



## NEWSLETTER – JANUARY, 2016

Snowdens Mill HOA is managed by –  
Community Association, Inc.  
Ms. Melissa Wells

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### YOUR BOARD OF DIRECTORS

The Board of Directors (BOD) has organized its activities into seven committees. The current officers include President Joe Maas, Vice-President Everett Casey, Treasurer Jay Moses, and Secretary Patricia Brockway. The remaining Directors include: Dennis Holden, Kassa Kebede, Saura Sahu and Kristina Ellis.

### **Board Meeting Notices – Feb. 16, March 15, April 19, 2016 At 7:30 PM**

All Board meetings will be held at: Public Room 3D Police Station at White Oak, 1002 Milestone Dr. Silver Spring, MD 20904 unless otherwise notified.

encourage you to do so as a member of the Snowden's Mill family.

Gardens. This year we completed structural changes to the two Memorial Gardens on the diagonal corners of Serpentine and Aventurine. We also

obtained Park Service permission to continue to maintain one of these gardens which was unknowingly planted on Park property in 1991. The entrance gardens have received considerable clean up and will receive structural changes in the spring similar to those made in the Memorial Gardens.

### 2016 ANNUAL BOARD MEETING

The Annual SMHOA meeting will be held at 7:30pm, January 19, 2016 at **Paint Branch High School Cafeteria from 7:30 to 9:30pm. The address is 14121 Old Columbia Pike, Burtonsville, MD 20866.** All homeowners are encouraged to attend as election of new board members is the primary purpose. There are currently three openings for the board and we are looking for nominations to fill those positions. If you have not yet nominated yourself or someone else, please contact Melissa Wells at the above phone number or email address for a form. You may also make nominations in person during the annual meeting.

Finances. This year we focused on facilitating the collection of current assessments and renewed emphasis on addressing the issue of overdue assessments. We shifted to an Internet bank which provides for direct assessment payments via bank to bank wire transfers and which accepts credit card payments. And we provided an increased discount for early assessment payments made by January 31. The discount system was introduced last year, and it helped reduce delinquencies.

### FROM THE DESK OF THE SMHOA PRESIDENT

Over the past year I have reported to you on the progress the Board has made toward the three major goals established by the Board. In this, my final column, I am going to summarize briefly the current status of each of these goals. You can, however, learn more by attending the SMHOA Annual meeting on January 19, 2016. I

Appearance and Property Values. Now on to what the Board considers our highest priority--ensuring the appearance and value of Snowden's Mill homes. Again, our contracted inspection company reviewed all homes. Again, we had some problems with the process. But we believe we are making strides to improve the process through experience. We have identified some homes which had serious issues three years ago—and still do. We are determined not to let these homes adversely affect the appearance of Snowdens Mill and the value of our homes! First, we will try working with the cited homeowners to help them resolve the issues with their homes. Second, if that approach doesn't work, we are prepared to take legal action to compel the needed corrections.

I will be stepping down as President in February. This ends my second time as President, having served in this position 2001–03. I will remain on the Board, and I look forward to working with my fellow board members—and you—to maintain and enhance the wellbeing of Snowdens Mill.

Joe

## **SNOWDENS MILL HOA's NEW COMMUNICATION SOFTWARE**

We are pleased to announce the Snowdens Mill HOA's new communication software, Pitera. Pitera allows us to communicate with you regarding announcements, upcoming events and other important information by email, phone or text.

It is the responsibility of the resident to keep their email, phone and/or text number current with the management office in order to avoid interruption in communication between Snowdens Mill HOA and you as the Occupant.

You can access Pitera at the following website: <https://app.pitera.com/index.php/login/commassoc> Here you can look up any upcoming or past information communicated to you through this portal.

You should have received an email with your username and temporary password if we had your current email address.

There was a notice in your 2016 assessment package which spoke about this new feature.

You may change your password by logging in and then selecting Manage > Password from the navigation menu.

To see how Pitera can work for you, please view this video: [Pitera Resident Features Video](#)

If you have any questions, please let us know.

## **MARYLAND INSURANCE ADMINISTRATION**

A representative from the Maryland Insurance Administration (MIA) met with the SMHOA at the December meeting and gave an overview of their role in assisting residents with insurance. Not only do they regulate insurance in Maryland, they also provide assistance to consumers.

The MIA provides assistance to consumers, businesses, health care providers (including doctors and hospitals), and producers (agents or brokers) in all areas of insurance, including life, health, disability, automobile, homeowners, and property.

The MIA produces consumer guides, rate comparisons and frequently asked questions related to various types of insurance. Go to [www.insurance.maryland.gov](http://www.insurance.maryland.gov) to see a list of brochures available and get a better idea of what they can do for you.

The MIA can educate you about your rights and investigate written allegations that your insurance carrier, insurance producer (agent or broker), or another entity (engage in the business of insurance) has violated state law.

## **ONLINE TRAINING FOR COMMUNITY BOARD MEMBERS**

The Montgomery County Commission on Common Ownership Communities (CCOC) has launched a new online training program for common ownership community board members. This training was developed to meet requirements of Bill 45-14 passed by the County Council in Feb, 2015.

The new law is designed to promote more knowledgeable and responsible management of common ownership communities. More than 30% of Montgomery County residents live in common ownership communities.

Members of the board of directors of all common ownership communities in Montgomery County who are elected, re-elected or appointed to a term of office on or after Jan. 1, 2016 are required within 90 days to successfully complete the online training program, at <http://www2.montgomerycountymd.gov/CCOC-Training>. By the end of each year, the communities are required to report when board members have completed the online training program.

The new training program addresses ethics, roles and responsibilities of board members and homeowners, community governing documents, financial management, meeting rules, and general administration. The training is also available to members of the public interested in learning about operating common ownership communities.

### **REQUEST FOR EMAIL ADDRESSES**

If you have not already done so, please continue to send your email along with your name to Melissa Wells at [Melissa@communityassn.com](mailto:Melissa@communityassn.com).

## **TEENS OFFERING SERVICES**

This section provides a listing of teens who are interested in working in the neighborhood. We will be happy to add additional names, etc.

Elias Boussouf – [mseghirb@yahoo.com](mailto:mseghirb@yahoo.com) (301) 384-7994  
Elias will do yard work: leaves, mowing, snow shoveling, etc. He is also interested in doing pet care.

Na'im Matthews-Johnson – [ultimatenaime@yahoo.com](mailto:ultimatenaime@yahoo.com)  
(240) 245- 6656  
Na'im will do iPhone screen replacement and iPhone LCD replacement.

Evan Dickerson – Evan is interested in shoveling snow, walking dogs. (240) 595-2385

## **TRASH / RECYCLING**

Community wide trash and recycle (Blue Bins) pickup is every Thursday morning. Garbage and recycle bins should be placed at the end of your driveway by 7:00 a.m. Thursday and no earlier than 7:00 p.m. Wednesday. Further information is available on the SMHOA Website

## **IMPORTANT PHONE NUMBERS**

Montgomery County has implemented a **311** phone number for non-emergency information and services. For emergency calls you should still use **911**.

<b>PEPCO (Outages)</b>	<b>877-737-2662</b>
<b>Miss Utility</b>	<b>800-257-7777</b>
<b>Missed Trash / Recycling</b>	<b>311</b>
<b>Animal Control</b>	<b>240-773-5960</b>
<b>Poison Control</b>	<b>800-222-1222</b>
<b>Police Non-Emergency</b>	<b>301-279-8000</b>
<b>Street Light Outage</b>	<b>311</b>
<b>Street Tree Damage</b>	<b>240-777-7623</b>

## **FOR TOWNHOUSE OWNERS**

For townhouse owners, reporting issues regarding your private streets, parking lots, sidewalks, streetlights, common areas, etc., or questions concerning your townhouse HOA account, should be made directly to the proper townhouse association.

**SMTA#1 (Tufa & Tourmaline): 301-384-2572, or: [snowdensmillhoa1@gmail.com](mailto:snowdensmillhoa1@gmail.com), P.O. Box 10402, Silver Spring, MD 20914**

**SMTA#2 (Aquamarine & Turquoise): 703-631-2013, or [www.scs-management.com](http://www.scs-management.com), c/o Select Community Services, P.O. Box 221350, Chantilly, VA 20153**

## **NEW NEIGHBORS**

Please give a friendly welcome to your new neighbors in the community:

Helen G. Berhe, Berhane H. Zwege, Guesh Haile on Agate Drive  
Adan Pineda on Aventurine Way  
Tchouli and Lida E. Gombo on Olivine Court  
Atakiti Hailu on Touchstone Court

## **DATES FOR NEWSLETTER**

Beginning in 2016, the newsletter will be published quarterly.

## **SMHOA WEBSITE**

The Snowdens Mill HOA community website at <http://www.snowdensmill.com> allows you to quickly access and download SMHOA forms, including the PIR form, the Complaint form, HOA covenants and Bylaws, and policies adopted by the HOA. The Board is always looking for web content contributors and ideas to make our website more useful and interactive.

## **VOLUNTEER COMMITTEES AND IDEAS**

We need more residents to step forward and help out. **Want to make a difference?** Join a committee, work to create a new one or help with this newsletter. We are always looking for articles or ideas for articles for the newsletter. What would you like to see? As your community manager, email ideas to Melissa and the Board at [smhoa.bod@communityassn.com](mailto:smhoa.bod@communityassn.com)