From: **Omega Property Management** NoReply@omega-mgt.com
Subject: [#XN1995141] PVH ## Message from Pine View Home Owners Association - Board Response to Recent Homeowner Letter
Date: November 25, 2026 at 2:12 PM
To: edwardgpalmer@gmail.com

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PROPERTY MANAGEMENT

Board Response to Recent Homeowner Letter

Pine View Home Owners Association
November 25, 2026

Dear Pine View Homeowners,

The Board of Directors would like to address several statements and concerns raised in a recent letter distributed to homeowners. Our goal is to provide accurate information, clarify misunderstandings, and ensure all homeowners have the facts regarding the proposed loan amendment, siding assessment, and HOA management.

Loan Amendment Ballot Mailing

The letter correctly identified a procedural error in the mailing of the loan amendment ballots. The ballots were sent by first-class mail rather than certified mail, as required.

Omega Management has acknowledged this error and is taking the necessary steps to correct it **at its own expense, with no additional cost to the HOA or homeowners.**

While this issue could have been brought directly to the Board for prompt review and correction, the concern was initially submitted to the Attorney General and was not communicated to the Board until after the vote.

Unfortunately, correcting the mailing process will delay the loan amendment process, potentially affecting homeowners who may benefit from additional financing options.

We want to emphasize that **neither the Board, Omega Management, nor the HOA receives any financial benefit from obtaining this loan.**

The sole purpose of exploring this financing option is to provide homeowners who need assistance paying the siding assessment with access to potentially lower interest rates and financing arrangements

access to potentially lower interest rates and financing arrangements that would not require individual credit reporting.

Clarification Regarding the $1,320,000 Assessment

The homeowner's letter suggests that the HOA will add $1,320,000 to its bank account through the siding assessment.

This characterization does not accurately reflect the purpose or use of these funds.

The assessment payments are scheduled to be collected over three years and are designated to cover the costs associated with the siding replacement project.

These funds are not additional income or profit for the HOA. They are collected specifically to pay project expenses and do not represent an increase in the Association's unrestricted financial resources.

Proposal for Self-Management and HOAworks Software

The letter also recommends transitioning Pine View to a self-managed HOA using HOAworks software.

The Board has previously reviewed HOAworks, along with other management software options, and identified several significant operational and financial concerns.

Under a self-managed structure, homeowners serving in management roles would potentially be responsible for:

- Managing HOA financial accounts and payment processing.
- Coordinating insurance coverage and claims.
- Overseeing major construction projects and contractor agreements.
- Managing lawn care, snow removal, and other service contracts.
- Responding to emergency maintenance situations, including water leaks and property damage.
- Maintaining compliance with the Association's governing documents and applicable requirements.

These responsibilities require experience, accountability, and appropriate financial controls.

The Board also reviewed the projected cost savings associated with HOAworks. Because the company's pricing is based on the services selected, **the actual savings cannot be accurately determined without a complete comparison of services, administrative responsibilities, and total costs.**

While technology may help streamline certain administrative functions, software alone does not replace the professional services, operational experience, and oversight required to manage a community of our size.

Board Evaluation and Vendor Selection

Over the past two years, the Board has received multiple communications promoting HOAworks as an alternative management solution.

The Board has considered this information and reviewed other available options as part of its responsibility to evaluate what is in the Association's best interests.

Our responsibility is to make decisions based on objective evaluations, financial transparency, service capabilities, risk management, and the long-term needs of Pine View homeowners.

Any future management changes must demonstrate measurable financial and operational benefits without compromising the Association's financial security or the quality of services homeowners receive.

Our Commitment to Homeowners

The Board understands that the siding project, special assessment, and potential financing options represent significant financial decisions for every homeowner.

We recognize that homeowners may have different opinions about how these matters should be handled. We respect those perspectives and encourage constructive communication.

Our responsibility remains the same: **protect the Association's financial stability, maintain our properties, and make informed decisions that serve the best interests of the entire Pine View community.**

We hope this communication provides additional clarity and addresses the primary concerns raised in the recent letter.

If you have questions, concerns, or would like additional information, please contact the Board directly by email. We welcome the opportunity to respond and provide accurate information.

Thank you for your continued involvement in our community.

Sincerely,
Pine View Homeowners Association
Board of Directors

Board direct Andreaemail:bobk51@hotmail.com

Replies to this email aren't monitored. Please submit your request through our portal at portal.omega-mgt.com or send a new email to service@omega-mgt.com. Please do not reply to this email.

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