

Dear Woodside East Neighbor,

We hope this letter finds you well.

As part of our ongoing commitment to fostering a strong and connected Woodside East neighborhood, we are pleased to announce some exciting improvements in how your homeowner's association stays in touch with you.

We've heard your feedback and understood the importance of clear, timely and accessible communication. In response, we are implementing several new initiatives to ensure that everyone stays informed, engaged, and connected.

Here's what you can expect moving forward:

1. Regular and Timely Updates

- We will be sending out a quarterly newsletter via email that includes important announcements, upcoming events, meeting highlights, and other relevant neighborhood information.
- For those who prefer print, we will deliver it directly to your home if requested.

2. Enhanced Digital Communication Channels

- **New Neighborhood Website:** We have a new website that was unveiled at the annual meeting. It serves as a centralized hub where you can access HOA documents, event calendars, and contact information. The website will also feature a community forum for residents to discuss ideas and share information.

3. Transparency and Accessibility

- All meeting agendas, minutes, and financial reports will be made available online. We are committed to keeping everyone informed about key decisions and ongoing projects.
- We are introducing a "Neighborhood Feedback" section on our website, where you can share your thoughts, ask questions, or suggest ideas directly to the executive board.

4. Complaints, Compliance, and Conditions

- To better serve you, we've enhanced our response system to ensure that resident inquiries and concerns are addressed promptly. You can expect acknowledgment of your questions within 72 hours and resolutions as quickly as possible.
- Recently, it has come to our attention that there have been instances where the HOA rules have not been followed. We kindly remind all residents to review and follow the rules as outlined in the community's Covenants, Conditions, and Restrictions (CC&Rs), Bylaws and Rules and Regulations. Some key areas to keep in mind include:
 - **Property Maintenance:** All homeowners are expected to maintain their property, including landscaping and exterior upkeep.
 - **Parking Rules:** Please ensure that all vehicles are appropriately and legally parked in designated areas including driveways.

- **Noise Levels:** We ask that all residents be mindful of noise levels, particularly during quiet hours (Double check the time)
- **Trash Cans:** Pick-up placement not permitted prior to 5pm on Sundays.
- **Architectural Changes:** Any exterior modifications or additions require prior approval from the Architectural Review Committee.

These enhancements are designed to improve transparency, build trust and create a stronger sense of community. We believe that with better communication, we can work together to make our neighborhood an even more welcoming and vibrant place to live while maintaining the value of properties.

If you have any questions or additional suggestions on how we can further improve communication, please don't hesitate to reach out.

Thank you for your cooperation and participation.

Sincerely,
President, Woodside East Homeowner's Association