

2020 Mahogany Homeowners Association AGM**Question and Answers**

- 1. Is the lake water tested on a regular basis? Sometimes there is a film on it and it looks a little iffy?**

Response: We tested the water on a bi weekly basis from July to September, due to Covid consuming all lab resources in Calgary. All results of tests were negligible, this is largely due to our bird deterrent program with the Dog patrol and other methods used to deter birds. We also treat any algae blooms with environmentally friendly products that actually turn the algae into fish food. Often the lake does appear to have a film on it, this occurs after a windy day. The film is often dust particles or pollen that has settled on the lake

- 2. The traffic and parking in front of Analog in Westman, this may be a city issue, but there MUST be a crosswalk placed there or even better, stop signs. It is a three-way corner, and people are taking their life in their hands when trying to cross....**

Response: This is a City of Calgary issue and the area is still having some construction happening. Like the cross walk at West Beach. It is a community led issue. The best thing to do is **call 311** and have others do the same. You can set up a group and attend the Copperfield Mahogany Community Association meetings to advocate for the cross walk as well. The City does listen to the community advocating for infrastructure such as Cross Walks the process is a slow one.

- 3. I would like to know if there is any possibility of a dog beach in our community. There are many dogs in Mahogany and some owners do “bend the rules” and take their dogs to the beach. This is a clear indication that a dog friendly beach would be welcome.**

Response: The layout and plan design has not allocated space to have a dog beach or park, as there is a large community dog park opposite Mahogany located on 52nd Street. We do have a number of volunteer dog owners who bring their dogs into parks to chase away the bird life. They are a part of the volunteer dog patrol program that works to mitigate our bird problem and keep our lake healthy. It is our volunteer dog owners to whom you may see as “bending the rules”. They are part of a program to that ensures the lake is free of birds.

- 4. Can we please get the current waste bins in Mahogany replaced with better designed ones? The current ones end up over flowing with bags of garbage and dog bags even**

though the bottom is almost empty. Frankly it's revolting to walk past. Can we also invest in more waste bins through out Mahogany?

Response: The HOA bins have been replaced with functional bins. Those out in the community are the responsibility of the City of Calgary and if you see a full bin please **call 311** to let the City know the bin is full.

5. Is there any likelihood of playing pickleball indoors this fall & winter?

Response: We are currently working on opening up some programming indoors, primarily those with low intensity and the regular long-term rentals. We are working on each program as they arise. The pickle ball courts are being painted and once they are done we will look at how we can open it up again. The programming side of things is starting up in late October at the earliest. We need to see the impact of Covid with going back to school also the rentals and programming how they function, if all good we can move to the next phase etc. Please note Covid implications are a very fluid and in constant change.

6. There have been some issues with the gate access system, which has no backup option. Is it possible to provide some kind of backup?

Response: The new gate system was put in place as the previous one is expired. The preferred access is through phone credential. The gates have direct intercom and camera service to the admin office to assist with any issues. If problems persist please buzz the office and the team will be happy to help you. Please be a little patient with the new gate system, it has only been live for just 3 weeks since September 8 and it is going to have a few hiccups we are working through those quickly to solve the issues. There is a back up available, however we are moving away from the cards as they are not as secure as the phone app. Please let us know your issues so we can solve them for you?

7. Weeds and landscaping maintaining boulevards, roundabouts, parks and the greenspaces along side footpaths.

Response: Predominantly the boulevards roundabouts and parks including Wetlands are all City owned and managed. Any issues with the parks **please call 311**.

Having said this MHOA is looking into options of some form of enhanced landscaping and what that may look like for the community. Management began to look into option late in 2019 and start of 2020 and all was put on hold to manage the Covid19 issue and ensure our core business operations functioned and accommodate the needs of the community with the busiest summer we have experienced thus far.

Over the next few months we hope to have a better idea on some options for the community to consider on how the City owned parks should be better managed with some form of enhanced landscaping model.

The other spaces that are in areas that are being developed are the responsibility of the Developer to maintain. Once development and infrastructure are completed these areas are handed over to the City of Calgary who own and manage going forward.

The green spaces that may be along side your property line beside the footpaths they are the homeowner's responsibility to maintain in the summer, it is your responsibility to maintain the green space the same as in the winter time, it is your responsibility to ensure the footpath is cleared of snow.

8. Installation of Ice Chilling system for the ice rink

Response: The likely hood of installing an ice chilling system is quite a few years away probably at least 10 years, for a number of reasons;

- 1 There are more pressing issues the MHOA need to look at assisting the greater community with such as some form of enhance landscaping maintenance program for example.
- 2 The cost of installation and annual maintenance at this point in time is cost prohibitive and very expensive. The MHOA does not have the fiscal resources to finance a project of this nature at this point in time.
- 3 Need to further investigate safer options of chilling and cooling systems due to the close proximity of residential properties to the ice rink.

9. Will homeowner receive a rebate for encumbrance fees due to Covid 19 and facilities being closed?

Response: The MHOA operates similar to a very large condo strata or on a smaller scale somewhat like a municipality. The organisation still functioned throughout Covid shutdown, transitioning from Winter to Summer as well as working on redesigning how we do business to ensure that the facility was open for the community during the Summer while keeping a safe environment for all the community to enjoy as we know that you were all asked to stay at home as much as possible this summer. We were one of the first to open our beaches and lake. The parks were never closed to the public as only sections that were directed by the Alberta Health and the City of Calgary such as playground and the Beach Club.

The closure of the Recreation centre meant revenue losses through facility bookings, rentals and programs which are structured user pay components. The MHOA incurred a loss of some \$250,000 in revenue. We recovered some of those losses through savings in expenditures. At the same time there were extra costs due to becoming Covid 19 compliant. We worked on securing Covid Grant funding to accommodate some those revenue losses and were successful in securing CEWS.

Going forward we will not be issuing any refund as the parks, lake and beaches were open to the community all through Covid and the entire Summer. It may not have been quite the same as previous years and some things may not have been available such as boats for example. Just as most other organisations and business have worked hard to accommodate the impact of Covid and still provide the services and products the offer. The MHOA is no different.

10. **As a pedestrian, I'm sorry to say but it's getting to be a nuisance to encounter cyclists on sidewalks which aren't wide enough to be shared safely with pedestrians. Some cyclists can control their bike and keep their distance on the sidewalk but, then again, they should know it's not a designated bike path to begin with.**

Response: This is a **311 call** for the City of Calgary we at the MHOA can do some education work on defining the bike pathways and well as reminding each other that this is a great community and we need to look out for each other and share the great resources we have available through out the community.

11. Water issue surrounding the Tennis courts.

Response: This has been and ongoing issue for sometime and since we have new irrigation contractors and have gained some more definitive answers we are currently sourcing a solution to the problem and hope to have it fixed in the next 8 months. Part of the solution will be better water management right across our parks as well.

There are two components to this.

1. Is tracing the water source – through a process of elimination and part of the process is the installation of a flow meter at the irrigation main to determine water flow across the entire park.
2. Is the removal of water from under the tennis court – With the installation of a drainage system that takes the water way from the East side of the Tennis court to the storm water directly or via some form of weeping drainage system. Located along the east fence boundary. This drainage will be implemented shortly to drain water from under the courts to preserve the tennis courts.

12. The rezoning application for undeveloped areas of Mahogany

Response The developer has submitted the application. The MHOA is not taking a position on this land use resignation and does not have a role to play, other than to facilitate an advertisement to a community engagement session that has occurred. Any further questions should be directed to Hopewell to obtain the “What We Heard Report” from the engagement session or speak directly to Council when this application goes forward. Email questions@hopewell.com

13. Is it true that you do not need to reside within Mahogany Waters to be able to obtain access to the various gates within the Mahogany Waters area?

Response: Only those that are within the estate area should have access to the lake access gates. If that seems to not be the case, we can ensure the correct access permissions are provided for each access credential. Please note that during the Changing of the security gate system the gates we are open for the period of time to the general public. Since going live, the gates have been returned to the correct access status.

14. Is there an option to talk - in other words can you hear us?

Response There is not an option to talk, we cannot hear you. Communication would be through the chat and Q&A. Thanks. This is also why we encourage asking questions a head of time as all questions have a response that is returned to the sender ahead of time as well.

15. It was the position of one of the individuals fishing from the private dock down the path on the original lake that he did not live within the estate area, but had been

allowed to pay additional lake fees and provided enhanced access. This would be in direct contradiction to the information that I was provided with when building within this area and would be concerning if such was the case.

Response: The MHOA does not allow residents to pay the higher fee for access to those gates.

16. I don't have the virtual gate access, how do I get it

Response: Please contact **403 453 1221 ext. 1** and the team will help you with uploading you phone gate access credentials. Please check spam for an email titled "wireless credential" this is not spam, please open and follow directions to download the gate access credential. If you have not received it or deleted the email.

17. Is there more detail about what is being explored for "Landscaping" services?

Response: Please see response Q7. Effectively having the MHOA take over the maintenance of the City owned parks and providing a higher level of standard in maintenance (i.e. weed removal, mowing and watering frequency). At this time, we cannot afford to take it on, but remains an option we continue to explore and keep on our radar for when we can afford it.

18. Can I please get a hard copy of this presentation if possible – Thanks

Response: We will get this posted on our website for members. Thank you.

19. Can you explain the difference on the Computer Maintenance line that was budgeted for 3,500 and ended up almost 15,000?

Response: One of the reasons for the security gate upgrade was extra costs we were incurring to keep the previous system running. We were dealing with outdated software and systems, which increased our IT costs.

20. What are the management fees?

Response: They are fees paid to Hopewell for additional services they provide to the MHOA since the inception when the organization was very small. There is a contract in place based on the number of households occupied and is still effective for a few more years.

21. What is the breakdown of headcount (FT/PT) and those of significant \$?

Response: We currently have some 9 fulltime, 15 part time and some 20 – 30 additional seasonal staff over peak period.

22. Further to the Estate access gates question, is access to the estate gates available to all residents in the estate area or only those who live on the street closest to the lake?

Response: All residents in the estate area, whom all pay a larger fee.

23. Can we allow the use of the ice resurfer by homeowners?

Response: Unfortunately, not, for insurance and liability reasons. We need to ensure the operators are trained appropriately. This is a \$100,000 machine and proper training is required. The ice resurfer is for the out-door rink and on the lake once the ice is thick enough to accommodate the machine. A side note to this any rinks created on the lake for private use are open to the public to use. The lake surface is public access.

24. Are all roads in Mahogany maintained by the city or HOA?

Response: Roads are maintained by Hopewell for about 2 years after construction and then turned over to the City for their maintenance obligation. Any concerns with roads that have not been top lifted (pavement below the curb) can be sent to Hopewell, otherwise **please call 311.**

25. Can we prohibit large RVs from parking in their yards? It is an eyesore and brings down our property value.

Response: The MHOA cannot prohibit that. If the RVs are parked illegally, the City should be called as there are some restrictions on the locations they can be parked on public and private property. **Please call 311.**

26. Understanding it would be too expensive to deal with the invasive species that are overtaking the lake.... the rumour was that we were going to introduce Tiger Trout to help with the situation. Is that the case?

Response: We are constantly working on removing the evasive species (Prussian Carp – over grown gold fish) we have and Alberta minnow native to Alberta introduced by the birds that eats the Carp eggs. We add some 1,500 Brown, Brooke and Rainbow Trout each year to the lake they feed on the Fry we are no longer feeding the fish. We are working with Alberta Parks and Waterways and have offered our lake to be a pilot for tiger Trout to be released to manage the species.

27. My apologies for not bringing this forward in advance, can we discuss the option of changing the pay schedule of the HOA fees? The fee schedule is currently scheduled during the calendar year end. Other communities have their fees due in the spring / summer. Based on discussions in online social media groups, some families can find the timing challenging with holidays / travel / etc.

Response: The Encumbrance fee schedule is inline with the organisations financial year which runs from Jan 1 to Dec31. Other HOAS have different financial year start and end and their HOA Fee payments run inline with their financial years as well. Changing it is a very difficult process to achieve.

Here are some options that may be able to help you going forward to assist in paying your Encumbrance fees.

- You can make encumbrance fee installment payments, once the invoice is issued in early November. One can make payment installments across three months before incurring and late payment penalty fees. In the form of post-dated cheques.

- An owner can set up personal financial accounts to have income drawn out and set aside to pay the fees when due.

Please contact the office and we can work out a payment plan to suit you if you need.

28. Can we look at a community cleanup at some point? I've noticed an abundance of garbage and dog feces along the bike paths. Possibly add some garbage cans along these paths (West Beach to Devine Mercy and Rock Park to Mahogany Gate. I am getting nowhere with the city parks or transit departments.

Response: Absolutely we do a couple of clean ups around the parks each year and they are always looking for more volunteers to help with community clean ups. We will let the team know. Another solution may be having a neighbourhood community clean up. Please let us know as we can provide resources to help with a neighbourhood clean up. Please touch base with vc@mahoganyhoa.com if interested in participating in community clean ups.

29. Are the metal basketball backboards in the gym going to be replaced to proper backboards, similar to ALL the outdoor ones?

Response: We have discussed installing new backboards. At this point there isn't enough budget available. We were able to install new sound proofing boards. We continue to solicit feedback from residents regarding their priorities and note your comment about the indoor backboards.

30. Can we not take our city taxes towards parks of 2.38% and choose where we spend our money?

Response: No unfortunately we can not really redirect the 2.38% allocated towards parks, however if we were entering into some sort of enhanced landscaping program concept, we may have some greater influence on that 2.38%.

31. Is there a timeframe for phase 44 to be developed (one year, a couple years, 5 years??)? This is the big field beside Mahogany Drive. The tumbleweeds were bad 2017-2018 but the foxtails were brutal and deadly for dogs this year.

Response: There was previously a limit on capacity, which has since been relieved. Hopewell is likely to look at developing some of this land in the next 2-3 years.

32. Any update on the opening of 88th street exit from Mahogany to Stoney trail and vice versa?

Response 88th Street is a City project. We have heard last that they intend to pave it in the spring of next year, however there will still no access from Mahogany until it's connected via 196th Ave (Rangeview Blvd) to the South.

33. Who could we work with to address liability, insurance and training issues that could allow volunteers to use the ice resurfacer for additional homeowner rinks and paths?

Response: The Ice resurfacer is not available for homeowner rinks as the liability and insurance becomes complicated when rinks are created by the homeowner. It becomes

cost prohibitive and high risk. The resurfacers are primarily for the outdoor rink and only when the ice depth is thick enough to host the resurfacers is it bought out on the lake. There is no access to the homeowner rinks.

34. The fox tails around the pond are costing dog owners thousands of dollars a year when the city doesn't cut or cuts down without bagging

Response: The Wetlands are city owned property and the goal is to make the area a natural water habitat. **Please call 311** re the fox tails. Please know the Wetlands is a dog on leash park as well.

35. Is there any proposal related to lighting along the pathway? With winter hours the path is dark very early. For some of the older users, it can be dangerous and challenging.

Response: If you are referring to the promenade, what lighting is there is the lighting that is installed as per City of Calgary requirements. This would be a City concern again. **Please call 311.** Or a potential solution would be to have one's own personal head lamp or light system when walking or doing activity at night.

36. There is a lot of garbage (plastic, etc.) getting blown into the lake by the builders on the lake front lots. Can the HOA monitor this and work with them to make sure they keep their sites cleaner?

Response: Hopewell can work with the builders to increase efforts to prevent this from happening. Thank you for raising this. The other thing is we have divers who come in and assist with cleaning the lake bottom.

37. The impact of the gate unlocked for so long, is that many folks (kids, adults, & entire extended families) have become emboldened to enter at all hours. We have personally experienced packs (as small as 5 and as large as 15) of teens jumping the fence between 11-3am weekly (weekends). The result often see these packs jumping yards, leaving drugs on site (almost killed one dog) amongst other undesirable outcomes. Are you aware of this and if so, what are your thoughts & actions considered/taken?

Response: The gate system is now up and running and fully functioning. Going forward this behaviour will dissipate. Please let us know immediately if someone is jumping the gates to get in. So, we can act on the situation straight away. Another option is we work together and create community neighbourhood watch programs to better manage the gates. Can also call police as people are trespassing.

38. How do you pick families for the Mahogany magazine?

Response: If you wish to be on South Est Life Submit a family pic and we will be happy to submit the publisher. The Mahogany Magazine is another private publication there will be some contact information in the magazine and contact the publisher they will be able to assist you.

39. Will there be any lake access gates for the SW of Mahogany?

Response Yes, similar to the private gates for the estate area, but not for an additional "West Beach" in the south lake

40. I second raising the idea of moving fees from Dec. 31 to another date. I've asked the office staff and they indicated it had to be raised at the AGM. Please address this.

Response: see response to question 27

41. Can we get more garbage cans around the community? People either don't pick up their dogs' poop at all or the garbage cans are overfilled. This may fall under the City of Calgary's responsibility, but is there anything the HOA can do?

Response: Yes, you are correct it is a City of Calgary please call 311

42. How can we as a community get Hopewell and the City in conversation to get an access onto 88th before it connects to 196th, as originally planned?

Response Hopewell has tried extensively to gain access, however in working with the Transportation department and Councillors office, there is not enough room (distance between intersections) to facilitate an intersection. It's not for a lack of trying, but it is not possible unfortunately. The lack of distance makes it unsafe for an access from Mahogany. There will be multiple exits on to 196th from Mahogany.

43. Is the South Promenade being connected to Mahogany Blvd or is it just being worked on in development area 101?

Response: The South Promenade, is a couple of years away and will be in two parts. It will come on line after the Central Green is able to come on line and provide connectivity. It is a few years away. Hopewell has tentatively slated 2022 for the start of the Central Green.

44. Is there a way to control the number of geese that decide to raise their goslings on our lake?

Response: The HOA has been very active trying to reduce the number of birds in the lake area. Have a look at the HOA website for information on what has been done and continues to be done. So far, our dog patrol seems to be the most effective. Not perfect, but better than the past. The issue with a number of Geese nesting on the lake this year, is due to unoccupied properties in the early spring on the Lake and the Geese are choosing those spaces to nest.

45. Do we know when the south west section park will be complete near mahogany passage and mahogany park?

Response Hopewell does not have a confirmed timeline. Development must occur from the east to west along future Mahogany Boulevard due storm servicing requirements. The slow

economy has delayed the development of Mahogany and the park past the original intended servicing timeline of Hopewell.

46. What is the approximate timeline for the new retail area to open?

Response The phase 2 commercial anticipates having some retail shops open as early as 2021. More information will be available as construction continues.

47. What is the status of the invasive fish in the lake?

Response: We will never get rid of the invasive species however we can manage their numbers through stocking with Brown, Brook and Rainbow Trout. There is also a native Alberta Minnow that has found its way to the lake via birds. These minnow feed on the carp egg. This year the numbers are far fewer.

48. What is the deadline (date) for the RFP regarding the water issue E of tennis court close and based on that, when will a decision be made regarding selection of the contractor?

Response: As mentioned earlier we are looking to have work completed late Fall or early spring 2021 please refer to question 11.

49. I contact 311 on a weekly basis. Why can we not take our taxes and allocate the money where we want it to go? This is the response I get from the managers of 311

Response: The amount of funds that the City will provide to the HOA to maintain park spaces is a very small fraction of the costs it takes to maintain parks to the standards preferred by most residents. As discussed previously, as the HOA membership grows and more funds become available, the HOA can look to approve maintenance budgets for enhanced landscaping for preferred park spaces. See **question 7**

50. Is it possible for a volunteer group to maintain the landscaping areas in our community or is that an insurance? liability and/or training issue?

Response: The MHOA would be more than happy to work with volunteers to collaborate together to help the City of Calgary parks landscaping. There are some obstacles like insurance what the City of Calgary will allow etc. Happy to start a conversation.

51. Construction workers are the source of immense garbage and cigarette butts EVERYWHERE, if Hopewell is on the line, can they address this?

Response: The Developer has taken this question and will be speaking to all builder contractors

52. Brett FYI, In regards to your comment on construction trash, in the 6 years we have been living here Hopewell lots are the biggest violators.

Response We will take this back and blitz our lots; however specific examples are helpful. questions@hopewell.com