



WYNGATE Newsletter

DECEMBER 2011

Wyngate Townhomes Home Owners Association

South Jordan, Utah 84095



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SPECIAL POINTS OF INTEREST:

- Homeowners Insurance Requirements
- Board Actions with TV issue

NEXT HOA MEETING

26 January 2012

South Jordan Library

"It's your investment we're talking about, protect it"

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HOLIDAY GREETINGS

The Wyngate HOA Board of Trustees wishes to extend to all homeowners and residents their best wishes for the holiday season.

On behalf of the Wyngate HOA committees, their members and families,

Merry Christmas, Happy Hannakah,

and a festive

Pancha Ganapati

May these be your best holidays ever.

And have a

Happy New Year



HOMEOWNERS INSURANCE REQUIRMENTS

Most folks at Wyngate have their homeowners insurance up-to-date. However, there are those who have not yet taken the step to bring their policy in line with Utah State Law (SB167). They run the risk of incurring unwarranted personal liability if their home is damaged.

That relatively new state law has had quite an impact on HOA's around the state. It affects how HOA's are managed and how they spend their money. Insurance companies have been scrambling to interpret the new law and how it affects their policy holders.

One thing is clear. Individual homeowners and their insurance companies have less to cover, and HOA's have to make up the difference. In effect, your personal homeowner policy should cost less than before.

The Welch Agency has sent out two official notices concerning the new requirements. Those notices have also been posted on the website, along with the entire text of SB167.

As the Welch Agency's letter said,

"In short, please review your policy information with your agent and make the necessary adjustments to coverage amounts. If you fail to do this, you could be responsible to pay the difference between your coverage amount and loss amounts below the deductible on the master policy."

Making those changes should only take a few minutes. Time well spent.



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BOARD ACTIONS WITH TV ISSUES

The HOA board was inundated with calls from residents issuing complaints about the TV service from First Digital. Nancy Webb, HOA President, made several calls to our provider to get updates. Alex Jackson, First Digital's Customer Service Mgr., could only respond that they were in a crisis management situation with Wyngate, trying to figure out the source of the growing problems.

Many residents have complained for months about their reception and of First Digital's customer service. One resident said she hasn't had reliable service for nearly a year. The problem had been persistent and increasingly frustrating for everyone. Alex Jackson, at a Dec. 7th meeting with the HOA board, said the installed equipment is top of the line and the latest in technology. He noted that such first generation equipment often has "bugs" that

need to be worked out. Wyngate just happened to be the Petri-dish that cultivated the bugs into monsters.

Small consolation.

Over the summer, into the fall, one fix after another was attempted. The solution proved evasive. Finally, on Dec. 8th, the problem was resolved. One of four primary pieces of equipment, called a gateway, had proven to be defective and replaced. In one of Alex Jackson's updates he said,

"The bad Gateway was sending massive amounts of data to one of the ports, clogging transmission of certain channels. The appearance of this data was similar to that of hacking, but the origination of the data was within the Gateway and not from an outside source."

To date, one homeowner apparently still has a related complaint about the TV reception, saying their reception is intermittent.

In the board meeting with Alex Jackson, Nancy Webb left no room for doubt about the future of First Digital with Wyngate. She told him their contract with us was in jeopardy if the problem was not resolved and customer service improved.

Alex promised to do everything within his power to ensure First Digital would meet those demands. He has, on the company's behalf, apologized for the problems and delays in getting them resolved.

The HOA board also wishes to extend their apologies to the community for the amount of time it has taken. They are keenly aware of residents frustrations.

UPDATES AND EMAIL

During the problems everyone had with their TV reception we sent out mass email updates. That email was sent from the HOA's website.

Unfortunately, we know many did not get the information. The website has a reporting system which lets us know how many emails were sent to valid email addresses. The report told us 130 of 160 got the email.

We'd prefer to have everyone get those notices. We also know most folks don't like to clutter their inboxes any more than they are.

There are no plans at the moment to send out more frequent mass emails. Currently, our intentions are only to send out the newsletter and notices of HOA meetings via the website. Unless there is some urgency to inform folks of problems within the community we won't pester you with junk email.

If you want to receive those infrequent updates, please go to the website and make sure your contact information is accurate.

Or, if you would like to see more notices about updates and articles on the website, please contact the Communications committee. We can set up a special email list to inform enquiring minds.



THE NEWSLETTER

The newsletter will be sent through the Wyngate HOA website using its mass email system. Those with valid email addresses will get it. It is a simple matter of trying to keep the HOA's expenses under control.

The Welch Agency will mail hard copies to residents without valid email addresses. The board will be monitoring the expenses of sending paper editions to homeowners on Welch's mailing list. Over the next several months a determination will be made whether or not to charge a small fee to cover the expense.

Although most of the information contained within the newsletter will be posted on the website, you will have to sort through all the articles to get the highlights.

It is, of course, a matter of choice. You are not obligated to accept either method, email or hard copy. However, it is important you stay informed of what is happening with the Wyngate HOA. The website will have all the information you need to keep current.

The newsletter will only be sent once a quarter, unless some unusual circumstance dictates otherwise. We promise not to clutter your inbox.

Only the board will authorize any mass email.



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SNOW MELT BUCKETS

Dave Jones and our handy man, John Lewis, recently distributed buckets of snow melt around the community. You may have noticed them just outside or very near your garage.

They are there for everyone to use. When snow gets packed down or iced over, the snow removal equipment may not get all of it. That's where the buckets come in handy.

Please don't risk a slip and fall during the cold winter months. Spread some of the snow melt crystals to help give your feet some traction.

If your porch and steps get icy, take some crystals from the buckets and spread them. Use your judgment. The snow removal crews may or may not scatter ice melt on the courts and sidewalks after a storm.

Help your neighbors. If you see ice build up on their landings, toss them a few handfuls of crystals.

A helping handful will also help keep the costs down. The snow crews won't have to be here any longer than necessary.

The snow removal crew will be happy to do it for us...at \$35.00 per man-hour. With a crew of 10 it becomes quite pricey after each snowfall. Over the winter months it has the potential of getting out of hand.

The HOA will pay for the crew if circumstances dictate. A board member has been assigned to be the Ice King/Queen and call them in as needed.

The less that crew has to do the easier it is on our pocketbooks.



A THREE MINUTE REVIEW

A brief review of the board minutes since the elections in October:

October 13: The annual HOA meeting was reconvened. A quorum of homeowners was present, nominations for seats on the board were taken and elections were held. Ted Logan and Stefanie Roberts were retained on the HOA Board of Trustees. Dave Jones was elected to fill a vacant position.

October 20: The board elected officers.

President: Nancy Webb (term expires Sept. 2012)

Vice President: Tom Worthington (term expires Sept. 2013)

Secretary: Stefanie Roberts (term expires Sept. 2013)

Treasurer: Dave Jones (term expires Sept. 2014)

Member-at-Large: Ted Logan (term expires Sept. 2014)

Discussion points:

1. Holiday lights in Wyngate

2. Board Governing Documents
3. Speed Bumps
4. Landscaping issues
5. Pool fence and gates
6. Status of Capital Reserve Study
7. Delinquent accounts
8. Board meeting schedule: Board will hold working meetings once a month. Community meetings will be held quarterly.
9. State required insurance changes.

November 8:

1. An insurance agent in attendance reviewed coverage and requirements. Board determined that it would be very beneficial to put together an insurance review committee to determine the various coverage options and the impact to individual homeowners. A minimum of two homeowners were called for.
2. Additional holiday lighting was considered and declined.
3. Decided to meet with HOA legal

team to discuss ongoing issues.

4. Discussed snow removal policy with focus on ice removal.
5. Discussed water damage procedures and homeowner/HOA responsibilities.
6. Discussed Board Governing Documents and will reach out to the community for assistance.

The full text of the minutes for each of these meetings is available online at www.wyngatehoa.com.

All available documents and board activities are found under the "Resource Center" tab on the website.

