

October 1, 2023

Hello Neighbors

The purpose of this letter is to inform you of changes in our snow removal service beginning this winter, our lawn service beginning next year, and the anticipated increase in HOA monthly assessment due to the cost increase of these services.

Our current contracted provider for both of these services, Bretton's Lawn Inc., informed us several months ago that they did not want to renew their contract with the NDAHA. They told us that the number of complaints from us about their service outnumbered all their other clients combined. The company concluded that they were not "a good fit" for our association. On the other hand, many in the HOA were not pleased with their services and the Board had decided to begin looking for a new vendor anyway.

The Board began to reach out to other lawn services to ascertain their willingness to enter into a contract with us. We contacted six (6) vendors. Four (4) responded. We sent each vendor the list of services that we had received from Bretton's and previous providers. Our intention was to compare "apples to apples." We received the information from the four vendors with the cost detailed.

After careful consideration, we selected Messengers Landscape, Lawn and Irrigation Service. We contacted two HOAs who have used their service for five years. They both gave the company rave reviews. We then met face-to-face with the vice-president and one account manager to ask questions and confirm details, and were very satisfied. On September 14th, we finalized the contracts with Messengers for snow removal and lawn service. The lawn contract is fairly straight forward. The snow removal contract is complex and is dependent upon snow depth.

All of Messenger's services will be detailed in a separate letter. One major change is that you will have the option to contract separately with Messenger's if you would prefer a small push mower for your yard or part of your yard.

All of us are aware, and perhaps some of us painfully aware, that the cost of everything has gone up. Of the four vendors, not only was Messenger's what we considered to be the best for service, their price was the lowest. However, their cost, based on proposed budgets, is \$16,000 more per year than what we have been paying. Consequently, after considerable discussion of options, the Board voted unanimously to increase the HOA monthly dues by approximately \$35.00 beginning January of 2024. (The Board has the authority to increase the monthly assessment. See page 3, A. v. of the Board Responsibility document). \$23.00 of this increase will cover the cost of the contracts with Messenger's. The remaining \$12.00 will go into the reserve account in order to meet future needs (e.g. snow removal costs that exceed our contracted amount, anticipated management and insurance cost increases, monument maintenance, fence and column repair along 127th Street). This increase will not be finalized until we work with Young Management Group to prepare the 2024 budget.

More information regarding the monument and fence repairs will be discussed at the NDAHA Annual Meeting on Thursday, November 9th. Representatives from Messenger's will attend to introduce themselves, share their philosophy about service, and respond to questions. So if you have specific lawn requests or questions, this will be an opportunity to get an answer.

Also in attendance will be our account manager from Young Management Group to present the 2024 budget. After questions and discussion, members present will be asked to vote for approval.

Please mark your calendars and join us on November 9th. All in attendance will receive a laminated neighborhood contact list.

You will receive detailed information about the annual meeting in late October.

If you have any questions or concerns, please feel free to contact a Board member.

Best Regards,

Tom Racunas
President
NDAHA

