

Dear Homeowners,

For those who attended Wednesday's HOA meeting, following our discussion and the feedback shared by several homeowners, I promised to provide more information about the meeting with the management of our new landscape company, Santa Rita. The meeting took place yesterday, Thursday, 10/22, with three board members in attendance (Dave Lucas, Becky Eby, Holly Solberg), and three staff from Santa Rita.

We had an honest conversation, wherein we expressed the ongoing concerns about their performance and lack of timely communication on the status of various promised deliverables. Santa Rita acknowledged the challenges and underperformance and let us know that they have made significant management and crew changes for Harbour Village. As of last week, we have been assigned a new Production Manager (Oscar Uribe) who will be on-site weekly to oversee and support the quality of the crew's work. We also have a new Account Manager (Steven Lowe), who will be our main interface on strategic topics such as the irrigation assessment, arbour assessment, reporting, etc. Santa Rita has assured us that they are committed to turning things around and providing Harbour Village with quality service.

The Board has agreed to give Santa Rita two weeks to deliver on the following before deciding whether to continue (or discontinue) with their services:

1. Complete the irrigation assessment and submit the report.
2. Complete the arbor inspection and assessment (by a neutral third party) and submit the report.
3. Carry out a site visit (on Monday 10/26) to reestablish the crew's rotation map for Wednesday visits. A four-week plan will be provided, shared with the community, and posted on the HoA website.
4. Overseeding will take place on Monday, 10/26.
5. Provide a detailed fertilization plan, rejuvenation pruning plan, and summer turf plan.
6. Streamline communication and provide timely, transparent information.
7. Assign a new crew to begin building trust and a quality partnership.

We thank everyone for their continued support and patience as the (volunteer) Board works to help them move in the right direction.

Also, for your information, a small committee will continue working on the multi-year Harbour Village Landscape Strategic Plan (draft shared previously and located on the HoA website, landscaping tab). Some of the above elements provided by Santa Rita, e.g. Irrigation Assessment, Arbour Assessment, will feed into this strategic plan. Once the next draft is developed, it will be discussed with the community at an upcoming HoA meeting.

Finally, we are having a beautification day tomorrow, 10/24, from 9am-11am. Anyone interested and available to participate, is most welcome to join! We'll be meeting at the pool at 9am. Some of the tasks we'll be working on include: blowing stairs, landings, and courtyards; removing rocks from areas where overseeding will take place; and cleaning up the pool area. If homeowners have

suggestions for things we should work on either tomorrow or in the coming months, feel free to provide them. Also, remember to bring gloves, a hat, and water.

The Board thanks everyone for your continued support to keep our community thriving and looking beautiful.

With warm regards,
Holly
HOA Board President

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