

Willow Works

Community Directory

Website:
Under Construction

WC3 Board of Directors:
Lynn Countryman-President
Bob West-Vice President
Buzz Van Weldon-Secretary
Martin Garrity-Treasurer
Sharon Briggs
Chris Mumfrey
Jay Weber

WC3 Manager
BRC Community Management:
303-804-9800
www.brcrealstate.com9331
Commerce Center Street Suite A1
Highlands Ranch CO 80129

Pool Management:
Perfect Pools 303-956-4672
hb@perfect-pools.com

Swim Team:
Sean Niehoff: 720-489-5047
Jody Jenney: 720-394-2218

Willow Works Newsletter:
Porchlink Media, LLC:
720-295-2649

Trash Removal/Recycling:
Waste Management:
303-797-1600
Fax: 303-797-3031

Willow Creek Women's Club
Judy DeNapoli: 303-721-1606

Tennis Keys:
Richard Crockett: 303-541-1576

Clubhouse Manager:
Deanna Mumfrey:
720-933-0785
wc3clubhouse@comcast.net

February 2016

STATEMENT FROM THE BOARD OF DIRECTORS

The Board of Directors, after receiving information from owners present at the board meeting on January 14, 2016, decided that it is in the Association's best interest to engage a management company immediately so that the financials can be reconciled, closings and refinances can be accommodated with a minimum of disruption to residents, and so that a 24-hour emergency line can be established to deal with plumbing and other emergencies. BRC Community Management has been contracted to manage the community on a 90-day interim basis. The members of the board believe that engaging BRC management will allow for the quickest resumption of normalcy for the residents while the board conducts a thorough and public long-term manager replacement inquiry. BRC will appoint a licensed manager to administer the Association's affairs during this time. More information will be forthcoming as it is available. Residents are encouraged to attend the regular public board meetings and participate in this process for the good of the community.

LETTER FROM COMMUNITY MANAGEMENT



In January 2016 the Willow Creek 3 Board of Directors signed an agreement with BRC Community Management. BRC is a full service real estate firm that has been in business since 2007 and merged with MVP Management in 2008 to expand into the HOA management industry. Since that time, BRC Community Management has grown to become a highly respected company in the Douglas County area managing 30+ HOA's.

On behalf of everyone at BRC Community Management - Thank you for allowing us to be of service to your Association. We are eager to assist each of you, and look forward to working in partnership to maintain the community beauty and assets while also managing its responsibilities and obligations. As we transition information from prior management, we plan to send out an official introduction letter to the community in February. The letter will contain more detailed information on our services.

Should you have any questions in the interim, please do not hesitate to contact us at 303-804-9800. You may also visit our website at www.brcrealstate.com.

WILLOW CREEK WOMEN

Wednesday, February 17, 9:15 – 11:15 a.m.

Jamison Clubhouse

Meet the Rug Lady!



ORDERING TRASH AND RECYCLE CANS

Our trash contract provides for Waste Management trash and recycle cans. These 96 or 64-gallon toter cans are on wheels and have different color lids for recycling and trash. The cans **MUST** be left with the home or town home if the home is sold, or an \$80.00 replacement fee will be charged to the seller of the home.

Waste Management has made significant investments in technology and training to help agents provide customers with knowledgeable and reliable service. If you have a question or issue, they offer convenient options to meet your needs:

To order a new trash or recycle can, please use the following methods:

By Phone: Give a call at (303) 797-1600 to reach a representative waiting to help you.

Email: You can reach customer service team by sending an email to: Comadata@wm.com. Please include your name, address, phone number, Willow Creek III, and description of issue, or request for a new start.

Online: Visit **WM.com** and click the Customer Service tab at the top of the page and let us know what you need. By registering your account online, you can easily access detailed information like service schedules and requests for additional service (Large item or construction material pick-ups and new trash cans).

Live Chat: Want help immediately, but don't want to make a call? Use our live chat option on **WM.com**

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• **Dream.** Yes, dream of those warm, sunny days when we can finally get back into our yards! Seed catalogs, garden publications and books are a great way to help visualize updating our gardens this year. They may provide insight into a new plant for your garden or landscape. This would be a good year to try a new variety of your favorite vegetable or perennial that would do well in Douglas County. What plant characteristics should we be searching for in our area? Since most of us live at 6000 feet elevation or above, we should look for short growing season plants, which can take wind and a sudden swing from cool to cold temperatures. Most of Douglas County is in USDA cold hardiness zone 5; higher elevations may be in a lower zone. Find plant descriptions that match your climate situation. Late bloomers or long maturity dates need not apply!

• **Think indoor.** If you truly miss getting your hands dirty, why not try to grow a few plants indoors? If your home provides a sunny, south-facing window, growing herbs indoors may fit the bill. Many herbs such as basil, chive, oregano, parsley, and rosemary do well with bright, direct sun. If they thrive, you may be able to transplant them outdoors when the weather warms.

- **Tool Tune-up.** Many gardeners clean and sharpen their tools and gardening equipment in late fall. Other gardeners haven't yet gotten their gardening implements geared up for the season. This is a great time to check this chore off your list! Clean off soil and grime from hoes/shovels and remove rust with steel wool. Sharpen cutting implements with stones or files. This link contains an article from University of Illinois Extension about tool and equipment care: <https://web.extension.illinois.edu/cfiv/homeowners/021116.html>

Whether you are an experienced or novice gardener, you may need advice about your landscape and garden this coming year. The Colorado State University Extension office in Douglas County is here to help! An experienced horticulturist as well as a legion of Colorado Master Gardeners (April through October) are available to help you solve plant and landscape dilemmas. Please feel free to call or email our office. Leave a message if we're not in, and we'll get back to you.

CSU Extension/Douglas County, 410 Fairgrounds Road,
Castle Rock, CO 80104 Hours: M-F, 8am-5pm, closed weekends
and holidays | Phone: 720-733-6930

Jane Rozum, Horticulture Agent, jrozum@douglas.co.us
Colorado Master Gardeners, mgardenr@douglas.co.us





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WILLOW CREEK CRIME REPORT

DATE REPORTED	INCIDENT TYPE	SECTION	STREET ADDRESS
12/22/2015	THEFT	3242	7964 S. TRENTON ST
12/28/2015	THEFT	3235	7588 E. MINERAL PL
1/2/2016	THEFT	3233	7511 E. JAMISON DR
1/9/2016	CRIMINAL TAMPERING	3239	7791 S. SPRUCE ST
1/10/2016	CRIMINAL TAMPERING	3242	8322 E. OTERO CR,
1/13/2016	THEFT	3236	8200 S. QUEBEC ST A3
1/18/2016	BURGLARY	3236	8100 S. QUEBEC ST B5
1/21/2016	CRIMINAL TAMPERING	3239	7791 S. SPRUCE ST

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Melissa B. Hemmert, Esq.



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WILLOW WORKS BUSINESS SERVICES ADVERTISING

ADVERTISE FOR LESS It's EASY email your business services ad to kerri@porchlink.com \$35 for 25 words. Deadline is the 20th of the preceding month.

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BUSINESS SERVICES ADVERTISING

RATES & INFORMATION:

HOW DO I PLACE A BUSINESS SERVICES AD?

To place a business service ad, please email the text for your ad to kerri@porchlink.com by the 20th of the preceding month in which you would like your ad to appear. Please indicate which communities you would like your ad to run in.

HOW DO I PAY FOR A BUSINESS SERVICES AD?

Once your business service ad has been received, you will receive an emailed invoice. You may log in and pay via the link in the invoice, call Kerri Watts at 720-295-2649 with your payment info, or mail a check to Porchlink Media, 6525 Gunpark Drive #370-133, Boulder, CO 80301. Payments are due on the 20th of the preceding month.

HOW ARE BUSINESS SERVICES ADS DIFFERENT THAN DISPLAY ADS?

Business service ads are just text ads, which are usually placed within the last few pages of the newsletter. They do not contain any images or logos.

RATES PER MONTH:

Per 25 words, \$.50 per additional word

CENTENNIAL:

Willow Creek 1, 2 & 3	\$35
Foxridge	\$25
Hunters Hill	\$10

PARKER:

Stonegate Messenger	\$35
Stroh Ranch	\$25
Pradera	\$25
Idyllwilde	\$25
Bradbury Ranch	\$25

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Sapphire Pointe	\$25
Founders Village	\$10

AURORA

Blackstone	\$25
Saddle Rock East & South	\$25
Saddle Rock North	\$20
Tallyn's Reach Quarterly	\$25
Murphy Creek	\$20
The Farm at Arapahoe CO	\$10

Maps and community
demographics can be found at
www.porchlinkmedia.com

Introduction Letter

BRC Community Management

DEAR HOMEOWNERS

On behalf of everyone at BRC Community Management - Thank you for allowing us to be of service to your Association. We are eager to assist each of you, and look forward to working in partnership to maintain the community beauty and assets while also managing its responsibilities and obligations.

Our immediate goals are to facilitate a smooth transition and to provide open and responsive communication. Our long term goals are to help the Board achieve your community vision, provide accurate information for sound financial management with good decision making, and to work with everyone to maintain the neighborhood's appearance and property values.

COMMUNITY RELATIONS

Our team is available to answer your calls 5 days a week, 8 hours a day, from 8:30 AM to 4:30 PM. In addition, we have a 24/7/365 emergency service available should you need it. Our Community Relations Representatives serve as your first point of contact and are able to assist you with general account questions, work order requests, covenant violations, design review/architectural control and most other homeowner concerns.



WEBSITE

Using our Caliber Web portal, you may visit to take advantage of our many online services. This will give you access to:

- »» Community documents
- »» Homeowner account balances
- »» Minutes from Board Meetings
- »» Monthly financials



Visit brcrealstate.com/community-management and under helpful links, click on the Caliber link to get started.

P:303.804.9800 F : 303.804.9850

9331 Commerce Center St. Suite A1 | Highlands Ranch, CO

Open communication among the Board of Directors, the Homeowners and the Managing Agent is very important to the success of your Association. Correspondence (except assessment payments) for the Association should be mailed to Willow Creek 3, c/o BRC Community Management, 9331 Commerce Center Street, Suite A1, Highlands Ranch, CO 80129. Please note that BRC Community Management provides copies of homeowner correspondence to the Board of Directors for review as needed. Should you prefer electronic communication, please email accounting@brcrealstate.com for questions about your account or your interim manager, Richard Crockett rich@brcrealstate.com for any other questions.

Please disregard the coupons you received from Hallmark Management. Should you want new coupons, please call our office and we will mail them to you. If you were previously on ACH through Hallmark Management, you will need to sign back up with the ACH form ON PAGE 8 or online through our website. If you have already mailed your payment to Hallmark Management, they will forward your account with the credit or turn over your un-cashed checks to BRC for processing. Please note that your account balance will not be accurate for up to 60 days from the date of transition while we obtain account balances from Hallmark Management, and we will not be able to provide your balance during this time. If you are working with the association attorney for assessment collection, you must continue to pay through their office.

As BRC transitions your property from the prior company, we will be obtaining all of your community documents and owner records.

We look forward to being of service to you and all of your neighbors. Thank You.

Porchlink Media is proud to publish your newsletter!

TO PLACE A DISPLAY OR BUSINESS SERVICES AD:

Please contact: Kerri Watts
kerri@porchlink.com ♦ 720-295-2649



ASSESSMENTS – There are five easy ways to pay your assessments

1. AUTOMATIC CLEARING HOUSE (ACH)

- Free!
- Our Accounting can email you the form (accounting@brcrealestate.com)
- Or you may download at www.brcrealestate.com

2. LOCKBOX:

- Willow Creek 3 Homeowners Association
- PO Box 52006
- Phoenix AZ 85072-2006

3. PAY IN PERSON

You may visit our local office in Highlands Ranch. Our address is 9331 Commerce Center Street #A1. If you need directions, call us at 303.804.9800.

4. PAYLEASE

Visit www.paylease.com to make online payments. You can also give them a call at 866.729.5327.

5. CALIBER WEB

BRC Community Management has a site where you can log on to view and update your homeowner information, and view any out-of-compliance notifications. In addition, you can make online payments via credit card or e-check in the accounting tab or you can sign up for ACH under the ACH/EFT tab.

Visit this link or email

info@brcrealestate.com for additional information!

<http://caliber.brcrealestate.com:8080/CaliberWeb/default.aspx>



Homeowner's Associations

What is an HOA and how does it work?

Whether you are a first time homeowner or a seasoned homeowner there are often many questions and misconceptions about what an HOA really is and does for you. When you purchase your home, you should be provided with all of the information you need to know on what your HOA is responsible for and how it works. However, this information can be difficult to read and is often overlooked. As a management company, BRC has many responsibilities. We believe one of those is education. Below is a quick explanation of the basics of what an HOA is and how it works.

What is an HOA? A HOA or Homeowners Association is a not-for-profit legal business entity. That means it is a corporate business entity; however, the goal is that of a non-profit organization. The Association, the Board of Directors, and Management Company are legally bound to abide by its Governing Documents, which act as guidelines to help guide the community financially and physically. There are HOA's around the world but most are located in the United States. Think of an HOA as

a miniature version of a local government that is designed to keep your community looking nice, well maintained, and to preserve your homes value.

What is a Board of Directors? The Board of Directors is a group of homeowners elected by other homeowners (members) in the community to make decisions on their behalf. The Board has a fiduciary responsibility to be fiscally responsible, maintain the community, and preserve home values. The Board works with contractors via contract to help in each of these goals whether that is landscaping, snow removal, maintenance, or financial planning. Board members typically serve anywhere from one to three year term and any homeowner who is current in their assessments may serve, if elected. When a community is under construction or newly built, the builder or developer serves as the board members until enough homes are sold. Under normal circumstances when a community reaches 75% of completion, the Boards turns-over from Developer to homeowner control.

What is a management company? A management company is contracted by your Board of Directors to oversee the management of the community. The responsibilities are outlined in a contract between the Association and the management company. The management company does not make decisions or rules for the Association. A management company implements the decisions and regulates compliance of the rules as directed by your Board. The management company is responsible for tracking payments, preparing payments for Board signature and publishing financial records. They act as the coordinator with the auditors, attorneys, vendors, contractors, and are also responsible for inspections and enforcement of rules and regulations. A community manager is an 'agent' for the community and serves in a business advisory role to the Board on governance, budgets, collections, construction, financial and covenant compliance issues.

Willow Creek Women

Thank you to Dr. Michael Pesta for the very informative and engaging presentation at our January 20th meeting. We will all practice good health by practicing the exercises you taught us!

Ruth Travis, "the Rug Lady", a Willow Creek Resident and member of WCW, will present our February 17th program. Ruth joined the Chase Carpet Care staff (<http://www.chasecarpetcare.com/>) as a rug and fabric care consultant in 2012. Ruth also oversees WoolSafe North America and continues to teach rug and carpet cleaning classes around the world in addition to having online courses. Ruth is a Senior Carpet Inspector as well. She will present on rug identification with 50+ sample rugs for your hands on experience.

We are pleased to have Ruth (<http://rugladyseminars.com/>) share her expertise on textiles with us this month. We are looking forward to seeing you all then. Please feel free to bring a friend to this helpful and educational meeting.

Babysitting is available for the February 17th meeting at the Willow Way Clubhouse at 9:00am.

- Reserve by Sunday, February 14 by contacting Elizabeth Fry at Eeaf@aol.com

- Services provided by tutus & trucks babysitting company (<http://tutusandtrucks.com/>), owned by Willow Creek resident, Heidi Suri.

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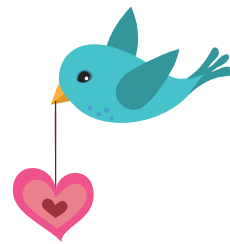
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NEW! Drop Off Childcare Program at Child Discovery Time. Mon, Feb 1, 8 am – 4 pm, Goodson Recreation Center, 6315 South University Blvd, Centennial

Beginning Feb 1, whether you need to go to an appointment, go out to lunch, or run some errands, we are here to meet your individual childcare needs with many fun activities from crafts to fun in the gymnastics area with certified staff in CPR/First Aide & Universal Precautions. For potty-trained ages 2 ½ - 6, Mon – Fri: Full day Fee: \$25 resident, \$33 nonresident; or half day (4 hours or less) \$13 resident, \$15 nonresident. Don't forget their sack lunch. For more information, call 303.483.7075.

Super Sunday 5K Run/Walk. Sun, Feb 7, along Mary Carter Greenway, meet at Platte River Bar & Grill

Get some exercise before you settle in to watch the big game! Runners and walkers of all ages and abilities are welcome. Bring the entire family, as this Fun Run is stroller and pet friendly. Show your team spirit and wear your favorite team jersey or attire. Fee is \$15 and \$10 under 14 years old. For more information, contact Sarah Nielsen at sarahn@ssprd.org.

Free - Can We Talk in January? Tuesdays, 12:45 – 1:15 pm, Buck Recreation Center, 2004 W. Powers Ave, Littleton

Do you have sensitive issues and want healthy solutions? Attend one or all in this free series and get simple answers to your complex questions. John Conrardy DC, LCP, a holistic chiropractor for over 30 years will guide you through the simple steps to a better life. For the Adult community. Registration required. For more information, contact Nikki Crouse at nikkiC@ssprd.org.

•Feb 9 - PSST!...Is INCONTINENCE a problem for you? First of all, rest assured that incontinence is a very common disorder and if you suffer from it come see what you can do to help improve the problem.

• Feb 16 -The Good, the Bad and the Ugly: Food, Sugar and Drugs. Change the script of your life. Begin a journey of looking at your health choices through a different lens. Change the little things and before you know it you have made an amazing impact on your well-being. Learn to recognize issues and change your life for the better.

Computer Discovery- Drop in. Fri, Feb 12, 1–3 pm, Buck Recreation Center

Stumped on how to use some computer programs? Attend this Q & A session and bring your laptop and consult with our Computer Superheroes. Ages 18 and up. Fee: \$5 Resident, \$6 Nonresident. For more information, contact Nikki at NikkiC@ssprd.org.

FREE! Cooley Lake Nature Walks. Sat, Feb 13, 9:30 – 11am, South Platte Park, 3000 W Carson Drive, Littleton.

Explore Cooley Lake wildlife area during a naturalist-guided walk. This area has limited public access to protect our wildlife. These hikes fill up fast, so register soon. All ages welcomed and children under 16 years old must be accompanied by a registered adult. For more information, please contact Victoria Sutton at victorias@ssprd.org

Free - Lunch and Learn. Wed, Feb 24, 11:15 am -12:15 pm, Buck Recreation Center.

Retirement Planning Solutions - Ways to Protect Your Assets without Long Term Care Insurance. Outliving your assets and a medical crisis are 2 major concerns of retirees. This is a free presentation, but you must register to attend.

AARP Smart Driver Course. Wed, Feb 24, 8 am – noon, Buck Recreation Center,

A driver improvement course specially designed for motorists age 50 and older. Fee payable on the first day of class. Cash or check payable to AARP. \$15 AARP member, \$20 Non-AARP member. For more information, contact Nikki Crouse at contact: NikkiC@ssprd.org.

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