



# Walden Woods News

## Board of Directors

Janice Knutson,  
President

Joyce Harvey, Vice  
President

Samantha Galloway,  
Treasurer

Linda Jarrett,  
Secretary

Lisandro Ramirez,  
Director

## General Information

Vanguard Community Management provides professional management services to your Association. You may reach Vanguard Community Management at 847-490-3833. The fax number is 847-490-9807.

Our office hours are weekdays from 7:30 a.m. to 7:00 p.m. After hours, and at peak business hours, the phone is answered by a voice mail system.

Owners should call the Customer Service Department at 847-882-8207 for all concerns. You can also reach Customer Service at [www.vanguardcommunity.com](http://www.vanguardcommunity.com), or [helpme@vanguardcommunity.com](mailto:helpme@vanguardcommunity.com).

If you have a question about your assessment account, please call our Accounts Receivable Department at 847-882-8206, or send an e-mail to [myaccount@vanguardcommunity.com](mailto:myaccount@vanguardcommunity.com).

## TAP- Tenant Administration Program

At the December 2, 2009 board meeting, the Board of Directors voted on a Resolution to implement a new leasing program regarding unit owners that lease their units within the Walden Woods community. It is now a requirement to obtain and complete documents regarding tenants and owners. Please contact Kim Ford at Vanguard Community Management at 847-882-8241 to obtain these documents. If you intend on leasing your unit in the future, you will have to fulfill these requirements established by the association prior to any tenants moving into the community.

## Snow Plowing

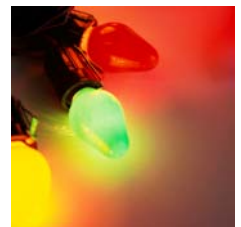
Remember, RB Enterprises, the snow contractor, plows snow when there is a 2" snow-fall or more. Please be reminded to move your vehicles around in the parking lot, so the plows are able to move the snow adequately. Please keep the lids on the salt buckets stored outside of the front door to prevent the salt from hardening.

## Front and Back Hallways

It is against the association rules but more importantly it is a **fire hazard** to store anything in the hallways, front or back. This includes shoes, boots, bikes, strollers, Christmas decorations, mops, boxes, dog leashes and supplies. Please remove all items from the hallways to prevent fines being assessed on accounts.

## Holiday Decorations

Walden looks very festive this time of season! But, please remember all exterior decorations must be removed no later than January 15, 2010.



## Dog poop, even this time of year!

Please, please pick up your dog poop when you are taking your dog for a walk. It is a violation not to! All dogs must remain on a leash when outside of their unit and cats must not be allowed to stray inside common areas of buildings or outside of the unit.

## A Big Thank You !

The Board would like to give a big thanks to Elizabeth Reiss and Art and Mary Burgstrom for being instrumental in the Fixin Ferile Feline program. It was a huge success! They managed to trap and neuter 14

felines, 8 of the 14 cats were paid for by association funds. The vet services included neutering, rabies shots and a general health review. The other six cats are part of a rescue operation started by two families in 1942 Tall Oaks Drive (the Burgstrom and Reiss families). Two adult females have been spayed and four kittens were neutered in early October. Ken Mitchell from the FFF organization was



the trapper in Walden Woods. He put in excess of 100 hours setting traps and then sitting in his car and waiting for the cats to make a mistake. Ken's dedication and patience was outstanding.

Effectively, this phase of neutering local feral cats is done! There have not been any other feral cats in Walden Woods other than those he trapped. However other stray cats will show up from time to time and so the problem will be ongoing. There are two volunteers that have agreed to keep the program going— Thank you all!

## Slow Down

There is a speed limit in the community of **15 MPH**. There are so many speeders that the board is looking into installing speed bumps and possibly having the police patrol the community with digital speed signage. For the safety of all, please slow down!

## Thinking of Moving?

If you plan to sell your unit, please contact the Vanguard Customer Service Department to complete the necessary paperwork required for your closing. In addition, the board has signed a Resolution to implement a move out inspection. A move out inspection is now required for your closing documents to be processed. This inspection can be scheduled through the Customer Service Department and will require an interior and exterior inspection of your unit.



## Contact Information New Year, Current Information!



Please help us update our records by completing the attached form. The Board of Directors is concerned that phone numbers and contacts have changed, leaving our records out of date. In case of emergency or community projects, we need this information. If you have your unit rented, please complete the form with your information

(as unit owner) and the renter's information. All forms should be returned no later than January 15, 2010. Please e-mail them to lhaines@vanguardcommunity.com, mail them

## November Delinquencies in Walden Woods...\$108,020.00

Out of 162 Units, 34 units are delinquent, nearly 21% of the community. If you need assistance with your monthly assessment, please contact your community manager, Lisa Haines and discuss a payment plan. The board would rather work on a payment plan with you than add additional collection and attorney fees to accounts if it is at all avoidable. The problem will not go away if you ignore it, the fees just compile! Please call!



## 2009 Homes Sales

1992 Tall Oaks Drive, 2B - \$99,000

2002 Tall Oaks Drive, 3A - \$79,898

1950 Tall Oaks Drive, 2B - \$95,000

## Auto Assess Payment Service

With Vanguard Community Management's "Auto Assess" Payment Service, your monthly assessment is automatically debited from your checking account - then credited to your Association's account with Community Association Banc. Auto Assess is a free service. If you have a question regarding your assessment, you'll be able to contact Vanguard before the debit is made on the first of the month. If you have any questions, please contact Vanguard's Accounts Receivable Department at 847-882-8206.

## Pay Your Assessment Online

Online credit card payment of assessments is available for a nominal fee. The service fee is contingent on the amount of the payment being made and is stated clearly during the processing, before final submission. To make a credit card payment online, go to [www.vanguardcommunity.com](http://www.vanguardcommunity.com), click on Homeowners on the left side of the page, click Pay Online, then click the button Pay My Account. The form will then pop up. You will need your account number. It's that easy!! We accept Mastercard, Discover, and American Express.



## Selling Your Home?

Vanguard Community Management utilizes a state of the art online processing program for closing documents. All requests are now processed online. To obtain any of the required documents -- Paid Assessment Letter, Lender Questionnaire, Appraiser Questionnaire, Association Documents, etc. -- please have your attorney, lender, realtor, or appraiser go to [www.vanguardcommunity.com](http://www.vanguardcommunity.com) and click Selling and Refinancing, then click the button Order Resale Documents. Follow the prompts, and you will be connected to the page with product descriptions and additional instructions. Requests are processed by a company called Community Archives. They guarantee prompt, accurate responses!