

To: Members of the Springside Residents' Association [with email addresses on file]
Subject Line: Update and Response from your SRA Volunteer Board



Thanks to a few conscientious members of the community, it has recently been brought to the attention of the Board of the Springside Residents' Association (SRA) that an email has been sent to some residents in which many untrue statements were made about the Association. We urge all residents who received the note to disregard it as it is not the opinion of the SRA Volunteer Board of Directors. Hopefully, this note will set the record straight with regards to the misinformation that was shared.

We'd like to further emphasize that all Association communications will be sent from this email address (info@springsideresidents.com) and will be posted on our website at www.springsideresidents.com.

We cannot say with any certainty who sent the email as it was done anonymously; however, a board member was recently expelled from the Board for breaching the Association's Board Member Code of Conduct and this individual would have had access to the membership list during their tenure on the Board. The current Board sincerely apologizes for this inappropriate use of confidential information.

Rather than ignore the communication, the Board would like to take the opportunity to be open and transparent about some of the statements and concerns expressed in the note.

- In June, the secretary of the Board was expelled. Two independent and complimentary legal opinions were solicited and the expulsion was done in accordance with the Association's bylaws.
- The process for collecting unpaid fees from noncompliant residents is clearly detailed in the Encumbrance registered on each and every title in the community of Springside. The Board has taken a no tolerance approach to nonpayment of fees as this is what is fair to the community and is what is expected of the Board as per the Association's bylaws. However, the Board has also issued additional letters/emails to residents with overdue accounts in a concerted effort to avoid the need to engage a lawyer to collect outstanding fees. This Board has not engaged legal counsel for any new accounts, but is continuing the pursuit of unpaid accounts set in motion before they were elected. It should be noted that only 15 residents currently owe money to the Association out of 609 homes. The Board will engage legal counsel if absolutely necessary and only after multiple requests for payment prove insufficient to collect from these homeowners.
- Since mid-2015 the Association has been outsourcing work to a contractor, this has greatly enhanced the Association; however, it also comes at a price. Managing a residents' association is an administratively heavy task and volunteers are not always able to take-on all of the necessary work. Springside is not alone in outsourcing its administrative work as many neighbouring communities do as well. The Board is endeavoring to keep administrative costs to a minimum. However, it has been challenging in 2017/18 to keep costs low when faced with overdue fee collection and disputes between individual residents and a volunteer Board of Directors resulting

in such outcomes as expelling an entire board and having to issue this response. Fortunately, some work has been moved away from the contractor and onto willing members of the Board over the past several months – an effort which will continue into the future.

- All decisions made by this Board have been voted-on by the board members in attendance at each meeting. No decisions were made in isolation and every board member has had an opportunity to have their voice heard; however, the Board must move forward with the priorities and decisions made by the majority – some votes are unanimous, others are close.
- The current board has not renewed or signed any new contracts, but is actively working through the process of tendering out the landscaping contract for the 2019 growing season.
- Minutes from the past two years are posted on our [website](#) for anyone to review. Community members are also able to attend board meetings as detailed on the Association's website. We had our first resident attend our most recent meeting to express his support for the Board.
- The Board recognizes the need to update the Association's bylaws and is actively working towards correcting the issues that exist within. These proposed changes will then be put to a vote by the membership at the 2018 AGM in the Fall. The Board has made a decision to resolve the most glaring issues within the existing bylaws versus bringing forward an entirely new set of bylaws with the thinking that the former would more quickly and more easily be approved by the membership and that additional changes could be proposed the following year and so on until the bylaws are where they need to be.
- A meeting was held in April with the City of Calgary to discuss options for fee collection, landscaping responsibility and possible funding. The City was clear that while the landscaping that the SRA has undertaken is on City property, the SRA is not in contravention of any City Bylaws by performing such and have no issues with the Association continuing its work.
- Lastly, the email sent presented a petition to force the Association to call a Special Meeting to then vote to either dissolve the Association or remove the current president and restructure the Association to a voluntary (versus mandatory) fee structure. The 2018 AGM is slated for this Fall (likely mid-November). Forcing another meeting earlier is an expensive endeavor when considering how soon the AGM will be happening. We encourage residents to carefully consider adding their signature to any petitions and/or proxies. The Association brings a great deal of value to the community, which in turn increases the value of each of our homes – without the Association and its mandatory fee structure the neighbourhood would quickly start to diminish.

We appreciate both your support as well as the time you took to read this lengthy note. We hope the note cleared up any misinformation that was inappropriately shared by one member of the community. As mentioned, the 2018 AGM will be scheduled for the Fall. The details will be posted on our [website](#) once they have been confirmed. We invite all members of the community to attend this AGM – it is the best opportunity to ensure your voice is being heard and to ask any questions or share any concerns.

Sincerely,

Your Springside Residents' Association Volunteer Board of Directors
Tom Dickey, Brenda Merz, Michella Pritchard and Barbara Eliuk