



**TOLLGATE ASSOCIATION**  
Falls Church, Virginia 22046

**Tollgate Association  
2014 Annual Meeting**

**Date and Time:** November 16, 2014 at 5:00 p.m.  
**Location:** #127 Tollgate Way (Hahn Residence)

**Attending:** For All Tollgate Residents

<b><u>Attendance Summary</u></b>	
# Homes Represented at the Meeting	20
# Homes Represented by Proxy	6
Required Representation for Quorum	51%
Actual Representation	89.66%

1. Opening Remarks: Rob Ochsendorf called the meeting to order and verified that there was the necessary quorum to conduct the meeting. Rob thanked the Hahn's for hosting the annual meeting and then introduced Chuck Connor to present the branding presentation.
2. Branding (Chuck Connor): Chuck walked the Association through a PowerPoint presentation on branding entitled *Managing Tollgate as a Brand*. See Appendix I for the complete presentation. There was some discussion and feedback among the Association. The Board will continue to work on branding in 2015.
3. Treasurer's Report (Bob Donaldson): Financial Report and 2015 Budget  
[http://tollgateway.org/budget/2014\\_expenses.pdf](http://tollgateway.org/budget/2014_expenses.pdf)  
[http://tollgateway.org/budget/2014\\_net\\_worth.pdf](http://tollgateway.org/budget/2014_net_worth.pdf)  
[http://tollgateway.org/budget/2014\\_budget.pdf](http://tollgateway.org/budget/2014_budget.pdf)  
[http://tollgateway.org/budget/2015\\_budget.pdf](http://tollgateway.org/budget/2015_budget.pdf)

The Association will end 2014 under budget by \$1,735. The proposed 2015 budget will mirror the 2014 budget, with the following exceptions:

- 1) \$1,100 increase for the Ramiro contract
- 2) \$80 prepayment discount for the Greenhawk contract
- 3) \$206 increase in liability insurance that reflects the Board's decision to add Director and Officer liability insurance
- 4) \$1 increase in payment to VA Corporation Commission
- 5) \$60 reduction that reflects 2014 prepayment for webhosting

There was some discussion around the asset management plan. Cindy Donaldson asked what our target savings amount is in order to meet our obligations for asset maintenance and replacement costs. Ed explained that our current annual dues should be enough to cover future obligations with the caveat that the plan is only as accurate as the underlying inputs. The current asset management plan upon which our annual dues are calculated considers a variety of factors including life cycle, maintenance/replacement costs, amount collected to date, and the remaining amount to be collected, at the asset level, to arrive at the total annual dues necessary per household. Homeowners are encouraged to review the current asset management plan.

Rob motioned approval of the 2015 budget, and the budget was approved by the Association members present.

#### 4. Committee Reports:

- Landscaping (Marie Murray) – Replacement costs due to shrub damage resulting from this year's cold winter and wet spring left no room in the \$2,500 budget for a special project this year. The Committee was, however, able to move forward with spring and fall plantings for seven homes. One homeowner replaced shrubs at their expense.

The Committee recommended, and the Board approved, continuation of contracts with the Ramiro Group and Greenhawk for landscaping and fertilization services, respectively. Ramiro has historically raised their contract by \$1,500 annually. Through some negotiation, Marie convinced Ramiro to downward adjust the 2015-2016 contract by \$1,300. Greenhawk kept their contract price steady, but did offer a discount for prepayment.

The Landscape Committee conducted a spring tour, and plan another one in 2015. The Committee also had a fall work party and Marie thanked everyone who had participated.

Since 2006, 20 homes have received one or more new shrubs. Of the remaining homes, five have received trees and one received sod work. Only three homes have had no work performed.

Homeowners can send landscaping requests to the Committee. The Committee meets in early March, and priorities for the coming year are determined at that time. Priority is generally given to replacing dead bushes.

Since the Smolinski's have listed their home for sale, Marie took a moment to thank Tom Smolinski for his past work on the Committee.

- Trees (Bob Donaldson) – A cold winter and wet spring caused tree scale throughout the neighborhood. Treatment was performed to kill the scale, and we expect our trees to recover.

Bob submitted a permit for tree removal that included six trees, including two that will be removed next year. The City initially indicated that the regular \$50 permit would be increased to \$200. Bob convinced the City arborist to revisit the permit cost, which will be brought to the tree commission for a vote to eliminate the cost entirely.

Jim Hogle and Amanda Doyle asked about screening trees. Bob discussed the perimeter of trees that was established around the entire neighborhood when Tollgate was built. He also mentioned some of the challenges posed by utility wires with respect to perimeter tree replacement. The priorities (in order) for new trees in the neighborhood are (1) front, (2) side, and (3) back.

- Architecture (Garry Sauner) –The Committee revised the Association's *Architecture Review Guidelines* (see Appendix II), which were approved by the Board. Homeowners are encouraged to review the updated guidelines. Several sections were added or expanded, and there is a link to the Association's website to assist homeowners with preferred contractors.

Homeowners are asked to give the Committee thirty days to consider any proposed exterior changes. Homeowners are also requested to provide sample materials, when possible. In 2014, one third of homeowners presented requests to the Committee.

Maintenance (Garry Sauner) – The homeowners at #123 (Kahn) and #131 (Hogle) have expressed interest in replacing their stamped concrete parking pad/walkway or repairing/replacing their driveway. Garry indicated that this may be an opportunity for a group discount if other homeowners are

interested in having work performed at their properties. The cost to perform this work is split 50/50 by the homeowner and the Association.

- Social (Jim Hogle) – Jim thanked the Hahn’s for hosting the annual meeting. Jim also thanked the Committee (Janet Powell and Wynne Hogle) for their work in 2014, which included the spring and fall socials, and the annual holiday party. The 2013 holiday party was hosted at the Melhem’s and was well attended. The Committee provided some funds toward a moon bounce at the spring social. During the meeting, Paul Ehmer agreed to host the holiday party on December 13<sup>th</sup>.
5. Issue of Adverse Possession: Rob Ochsendorf recently spoke with the homeowners at 414 E. Broad St. to discuss re-establishing the property line so that the Association can move forward with planting screening trees. The Board will need to provide formal notice to the homeowners. Members agreed that we should do so as quickly as possible. It was motioned that the Board draft a letter to the homeowner requesting that the “bump-out” portion of their fence be moved back to the property line. This motion was approved unanimously by the Association.
  6. Board Election: Since there was only one candidate on the ballot to fill Ed Hahn’s seat on the Board, Bob motioned for a voice vote. Association members unanimously approved Beth Hahn to take Ed’s seat on the Board.
  7. Pest Control: Ed thanked Jim Hogle for helping with pest control efforts over the last three years. Jim asked for homeowner cooperation to assist with our efforts to conduct pest control in as safe a manner as possible.
  8. Surrounding Homes: Last year concerns were raised about a neighbor who appeared to be conducting commercial activities in his yard, adjacent to Tollgate. Formal complaints were filed by surrounding homeowners due to noise and fumes. Chuck Murray mentioned that construction of a garage in support of these commercial activities had stopped following intervention by the City, but the homeowner may have continued operating within the unfinished structure. The City was asked to perform an inspection. Since then, commercial activities seemed to have stopped, but the structure remains unfinished.

Chuck and Marie also discussed plans by the homeowners at #103 Cherry St. for the adjacent property that they recently purchased at #101 Cherry St., which include the construction of a new, larger home. A large house would likely pose storm water runoff issues for Tollgate.

The next meeting will be on December 6th, 2014 at #133 (Connor residence). The Board meeting concluded at 7:27 p.m.

## Appendix I

# BRANDING

## MANAGING TOLLGATE AS A BRAND

### WHAT IS BRANDING?

The practice of creating a name, symbol or design that identifies something and differentiates it from its competitors

A brand is a promise to a customer, telling what they can expect from the product

It is derived from:

- who you are
- who you want to be
- who people perceive you to be

### WHAT IS BRANDING?

A logo is its foundation. Website, signage and printed materials must integrate it and communicate the brand.

A brand is also communicated verbally and visually.

A well managed and communicated brand leads to strong equity, added value and commands a premium price!

## **ELEMENTS OF A BRAND STRATEGY**

- What is the mission of the company?
- What are the benefits and features of the product?
- What do people think of the company?
- What qualities do you want people to associate with it?
- What should the “brand promise” be?

## **IS TOLLGATE A BRAND?**

Yes, but we have never thought of it as a brand. It is a brand whether we want it to be or not.

Examples: Falls Church City, Broadmont, etc.

If we manage Tollgate like a brand, it will benefit all homeowners in the use and enjoyment of their homes and at resale time.

## **REALTOR RESEARCH SURVEY**

The bread and butter of realtors is neighborhood reputation

They deal in the market every day

They are fully in touch with what buyers are looking for and what each area offers

Perfect resource for research about outsiders view our community

We approached the areas top realtors with a survey

### **Q1: “HOW DO YOU DESCRIBE TOLLGATE?”**

- A sought-after, tucked away enclave of charming homes near the heart of FC city.
- A nice small enclave of townhomes off of Broad St.
- A small enclave of classic Williamsburg-style luxury homes in the heart of FC city. Traditional architecture, well-maintained homes and grounds. Walkable, yet tucked away.
- A small and elegant enclave of quality-built and beautifully maintained homes. Quiet no-through street; Reebok walk to town; well-designed with floor plans to suit many tastes.
- My favorite townhouse subdivision.
- I love Tollgate but they rarely come up for sale!

### **Q2: “WHAT IS THE TOLLGATE PROMISE?”**

- A tight-knit community that knows each other and socializes with each other.
- Upscale townhouses in a convenient location.
- Convenience, low-maintenance and elegance.
- Stately, colonial, private setting.
- Great location and good schools.

### **Q3: “WHAT ARE TOLLGATE’S ATTRIBUTES?”**

- Well-built garage townhomes, variety of styles, Georgetown patios or fenced yards.
- Well-built, nicely designed; homes not copycats of each other. Well-built, sense of community. Walk to Metro.
- Spacious homes, generous room sizes, private patios.
- Much more comfortable and private outdoor space than other TH communities.
- More open community space.
- Love the tiny white lights during the holidays; a lovely sight!



#### **Q4: “ANY NEGATIVE ASPECTS OF TOLLGATE?”**

- Opens onto a busy street. Challenging walk to shops with small children.
- Some homes do not have garages.
- Age. Many buyers today want turnkey options and Tollgate homes have baths and kitchens that some buyers want to be updated.
- Ingress and egress re Broad Street.

#### **Q5: “SHOULD TOLLGATE HAVE ANY SIGNAGE?”**

- It's always nice to have a community sign at the entrance.
- Most townhome communities do.
- Yes, but make it nicer than the Broadmont sign.
- Depends on whether you want the private setting or more notoriety.
- I don't see how signage could hurt the community, but not sure it would help either

#### **TAKEAWAY: THE TOLLGATE PROMISE:**

- Distinctive living in a private and quiet setting.
- Strong self-management that ensures outstanding community appearance.
- Neighbors are a healthy mix of longtime and newer residents.
- All committed to the community and its condition and appearance.
- Tradition and culture of neighbor helping neighbor.
- All look out for each other's property and family.

## **TAKEAWAY: TOLLGATE ATTRIBUTES**

- Beautiful in serene and arbor-heavy setting.
- Each home distinctive but in Williamsburg style.
- Premier TH community in the area
- Gracious appointments and amenities.
- High-quality construction and design.
- Uniform landscaping by outside contractor.
- Easy walk to revitalized FC downtown and Metro.
- Ready access to both airports and highways.
- Best schools in the state.

## **BRAND MANAGEMENT**

Any brand must be well-managed.

The Association is managing more than a community.

It's managing the "Tollgate Brand" attributes and promise through its framework of committees:

--Architecture (appearance and character)

--Landscaping/Trees (appearance and character)

--Maintenance

--Social (community building)

Need the support of the whole Tollgate Community!

## **THE TOLLGATE MESSAGE:**

Tollgate, one of Falls Church City's premier town home communities, is truly a special place. Located within easy walking distance of a revitalized city center, Tollgate represents distinctive living just minutes from Washington, DC. Each home was designed and built in the Williamsburg tradition, with classic architecture, top quality construction and careful attention to detail. Tollgate's location provides access to the region's very best schools, walking distance to Metro and easy access to downtown Washington, DC. Our community is expertly maintained for a serene and beautiful setting. Most importantly, we pride ourselves on Tollgate's warm sense of community.

**PROPOSED TOLLGATE LOGO:  
WILLIAMSBURG FONT**

*Tollgate*

*Tollgate*

*Tollgate*

**ASSOCIATION BRAND  
ISSUES FOR 2015:**

Adoption of Williamsburg-style Tollgate logo.

Adding draft logo message to the Tollgate website,  
letterhead.

Possible low-key, understated signage for the entrance to the  
community.

Improved communication with the community re Brand  
maintenance.

## Appendix II

### ARCHITECTURE REVIEW GUIDELINES

#### Introduction

One of the special characteristics and defining features of Tollgate is the colonial Williamsburg appearance of our community. As homeowners of this Association, we are responsible for maintaining our individual properties in good condition and preserving the desirable Williamsburg qualities that contribute significantly to both the appearance and property values of our neighborhood. The Architecture Committee was established under Article VIII of the Tollgate Covenants and given the responsibility to oversee decisions related to the exteriors of Tollgate homes. The Architecture Committee has established the following guidelines to address this responsibility. The development and adoption of these guidelines is consistent with the goal of the Committee to make objective and consistent decisions that benefit the entire Tollgate community.

Any modification, replacement or addition to the exterior of a Tollgate home must be approved by the Architecture Committee. Please carefully read the guidelines before submitting a plan for exterior work. The request form is available on our Association's website [www.tollgateway.org](http://www.tollgateway.org).

The guidelines are meant to be helpful, and they do not replace nor take precedence over any of the Association's existing By-Laws, Covenants or future amendments. If in doubt, seek clarification from the Committee Chairperson before undertaking any alterations to your home or adjacent property.

Please submit your work request to the Architecture Committee prior to scheduling work. The Architecture Committee will promptly review each exterior work request received and perform its due diligence. While the Covenants allow for a 30 day response period, the Committee usually responds sooner. During the review process a concerted effort is made to accommodate homeowner preferences to include consideration of emerging materials and technologies. With your cooperation and support, Tollgate will continue to remain one of the most attractive and desirable neighborhoods in the City of Falls Church.

#### Exterior Painting

- The Association endorses the collection of **exterior** paints licensed by the Colonial Williamsburg Foundation. Benjamin Moore is currently licensed to produce the exterior Williamsburg Color Collection. The licensing may change over time, so if you have difficulty finding the Williamsburg Color Collection, please contact the Committee Chairperson for assistance.
- Other manufacturer's brands of exterior paint may be used so long as the color hues **match** the exterior paints from the Williamsburg Color collection. Black is considered another color.

- Gloss finish should not be used for the base color of home siding. Prior to submittal to the Architecture Committee, we encourage homeowners to purchase a small amount of the paint(s) desired and conduct a paint test. This will allow one the opportunity to actually see how the paint looks on the materials being used at different times of day and how those color selections appear in relation to nearby Tollgate properties, etc.

### **Exterior Painting (Continued)**

- Please obtain desired manufacturer color paint chips from a local hardware store and include them with the exterior work request form submitted to the Architecture Committee.
- Identify a primary and secondary color preference for siding (base), front door, accent trim, shutters (if applicable), and garage door (if applicable).

### **Gutters**

- Gutters or gutter guards/covers in the front must be copper. Side or back gutters may be painted to look like copper or painted the trim color of the house.

### **Roofs**

- To keep to the Williamsburg style, the front roofs on Tollgate properties should be either cedar shake or slate, or faux materials that resemble in appearance either cedar shake or slate. Rear roofs not visible from the street may have asphalt shingles to reduce cost, if desired. Non-conforming roofs should be made to conform the next time the front roof is replaced.
- Homeowners with homes that currently have cedar shake roofs are strongly encouraged to keep cedar shake roofs.
- Color and texture of roofing materials should be in harmony with the exterior paint and color scheme of the home.
- Choice of roofing material should also take into consideration the roofs of adjoining homes.
- Whenever possible, a sample of the actual roofing material being considered should accompany an architectural request for approval of a new roof.

### **Siding**

- Replacement siding should conform to or look like the existing style on the home. Use of newer, more energy efficient and durable products are encouraged. One composite man-made material is James Hardie plank. The Committee has identified Hardie plank stock colors that are compatible with the Benjamin Moore Williamsburg Collection of exterior colors. Homeowners interested in using any of the following stock colors may do so after obtaining Architecture Committee approval.

**Siding**

**Trim / Accent Only**

Autumn Tan (George Pitt House Bisque)

Country Lane Red (Nicholson Store Red)

Khaki Brown (James Muir Shop Fawn)

Evening Blue (Bracken Tenement Blue Slate)

Monterey Taupe (Blue Bell Tavern Gray Green)

Harris Cream (Griffin House Ivory)

Mountain Sage (George Pitt House Green)

Navajo Beige (Courthouse White)

Sandstone Beige (Market Square Tavern Shell)

Timber Bark (Purdie House Gray Slate)

Woodstock Brown (Market Square Tavern Gray)

Note: James Hardie plank can be purchased in a primed condition and painted, allowing for a wider choice of colors. Homeowners may pick an exterior color from the Williamsburg Collection and request approval for the use of that color.

### **Siding (Continued)**

- Homeowners desiring to use other siding materials should work with the Committee to gain approval of the material and to identify stock colors that are compatible with the Williamsburg Collection of exterior colors.

### **Front (Main Doors)**

- Should appear to be made of wood but may be made of other, more energy efficient or durable materials. May either be a raised six-panel door without windows or a door with windows and four panels.
- When front doors are replaced, every effort should be made to preserve the original molding and other design features that surround the door. If the original molding will be removed, the architectural work request should include the details of proposed replacement materials and style.

### **Storm Doors**

- Full view glass only.
- If wooden, the color should match that of the front door.
- If metal, the metal should match (wherever possible) the color of the front door.

### **Garage Doors**

The Architecture Committee has traditionally asked that all garage doors be made of wood.

- Must have raised panels.

- Material - wood (not aluminum) or other premium, durable materials if approved by the Committee.
- May come with or without windows.

### **Window Replacements**

- Replace with existing similar style windows, especially in the front.
- All front windows must retain dividers or muttons as close as possible to the original millwork.
- Replacement window trim should be as close as possible to the original wood window trim.
- New trim should be consistent in color with the existing trim color of the home. Any differences in trim color must be approved by the Committee.

### **Shutters**

- Shutters are part of the original design of some homes within Tollgate.
- Replacement shutters should be similar in style and size to the originals.
- Replacement shutters can be made of wood or other materials that give the appearance of wood.
- Shutters should be painted in an approved exterior color that complements the siding/brick of the house and the house trim color.

### **Front Steps**

- Must be maintained in the existing colonial style.
- When repaired use same color brick. Mortar should match the existing mortar color (no gray).

### **Railings (in front or along porch)**

- Wooden railings should be in keeping with a colonial design, with finials approved by the Architecture Committee. Paint color should be Outside White or coordinated with the house trim color.
- Wrought iron railings should be replaced with similar railings and painted black.

### **Decks**

- Originally, only certain style homes in Tollgate were built with decks. These homes have indents or projections in the exterior rear walls that allow for the placement of decks that do not significantly impact the neighbors on either side.

- Prior to making a formal request to the Architecture Committee, homeowners should consult with adjoining neighbors and develop a plan if the proposed deck is new or significantly changed from an existing deck.
- Provide a detailed plan (including actual dimensions) to the Architecture Committee for approval.
- Historically, the decks on Tollgate homes were made of wood and painted to match the exterior trim color of the home. Synthetic composite materials such as Trex are now available for deck use and come in stock colors that can be matched to, or complement, the exterior trim color of the home.
- The Committee will carefully consider the impact of any new or significantly changed deck on adjoining neighbors or on neighbors that will have an unobstructed view of such a deck, and will seek comment from these neighbors as part of the review process.
- Once Committee approval has been given, all decks must meet City Code so obtain a building permit from the City of Falls Church prior to construction.

### **Brick Walls and Fences**

- Must be maintained in their existing style (brick walls should never be painted).
- Replacement courtyard wall or fences should be the same height as the original walls.

### **New Back Gates**

- Should be wrought iron, wood or other durable materials that look like wood in a colonial style

### **Backyard Storage Sheds**

- Storage shed plans or free standing sheds need to be approved by the Architecture Committee.
- Sheds may not be taller than the courtyard walls/fences.

### **Outside Hardware and Light Fixtures**

- Should be of colonial Williamsburg design and painted black or any natural metal finish except chrome. For approval purposes, please provide a photo or web link.
- Glass in light fixtures should be clear, not opaque.

### **House Numbers**

- Should be brass or black.

### **Exterior Flags**



- Should be limited to the U.S. flag or the national flags of residents; however, no seasonal banners or sports flags.

### **Vent Covers**

- Vent covers on the front facades of homes, and on the sides of homes that face neighbors, should be as unobtrusive as possible.
- Ideally, replacement vents should be as close as possible in size, shape, and color to original vents.
- The appearance of vent covers should be minimized by painting and/or landscape screening.
- Energy efficiency is encouraged, but will be just one of the factors considered for vent replacement approval.
- The Heartland 21000 style of vent closures is allowed on the front façade of homes (ground level only) so long as they are painted to match the color of the brick or siding. This style is not appropriate for use elsewhere on the front and will not be permitted more than 36 inches from the ground.

### **Resources**

- To assist homeowners in identifying contractors who have provided good service to neighboring homeowners, a list of preferred contractors has been created and is included on the Association’s website [www.tollgateway.org](http://www.tollgateway.org) and click on contractors. This list of contractors was generated from voluntary recommendations by individual homeowners and due to the turnover in ownership and employees at many companies; homeowners are encouraged to obtain several estimates and base decisions on their own preferences.

### **Exterior Non-Conforming Items**

- Homeowners are responsible for any non-conforming features and are encouraged to make corrections at the earliest opportunity or when first maintenance is required. A listing of such items is Appendix A to these Guidelines. Any uncorrected items will be made part of the Association’s real estate disclosure packet.

### **Committee Follow-up**

- The Architecture Committee’s goal is to carry out its responsibilities in a collaborative and productive manner with homeowners. The Covenants provide a timeline for the Committee to follow for handling homeowner requests and granting approval, and this has proven, for the most part, to be effective. Requests can involve repairs,

### **Committee Follow-up (Continued)**

improvements or modifications to exteriors and they are generally completed in a timely manner.

- The Covenants also address the possibility that a homeowner might not maintain the exterior of their individual property in good condition. While historically such situations are rare, the Committee has adopted a process, at the request of the Board, to bring such an oversight to the homeowner's attention. As a first step, the Architecture Committee Chairperson will meet with and discuss the repair issue with the homeowner. Whenever possible, the Chairperson will direct the homeowner to resources that might help in resolving the matter. During this discussion, a reasonable time period for having the repairs completed will be discussed, 60 days for most repairs. If the repair is not made within 60 days of this conversation (or a mutually agreed upon longer time period), and the homeowner has not asked for additional time, a letter will be sent from the Architecture Committee Chairperson to the homeowner. This written notification will state the necessary repair and provide a time period to rectify the situation. If action is not taken by the homeowner within another 60 days, the Chairperson will notify the Board. The Board then has the option to take action under Article IX Exterior Maintenance of the Covenants, and may send a second letter signed by the President and Treasurer of the Association requesting immediate action. Sample letters are Appendix B to these Guidelines.

## Appendix B

### Appendix A - List of Existing Exterior Non-Conforming Items

The following properties have items that do not conform to Tollgate's architecture review guidelines. Homeowners should correct the following features the first time maintenance is performed or prior to putting their properties on the market:

- 107, 110 and 111 Tollgate Way – A satellite dish mounting bracket (#107) and the satellite dishes (#110 and 111) atop the rear roofs were not approved; please remove the mounting bracket or relocate the satellite dishes so they are not visible from the front.
- 122 Tollgate Way – Color of shutters. The color approved was to be the same exterior green color that appears on #109. The contractor applied an interior green color that is too bright.

Appendix C



**TOLLGATE ASSOCIATION**  
Falls Church, Virginia 22046

Date

Homeowner  
xxx Tollgate Way  
Falls Church, VA 20046

Dear xxx,

As we discussed on XXXX, there are exterior repairs on your property that need attention; namely:

We appreciate that homeowners have many concerns, but we are asking that you please correct this oversight by XXX. If you have any questions about the repairs or need some additional time, please contact the Architecture Chairperson. Thank you.

Regards,

Architecture Chairperson



**TOLLGATE ASSOCIATION**  
Falls Church, Virginia 22046

Date

Homeowner  
xxx Tollgate Way  
Falls Church, VA 20046

Dear xxx,

The exterior repairs to your property that were discussed on XXX and requested by letter from the Architecture Committee on XXX have not been completed. Our Covenants provide you 60 days to bring your property into compliance with Tollgate standards. As a property owner in Tollgate, it is your responsibility to make the changes to your property. Article IX of the Covenants addresses this specific issue, stating:

***Exterior Maintenance***

*In the event an Owner of any Lot in The Properties shall fail to maintain the premises in a manner satisfactory to the Board of Directors, the Association, after approval by two-thirds (2/3) decision of the Board of Directors, shall have the right, through its agents and employees, to enter upon said building and make the necessary improvements. The cost of such exterior maintenance shall be added to and become part of the annual assessment to which such Lot is subject.*

If you have some specific reason for not completing this work, please let the Architecture Committee Chairperson know what that is. We want to work with you if help is needed. However, if the repairs are still not completed by the end of XXX, the Board will take a vote on the issue and proceed in hiring a contractor to complete the work.

Regards,

President Treasurer