

*Report to the Annual Association membership meeting  
State of the association assets and operations*

*The Arbor board of directors had a busy and productive year in 2017.*

*As everyone is aware the AVOA changed Landscape Company's in November of 2016 after nearly 10 years with the existing company. A chosen task group analyzed our landscape maintenance services, where we were and where we are going. It was decided that it was time to go in a different direction and the board hired Crowley Landscape, a small and upcoming landscape business to provide our maintenance service. After a rough November start, mostly due to extreme weather conditions and heavy rain, Crowley seemed to get our maintenance under control. As the year of 2017 progressed, we all watched as it took Crowley an extreme amount of time to complete seasonal tasks. With careful observation through out the year from our Landscape Committee, a growing concern was raised that left our committee again looking for a better solution to our maintenance program.*

*The Arbor Villebois community is fast approaching 12 years in age and with the aging landscape comes many issues. The Landscaping Committee felt that we needed a larger maintenance company with large-scale experience to handle our growing community needs. To that end, the Board of Directors voted in favor of the Landscaping Committee recommendation with the hiring of Pacific Landscape Company, effective December 1<sup>st</sup>, 2017. Pacific Landscape has been very successful with numerous large-scale projects and affords this HOA with many options such as, top of the line maintenance, renovation and restoration programs, irrigation service and repair and arboriculture design. We look forward to Pacific Landscape partnering with the Arbor HOA and are confident in the quality of their work and size of their experienced staff assigned to our HOA.*

*In the area of HOA rules and regulations compliance, the board established the Compliance Support Committee (CSC) to address annual community walk-through inspections (exterior maintenance of home, fences, and yards). The CSC will verify and validate all concerns and issues before the matters are addressed by the Board. We believe this process is more owner-friendly as we complete the interview process before any decision is made. CMI will continue to issue compliance letters to homeowners.*

*We will continue our deferred maintenance program for our common properties, including mail kiosks, benches, picnic tables and garbage cans on a recurring bi-annual basis.*

*The Compliance Support Committee evaluated two important issues in 2017 and brought their findings to the Board for decisions.*

*The airBNB that occurred over the summer months and the issue of open flame propane appliances within garages and under exterior overhangs.*

*In continuing a communication program started in 2016, a Presidents letter has gone out to owners every month. The letters are updates of work being completed by the Board*

*and its committees on behalf of the homeowners. In addition, the board added two new volunteers to the Communication Committee with a focus to update the Arbor Villebois website ([www.ourvillebois.com](http://www.ourvillebois.com)) with the most current information*

*The Board also re-established the Welcome Committee to introduce new owners to our AVOA and VCCA and by providing basic information about what is special about Villebois.*

*During the 2016 calendar year we developed Strategic Plans for our use in 2017. This was done to keep us on track throughout the year, and to make sure that planned AVOA interests and assets are maintained and protected on a timely basis. These plans continue to be updated through out the year and then become our road map to success.*

*As everyone also knows we have an apartment complex that belongs to our HOA. The Renaissance Court Apartments. We have reached out this year to open the lines of communication between the apartment managers and the HOA. The complex was very respondent and appreciative of now having communication lines and who to go to when questions arise. I have also made a commitment to them to visit the complex monthly through out the year so that they have an HOA presence.*

*All of this was accomplished while we continued to remain vigilant regarding our finances. As we planned the 2018 budget we knew that higher costs for landscaping services and maintaining reserve funds at adequate levels would have a significant impact.*

*The typical HOA industry average is a 3% increase on a yearly basis. The last two years 2016 at .48% increase and 2017 at 1.48% increase were both below the industry average, failing to address the larger and more expensive issues like bark dust application and large tree trimming. Now 2 years later, the trees continue to grow larger and so did the fees for their trimming. We have enjoyed short-term saving by not budgeting for the expensive long-term landscaping requirements that we can no longer postpone.*

*The overall budget for 2018 will increase 5.22% bringing our 3-year average to 7.18% which is still under the industry standard. Some of the large cost drivers for the increase are: Landscaping maintenance service (23%), VCCA fees (18%), Irrigation water (10%) and our reserve account (10%)*

*As I said earlier with an aging landscape and previously underfunded landscaping requirements, these increases are required to restore our common areas, green spaces and proper common maintenance of the front yards our homes. We believe this is where Pacific Landscape will help us in the long-term. Even though the 2018 budget includes a significant increase, it does reflect the realistic annual costs for the AVOA HOA in properly managing the community as we move forward.*

*It has been a very interesting year for the board. I want to take a minute to thank each and every board member for the time and interest that they put in over 2017. I also want to thank all the committee volunteers for the support you give to the board.*

*I look forward to a very good and healthy 2018. Arbor is made up of some really great, passionate owners and it is a pleasure for all of us to represent you.*

*Thank you  
Tom Vaughn President*

*On behalf of the AVOA board of Directors*

*Justine Keith  
John Merrick  
Drew Harvey  
Victor Buccieri*