

Dear Greenville Overlook Neighbors,

2/6/2021

Happy New Year!

No doubt, 2021 is off to a fast start for everyone---including your Greenville Overlook HOA Board as we enter the year with a renewed commitment to working together with you to make our community the most desirable neighborhood in Wilmington.

And although we are already into the second month of a new year, it's worthwhile to acknowledge the many accomplishments we realized together in 2020. For starters, we oversaw the completion of the fence work by Ashland which has greatly improved the look of our community in that area. We also hired a company to remove all the dead and fallen trees from the open field areas making those spaces safer and more enjoyable for a walk, soccer game, or pet play session. We also removed the port-a-potties and industrial dumpster from Athena Court, executed a snow removal contract that ensured clear roads after our first snow of the season, and we finalized our budget for the year ahead. And those are just the highlights!

For the year ahead, in addition to continuing to manage and address the day-to-day needs that arise, the HOA Board will

focus on three overarching areas that reflect feedback from the community on our highest priority needs.

1. Operate, service, and support the community more effectively and efficiently.
  - a. Clarify and communicate the architectural review process and resolve all outstanding architectural requests
  - b. Implement an online portal to serve as the single source of information for neighbors and the HOA Board
2. Improve community safety.
  - a. Install a camera system at the entrance of the community
  - b. Conduct safety audits and send monthly safety recommendations
  - c. Recruit from the community to begin a neighborhood watch program
3. Deliver more consistent and transparent HOA Board communications.

- a. Institute monthly communications that provide updates and education
- b. Publish a complete 2021 HOA Board schedule
- b. Provide meeting minutes to the entire community after each Board meeting

Guided by these three areas of focus, we have already started the work to select and install a camera security system for the neighborhood with the goal of having the system fully installed by the end of March. We've also begun the process of evaluating and selecting HOA community management software to make it easier for us to communicate and share information. Our first software demonstration is scheduled for this month. We are excited about these changes and look forward to sharing our progress on these items and more with you each month.

As we like to include with every communication, here are a few important reminders:

1. Snow must go. After it snows, please be sure to clear the walkways in front of your property for the safety and continued use of walkways by neighbors, and delivery drivers.
2. Pick up that poop. Please be respectful of your neighbors---bring bags every walk and pick up behind your pet.
3. Close the (garage) door behind you.

For your safety, close your garage doors even when you are home. Home invasions and theft of property are crimes of opportunity, and an open garage door is an open invitation for criminals.

4. Stash that trash. Trashcans should be out of sight...not on the side of the house or “hidden” behind a fence. The best place is in the garage.

Finally, per our bylaws, make sure you reach out to the HOA Board or Aspen Property Management before making changes to your property, such as installing a fence, landscaping, adding/removing trees, putting in new lighting, or placing lawn structures.

There are so many great things happening in our neighborhood and we will continue sharing updates and information each month via email, and when needed, by traditional mail or our [GVOL Facebook page](#). Thank you to everyone for all you do to make our community a safe, welcoming, and enjoyable place for everyone.

Warm Regards,

Shahzad Akbar  
President  
GVOL HOA Board

Alvenia Scarborough  
Vice President  
GVOL HOA Board