

BOULDERCREST TOWN HALL MEETING

Date: August 12, 2026

Meeting Type: Community Town Hall Meeting

Attendance: Kevin Richardson, President, Darrell Hampton, Treasurer, Matthew Atkins, Secretary

Presiding: Kevin Richardson, GAB Board President

Management: Barbi D'Ambruoso, Community Association Manager

1. CALL TO ORDER

The Town Hall Meeting was called to order by Kevin Richardson, President of the GAB Board at 7:05 pm. The purpose of the meeting was to provide homeowners with an update on community operations, finances, landscaping and drainage projects, HOA rules and procedures, and to allow homeowners an opportunity to ask questions and raise concerns.

New residents were invited to introduce themselves. Kendra Marshall introduced herself as a new resident who had moved into Bouldercrest approximately three months earlier. Other new residents also introduced themselves.

The Board also introduced Barbi D'Ambruoso as the community's new Community Association Manager. Barbi explained that she would be conducting monthly community inspections and encouraged residents to contact management with questions or concerns.

2. FINANCIAL UPDATE

Barbi presented a year-to-date financial overview.

- Year-to-date expenses were reported at approximately **\$443,975**.
- The expenses were reported as being generally in line with the approved budget.
- Financial reports are available to homeowners through the management portal under **Reports, then Financials**.
- A significant portion of the year's expenses was attributed to the retaining wall project that began in the prior year and carried into 2026. The project was described as necessary and one of the community's more significant expenditures.

Assessment/Dues

A homeowner asked whether assessments were expected to increase.

The Treasurer explained that it was too early in the year to determine whether an increase would be necessary. The Board will need to evaluate the upcoming year's projects and reserve requirements before making that determination.

The Board President stated that the Board's current goal is to avoid increasing assessments if possible, but no commitment was made because the 2027 budget and upcoming projects had not yet been determined.

Barbi stated she completed a preliminary budget and an increase did not appear necessary. However, the Board's projects were not discussed prior to this Budget.

Collections

A homeowner asked about the Association's collection rate and delinquent accounts.

The Treasurer stated that collections could be improved but were not considered to be at a critical level. Specific collection figures were not available during the meeting and will be followed up on separately.

Prior Violation Fines

A homeowner asked about violation fines that remained on accounts from the prior year.

Management advised that the violation fines that could be identified had been removed. Homeowners who still see a balance and are unsure what makes up the balance were instructed to contact management for an account review.

4. LANDSCAPING, DRAINAGE AND RETAINING WALL PROJECTS

Matthew provided an update on landscaping and drainage projects throughout the community.

Completed or recently addressed projects included:

- Retaining wall work near the front entrance and behind **1371 through 1383 Gates Drive**.
- Drainage work associated with **1382 Gates Drive**.
- Drainage improvements at **1374 and 1378 Gates Drive**.
- Drainage work in the **1396 through 1408** area.
- Drainage work behind homes in the **1450 block**.
- A major drainage project involving **1200 and 1201 Gates Circle**.
- Work on the lower retaining area.

The Board explained that some additional repairs were required during the retaining wall project, increasing the project's cost. The additional work was considered necessary to prevent more expensive repairs in the future.

Landscaping

The Board acknowledged that homeowners have experienced landscaping concerns and stated that the Association is working to improve service.

Because the current landscaping contracts are coming up for renewal, the Board plans to obtain bids from the current provider and other landscaping companies.

Tree Trimming

The Board plans to conduct a community-wide tree walkthrough in the fall.

Trees will be prioritized based on need and available funding. The Board anticipates addressing the tree work as a **two-year project**. Trees already identified as requiring removal will also be addressed.

Tree/Water Line Concern

Sammy and Mackenzie Rigaud, at **1485 Gates Circle**, reported recurring water-line problems that they were advised may be related to a tree located near the water line.

The Board added the property to the tree review list and stated that the property would be evaluated during the upcoming tree walkthrough. The homeowner will be updated after the Board determines which trees require work and obtains pricing.

Sod Projects

A homeowner at **1325 Gates Circle** asked about the prioritization process for sod installation.

The Board explained that the prior year's inspection report categorized properties as high, medium, or low priority. The current year project began with properties classified as high priority. Because the Association has a limited budget, only a portion of the properties could be addressed during the current fiscal year.

The Board will review the homeowner's property and determine its position on the priority list.

Additional sod and drainage proposals are currently being obtained. The Board will determine whether the work can be completed during the current fiscal year or must be included in the following fiscal year based on the final costs and available funds.

A homeowner at **1472** asked whether she remained on the drainage project list. The Board advised that it would review the records and follow up with her.

Resodding Schedule

A homeowner asked whether resodding would occur in the fall.

The Board advised that the next resodding project is currently anticipated for **spring 2027**.

5. GATE AND ACCESS SYSTEM

The Board provided an update on the entrance and exit gate arms.

Board members have been performing repairs and maintenance on the gate equipment themselves when possible, resulting in savings to the Association.

The Board reported that vehicles striking the gate arms have been identified through camera footage and that the Association has been pursuing reimbursement for damage.

The most recent incident involved a mail carrier who reportedly used an incorrect access code. The Board plans to contact the Postmaster regarding the issue.

Residents were asked to be patient when gate repairs are necessary, as some repairs may take until later the same day or the following day.

6. TOWING SERVICE

The Board advised that the Association is replacing its current towing company.

The decision is based on repeated difficulties contacting the current towing provider and obtaining service when needed.

The Board intends to select a new towing company that will respond when Association assistance is required.

7. RULES AND REGULATIONS UPDATE

The Board introduced a new "Rules at a Glance" or "Top 10 Rules" initiative.

The rules will be made available to residents online and are intended to provide a concise overview of the community's primary expectations.

The rules discussed included:

1. Keep the exterior of the property orderly.
2. Maintain the lawn and property.
3. Obtain Association approval before making exterior changes.
4. Park vehicles appropriately.
5. Follow traffic and community parking rules.
6. Keep mailboxes accessible.
7. Store trash containers appropriately.
8. Control noise and disturbances.
9. Keep pets under control and clean up after them.
10. Respect common areas and community property and respond to HOA communications.

The Board emphasized that exterior changes, including painting, changing light fixtures, removing shutters or doors, and other visible modifications, require Association approval by using the community ARC Application. The application can be found in the AMG portal.

8. VIOLATION NOTICE AND FINE PROCESS

The Board discussed a revised violation enforcement process intended to provide homeowners additional opportunities to correct violations before a fine is imposed.

Management clarified during the meeting that the process will provide **three full months/notices** to correct a violation, with a fine being imposed on the **third notice** if the violation remains unresolved.

The Board further clarified that notices issued before the August 12 meeting were considered informational and would not count toward the new process. The new process begins with the announcement made at this meeting.

Residents were encouraged to communicate with the Board or management if there is a legitimate reason a violation cannot be corrected. The Board emphasized that homeowners should not ignore violation notices.

9. PARKING

The Board discussed the community's street-parking provisions.

The Board explained that the governing documents contain restrictions concerning street parking while also providing the Board with discretion regarding limited street parking.

Currently, limited street parking is being permitted on one side of the street.

Residents were reminded that:

- Vehicles should primarily be parked in garages and driveways.
- Street parking should be used as a last option.
- Vehicles should not be stored or permanently stationed on the street.
- Residents should follow all traffic and parking rules.
- Mailboxes must remain accessible.
- Emergency vehicles must be able to enter and travel through the community.

The Board stated that maintaining access for fire, police and emergency vehicles is a priority.

Several residents questioned the wording and history of the street-parking provision. The Board acknowledged the concern and indicated that parking language will be addressed as part of the upcoming governing-document revision.

10. TRASH CONTAINERS

Residents were reminded that trash containers should not be stored in front of the home, in front of the garage, or in other visible areas that detract from the appearance of the property.

The Board explained that if a homeowner has a drainage or other property condition that makes proper storage difficult, the homeowner should contact the Board rather than simply disregard the rule. The Board may then review the circumstances and determine whether an exception or accommodation is appropriate.

11. NOISE AND DISTURBANCES

The Board reminded residents that the homes are closely connected and that sound, particularly bass and amplified music, can carry between homes.

Residents are welcome to have gatherings and parties but were asked to be considerate of neighbors and avoid excessive noise, particularly late at night.

The Board summarized the expectation as residents being mindful that their activities should not negatively impact their neighbors.

12. PETS

Residents were reminded that pets must be kept on a leash when outside the designated dog park.

Residents were also reminded to clean up after their pets and ensure that pets do not create unsightly or unsafe conditions.

The Board emphasized that proper pet control is important because not all residents are comfortable around unfamiliar dogs.

13. RENTERS AND LEASE INFORMATION

The Board discussed concerns that some renters may not be familiar with the Association's rules.

Homeowners who lease their properties were encouraged to ensure that their tenants receive and understand the community rules and regulations.

Management clarified that there is already a process for new tenants. Homeowners and tenants are required to complete and sign the appropriate rules and regulations documentation before tenants are provided gate access.

14. GOVERNING DOCUMENT REVISION

The Board announced that the Association has retained its existing attorney/law firm to assist with updating and rewriting the Association's bylaws.

The Board stated that the existing bylaws are significantly outdated and that the revision will provide an opportunity to address areas that need clarification or modernization.

Issues specifically identified for review include:

- Street-parking provisions.
- The number of Board members.
- Other outdated provisions.
- Changes needed to reflect current laws and HOA governance requirements.

A committee has been established to work with the attorney. The committee members identified were:

- **Marika Johnson**, Immediate Past President
- **Nikki West**, Member at Large
- **Wayne Hardy**

Once the proposed revised bylaws are prepared, the community will have an opportunity to review and provide comments or suggestions before the final vote.

The Board advised that **two-thirds of the community will be required to approve the revised bylaws.**

The Board encouraged homeowners to participate in the review and approval process.

15. ARCHITECTURAL/PAINTING QUESTION

A homeowner asked about painting between attached homes and whether previous painting work that did not extend across the full applicable area would now require correction.

The Board explained that future architectural applications for painting will include specific instructions concerning how the painting should be completed.

For the homeowner who had previously completed the work under an earlier understanding of the requirements, the Board indicated that the existing condition would be noted and treated differently from future applications.

16. VEHICLE REGISTRATION

The Board encouraged homeowners to register their vehicles with the Association's parking/access system.

The purpose is to allow the Board and management to identify vehicles within the community and contact the appropriate homeowner when a vehicle is improperly parked or otherwise needs attention, rather than immediately resorting to towing.

The Board emphasized that vehicle registration can help resolve parking issues before towing becomes necessary.

17. GUTTER CLEANING AND REPAIRS

A homeowner raised a concern regarding water coming from the gutter area and asked whether gutter cleaning was scheduled.

The Treasurer confirmed that gutter cleaning is included in the Association's annual budget and is expected to be completed later in the year.

The Association's gutter-cleaning responsibility was distinguished from gutter repairs. Homeowners are responsible for repairs to their individual gutters.

18. EXTERIOR DRYER VENT COVERS

The Board discussed recurring issues with damaged exterior dryer vent covers.

The Board is considering obtaining a contractor to replace damaged vent covers. The proposed approach would be for the individual homeowner to pay the cost of replacement rather than the Association.

The Board indicated that it is seeking a contractor who can provide a cost-effective, potentially package-based price for the work.

19. MANAGEMENT PORTAL

A homeowner reported difficulty accessing the management portal and stated that the account appeared to no longer exist or that the password reset function was not working.

Management advised the homeowner to contact the management office at 770-777-6890 so the account could be reviewed and access restored. You can also email: info@accessmgt.com.

20. COMMUNITY PRESSURE WASHING

A homeowner asked whether the Association could coordinate driveway pressure washing for multiple homeowners in order to obtain a group rate.

The Board indicated that it would investigate the possibility of obtaining a community or group price.

The Board is also considering obtaining a quote from a pressure-washing company and providing the information to homeowners who may wish to participate. Participation would be optional and homeowners could continue to arrange their own service.

The Board indicated that the homeowner's existing deadline related to driveway pressure washing would be reviewed in light of the potential coordinated approach.

21. ACTION ITEMS

The following follow-up items were identified during the meeting:

Action Item	Responsible Party
Follow up with homeowner regarding collection figures	Treasurer
Review homeowner accounts where prior violation fines remain	Management
Obtain landscaping bids as current contracts expire	Board/Management
Conduct fall tree walkthrough and prioritize tree work	Board
Review tree near water line at 1485 Gates Circle	Board
Review sod priority list, including 1325 Gates Circle	Board
Review drainage status for 1472	Board
Obtain and evaluate sod/drainage proposals	Board/Treasurer
Follow up with Postmaster regarding gate access incident	Board
Select replacement towing company	Board
Publish/distribute "Top 10 Rules"	Board/Management
Implement revised violation notice/fine process	Board/Management
Review and update parking provisions in bylaws	Bylaw Committee/Attorney
Prepare comprehensive bylaw revisions	Bylaw Committee/Attorney
Present proposed bylaws to homeowners for review	Board
Obtain two-thirds homeowner approval of revised bylaws	Homeowners
Schedule annual gutter cleaning	Board/Management

Obtain pricing for dryer vent cover replacements

Board/Management

Investigate group pricing for driveway pressure washing

Board/Management

22. ADJOURNMENT

There being no further questions, the Town Hall meeting was concluded at 9:12 pm.