



Hello Riverchase Estates Residents,

We recently received some great questions from some residents about the community and realized this is a good opportunity to help you learn more about your development. We understand that reviewing all of the governing documents can be overwhelming, therefore for anyone needing assistance we are happy to offer you the opportunity to learn about your property so you can understand and enjoy your beautiful new homes.

Riverchase Estates Property Owners Association is currently a developer owned and managed community. Parent company LGI set up Riverchase Partners, LLC, and they are the entity that sells lots to owners, so that owners can hire their own builders to build custom homes. It is the developers' intention to sell land to owners so they can build upscale unique custom homes to go along with the beautiful amenities and great quality of living for Riverchase Estates owners.

The developer put in place the Declaration of Covenants Conditions and Restrictions (CCR's) which include a property owners association (POA) with the intention that all owners pay assessments to cover the financial needs for the amenities that have been turned over to the POA that members use. LGI pays for the development needs in addition to the care of the roads at this time. LGI serves as the Board of Directors for the POA and makes all POA decisions for the community until they complete selling their desired number of lots and are ready to turn over control of the POA to the community members. This is addressed in the CCR's under the Control Period. Once all phases of the development are completed, the community is expected to have approximately 1100 Lots in total. To date just over 220 lots have sold and we have been told to expect there to be at least 6 more years of development and sales at the current rate.

Key Community Management (Key CMI) is an independent company that manages homeowner associations and condominium associations all over the Charlotte region. We provide the administration of community financials, governance, training for boards, as well as compliance and maintenance assistance. We help communities navigate through their various challenges as they grow and change. Key CMI enjoys helping neighbors meet and build community friendly environments for all owners to live in and enjoy.

LGI has hired Key Community Management (Key CMI) to handle the administration of Riverchase Estates POA and assist the homeowners with various needs related to the development. The LGI board makes all decisions and directs the management to carry out any decisions made. LGI does not offer any member meetings, however they do permit Key CMI to meet with property owners periodically to assist with various needs. Any Board or development concerns brought to Key CMI are forwarded to the LGI Board of Directors for response and direction. Any and all actions taken by Key CMI are at the direction of the board.

Various community questions asked in Riverchase Estates:

Roads – they are private roads and governed by the Riverchase Estates POA. The developer LGI has agreed to continue maintaining the roads for the time being and will restore any deficiencies when they are finished with development. After the roads are turned over to the POA it will be the responsibility of the association to maintain the roads.

Speeding – Since these are private roads, they are not governed by local law enforcement, instead the association provides private police for addressing speeding. Currently the association has private police drive through the neighborhood several times a week in marked, as well as unmarked vehicles. If the community would like to have additional security policing, the Board will agree to review any proposals provided the costs must be covered through association dues.

Assessments – the assessments are reasonable at this time since the community is only paying for existing amenities. The dues actually break down to about \$116 per month for the current amenities. The developer also pays assessment money in addition to subsidizing all items not included in the associations budget until there are enough homes to support the Association. As additional amenities are added including streets and lights, the costs to maintain will rise but so will the number of lots paying into the budget. There are not any caps on assessments other than the actual amounts needed for the maintenance of the community. As more lots sell, more dues are being paid in to help keep costs manageable. For any additional services or maintenance requested, the Board has said that the association members must support the additional costs through their assessments.

Financials – All members have access to the Riverchase Estates website and financial information including income, expense and bank balance sheets. These reports are posted monthly and available to any owner. Every year the board establishes a budget based on the association needs. Since there are people that live and enjoy the community and its amenities, Key CMI keeps a “wish list” of requests and interests of the community to share with the board for consideration.

Riverchase Estates Website. www.riverchaseestatespoa.com is your community website that has all documents, financials, and opportunity for you to make payments and address issues. **To make it easy and mobile friendly, you can download the Key Community Management APP from the Apple Store or Google Play, download – log in - and pull up your information on your mobile device.**

Reserve Study – A reserve study is currently taking place as set forth in the budget. The study has been started and is in the early phases. We expect for its completion by the end of the summer and will put it on the website as soon as it is available. It will be an important tool for the Board and community when establishing what the dues and financial needs will be in future years.

Vacant Lots - LGI and individual land owners own undeveloped lots. Since there is not an established deadline for construction, some lots remain wooded. The Board has not required landowners to cut the road-side grass, instead LGI has periodically cut portions of the undeveloped lots 3 or 4 times a year. The Association does not budget or pay for cutting undeveloped lots, it is exclusively decided upon by and funded by LGI.

Security – The Declaration specifically states that all members are responsible for their own security, and the Association has no responsibility for this. The developer provided gates and a guard house so if the members would like to fund having security, LGI will consider proposals for review. Key CMI submitted bids for security to LGI who has made it clear that if residents want the service, they will need to add funding to the assessments to cover the costs. Key CMI discussed this with members last fall and the membership rejected this due to the costs. The Association currently has private security at intermittent times to handle speeding, and as the community grows more time will be implemented as needed. If the community would like to staff security for more hours that can be looked at again in the fall when next year's budget is prepared.

In January 2022, an eblast was sent to all members through the association website with a Survey Monkey to get feedback on various items. One of those items was related to whether or not implement a camera system called Flock, which was recommended by the Lancaster County Sheriff. The membership overwhelmingly voted in favor of getting it, therefore it was ordered and will be installed in a couple of weeks. If there are any incidents of concern, the police will be able to access the camera for assistance. LGI or Key CMI do not have access to the camera nor is there a plan for us to monitor it, it is strictly precautionary in case of incident. For further information about the system please go to www.flocksafety.com.

Are curbs going to be installed in the community – LGI's development plan does not include curbs.

Streetlights – As development continues, new lights are ordered for installation. It can take up to 6 months to get on the schedule with Duke Energy. A meeting was requested several months ago and was finally held with Duke Energy last month and we are waiting for the developer to approve the plan. Once we get some definitive timelines from Duke Energy of their plan, and approval by the Board, we will post it on the website. If you have any lights in the community that are not working, you can go to www.Duke-Energy.com and enter the information to report the outage. They will put in on the repair schedule and handle it directly.

Builder Accountability – The Guidelines outline in detail what the expectations are of the owners and their builders they hire. Each week an inspection of all construction sites is done and builders are contacted when there are issues. If the builders do not comply then the owner of the property is contacted. If violations continue, then fines are automatically applied as stated in the Guidelines. Ultimately owners themselves are responsible for the actions of their builders. The goals are to develop a good working relationship with the builders so that they perform and build beautiful homes for the owners with the least penalty or disruption to the community. If there are serious infractions of the Guidelines when Key CMI is not on-site, any owner can submit a photo, lot number, builder name and information and we are glad to address it. Any fines that run over and beyond the construction deposit are the responsibility of the owner and will be applied to the owners account as an assessment. It is important that all owners oversee the construction of their new homes and work closely with their builders on compliance. Any violation fines paid to the association are reflected as "violation fine income" posted in the association financials.

Lot Clearing – Any removal of trees or lot clearing must receive prior architectural approval. If a violation takes place, such parties are subject to any fines or consequence in re-forestation.

Who is ACC and how are they paid – The LGI Board governs and appoints the Architectural Control Committee (ACC) and its process. The ACC chairperson is a Licensed Engineering Consulting firm hired by the Board that has no ownership or interest in the property, and is a paid employee for Riverchase Estates. Although LGI has no legal responsibility to include community members in the ACC process, they have agreed to allow 2 volunteers that have the professional skill set to provide input to the committee chair. Both volunteers live in the community and have the best interests of the community for its success, their professionalism is a tremendous bonus for the community. Those 2 appointed volunteers are not paid and add value by presenting community interests.

Committees and Clubs – Amazing volunteer homeowners have developed and run a variety of committees and clubs in the community. The list of clubs and contact information are on the HOA website for your benefit. Each of these committees are independent of the association or LGI. For more information about any of these committees, please contact their designated chairpersons.

Hunting of the Boar – Since the Association owns 450 acres of natural preserve along the Catawba River, this beautiful land comes with its natural habitat, including boar. Boar are an invasive species that root through land for food. While doing this they create tremendous damage to land so like any invasive pests, they must be managed. Since this is association property, for insurance reasons you are required to have a professional company licensed to hunt boar to come in and handle removal. Just like the need to periodically spray or treat for ants, these professionals have a process to bait and remove them. This is POA property therefore paid with POA money. This year the expenditure to date has been \$4,000.00. In 2019 the association had to hire a company to remove boar, but we have been spared from the boar until this year. This is just another part of living in a beautiful natural habitat along the river.

Are there members in community that are designated to monitor it? – There are no individuals that have been appointed to do this. The community is great about letting us know if there are issues. If there are individuals or trespassers in the community and someone feels threatened, owners should call 911 for the Sheriff to address. Once the community develops to a size where the assessments can support more hours of security, another alternative may be an option.

Rental of the Clubhouse Ballroom. The Board of Directors allows the clubhouse to be used by members of the association for association events where all members can attend. If any owner would like to hold a private event with non-members in attendance, they can rent the clubhouse. The rental policy has been clear and identifies the costs for the use of the space. In efforts to protect the property, the Board has required Key CMI staffing on site for non-member events. The costs of the staffing during events increase the cost for use.

Key CMI has recently received permission from the board to allow owners to be solely responsible for their events. Although this places much more responsibility on the owner having the event, this decreases the rental cost. Owners having events will be responsible for their guests which includes their

parking, getting them in the building, and actions interacting with community members while they are in Riverchase Estates, and the condition of the property upon completion. Provided there are no issues with private parties including member interaction, damage, or illegal activities, the board will be able to allow this policy to continue. The rental rules and regulations are being updated for future use with this practice and will be made available once completed.

Every association has its own policies and practices therefore it is impossible to compare them to each other on an apples-to-apples basis. Riverchase Estates is not a retirement community, it has been set up as family friendly with a more luxury-resort-style amenity package with more land, privacy and natural areas. The internal practices are different based on the specific needs as directed by the board and the CCR's.

Fire Station – the community has been told that after 250 certificates of occupancy exist, the developers will provide funding for a volunteer fire station at the main entrance of the community. To our knowledge there are approximately 95 certificates issued and more construction taking place. The set up and structure of how the station is funded or used is the responsibility of the County, therefore questions should be directed there.

Second Entrance to community - LGI has not given us any information on when they are planning another entrance. As soon as any information is available, we will send it to all owners.

Wish list items – We encourage owners to consider what you would like to have in the community in the future. Key CMI keeps track of requests and presents all ideas to the board for consideration in the fall.

Acoustic solutions for ballroom. The association is eager to research having solutions to the noise problems in the ballroom. There are several options available but Key CMI would like to ask a few volunteers to be involved in this process so that choices proposed to the board, will be what the community likes. Key likes to gather member input whenever proposing ideas to the board. Once we have the community interest and options to present the board, we can work towards getting this accomplished.

Key Community Management is committed to assisting owners enjoy the community they call home. We are available to assist owners each week in the clubhouse and ask that any members with questions please reach out to us during those times so that you receive responses quickly. It is important that each of you receive facts so that misrepresentations do not occur. We recognize that living in a developer owned and run neighborhood may be difficult at times, however anything Key CMI can do to assist is welcome.