

There have been a lot of questions related to the restarting of the All-in-One neighborhood ride-throughs and violation letter mailings. We want to try and answer or clarify the current situation and hopefully reduce the frustrations we know are out there.

The new Board has held two Town Hall meetings since being elected back in May in an effort to keep homeowners informed, improve communications and provide transparency to neighborhood happenings. Each of those presentations are available on the AIO website – under the Wyndham Lakes neighborhood section.

At those meetings we shared that there are currently two complaints made by homeowners against the HOA to a Georgia government agency. Those complaints in part reference a perceived selective enforcement of our governing documents – the Wyndham Lakes Covenants and By-Laws. These complaints are going through a set process of investigation by that agency.

In addition to those complaints, the new Board voted in last May was charged with consistently and fairly enforcing the guidelines and rules within our governing documents.

The monthly AIO ride-throughs had stopped for nearly a year altogether, and prior to then – there were concerns that violations had been inconsistently or unevenly enforced and reported. Once we restarted them in late summer, a higher level than normal of violations was sent – as during that period there was a degree of things not being done to be in compliance - primarily with the Covenants.

With all new Board members in place, there has been a learning curve with the systems involved to review each violation and the process itself between AIO and the Board. The AIO system is mostly automated, so when we took steps to cancel or place on hold a marked violation from AIO, it did not always get stopped as expected. We have taken steps to correct the issues with the process going forward.

With that said, many of the violations reported were directly related to the Covenants and By-Laws rules and guidelines. The Board cannot selectively follow some rules but not others. Complaints about trash cans being visible, vehicles parking on grass, and disrepair needing to be addressed (and others) are all explicitly spelled out in the Covenants.

To be clear, the Board is not sending out violations for ACC guideline issues and is directing AIO to hold off on seasonal issues like pine-straw replacement as leaves are now falling.

There have been questions around the modified ACC standards that came out in 2023 – but those were struck down early this year as some of those new standards disagreed with the Covenants. As the Covenants are legally binding, they superseded those new standards. Changes to the Covenants and/or By-Laws require a 2/3 majority vote of homeowners.

The Board recently met with Tim Hall and Chuck Miles at their request related to a petition being passed around to remove the Board. The topics discussed were primarily related to concerns about the violation process. Financial concerns were also discussed, and it was shared that anyone struggling to make payment of dues or assessments can request a payment plan.

It was communicated that any homeowner can request a meeting with the Board at any time. We further talked about the fact that though we have held the two Town Halls, launched a new Facebook page and website, and emailed out communications through AIO, there are still some homeowners who are not getting all the information.

The meeting was very productive, and several initiatives were identified to improve the whole process, including further improving communications. We did discuss the fact though that the Board must be very diligent in making sure the governing rules are followed to be legally compliant and to follow the requirements of the Board as they are set.

If you receive a violation notice and have any questions or want to appeal, email the following:

Compliance@allinonemgmt.com

Another option is to call Vincent Costa (our AIO property manager) - leave a message: [678-363-6479](tel:678-363-6479)

We are working with AIO to make sure that the Board is made aware of all appeals and any questions that AIO cannot answer. We are also updating the letters themselves as the wording – especially of early notices – was quite harsh and adversarial, so you will see those updates on new violation letters.

You can also contact the Board directly through this email if you are not being responded to:

BOD.WLHoa@gmail.com

We are all in this together as neighbors and the benefit to all homeowners of the HOA is to increase home values and help expedite your house selling if you are leaving. Your three Board members have all lived in the neighborhood for a long time and understand those benefits.

Dale Powell (Secretary) – over 30 years

Brandon Huber (VP) – over 20 years

Laurie Chastine (President) – over 10 years

Please contact the Board if you have any other questions or concerns – we have tried from the start to improve communication and involvement in the neighborhood. We are not perfect – and sometimes things slip through the cracks – so please reach out!

Our new Facebook page: [Wyndham Lakes HOA](#), and our new website: www.WyndhamLakesHOA.com

Sincerely,

Wyndham Lakes Board of Directors