

# TANYARD TIMES

OFFICIAL NEWSLETTER OF THE TANYARD SPRINGS COMMUNITY

## UPCOMING EVENTS

Social Committee Meeting.....4/5  
*Clubhouse at 6:00pm*

HOA Board Meeting.....4/13  
*Via Telecon at 7:00pm*

## COMMUNITY FEATURE



*Pictured above is the Community Garden which is being actively overseen by our Community Garden Committee (CGC). If you are interested in renting one of these plots for the 2021 season fill out the Community Garden Plot Rental Agreement posted on FrontSteps or reach out to Mark Moorman at [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com) today!*

*Thank you CGC!*

Would you like to have your photography featured in our Tanyard Times newsletter? Submit your Maryland, Glen Burnie and Tanyard Springs Community photos to [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com) with your name and a short description of your photo for a chance to be featured in the next edition of the Tanyard Times.

**GET FEATURED!**

## BOARD BROADCAST

Fellow Homeowners,

A lot has happened during March 2021 and the board would like to present a full rundown of everything we have accomplished, is still a work in process, and what to look out for in the future.

What we have accomplished this past month:

- Approved a 2021 Reserve Study
- Approved pool registration management\*
- Approved insurance renewal
- Approved fence repair in The Pointe
- Affirmed pre-opening pool cleanings\*
- Elected not to put out pool furniture for the summer season\*
- Continued postponement of Social Committee events\*
- Approved Social Committee member

What we are currently working on:

- Design Review Guidelines
- Committee Volunteerism
- Interviewing board appointees

Things to look out for in the future:

- 2021 Election research and scheduling

\*For a more in-depth breakdown of the above topics, please see the second page section titled Background Breakdown. If you would like additional information or have any questions reach out to us via [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com).

-Your Board of Directors (and fellow neighbors)



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## BOARD MEMBER RESIGNATION

As many of our neighbors have seen, Christopher Augustine has recently resigned from his board position. We greatly appreciate Chris being able to step in as a board appointee before he was officially elected to the board and we wish him the best in his new job.

Thankfully in response to his resignation we have already had one community member and two committee members step forward to volunteer to finish out Chris' term. Questionnaires have been sent to each of these volunteers and the board will appoint a replacement as soon as we have a chance to review their responses. For the time being the board is as follows:

- President – David Gurulé
  - [president@tanyardspringshoa.com](mailto:president@tanyardspringshoa.com)
- Vice President – Daniel Zadra
  - [vicepresident@tanyardspringshoa.com](mailto:vicepresident@tanyardspringshoa.com)
- Treasurer – Patricia Warner
  - [treasurer@tanyardspringshoa.com](mailto:treasurer@tanyardspringshoa.com)
- Secretary – Jessica Arseneault
  - [secretary@tanyardspringshoa.com](mailto:secretary@tanyardspringshoa.com)
- Director – Jonathan Curtis
  - [jonathan@tanyardspringshoa.com](mailto:jonathan@tanyardspringshoa.com)
- Director – Rosie Rivera
  - [rosie@tanyardspringshoa.com](mailto:rosie@tanyardspringshoa.com)

## COMMITTEE CORNER

**Design Review Committee** – The committee has processed 16 applications over the last month.

**Community Garden Committee** – The gardening season has officially kicked off! If you are interested in renting a plot as well, submit a work order on FrontSteps today! Thank you for helping our community, CGC!

**Social Committee** – Do you have some pandemic-friendly event ideas in mind? Come to the next Social Committee meeting and let us know what you're thinking.



### Ad Hoc Clubhouse Interior Design

**Committee** – Calling all those interested in letting us know how we can improve the clubhouse! Let's put together a list of ways to improve our community clubhouse and event space!

Volunteer today on FrontSteps or by emailing our on-site manager, Mark Moorman at [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com).

## BACKGROUND BREAKDOWN

- **Online Pool Registration System** – In previous years the pool registration system was handled by our two on-site management staff. When the board originally hired Abaris we provided them with our expectations of performance (which are high, but reasonable) and agreed that they would start out with one on-site staff individual and inform us if additional on-site staff were needed. In lieu of hiring a second full-time annual employee, the board has approved that management's off-site personnel take on the responsibility of managing pool registrations on a single fee per household basis. This fee is paid directly from collected HOA management dues (homeowners will not be directly charged) and was not budgeted for in 2021. It will be added to the 2022 budget as the work responsibilities of off-site and on-site Abaris employees serving the community will be readdressed on a regular basis. **If you are not interested in attending the pool this season please refrain from registering as it will save on community costs.**
- **Pool Cleanings** – In preparations for opening our pool, standard cleaning and maintenance is taking place. Furthermore, pandemic restrictions require additional cleanings, which are an unbudgeted expense in the 2021 fiscal year.
- **Pool Furniture** – Cleaning requirements for pool furniture are cost prohibitive during the pandemic, and the pool furniture will remain in storage until these restrictions are lifted. Homeowners are encouraged to bring their own seating arrangements.
- **Social Committee Event Postponement** – Due to pandemic, and ever-fluctuating rules and regulations around events and gatherings, all Social Committee events have been postponed indefinitely.



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## OPEN FORUM FOLLOW-UP

Below are a list of questions asked by homeowners throughout March, 2021 via the Board Meeting chat, sent to our site manager, Mark Moorman, and submitted via FrontSteps.

1. **Why is Abaris nickel and diming us?** This question has been brought up a few times since Abaris came on board last July, 2020. Prior to bringing on Abaris, the 2019 board approved for the 2020 budget three, full-time on-site employees with our previous management company. This was done because of the many complaints from homeowners that their emails, maintenance requests, violation reports, payments issues, phone calls, and TownSq requests were not being addressed in a timely manner, if at all. At the same time, many homeowners felt that this decision was a waste of money because they sensed that the two on-site employees were not providing quality work or putting forth adequate effort during their 40 hour work week.

When, in the spring of 2020, the board begin interviewing for a new management company, all of the management companies asked the board how many on-site staff the we wanted, and without knowing the full workload of the day-to-day management of our 1424 home, over 110 acres of common area, and the rest of our amenities, the board put the onus on each professional management company to provide, along with their bid, the number of full-time on-site employees they believe that we would need to maintain our community according to our high, but reasonable, standards.

The board strongly believes that it is our job to set the standards for the community and ensure management meets or exceeds those standards.

Prior to Abaris coming on board in July, our current on-site staff, Mark Moorman, began working in the clubhouse office the last two weeks of June as a part of the turnover process. Mark informed the board that the two employees from the previous management company spent more time trying to find ways to get out of doing work than it would have taken them if they actually did their jobs. This provided the board with one piece of information about the level of effort required by our management team, but that one piece of information does not take into account all of the other demands the board has and will continue to make on the management company regarding response times, enforcement of rules and regulations, ensuring homeowners pay their dues, verifying that the community maintenance is properly managed at a high standard, and the list goes on.

Throughout the year we have numerous expenses, whether that is snow removal, landscaping, community garden opening, pool opening, etc. Each of these events needs to be managed to make sure they are done properly. There are two ways this can be done.

1. Get turnover from our previous management company and repeat all of their processes
2. Start from scratch and evaluate the project from the ground up

Based on past performance of our previous management company, it would have been detrimental to the community to trust their practices, and as a result, we have, ever since the beginning, required Abaris Realty Inc. to assess the management of every aspect of our community on an individual basis and provide us with the costs to meet our demands.

Going back to the original question of whether or not Abaris is nickel and diming us on tasking around the community, we have to highlight that we are still in the first year of our contract and operating with one on-site staff member. This is out of due diligence on both Abaris and the board's part as hiring on-site staff is costly and, as proven with our previous management company, can easily be squandered if not properly defined and gainfully employed. To ensure that there is an adequate amount of work to warrant the potential addition of another on-site staff member we are assessing where potential shortcomings are, building a comprehensive task list that would span the entire year and not just a few months (i.e. the pool registration management), and weighing whether it makes sense financially. The board's ultimate goal here is to not only ensure our community receives excellent and consistent service but to ensure that our community's funds are spent as wisely as possible.

2. **What should residents do if others in the gym are not complying with the rules? Homeowners can** submit a work order via FrontSteps or send an email to our on-site manager, Mark Moorman, via [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com) with the timeframe and a description of the issue. Mark has the ability to review and revoke access to the Fitness Center as required.
3. **Are the board members allowed to post on unofficial community Facebooks and other forms of social media?** Board members are still homeowners at the end of the day and have the ability to interact with their neighbors through unofficial means. Board approved and official HOA information will always be posted as needed on FrontSteps, the official HOA Facebook, or from the board or management emails. Everything outside of these locations are considered unofficial forms of communication.



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## OPEN FORUM FOLLOW-UP (CONTINUED...)

4. **Can we receive an update as to the drainage issues and the community-wide survey that was approved late in 2020?** The site-wide survey has been completed and the board expects to have the report shortly. From there the board will work with the management company in order to review and begin the process of developing a global plan to have these issues resolved as resolutely as possible in the most cost-effective manner.
5. **Why was my question not answered in the Tanyard Times?** The Tanyard Times is distributed to all residents, including non-homeowners and for this reason, any questions that would require privileged information will not be answered here. Please submit such questions via FrontSteps or email our on-site manager, Mark Moorman, via [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com).
6. **Does the HOA manage the food trucks and events that happen at the front of the community?** The front portion of the community is largely owned by Lennar and is actually designated as commercial property. This area is not under HOA purview and we have no oversight of the food trucks and any other events that happen on this property. If you have any issues with activities occurring on this acreage please reach out to Lennar's Customer Care team or Anne Arundel County.
7. **If I report an issue or violation through FrontSteps or [tanyardsprings@abarisrealty.com](mailto:tanyardsprings@abarisrealty.com) is it anonymous?** Absolutely. Our on-site manager, Mark Moorman, is always out and about in the community recording violations as he sees them, however, violations and issues being reported by our community members are bumped to the top of the list of topics for his investigation. He treats these reports with the utmost care and always keeps them anonymous as though he is investigating them solely of his own volition.

## COMMUNITY GARDEN PLOTS

Take a second to check out the amazing hard work of the Community Garden Committee below and hurry up to rent a plot before they are all claimed for the season! Submit your request today because they are going fast!

