the creation, maintenance, and content of the community website.

There is a great deal of great work underway. And as we continue making progress, we'll continue to provide regular and timely updates.

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