

Subject: Keeping the GVOL Community Informed

Dear Greenville Overlook Neighbors,

Although we just communicated with everyone last week about [how we're charting a new path forward](#), we're reaching out once again to ensure the community is kept up to date as the HOA Board transitions its leadership and advances the 90-Day Plan in service to every resident of Greenville Overlook.

Read below for updates on:

- **HOA Board of Directors Election Assessment**
 - Headline: HOA Legal Counsel Concludes the GVOL HOA Board Election Result Stands
- **HOA Management Company**
 - Headline: On Dec 1, 2021 ASPEN Property Management Will No Longer be our HOA Management Company.
- **90-Day Neighborhood Plan**
 - Headline: With Focus and Intention, We're Slow and Steady Making Progress

Election Assessment Results. This week, HOA Legal counsel completed a review of the May 6, 2021 election, concluding that the election results were duly realized and fully valid—meaning, the HOA Board of Directors was properly elected and has been legitimately performing its duties in service to the community since May. With this question completely answered, we are excited to fully focus our time and energy on working with every resident to move the community forward and upward. We respect and fully acknowledge every homeowner's right to choose the members of the HOA Board. Every homeowner is actively encouraged (and will be called upon) to exercise that choice at the next HOA Board election that will take place in May of 2022.

90-Day Neighborhood Plan Update. Just a week ago we shared with you an ambitious 90-day plan reflecting our firm commitment to act quickly and with focus to improve how we manage our community together. The overall feedback from the community has been extremely positive as expressed through your many positive calls and emails--thank you! Here is a chart designed to both summarize the key elements of the plan and provide updates on progress.

	Communications	ARC Requests	Financial	Operations
Objective	Inform, listen and dialogue w/ more frequent and transparent communications w/all GVOL homeowners	Clarify the ARC request process and consistently evaluate and disposition requests	Align income and expenditures with actions that the community wants about	Take actions that make the community safer and more enjoyable for all residents
Key Deliverables	<ul style="list-style-type: none">○ Community Calendar○ GVOL Website○ Email distribution lists	<ul style="list-style-type: none">○ a visible and accountable ARC Committee○ community - driven	<ul style="list-style-type: none">○ 2021 YE Review○ 3-5 year Budget Audit○ Quarterly Reports	<ul style="list-style-type: none">○ New HOA Management Company○ Improved snow-removal plan

		<ul style="list-style-type: none"> changes to bylaws Enforcement Plan for past and future ARC requests 	<ul style="list-style-type: none"> Community-driven 2022 HOA Budget 	<ul style="list-style-type: none"> 2x/Year Community events
90-Day Neighborhood Plan Updates				
<u>Comm-unications</u>	<ul style="list-style-type: none"> A first draft of an official community calendar has been created and is posted on the GVOL website. This is a living document that we will update on an ongoing basis as events and actions are scheduled. The GVOL community website is live. We will continue to improve the design and content of this site with the goal of making this a resource destination for all homeowners. A dedicated mailbox has been created for communications with the HOA Board. This email box is monitored by all HOA Board members and will also be monitored by the HOA Management Company to ensure all board members see the same input from the community. 			
<u>ARC Requests</u>	<ul style="list-style-type: none"> Work is also being done to determine the scope of responsibility and decision rights of the ARC committee. The goal of this exercise is clarity of roles as we seek to drive consistency in decisions and use of the ARC process for all residents. An independent subcommittee has been created to work directly on ARC requests that are in dispute. 			
<u>Financial</u>	<ul style="list-style-type: none"> 2021 budget review is underway. The goal is to determine the exact position of the community budget and to clarify key expenses to ensure a firm foundation for building the 2022 budget. Work surrounding a 3-5 year budget audit has been paused pending the transition of the HOA Management company. The finance subcommittee will focus on ensuring a comprehensive transfer of all the community's financial information to ensure we are well-positioned to audit. A financial subcommittee has been created to drive efficiency and ensure Board expertise is aligned with this area. 			
<u>Operations</u>	<ul style="list-style-type: none"> Work is already underway to identify a new HOA Management Company Snow contract is under review to assess the need for expanded coverage within the community. 			

HOA Management Company Changes. Effective Dec 1, 2021, ASPEN Management will no longer service the GVOL community. Work is already underway to identify a new HOA Management Company and many residents have provided us with the names of companies we should consider. If you have a company you'd like us to consider, please post it to our [GVOL Facebook page](#)! We have many experienced realtors in the neighborhood and will seek both their input and leadership as we embark on this important exercise.

Final Thoughts

Thank you in advance for your continued support and partnership in doing what's best and right for the community. We are all homeowners with shared ambitions for a beautiful home and neighborhood, high property values, and total enjoyment of our community. Let's keep working together to make that happen.

Always with good intent and integrity,

Your HOA Board:

Alvenia Scarborough, President

Lon Chen, Director

Danielle Quercetti, Vice President

Harish Mital, Director

Hugh Wang, Director

Anju Vidaya, Director