

Revised Dispute Resolution Process

One of the fundamental tasks of the HOA Board is to provide guidance and enforcement of the HOA covenants that all owners are required to follow. As changes are made to local, state, and national laws, the processes that the Board uses to fulfill this task must also be updated. To that end, on June 11, 2017 the HOA Board approved a revised dispute resolution process that will be followed going forward. The full text is being mailed to all homeowners on record and will be available on the Windsor Mews website. If you have any questions or for more information, please contact the HOA Board.

At a high level, the dispute resolution process is as follows:

1. A potential violation is reported to the HOA Board, which reviews the claim.
2. Recognizing that most violations are simple oversights,

the HOA Board may choose to notify the owner informally, usually through a posted notice, in an attempt to resolve the issue.

3. A demand letter is sent detailing the violation, which must be resolved within 10 days (or 24 hours in the event of a health, safety, or fire hazard).
4. The owner or HOA Board may request a hearing if the issue is not resolved in the allotted time. A notice of hearing will be sent at least 14 days prior to the scheduled hearing.
5. If a hearing is held, all impacted parties (owners, tenants, person lodging complaint, etc.) will have the opportunity to discuss the issue with the hearing panel.
6. The Board determines the action to be taken, if any, and notifies the owner in writing.

2018 Roadway Resurfacing Project

After several years of service, the network of roads within the community is starting to show its age. As the responsibility of the HOA, the Board has been monitoring the condition and seeking input from professionals to ensure the roads remain in good condition and any costly future repairs are avoided. Per these recommendations, it has been determined that the roadway should be resurfaced within the next 1 to 3 years to prevent any excessive damage to the underlying foundation.

Taking into account the complexities of undertaking such a project, the current HOA financial situation, as well as the significant disruption the project will cause to all residents and their guests, the Board has decided to pursue the project around spring-summer 2018. The year between now and then will be used to thoroughly plan the project, find the right contractors, negotiate alternative parking arrangements, and provide as much notice as possible to everyone that will be impacted.

The Board is also seeking input from the broader community, especially from those with a civil engineering or other relevant background as we move forward with the planning and execution of this project. Please do not hesitate to contact us!





Post Lamps

Post lamps provide the only street lighting and are critical for maintaining the safety and security of the community. **They must be on every night** and any nonfunctional units must be repaired or replaced as soon as possible.

If your lamp is not working, we recommend trying the following:

1. Check the bulb(s) and try with a replacement.
2. Check the GFI outlet in the garage (or master bathroom in some homes) and reset if necessary.
3. Check the circuit breaker.
4. Check the light sensor mounted by the garage.
5. Check the light fixture for proper alignment.
6. Replace the unit with the approved model (see the WM website for more information).

Home Maintenance and Repair

With the arrival of warmer weather, attention turns to the maintenance and general upkeep of our homes. Please take a moment to regularly inspect your home for any issues, paying particular attention to the following:

- Check the exterior of your home, paying particular attention to the front eaves, door frame, bump-out, and garage door.
- Check for water damage, rotting wood, and mold in the attic.
- Remember that you are responsible for trees on your property: have a professional inspect them for disease and have them trimmed if necessary.
- Power wash the front steps, which may have accumulated layers of dirt.
- If your house needs to be painted, remember to only use the original colors per the design standards. More information and painting tips are available on the WM website.
- Decks may only be stained a natural wood color, per the design standards.

Architectural Modifications

Remember that any exterior modifications to your home or property require the submission and approval of an architectural modification form before work can begin. The current form is available on the WM website, along with details on the information to be provided and an overview of the submission process. Please be sure to review the design standards to verify the request is compliant before submitting.

The Board recognizes the need to act quickly on architectural modification requests. Provided the information submitted is complete and accurate, the turnaround time should be quick.

Volunteer Opportunities

The HOA Board offers volunteer opportunities to get involved in the community with the Social and Covenants Committees. Please contact us if you are interested in putting in some time or ideas toward these efforts.

Social Activities

The Windsor Mews Social committee is a small informal team of residents who plan occasional activities for the community, such as movie nights and cookouts. These are great opportunities for the community to come together and neighbors to meet. Even if you are unable to volunteer much time, ideas are always welcome!

Covenants Committee

The Covenants Committee regularly inspects the community for any issues that may be in violation of the HOA covenants and posts notices to owners as needed so any small items do not escalate. The only requirement is a keen attention to detail; training will be provided. With 130 homes to review, more volunteers will mean more thorough inspections in less time.

Friendly Reminders

Mosquito Prevention

Mosquitoes lay their eggs in very shallow water. To prevent their spread, please empty all plastic lids, pet bowls, buckets, pails, etc. that may have filled with rainwater and ensure that any standing water is being drained properly.

Wildlife

The trees and wooded areas that border the development also put a variety of wildlife at our doorstep. Be sure to make your surroundings animal proof by trimming weeds and tall grass and cleaning up any trash that may attract animals looking for food. Also be on the lookout for ticks which are proliferating due to the mild winter.

Parking

The public parking spaces are for guests and visitors. Please use your garage and driveway parking before utilizing the guest spaces as there is a limit to the spaces available (52 spaces for 130 homes). Note also that double or tandem parking that blocks the sidewalk or apron along the curb is not allowed. Please consult the WM website or contact the HOA Board for the full parking policy and towing information.

Tennis Court

The tennis court is for the personal, noncommercial use of Windsor Mews homeowners and their guests. The HOA Board recently reduced the time limit of play from 60 minutes to 30 while others are waiting to use the court. Please be sure to adhere to the posted rules and contact the HOA Board for access to the court.



Tot Lot

Please use the Tot Lot responsibly by not leaving trash behind or littering and do not leave children unattended.

Residents with Dogs

Please be sure to clean up after your dog. A pet cleanup station is available along the perimeter wall on Piney Branch Rd. Please note that the Tot Lot is not a pet walking area and that dogs are not allowed on the tennis court.

Trash and Recycling

Trash and recycling bins may be left out only on collection days (Monday and Thursday). Please refrain from leaving trash out other days as it detracts from the appearance of the neighborhood and can attract unwanted guests. When using an open-top recycling container, be sure to weigh down the contents to prevent them from blowing away in high winds.

Questions about HOA covenants or policies?
Concerns about something in the community?
Interested in getting involved?

We're here to help!

Visit the Windsor Mews website at **windsormews.org** for information about the community, answers to frequently asked questions, current HOA policies, and more.



To contact the HOA Board directly, please email **hoaboard@windsormews.org**

For legal or financial information or to review your account, access the FirstService Residential portal at **<https://dcmetro.fsrconnect.com/windsormews>** with your username and password.

