

WEBSTER KNOLLS HOMEOWNERS ASSOCIATION (WKHOA)

FALL 2025/WINTER 2026 NEWSLETTER

SEASON'S GREETINGS TO EVERYONE AT WEBSTER KNOLLS!

Holiday decorations are welcome and are allowed from Thanksgiving through January 15th. Decorations should not be nailed or stapled to your unit.

Icy Surfaces: Please NO ROCK SALT! Do not use rock salt (i.e., sodium chloride (NaCl)) to melt ice on your concrete pathway and stoop. Rock salt corrodes/destroys concrete. Instead, fight icy surfaces with ice-melting chemicals that are not as corrosive as rock salt. One example of an ice-melting chemical that is less damaging to concrete is **calcium chloride (CaCl₂)**, but there are other products that vary by price and effectiveness (depending on air temperature). You can purchase alternatives to rock salt at Lowe's, Home Depot, Tractor Supply Co., or any good hardware store. Ask store personnel if you can't find what you want; tell them you need to melt ice on concrete surfaces and you don't want the product to damage your concrete stoop. **NOTE: Pet owners concerned about their pets' health can purchase pet-friendly ice-melting products (that are gentler on paws and less toxic overall) from their favorite retailers. One such product is Safe Paw PetSafe Ice Melt for Dogs & Cats. It does not contain salt or chloride. In addition, you can ask your pet store staff about other products that melt ice and are pet friendly.**

Snowplowing: Ted Collins will be our snowplow contractor again this year. Snowplowing will begin when there is 3 or more inches of snow on 50% of Webster Knolls Homeowners Association (WKHOA). The contract includes shoveling snow on front walkways, fire hydrants, 2 feet in front of garage doors, and in front of mailboxes. Please also note that the snowplowing contractor will be parking some snow removal equipment on site at WKHOA. Snowplowing operations can be noisy and often occur during off hours. This is unavoidable, and Webster Police will not stop snowplow crews from doing their work late at night or during early morning hours. Note: Board members will be closely monitoring road conditions and will request that our contractor conduct additional plowing or salting if necessary.

Rental Units: Sometime during the spring of 2026, the Board will present information to homeowners regarding its proposed amendment to WKHOA's Declaration and Bylaws concerning rental units within the community. As discussed at the Annual Meeting in June 2025, the Board noted two key concerns about rental units:

- If the number of rental units in WKHOA continues to rise, the cost of WKHOA's insurance will likely increase substantially—potentially raising monthly maintenance fees or even making coverage unavailable at any price.
- Our property manager currently devotes a significant portion of her time addressing issues related to tenants. This means she has less time to address homeowners' concerns.

The Board is working with an experienced real estate attorney to prepare the proposed amendment, and in order for the amendment to be adopted two-thirds (2/3) of the membership must approve it. Voting will likely begin during June 2026 and remain open for 60 days.

Snowmobiles: Over the past several winters, some residents have observed snowmobiles operating on public roads and on WKHOA private property. While snowmobiles are allowed on public land within the town of Webster, snowmobiles are not permitted on WKHOA property at any time. If you see someone operating a snowmobile on WKHOA property, the Board recommends that you take photos or videos (if possible) of the snowmobile and its operator for identification purposes. Generally New York State requires operators of snowmobiles to register their vehicles with the state and display a registration number. Consequently, having photographic evidence will be helpful in locating violators. In the past, reckless snowmobile operators have damaged WKHOA lawns, and the Board prefers to recover the cost of repairing that damage from the people who caused it rather than simply passing the cost on to all WKHOA homeowners.

Parking: As many residents already know, parking is limited in WKHOA. Last winter our refuse and recycling contractor repeatedly skipped some townhomes because vehicles were illegally parked on access/fire lane roads, which made it difficult/risky for the contractor's drivers to access some units. Our refuse and recycling contractor has told us that due to high insurance costs and to ensure safety, their drivers are instructed not to risk having an accident by operating their vehicles in tight spaces. Therefore, it is particularly important during the winter, when snowbanks grow high, that residents, tenants, and guests do not park their vehicles on WKHOA access/fire lane roads.

With the exception of roads plowed by the town of Webster, most other roads in WKHOA are considered Fire Lanes, and this means absolutely no parking on any part of the roads maintained by WKHOA. Please remember to use your garage for vehicle parking. Our property manager has been authorized to ticket and/or tow vehicles illegally parked. All vehicles parked on WKHOA property must also be registered and display current department of motor vehicle (DMV) tags/plate(s). Visitor parking is only to be used by visitors/guests, not by tenants or homeowners. Homeowners are responsible for communicating parking regulations to tenants and guests.

Refuse & Recyclables: Please remember to secure your recyclables on windy days. Labeling your recycling and garbage bins/cans with your address is a good idea. Please only put your recycling bins and garbage can out Tuesday evening. Return your recycling bin and garbage can back to your garage by Wednesday evening.

Wood Pellet Smokers: Wood pellet smokers are prohibited in WKHOA. That's because there is increasing evidence that exposure to smoke from burning wood can cause health issues. Wood smoke can also worsen existing health issues.

WKHOA Communications: WKHOA recognizes that email is an inexpensive and fast way to communicate with residents. If you are not receiving WKHOA news from Crofton – Perdue via email the Board strongly recommends that you give your email address to Nicole Chilbert, our

Assistant Property Manager. Her email is nchilbert@croftoninc.com. You can also call Nicole at (585) 248-3840. It's also a good idea to have your contact information on record at Crofton – Perdue in case of an emergency.

Noise Complaints: If you have a complaint about noise emanating from a neighbor's property, please call 911 to report it. Let Webster Police investigate and handle the situation. Please do not call Crofton – Perdue about noise complaints.

Variance requests: Variance request forms are available on the Crofton – Perdue website, www.croftoninc.com/webster-knolls. Your variance request will be forwarded to the Board of Directors. The Board will usually render a decision within 30 days of receipt. (The more information you provide, the faster the Board can act on your request.) Variance requests are required for any change you plan to make to any part of the exterior of your unit. When submitting your variance request, please provide the following information:

- ✓ Photographs of the area of your home where the work is to be done.
- ✓ Complete information about the contractor, including name, address, & phone number (unless you will be doing the work yourself, in which case you should clearly state that on your request).
- ✓ A copy of the Contractor's Liability Insurance. (This is particularly important.)
- ✓ Any required Town of Webster Building Permits.

Requests for Service: If your unit needs outside repairs or maintenance, please submit a service request on the Crofton – Perdue website, www.croftoninc.com/webster-knolls. You may also call our Assistant Property Manager, Nicole Chilbert at (585) 248-3840.

Maintenance: Paving of Lenora Lane and Neros Run has been completed. Catch basins on Nathans Lane and Emily Lane have also been replaced. A total of 86 units are receiving siding repairs, painting, or vinyl siding replacement. In addition, several garage doors have been or will be replaced soon. Collectively, this work represents a significant expense for WKHOA; however, the Board believes all of the work is necessary.

Plantings in Common Areas: In the past, some homeowners planted trees and shrubs in common areas near their homes without receiving variance approval from the Board. Such plantings done without an approved variance are a violation and subject to fines. While the Board understands and appreciates a homeowner's desire to beautify our HOA by planting trees and shrubs in common areas, such plantings can become expensive-to-remove nuisances for WKHOA years later. That's because, decades later, the homeowner might move, pass away, or age to the point where the homeowner is unable to properly maintain what was planted. And removing trees and shrubs that were planted without Board approval is a cost all homeowners share. Therefore, the Board asks all homeowners to not plant trees and shrubs in common areas without first receiving Board approval to do so.

Fast-moving Vehicles: Are you concerned about the speed of vehicle traffic in WKHOA? Did you know you can ask the Webster Police to conduct a "two-week speed study" on town roads in WKHOA such as Deerhurst Lane, Kennington Boulevard, and South Estates Drive? Just Google

“Webster Police Speed Study Request” and provide the required information. Note Webster Police will not conduct speed studies on roads owned and maintained by WKHOA, such as Nadine Drive, Hanna Lane, Neros Run, or Zachary Way.

Pet Waste: Regarding pets, did you know WKHOA’s Handbook states that:

- Household pets that are confined to a townhouse shall not cause a nuisance, unreasonable disturbance and/or sanitation problem for other community members and their homes.
- Pet owners are required to immediately remove their pet's excrement from common areas and dispose of it properly.
- Homeowners have the right to call the Town of Webster Animal Control if these rules are violated.
- Residents in violation of these Pet Rules are subject to [WKHOA] fines.
- No dog or cat may be left unattended in any common area. While in any common areas all dogs or cats must be restrained at all times by the use of a hand- held leash not to exceed eight (8) feet in length.
- The pet owner has the sole responsibility of controlling and cleaning up after his or her pet in all common areas and rear patio area. The pet owner must clean up after his or her pet when walking anywhere in Sumnol HOA, Summit Knolls HOA or WKHOA areas. Any damage resulting from failure to comply with this rule will be assessed to the homeowner.

WKHOA Handbook: If you do not have a copy of WKHOA’s Handbook you can access it via the Crofton – Perdue website: www.croftoninc.com/webster-knolls

Living in WKHOA: Sharing this information could help potential buyers find housing that best suits their needs:

- 1) Space for vehicle parking in WKHOA is extremely limited and parking on HOA lawns and access roads is prohibited. That means if they frequently entertain or like to hold large parties or family gatherings at their homes, there are few places where their guests can legally park. In addition, homeowners are subject to fines when cars are parked on WKHOA lawns, access roads maintained by WKHOA, or fire lanes.
- 2) Living in an HOA means homeowners must receive HOA approval before they are allowed to alter the exteriors of their homes. This includes items such as motion-activated flood light fixtures, stand-alone security cameras, patio decks, storm doors, railings, plantings, etc.
- 3) Because of the way WKHOA townhomes were built, some units have no backyard privacy. By sharing this information with others you will help potential buyers find housing that best suits their needs.

Feeding Wildlife: While the Board understands the desire to feed wildlife, conservation officials/experts always caution against it for a variety of reasons. Food such as apple cores, corn cobs, stale bread, etcetera, serve to attract all kinds of pests. We ask you to refrain from feeding wildlife apart from well-maintained bird feeders. We thank you for your cooperation and understanding.

WKHOA Board of Directors:

Tom DellaPorta, President
Shauna Meek, Vice President
Tom Starsmore, Member

Doug Deeley, Member
Lorraine Neva, Member

Please note Holiday office hours for Crofton – Perdue:

Closed November 27th and 28th & closing early on the 26th @1pm

Closed December 25th and 26th & closing early on the 24th @ 1pm

If there are any emergencies during these periods, please call the Crofton – Perdue office and the on-call Property Manager will get back to you as soon as possible.

Contact Information: Important phone numbers and contact information for WKHOA residents:

Crofton – Perdue
111 Marsh Rd. Suite 1
Pittsford, New York 14534
Phone: (585) 248-3840

Property Manager: Kelly Florio
email: kflorio@croftoninc.com
Assistant Property Manager: Nicole Chilbert
email: nchilbert@croftoninc.com

Your Board of Directors wish everyone a safe and pleasant Holiday Season.