

# ROCK SPRINGS HOA

[HTTPS://WWW.ROCKSPRINGSHOA.COM](https://www.rockspringshoa.com)

Upcoming Changes | Project Updates | Lawn & Landscaping Upkeep

## Welcome Letters

Included in the packet with this newsletter is a “Welcome to New Residents Letter.” Going forward, we intend to have this letter sent out to new residents. We recently created this document as a way to help new residents who may not be aware of how our HOA operates. We also want all residents to be aware of the resources available to them and how to go about being involved in our community. We hope this will prove to be a great asset for new residents and a good reminder for those of us who have been around for a while. If you have any suggestions on anything else that we could include in this letter, we will be updating it as needed. Also included in this packet is a “Quick Reference Sheet”. We hope this will also be a great tool for our residents. The [Welcome Letter](#) and [Quick Reference Sheet](#) are also located on our website for easy access.



## Changes to Mailings

In an effort to reduce print and postage expenses, as well as reduce the use of paper, we are making the two significant changes as outlined below.

### *Rock Springs HOA Newsletter is Going Digital*

**After this Newsletter, we will only be publishing newsletters on the [Rock Springs HOA website](#).** As we have done in the past, residents with an account on our website will be notified of a new newsletter via an e-blast with a link to view. Residents who wish to receive this notification should make sure to have the option selected in their account settings under “Email Subscriptions”. We believe that most residents will appreciate the saving of paper and HOA funds. The most current newsletter can be found in the top right corner of the homepage located at [www.rockspringshoa.com](http://www.rockspringshoa.com). The last newsletter was apparently lost in the mail but has been on the website since it was created and is still available via the [archive page](#). An additional benefit of a digital newsletter is that all links are clickable!



## Resident Records Audit

We are well aware of many issues plaguing our residents in respect to the transition from Paragon to EMS. One problem we have encountered is resident's names being spelled incorrectly. Another is that some addresses were imported incorrectly.

Obviously, this created a headache when it came time to pay dues. It may also hinder the ability for EMS or the Board to get time sensitive information out to certain residents.

While most errors have already been corrected, we have attached a label to every packet with the information taken directly from the EMS portal. If any typos or errors exist, please notify us as soon as possible so we can make any changes necessary.

Email us with any corrections at:

[TheBoard@RockSpringsHOA.com](mailto:TheBoard@RockSpringsHOA.com)

*Thank you for your help!*

## Collections Letter Fees Charged to Homeowner

At our last Board Meeting, the Board unanimously voted that any collection letters sent out (late dues, violation fines, etc) will result in the EMS \$5.00 mailing fee added to the offending homeowner's account. We feel that it is not fair to homeowners in good standing to have their HOA dues spent sending notices to those residents with delinquent accounts. With this in mind, please log into your account on EMS's portal to make sure you have a zero balance. Any unpaid balance will start to accrue late fees as dictated by our collection policy (available on our website). We still have several homeowners who have not paid dues for 2024 and have started to be assessed late fees. Many others have small balances due.



## Changes to E-Blasts

In an effort to reduce property management overhead expenses, we will no longer process e-blasts through EMS. As we already have an e-blast program built into our website, there is no need to incur additional administrative charges for this service. Instead, we will manage our own emails to residents for everyday communications. Due to this and a few other changes coming, **it is imperative that all residents have an account on the Rock Springs HOA website.** If you do not already have an account, please visit [www.rockspringshoa.com/register](http://www.rockspringshoa.com/register) to create one. We will continue to respect your inbox, and as such, you can opt in and out of specific categories of e-blasts through your account page. There will still be some official emails that need to be sent by EMS, but we will continue our effort to reduce operating costs by making this small change.

## Architectural Review Applications (ARAs)

As we continue our goal to eliminate homeowner administrative fees, and to streamline and simplify the Architectural Review Committee (ARC) process, **we have decided to take full control and process ARAs through our own website.** The revamped ARC web portal is now live and will allow you to see real-time updates as the ARC reviews your application. There will be NO FEE to process ARAs through our website. We believe people are more likely to fill out architectural review applications if they are easy, straightforward, and free. The new portal provides this. Utilizing our own software allows us to make adjustments as necessary to create the best, customized experience for our homeowners. It will also keep the ARC process consistent regardless of any changes in management companies. To access the new ARC portal, please go to [www.rockspringshoa.com/architectural\\_review](http://www.rockspringshoa.com/architectural_review). You may also go directly to the application through a link on the top right of your [account page](#). Any questions regarding the ARC process can be sent to the new address of [arc@rockspringshoa.com](mailto:arc@rockspringshoa.com). ***Please be aware:*** we will no longer accept paper ARAs and have instructed EMS to refer any ARC questions/requests to the Board. **You will need an account on [www.RockSpringsHOA.com](http://www.RockSpringsHOA.com) in order to submit an ARA.**

***EFFECTIVE IMMEDIATELY, DO NOT USE THE EMS PORTAL FOR ARC REQUESTS!***

## New Financial Statements

The Board is supplied monthly financial reports by EMS, however, they contain private homeowner information and therefore cannot be disseminated to residents who are not on the Board. Our treasurer has agreed to create a quarterly homeowner report to keep residents aware of our finances. We will post this report to the financial section of the website after it has been created. We believe a quarterly summary will provide homeowners a feel for where we stand financially. If you have any concerns or questions regarding the financial standing of the HOA, feel free to send us a message through our website contact form and it will be addressed directly: [www.rockspringshoa.com/contact\\_form](http://www.rockspringshoa.com/contact_form).



## Communications



We have received a few emails wondering where the quarterly newsletters have been.

It is good to know that time spent on the newsletters is appreciated and that homeowners desire to be informed and involved in the community. The [2023 Q4 Newsletter](#) was posted on our homepage and sent via email to residents with updated account information on *our* website. 2024 Q1 was not created and this newsletter delayed as the Board has been focusing on other important items. There was a lot of work required to bring the ARC process under our control, and time was needed to create the new [Welcome Letter](#) and [Quick Reference Sheet](#). Going forward we should get back to releasing newsletters quarterly. As always, we welcome any suggestions on newsletter topics.



## Official Rock Spring HOA Website

As you may have noticed throughout this newsletter, **an account on our website is now necessary for all residents.** We are constantly updating the site to provide the best experience and most up to date information. This site is 100% made and controlled by the HOA and therefore we can tailor it to the needs of the community. Feel free to let us know if you have any suggestions on how we can improve the site.

All residents should have an account on [EMS's Homeowners' Portal](#) and an account on [RockSpringsHOA.com](#). The EMS portal should be accessed for anything to do with the financial aspect of your HOA account (including violations issues). The Rock Springs website should be used for pretty much anything else.



## Projects in the Works

The Board promised at the last annual meeting that we would be addressing two major concerns brought up by the residents.

Firstly, the irrigation systems that services the neighborhood. We have received our order of several Rachio smart irrigation controllers and will be installing them soon. We are planning to pair these to a weather station so that watering schedules can be modified automatically according to local precipitation. This should save us quite a bit of money in the long run and we will no longer have to witness our systems running during a downpour. Additionally, we will be checking the zones after install to verify everything is adjusted correctly so we aren't watering the asphalt.

The second project is the clean up of our nature trail. We have hired a contractor to clear out brush and debris to create a defined path for the trail. We are also working on getting bids for resetting the entry path stones so that they are more prominent and dealing with the retention basin that makes the nature trail impassable. There is still a lot of work to be done and none of it will be cheap, so the board will be tackling this project in sections.

We would love to have residents chip in their time to help clear out invasive growth to protect our trees in that area, and make bat boxes to hang in hopes that we can encourage those mosquito devouring, flying mammals to roost in the canopy area. These two projects could be great ways to meet neighbors and help our community. If you have any interest in helping with either of these projects, please let us know. If not, we will have to contract out these jobs at great expense.

We have also sent out for bids to deal with issues in common areas left over from the winter storms. We still have several tree issues to deal with as well as landscape pruning/replacement. These issues should be resolved very soon.

Going forward, we plan to utilize our online voting portal to get neighbor feedback on large, costly projects. After all it is *your* money and we want to use it on what *you* want. **To be able to vote you must be registered on the [Rock Springs website](#).** As always, if you have any suggestions on what we can do to enhance our neighborhood, please let us know.

## Violations

This year the Board has instructed EMS to specifically focus on lawn and landscaping upkeep. Many residents have voiced concerns over the lack of care shown for a few lots. After the horrible winter storm, many residents' landscaping was damaged. The Board believes that we have provided ample time for damaged landscaping to be addressed.

As for lawns, it is a rule that residents keep their yards "generally weed free". We have some residents that have allowed their lawn to go wild and therefore are "generally grass free". This is unacceptable for our neighborhood. Unkept lawns reduce property values as it brings down the aesthetics of the entire community. Weed ridden yards also make it harder on those that truly care about their lawn to keep the weeds at bay. Residents can either hire a lawn care company or they may deal with it on their own (Spectricide weed stop is a effective, hose end product that is easy to use). In either case, fines will be levied if progress is not seen in due time.

Finally, every property is required to have two trees in the front yard. One of these trees should be in the front easement. EMS has begun sending out violations to those that do not meet this requirement. If you are short a tree (or two) you must plant however many you need to meet the requirement. Any landscaping that is simply replaced with the same type does not require an ARC. Any new or change in landscaping must be documented through the ARC process.

As we have transitioned the ARC process to our website, there is no longer a charge to submit ARAs. When submitting an ARA for planting a tree, it can be abbreviated. We simply need to know where you intend to plant the new tree and what type it will be. All trees planted to meet the two tree minimum must be at least 2" in diameter as measured at the trunk. Trees to be planted in the easement must be a "Size Type A, Street Tree" as listed on the [approved tree list](#) given to us by the city arborist. This list can be found on our website under the [Architectural Review](#) page or under the [Resources](#) page. All trees planted on the easement must be documented as they are a part of our required tree canopy.

### A NOTE ON VIOLATIONS:

Per our "Enforcement Policy", published on our website, a homeowner has 30 days to correct a violation after first notification. If the homeowner requires an extension or wishes to dispute the violation, they must submit such request within 10 days of receipt of the first notice.

If no action is taken to remedy the violation within the 30 day timeline, the resident will receive a second letter advising that if the situation is not resolved immediately they will start receiving fines in the amount of \$25/day until the violation is corrected. Fines will begin 11 days after receipt of the second letter.

After 45 days, the HOA has the right to remedy the violation. Any cost associated with the HOA correcting the violation will be charged to the homeowner's account.

## EMS Violation Notices / Failure to Respond

It is imperative that all residents be aware of our Enforcement and Collections Policies as well as all other Governing Documents. We will continue to work with EMS to ensure proper procedures are being followed. In the meantime, please note the following:

- We do not conduct “hearings” in regards to violations. Do not let this wording intimidate you or cause you stress. The Board never wants residents to feel attacked in any way. If you feel the violation received is in error, please contact EMS within 10 days to dispute. If the violation is valid, you have **30 days** to remedy the situation. If you need more time, submit a request for extension and outline the reason for the request to EMS. Keep all communications in your records until the violation is resolved.
- While we continue to work with EMS in regards to timely communication with residents, please reach out to us if they do not respond in an acceptable timeframe. We will always honor the timestamp of the first attempt to contact EMS. You can reach us at [theboard@rockspringshoa.com](mailto:theboard@rockspringshoa.com) if you need help or have any questions. Additionally, more extensive contact information is located on the [Rock Springs Website](#) along with a [contact form](#) that will ensure your message will reach the most pertinent person to resolve your issue.

## Lawn Care Tips

As the summer comes to an end, we are getting into the best time to improve your lawn & landscaping. Planting landscaping and putting down grass seed is best done when temperatures are cooler but well before first frost. Planting in early to mid September allows plants to take advantage of the cooler temperatures to establish a root system. Water your plants thoroughly and regularly after planting and feed them per instructions to help them become established before the winter freeze.

The best single thing you can do for your lawn is to aerate and over-seed in the fall (at least 45 days prior to first frost). Now is a good time to spray your lawn to kill existing weeds. Avoid using a product with pre-emergent if you plan to put down seed. Clearing out the weeds now will open up those areas so grass can take their place. The trick to a weed free yard is to have thick, well maintained turf that will crowd out any weeds so they cannot grow. In the weeks leading up to aeration, slowly lower your cutting height each cut so that your existing grass will not overshadow your seedlings when they sprout. After seeding you should switch from long deep watering to shallow watering. Frequent, shallow watering will keep the top layer of your dirt wet to promote seed germination. As the seedlings take root, you should start to water deeper to promote their root development. Watering too deeply before the seeds germinate will cause your existing grass to grow and drown out the seedlings. The key here is to make sure your seedlings can develop a strong root system before the winter. Wait at least 4 weeks to mow after seeding. The roots will continue to grow as water from winter precipitation soaks the ground. In spring you will notice a thicker, healthier lawn. Help your new lawn continue to establish itself in the spring by applying a pre-emergent to halt weed seeds from being able to germinate. For the best results, be sure to seed your lawn with the same type of grass as your existing lawn (most of us have fescue lawns).

