

Dear New Homeowner:

Welcome home to West Eugene Village and welcome to the West Eugene Village Homeowners Association.

Below you will find some commonly asked questions and answers, as well as contact information for the people who can try to answer any other questions you may have. Please feel free to contact your Board of Directors any time at the emails or phone number shown below. We do ask that you allow a 24 - 48-hour turnaround time for someone to get back to you, as we are all volunteers and there are no set “office hours”.

If you have not done so already, please complete and return the New Homeowner Information form and, if applicable, a Contact Authorization form. These forms can be found at the end of this Welcome Letter, as well as at the Association website at www.westeugenevillagehoa.com/governance. Please make sure you have received and read your copy of all HOA governing documents, including the CC&Rs, the By-Laws, the 2024 Resolution #10002 and all other miscellaneous resolution documents of the Association. All can be found at the website. You may also contact our secretary for a paper copy to be mailed to you at any time.

Thank you and again, welcome to West Eugene Village!

Contact information for the Board of Directors and the ARC

By phone: 541-204-0799 - this is the HOA message phone number.

Email:

Deb Gates - President - wev.president@gmail.com

Vice President (vacant) - wev.vicepresident@gmail.com

Ashley Snowden - Treasurer - wev.treasurer@gmail.com

Amy Hanna - Secretary - wev.secretary@gmail.com

Cindy Waldahl – Member at Large - wev.memberatlarge@gmail.com

Architectural Review Committee (ARC) wev.acc@gmail.com (previously Architectural Control Committee)

PLEASE REMEMBER to read the Rules & Regulations Policy 2024 Resolution #10002 and the Use Restrictions located in the CC&R’s, Section 9, BEFORE making any changes to your Lot. Many exterior changes require approval.

Website Members Only password is: **HOAmm**

Some commonly asked questions:

How do I submit an Architectural Review Committee (ARC) Request?

Documents for submitting a change request are located under Governance on the HOA’s website, www.westeugenevillagehoa.com as well as on our management software platform PayHOA. The best and most effective way to submit your Application for Alterations to an Improved Lot is by utilizing the “requests” area at PayHOA and click on “new submission”, but you can also email your completed form to wev.acc@gmail.com.

What do I do to become a member of the Homeowners Association?

When you purchase a home in WEV, your membership in the Association is automatic, and mandatory, as well. So, purchasing a home here is all you need to do to become a member.

When will I receive a statement to make payments for membership assessments?

You will be sent a registration invitation to the PayHOA platform to create your account there. Once set up, you will be able to see your account history, the message boards, surveys, the HOA calendar, etc., and you can also set up auto pay and/or pay your dues there. Statements are emailed from PayHOA and are billed monthly. Assessments can be paid monthly, quarterly, bi-yearly, or yearly. Your membership assessments are due on the first day of each month and are considered late if 30 days past due. Late fees will apply if not paid within 30 days of the due date.

How do I pay my dues assessments?

There are three different ways to make your payment:

1. Checks – made payable to West Eugene Village Homeowners Association, Inc. and mailed to West Eugene Village HOA P.O.Box 981506, West Sacramento, CA 95798.
2. By Bill Pay through your bank - made payable to West Eugene Village Homeowners Association, Inc. and mailed to the address noted directly above.
3. Through your PayHOA online account. This option does require you to pay a fee to make any form of payment. There is a 3.25% + 50¢ processing fee added to each credit/debit card payment and a \$1.95 processing fee for each ACH payment made through PayHOA online.

What happens if my payment(s) are late?

As a non-profit corporation, we are not in the position to carry unpaid debt when members fail to pay dues, so the Board of Directors must take failure to pay dues very seriously. A late fee and interest will be assessed to your account if you fail to make a payment when due. If assessments remain unpaid, the Board can initiate collections with the HOA's Attorney if the balance is over 90 days past due, which can include foreclosing the lien on the home. All costs surrounding any collections activity will be assessed to the homeowner's account. If a homeowner cannot bring a past due account current, the HOA will try to work out a payment plan to avoid collections if requested.

Whom do I contact if I have financial questions?

Financial questions should be directed to the BOD Treasurer, who can be emailed at: wev.treasurer@gmail.com or you can leave a message for her at: 541-204-0799.

What do the member assessments pay for?

Since we are a private community, we all share in the ownership and maintenance of the privately owned "common areas", which include the streets, curbs, sidewalks, storm drains, streetlights and all other lighting, all signage, interior pathways, the park and all playground and park equipment, fencing, all the mailboxes and the structures covering them, and bulletin boards. We are also responsible for maintenance of all landscaped areas along Terry and Avalon Streets, within the community in the common areas and in the park and at the entrances. Third party vendors maintain these areas. Dues also pay for utilities such as electricity and water to irrigate the landscaped areas. We also must carry and pay for a private insurance policy and, if necessary, management fees are payable by the membership.

Remember, if you have any questions or concerns, please reach out to your all volunteer Board of Directors, who also happen to be members of this community.

Best regards,

The West Eugene Village Homeowners Association Board of Directors



New Homeowners Information Form

Full Name (Owner 1) _____ Preferred Name _____

Full Name (Owner 2) _____ Preferred Name _____

WEV Address _____

Alternate Address (Not in WEV) if any _____

Date property purchased in the WEV Community _____

Phone (Owner 1) Home ____ - ____ - ____ /Cell ____ - ____ - ____ /Work ____ - ____ - ____

Phone (Owner 2) Home ____ - ____ - ____ /Cell ____ - ____ - ____ /Work ____ - ____ - ____

(Please circle the best number above with which to reach you)

Email (Owner 1) _____ Home/Work
_____ Alternate email

Email (Owner 2) _____ Home/Work
_____ Alternate email

(Please circle the best email address above to reach you/set up portal – please initial one of the two choices below)

_____ I have received and read a copy of the HOA governing documents.

_____ I would like a printed copy of the HOA governing documents delivered to me.



CONTACT AUTHORIZATION

The Association must have authorization from the Homeowner to be able to discuss an account or send community events notifications to anyone but the Homeowner. If you want someone other than yourself to receive information and/or discuss your account, you MUST provide the following information:

If you own and live in your home within the community, and would like someone other than yourself to be able to receive communications regarding the community or discuss your account, please list their information below:

Community Unit address: _____

Authorized Person Name: _____

Relationship: _____

Authorized Person Contact Information:

(address, phone, email)

I want all communications from West Eugene Village Homeowners Association, Inc. sent to:

Myself and the authorized person listed above _____ Only the authorized person listed above _____

By signing below, I am allowing for the above-named person (s) to be contacted by the West Eugene Village Homeowners Association Board of Directors to discuss my account or receive communications about community events in the manner indicated.

Print name: _____ Signature: _____

(Homeowner print and sign) Date of Authorization: _____

This authorization will remain in effect until revoked by the homeowner.

PLEASE RETURN THIS AUTHORIZATION FORM TO:

WEST EUGENE VILLAGE HOA PO BOX 26505 EUGENE, OR 97402

UNLESS WE HAVE THIS FORM FILLED OUT AND ON FILE WE WILL NOT BE ABLE TO DISCUSS YOUR ACCOUNT WITH ANYONE BUT THE HOMEOWNER ON RECORD AND ALL COMMUNICATIONS WILL BE SENT TO THE COMMUNITY UNIT ADDRESS.