

Homeowner Survey – 2024

The Survey was sent to the community via email three times – twice in December and once in January. Nine (9) responses were received, a summary of which appears below. Similar responses and those dealing with the same topic have been grouped together.

Main Items for Board for 2024	Main Areas of Concern for Community	Suggestions for Board
<ul style="list-style-type: none"> -General upkeep of community; maintenance of common areas; update cul-de-sacs, entrances to lanes and community, proper mulching around trees (7) -Pond – form committee/maintenance/research options/leave pond alone (5) -Timely communication to include posting of minutes, agendas and important news (2) -Recruit people from other lanes for Board (2) -Review standards for property maintenance, update if needed; review penalties for non-compliance, course of action taken, keep community informed that there is follow-through (3) -Clarify role/responsibilities of Sentry -Continue to look for ways to save money to keep fees low -Playground area – tear it down or upgrade/convert to family area or dog park -Research group rates for vendors (yard work; pest control) -Roads/Streetlights -Continue doing what Board is doing (2) 	<ul style="list-style-type: none"> -Upkeep and properties not kept to standard (6) -Increased representation from all lanes (2) -Pond (2) -Saving money to keep fees low -Roads – continue to monitor for upkeep -Speeding on Deerfield -Cars parked late at night in the park -Revisit “standards” and Bylaws for possible update and have an attorney review -Transparency of how concerns are being addressed and resolved at each meeting -The community is no longer neighborly (2) -Ensure all homeowners are paying maintenance fees 	<ul style="list-style-type: none"> -Continue hosting the picnic (and events for folks to get to know each other) (4) -No Soliciting sign on Ryefield Hollow Drive (2) -Keep up communication via emails, website and newsletter -Address safety (speeding on Deerfield, cars in park at night) -Brush hog around pond -Ask Town to better trim on Deerfield near Timothy -Transparency of how concerns are being addressed and resolved at each meeting -Equal representation of all lanes on Board -“Announce” new neighbors/reach out to neighbors in need -Question: Is Sentry meeting expectations/requirements?

Responses:

-Regarding community upkeep –

The contract with SJN ends in October 2025. The Board will review it, speak with representatives to express our concerns and then determine whether or not to renew with this company or seek a replacement. In terms of individual homes, our Rules include standards for property maintenance as well as penalties for non-compliance. Homeowners are notified of issues and given a reasonable amount of time to address the concern. Our Property Manager visits the community once every other week and, going forward, will submit reports to the Board so that we can stay on top of and act upon any issues that arise. Regarding transparency on how concerns are being handled, the Board will inform the community to the extent possible, taking care not to violate the privacy of any individual homeowner.

-Regarding the pond –

A committee is being formed in 2024 to research the issues as well as options – to include leaving the pond alone. Once the committee has completed its work, a report will be submitted to the Board for review and a decision will be made based on what is best for the entire community.

-Regarding Communication –

The Board recognizes that communication had been an issue so in 2023 the quarterly newsletter was reinstated. It is emailed and posted to our website. Meeting agendas are emailed and posted a minimum of 10 days prior to each meeting and minutes are posted within 2 to 3 weeks after each meeting which is a considerable improvement. In addition, the website is reviewed at least once a week and updated as necessary. Also, if there is pressing community news, at the Board's request, Sentry sends an email blast to the community.

-Regarding Sentry –

We have a contract that clearly spells out the obligations and responsibilities of the management company and runs through January of 2025. There have been a number of issues and concerns since Sentry took over as our management company which the Board has worked to address. The Board will research options to pursue when the current contract expires. This will be a priority for 2024.

-Regarding saving money –

The Board will continue to look for ways to save money by negotiating the most favorable contract possible and taking care to only spend community funds in ways that benefit all.

-Regarding recruiting people from all lanes for the Board –

Board members do not represent the lane they live on – Board members are elected to represent the entire community and to do what is best for the entire community. While it would be ideal to have representation from each lane, we cannot preclude an individual from running and/or being elected to serve if they so choose, even if someone from their lane is already a Board member. We must keep in mind that not everyone has the time or the interest in serving on the Board. Calls for nominations are sent each year and everyone is welcome to have their name placed on the ballot.

-Regarding our roads –

The Board will continue to monitor the lanes for necessary upkeep – this will be ongoing.

-Regarding the park, speeding on Deerfield, trimming bushes on Deerfield, a No Soliciting sign on Ryefield, and streetlights –

The park, Deerfield Road and Ryefield Hollow Drive North are all Town property. CSF has no control over what the Town decides to do with the park – we can make suggestions but that is about all we can do. Replacing the playscape has been on the Town’s list of capital improvement projects for some time but funding has been an issue.

Everyone should contact the Bloomfield Police Department if they see speeding or any suspicious vehicles anywhere in the community. In addition, on the second Wednesday of each month, Bloomfield PD holds a “Block Watch” meeting in the Community Room of the police department. Anyone is welcome to attend – in person or virtually – and voice concerns. The Town of Bloomfield website has more information and there is a link on the CSF website. Go to For Homeowners, then to useful information, scroll down to HOMEOWNER VIGILANCE and find the [Bloomfield Block Watch Information](#) embedded link under TOWN OF BLOOMFIELD BLOCK WATCH INFORMATION.

The Board will contact the Town regarding a No Soliciting sign for Ryefield because it is a Town road.

As for streetlights, please contact any Board member if you notice that a light is out or there is a problem. It would be helpful to have the number from the pole as well.

-Regarding researching group rates for vendors for yard maintenance, pest control, etc.

This does not fall under the purview of the Board and is probably not something the Board should take on for a variety of reasons. Homeowners, however, are welcome to get together to try and negotiate group rates for themselves and their neighbors.

-Regarding events for homeowners to meet

The community picnic was reinstated last year with about 25 people attending. The plan is to hold the picnic again this year in late spring/early summer. In addition, the in-person annual meeting is a great opportunity to meet neighbors.

Website –

Seven of the nine respondents indicated that they do access the website (or someone helps them); five only when they have a question, one about once a month and one more than once a week.

BOARD GOALS FOR 2024

1. Continue communication with community via website, newsletter, email; posting agendas and minutes in a timely manner
2. Hold the community picnic again in May/June 2024
3. Form an ad hoc committee to study options for the pond
4. Continue to work to responsibly manage the association’s finances to keep fees low while making an effort to address some landscaping
5. Review SJN contract and ensure common areas are kept to our satisfaction and per contract terms
6. Research management companies in preparation for the expiration of the current contract
7. Monitor lanes and ensure that any necessary road repairs are made
8. Ensure that homes are being properly maintained as per our Rules and follow through with penalties for non-compliance