

Dear Desmond Nugent,

Thank you for reaching out regarding the demand letter submitted by a few residents of Wheel Estate. At Roots Management Group, we pride ourselves on providing a safe, clean, and welcoming environment for all our residents. While we are disappointed to hear about the concerns raised by some individuals, we are happy to address them and clarify the situation.

We have reviewed the residents' letter and would like to provide some context to the claims:

1. **Office Hours and Accessibility:** Residents are encouraged to visit the office, reach out via email or phone at any time, office hours are 9 AM to 4 PM, Monday through Friday. Additionally, appointments can be scheduled outside these hours. To further improve communication, we are considering setting dedicated times for our community manager, Kennedie Waller, to be available on-site for residents.
2. **Allegations of Intimidation or Harassment:** We strongly refute any allegations of intimidation or harassment. We understand that some residents may be unhappy with the enforcement of community rules, but these standards are clearly outlined in their leases and are applied uniformly to ensure fairness and safety for all.
3. **Streetlights and Safety:** The streetlights mentioned in the letter have been repaired and are fully operational. We address lighting issues as they arise to ensure the safety of the community, and any future outages will be managed promptly.
4. **Lot and Tree Maintenance:** Per the lease agreement and Rules and Regulations residents are responsible for maintaining their own lots, including mowing and trimming. Any additional requests for tree removal must be submitted in writing for management review.
5. **Water Leaks and Potholes:** Water leaks have been addressed, and a third-party excavation company is currently installing a new water main to prevent future issues. Potholes caused by the leaks have been **temporarily** repaired, and more permanent paving is scheduled.
6. **Soccer Field and Neighboring Property:** The request regarding the soccer field falls outside of our control as the land is owned by a neighboring business. We suggest that residents contact Smith & Nephew for further discussions on this matter.
7. **Utility Charges:** Roots Management Group adheres to the legal requirement of not profiting from utilities. Fees passed on to residents reflect the actual cost incurred. As for rental rates, they are determined through thorough market analysis and are consistent with current market standards.
8. **Translation Services:** We do not offer document translation services, as this is not legally required for our properties. Residents are welcome to bring a friend or family member to assist with translations. Only the English version of any lease or document is legally binding.
9. **Community Space Maintenance:** Residents are responsible for the maintenance of their lots. Our team regularly maintains common areas, but it is up to each resident to care for their individual spaces.

10. **Laundry Room and Community Facilities:** The laundry room is not a listed amenity for residents, and it should not be used by residents. Other community facilities are under review, and necessary repairs will be addressed. *As discussed per our phone conversation regarding the laundry room and the photos you took, please note that this is not a public space and is not intended for any type of use. Therefore, this room should not be included in any reports.*
11. **Gate Repairs:** The community gates have been fixed, and we are in the process of installing a new key card access system to further enhance security.
12. **Parking Rules:** Per the lease agreement and Rules and Regulations, residents are expected to park in designated areas, and any vehicles parked elsewhere are subject to towing as per fire and safety regulations. **Enforcement of Rules:** All residents are held to the same standards, and we enforce community rules equally. The guidelines exist to ensure a smooth operation of the community, and we cannot selectively apply them based on demands or individual preferences.

Additionally, during a recent code enforcement visit on October 21, 2024, no violations were cited, and all necessary repairs have either been completed or are scheduled with third-party vendors. Roots is committed to maintaining a safe, respectful, and well-managed community. Please feel free to reach out for any additional information.

Sincerely,

Christine Bachman

Director of Public Relations and Content

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