



October 30, 2024

Dear Ridge Resident:

We are working to build a new Board that retains oversight of our responsibilities. Individual Board members now oversee key issue areas. The property manager, Rob, and the business manager, Tanja, take direction from the Board, NOT from non-board homeowners.

Please use the following approach to bring attention to your questions and concerns:

- Enter a work order request in “Buildium” – the resident portal on Tanja’s website (where you pay your HOA dues.) A written request allows the Board to oversee, track and direct the property management company. A backup would be to text or call them and leave a message. Every effort is made to respond within 48 hours.
- If you haven’t gotten a response under that timeframe, please contact the Board member with that area of responsibility, i.e. property management – Amy Federko, Landscaping—Kathy Baltz, etc. Their contact information is on the website: www.theridgecondos.com I talk with them almost daily and they can keep me informed.
- If you don’t get a response within a week from the committee Chair, and have followed the above steps, contact me.

I believe this provides better collaboration and oversight among and by the hard-working HOA Board members and residents.

An item to put on your calendar is our major water infrastructure replacement project—scheduled for mid-April to end of June 2025. Sections of the parking lot will periodically be closed, and water will be turned off throughout the buildings at different times. Be sure to notify tenants and/or rental property managers.

Sincerely,

Pamela Jones-Anderson

The Ridge in Sun Valley HOA Board Chair