

Gayton Glen Homeowners Association, Inc.
Board of Directors
Gayle D. Hunter, President
(804) 916-8290

November 18, 2009

Dear Gayton Glen Homeowner:

This year **property values of well maintained homes held their own in Gayton Glen**, despite market concerns around the nation. We are fortunate to live in a community where the Homeowners and Association are consistently improving our environment. This has made Gayton Glen one of the most desirable communities in the Far West End. While other associations are burdened with huge special assessments and dues, our dues remain comparatively low with **no special assessments**.

However, it is important to note that if you wish to sell your home in Gayton Glen (or any other place for that matter) buyers have a lot of homes to choose from and they will typically choose the home that needs the least repairs and updates. If you intend to sell in this market, it's prudent to make sure your home has a fresh coat of paint inside and out and clean or even updated flooring; even simple updated light fixtures can make all the difference to a prospective buyer.

The Association's Board of Directors has continued to do its part to improve the aesthetics of the community with updates, improvements, and good normal and preventive maintenance. We will also continue cost saving measures and sound spending decisions which continue to increase Gayton Glen's bank accounts and have kept dues low for the past seven years. This too is a great marketing point when selling your home. Buyers want to know that the Community Association has an **innovative and cautious spending approach with Homeowner contributions, especially in this time of economic uncertainty**.

The future continues to be bright for Homeowners in Gayton Glen.

Finances of the Association

By paying less for management, buying with our volume discount, hiring good local contractors, and sound financial management, the Board has built Gayton Glen's **Reserve Accounts to the highest levels** in our history.

Countless homeowner **dollars are saved each year due to the many hours contributed by volunteers** who keep the signs and lights in good repair, working with contractors and assisting with management duties. By encouraging homeowner participation we are better able to keep operating costs down and save the community tens of thousands of dollars. As you can see, we look for every opportunity to make your dollars stretch and make improvements to the community which increase your property values.

Roads and sidewalks

Before this year is up and again in 2010, we will install new concrete entry aprons at Berman and Charlesfield Courts. This will improve the appearance of those areas and help save money on asphalt repairs. Additionally, a new concrete drainage area will replace continuously cracking and deteriorating asphalt on Smithers Court this year.

You can also do your part to lessen the deterioration of asphalt and save the community money by making sure you do not allow oil and other petroleum products including antifreeze to leak or spill from your vehicles. **By working together on these small items we can continue to keep our dues low.**

Additional items of note

Class 1 roofs will be cleaned in 2010. The cost has been included in the 2010 budget for those homeowners.

This year all the chimneys in Class 1 were reconditioned for a very low price due to the use of Gayton Glen's "Economies of Scale".

This year street lights, posts and electronic eyes were renovated and updated where needed in order to continue cost savings by "preventive maintenance".

In preparation of upcoming roof replacement in Class 4 (estimated to begin 2013) and in an effort to avoid special assessments in Gayton Glen we increased the funds going into the reserve account for 2009, 2010, and will continue to do so in upcoming years.

Harrison & Lear our current Management Company

In 2004 a smaller and older management company was recommended. As part of our agreement, the Board asked that Harrison & Lear join with SmartStreet in order to offer our Homeowners **more ways to pay monthly assessments and offer internet access to do so.** This was **another first for our Association.**

Also, as part of our agreement **we were able to hand pick our Association Manager, Pam Lawrence,** a Vice President at Harrison & Lear.

With Pam's top notch staff we have also been able to **increase the overall accuracy and projection capability of our own accounting system.**

Grounds Keeping at Gayton Glen

We completed aerating and over seeding the entire community. We are currently reaping the rewards of recent heavy rain falls as seen in the beautiful lush lawns throughout Gayton Glen. Let's hope our luck holds out into spring.

This year we continued with new plantings in Gayton Glen by planting more trees and shrubs in the common areas leading to the townhouses. We also cleaned up areas of dead and dying shrubs, replacing them with more drought resistant plants. It didn't stop there; we prepared the grounds in Class 2 of the community for new trees in 2010.

Please, if you would like to help out with water or "effort", don't hesitate to contact Pam at Harrison & Lear (800.229.6214), she will sit you up with contacts to get you started.

General Building Maintenance

In 2009 *Western Pest Control* agreed to continue to provide treatment in Classes 1 and 2 and further reduced the cost as they have in prior years. In 2010 *Western* will reevaluate this area and **lower our cost once again.** Should you see this pest now through 2010, please do not hesitate to **contact Jackie at Western (804.794.8667)** and report it ASAP. It's important we stay on top of this very harmful pest.

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Fences

The transition from stockade to new shadowbox fences (homeowner portion) has almost been completed by most Ryan homeowners and has remarkably improved the appearance of the Ryan townhomes area (Class 4). Thank you to all the homeowners who continue to invest in their property and Gayton Glen in this way. The *11th Annual Home and Garden Tour* was more beautiful than ever this year, **thanks to all of you.**

Safety and New Street Lights

In an effort to make Gayton Glen a safer place to live, an **additional street light was installed on Berman Court this year.** The Board also added 2 new lights at the front entrance, which are less susceptible to vandalism. Please remember to report any vandalism or any possible suspects to the **Henrico police at the non emergency number, 804.501.5000.**

Revised and Improved Association Documents

In 2005, *Amended and Restated Declaration of Covenants, Conditions and Restrictions* were provided with the 2005 Annual Homeowners' Package. In 2007 the Board and Architectural Review Committee (ARC) presented a **revised COMMUNITY HANDBOOK CONTAINING THE RULES AND REGULATIONS OF GAYTON GLEN.** The ARC members and especially their chairperson, Barbara Long, along with Property Manager, Pam Lawrence and your Board members spent countless hours over 2 years on the revision. The new *Handbook* replaced the old outdated one of the 90s and has been included on the Community Website. We tried to answer any and all questions you might have about Homeowner's and the Association's responsibilities, maintenance, improvements, administration, and much, much more. Please become familiar with the new Handbook and if you should have any questions, please do not hesitate to contact Pam Lawrence (800.229-6214).

Eleventh Annual Home and Garden Tour

What a wonderful team effort demonstrated by our *Architectural Review Committee* the newly formed *Events Committee* and the Board. **The Azalea Mall Garden Center** provided demonstrations, educational ideas and door prizes to our residents. The event was also catered by **Moe's Southwest Grill.** Committee members are always looking for gardens to feature and homes to show. We look forward to your participation next year.

Currently, there are a number of positions open for any interested Homeowners on all our committees. Give it a try--join up--your time and service will be greatly appreciated by your Community.

New Homeowners in Gayton Glen

Welcome and **thank you to all 15 new homeowners in Gayton Glen** this year. We are happy to have you here and appreciate the many improvements you have made to your homes in your short time with us. Your improvements benefit us all. This Board of Directors continues working hard to also make improvements which will benefit the entire community through increased property values and enhanced aesthetics. We want hope you will enjoy living and relaxing in your new community.

Community Participation

The Board **encourages community participation by supporting existing committees and establishing new committees.** Our current committees include the Architectural Review and Landscape, Communications (Newsletter and Website), Neighborhood Watch, **and newest addition, the Events Committee.** We continue to welcome all who have the time in their schedules to join up or participate.

Community Website

Don't forget to **visit the community website** often, www.gayton-glen.org. The site was updated and upgraded last year and many new features were added. You will find **direct links to many services** and area retailers. We also have listed many **service providers, contractors of every sort**, etc., recommended by your neighbors for their dependable and good work. The Board does not allow any individual or company on those pages without a copy of their business license and proof of insurance. **Please contact me at 804.916.8290 or Pam Lawrence if you would be interested in helping out with the website or the quarterly newsletter.** The Board **thinks everyone** for your continued support and your continued patronage of the community website.

Thank you

Our GREEN SCREEN would not be green if not for the watering provided by so many of our neighbors. And many thanks to all who participate on our Architectural Review and Landscape Committee chaired by Barbara Long. Countless homeowner dollars are saved each year due to the many hours contributed by volunteers keeping the signs and lights in good repair, working with contractors and assisting with management duties. Finally, thanks to those residents who keep us safe with their vigilance and support of the Neighborhood Watch Committee. These things have made our community a stronger, more pleasant, and cohesive unit.

I appreciate the time and effort you have given to reading through this letter. The Board will be answering homeowner questions at the upcoming **Homeowners' Annual meeting at 6:45 PM, Wednesday, December 2, 2009**. The meeting will **end at 8:15 PM**. Come early if you wish to sign up for comments during the "Open Forum" portion of the program. The Annual meeting is a great place to meet and visit with your neighbors and Board members, and by all means, bring your appetite. I look forward to seeing you there.

Oh, by the way, **please get those Proxies/Ballots in as soon as you possibly can**. It is extremely important to get a quorum to hold the Homeowners' meeting on December 2nd. If you need another copy of this document, please do not hesitate to contact the management company or any Board member. All numbers are posted on the community website or the attached *Homeowner Package*, containing the 2009 budget.

Sincerely,

Gayle