

What is the Homeowners Association (HOA)? The HOA is each and every owner of a home within Ventana Ranch West. It is governed by a Board of Directors, comprised of homeowners elected by the community to enforce covenants, approve modifications to resident structures and collect dues for the maintenance of Ventana Ranch West common areas.

Why should I pay my dues? You are required to pay dues as part of the binding agreement you signed when you purchased a home in this community.

What happens when I don't pay my dues? Dues that are not paid will be assessed late fees and interest over time and can lead to a lien being placed on the property.

What good does the HOA do me? The association is responsible for the maintenance of common areas, expenses incurred by the neighborhood.

Are Board and Committee Members Paid? No. All members of the board and committees are volunteers that receive no remuneration for their services. These members work for the betterment of their community because of their desire to make it a good place to live.

Why do our dues go up? As with your own personal property, the cost for goods and services increases on an annual basis. Within the past few years, the HOA has incurred multiple costs for maintenance and refurbishing or replacing of items that were installed when the community began approximately 4 years ago that have since worn out or required service issues. Within the past two years, Ventana Ranch West has also enlisted the aid of a management company who oversees much of the mailing and billing for all of the residents of Ventana Ranch West. They also handle letters for payment of homeowner's dues, landscaping and maintenance of the common areas, and violation of covenant notices.

Another reason annual dues may increase is because of the amount of back dues owed. Without this money, many desired improvements cannot even be considered because the available funds must first be used to cover general maintenance costs.

What are our HOA dues spent on and why do we not see more improvement to the neighborhood including a pool?

These are a few of the costs that your dues cover:

- Electricity and water for the common areas
- Lawn maintenance in common areas
- Maintenance of landscaping in common areas
- Irrigation System Maintenance and improvement
- Playground maintenance and improvement
- Routine maintenance of common areas including lighting and signage
- Management company costs
- Liability Insurance

Why did I get a covenant warning or violation notice?

You likely received a notice because during an inspection by the Management Company (Carol Rickert & Associates) a violation of the covenants for your property was observed during their rounds. Each inspector is responsible for reporting any violation of the covenants during their routine inspections of our community.

Why did I get a notice when other residents did not?

The covenants that govern each section of Ventana Ranch West are standard for our neighborhood and may have been overlooked or have a "Variance" approved by the DRC (Design Review Committee) for that issue. One of the goals for the 2009-10 HOA Board of Directors is to try and standardize and update the covenants for Ventana Ranch West. You may call Carol Rickert & Associates if you believe that a violation exists that was not addressed in our community, 505-323-7600.

What happens if I don't correct my covenant violation within the designated time?

The following is the procedure for the enforcement of the covenants. Carol Rickert & Associates will identify violations and complaints in the community. A letter will be sent to the homeowner following the identification of the violation. The homeowner will have a designated time period after receiving the notice to correct the violation. If it is not corrected, a fine notice will be sent, giving the homeowner a designated time again to correct the violation. If it remains uncorrected, notices and fines levied according to the schedule approved by the board. Fines will continue to accrue until the violation is corrected. Once they reach \$500.00, a lien will be placed on the home. To remove the lien, all fines and fees must be paid.

Why should I follow the covenants when others don't seem to care?

It is the responsibility of ALL homeowners in Ventana Ranch West to try their best to follow the covenants as they are written. Unfortunately, other homeowners or renters may not share the same commitment to following the covenants as most do. Some of the residents in Ventana Ranch West are renting homes and may not have received a copy of the covenants from the lessor. The Board is attempting to identify the locations of all rental properties and to insure that these individuals receive copies of the covenants for their section. We must strive to do the best we can as individuals to help maintain the community, report violations and provide a good example for how we want the neighborhood to be.

What happens when I report covenant violations?

When homeowners file a complaint with the HOA, the HOA makes every attempt to verify the problem and notify the resident of the issue in an attempt to correct the violation. The complaints are handled through the appropriate measures set out by the policy letters and Design Review Committee handbook of the HOA. The board strives to and has directed Carol Rickert & Associates to handle these complaints as expediently as possible, but due to the time necessary to allow the homeowners to

correct the violations, may take up to or greater than 60 days depending on the circumstances and response by the homeowner.

Problems with barking dogs or those running free?

Please note: the information provided here is not for the occasional dog bark.

If a dog is exhibiting frequent and prolonged barking on a daily basis there is something you can do. What is the city definition of "prolonged and excessive noise"? Read.

- Speak with your neighbor if possible. They may be completely unaware of the problem, or not realize that it is affecting the people around them.
- If that doesn't work, then you will have to get the city involved. Go online to and file a barking dog complaint. Have all of your facts together - the times, dates and length of the barking session
- The covenants also address this and a violation letter and subsequently a fine can also be imposed by the Association.

Also, please be mindful of keeping your dog on a leash. Not only is it required by city ordinance, but also could lead to costly vet bills and potential lawsuits. If you spot someone not adhering to this law, please document proof and call the city.

Missing a street sign, stop sign, or a light burned out? Would you like a speed limit or children at play sign?

- Have you noticed a street light burned out? Call PNM to report it!
 - Missing the name of your street or need a city sign added? Call the city! 311
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The straight answer on "poop"

- The city passed an ordinance that prohibits a pet owner from leaving the waste deposit on any grounds, public or private. If you catch the person in the act, or their yard is filled with dog waste. It becomes a health code violation. Please make a call to the city311 and the city health department to report the crime.

Association Meetings

- Our neighborhood yearly meetings are typically held in the Taylor Ranch Community Center while the monthly meetings are at VR Elementary school off University
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Landscape or Architectural Request

- The steps to go through in submitting a landscaping or home improvement request are to protect you the homeowner down the road as there will be different board members and a record of permission will be very helpful to both parties. The first thing you need to do as a homeowner is to be aware of your property restrictions and rights both from the standpoint of city codes

and from the standpoint of the Protective Covenants of the Association. Everyone receives this information from their Title/Closing Company.

- The second thing to do is draw out a design. If its trees for example, mark the distance off in feet from where you want them placed in respect to your property line and home. Fill out a request form. You can obtain the form on line or request one from Carol Rickert & Associates. Please indicate clearly the *improvements you would like to make, scan in the drawing and send it all in* an email as an attachment to the management company, Carol Rickert & Associates. Or, you can do it the old fashioned way by mailing it. Things move much faster electronically, so please utilize this method if possible.

In case of an addition like a storage building, please look through the covenants, as items like this are clearly outlined as to what is acceptable. There is a list of pre-approved items designated by the DRC.

Crime Watch Program

- A list of volunteers is currently being gathered to start a crime watch patrol program in Ventana Ranch West and Ventana Vista. Check for details online.