

July 28, 2023

TO: Lakes of Woodbridge Co-Owners

With the decision to move forward installing the cluster locking mailboxes, we received a few questions from the community.

We wanted to provide you with answers to your questions.



Question: With the vote not passing, why is the Board now approving? Although a vote was not required to approve the cluster mailboxes, we did send this out to the community to vote. The vote parameters were set at 2/3's approval. Even though we did not meet the 2/3's mark we did have the majority of the owners vote yes. We had 74 yes votes and 64 no votes. Combined with the increase in theft and concern from so many owners the Board decided that we must take action to make our owners feel safe.

Question: Please provide a picture of the cluster mailboxes. Please see a picture attached at the end.

Question: Will the new mailboxes be able to accommodate USPS packages? Yes, the cluster mailboxes will be able to accommodate packages. If the package is too large for your mailbox, then the postal delivery person will leave a key in your mailbox, which you can use to unlock one of the larger delivery areas within the cluster system. If your package is too large for the optional delivery box then your package will be placed at your front door.

Question: What will the Post Office do with large packages that don't fit in the mailboxes? Place them at your front door just as they do right now.

Question: Are there any alternative options to using the cluster mailboxes? The Board has researched all other options and have decided this is the best and most cost-effective method.

Question: The \$150 locked mailboxes won't work because? The individual locking mailboxes won't work because:

- You cannot have any SECURE outgoing mail, your outgoing mail could be stolen
- You cannot receive any packages, i.e.; medications or larger packages

-- \$150 x 186 owners = \$28,000. Then we would need to have all new mail box posts built. The locking mailboxes are larger in size and weigh more than our current mailboxes. This cost for new mail box posts is \$33000. Going with the individual locking mailboxes would only save us \$8800 vs. the cluster mailboxes. Savings, per household, for this option would only be \$48. You would NO longer have SECURE outgoing mail and NO package delivery (medications) at your mailbox, we did not feel this was the right path for our community.

Question: What will be the assessment amount? \$10 per owner per month. Same fee for each owner no matter which style home you live in. The duration of the assessment will be 3 years.

Question: The Lakes reserved \$43,360 and each resident was going to be assessed a few hundred dollars. Is the reserve going to be returned to the mailbox fund?

No, that \$43,360 was used last year to go towards our over spend on windows.

Question: What is the full cost of mailbox purchase and installation? \$36,263 for cluster mailboxes and \$33525 for installation, removal of current mailboxes and mailbox posts. We are going to try to reduce the installation costs by putting together a team of volunteers to assist in removal of old boxes and posts. Also, a team of volunteers to label each mailbox with the address numbers.

Question: What if an owner loses their key? You can contact Sheila to receive a replacement key. The cost for a replacement key will be \$25. Having a mailbox key is no different than having a front door key for your home. Each owner is responsible for their keys and the cost to replace those keys if they are lost.

Question: When will the mailboxes be installed, what is the timeline? Sheila is currently working with the Post Office to receive in writing their official approval for the placement of the mailboxes. Once we have this the mailboxes will be ordered and we should receive the mailboxes approx. 30 days later. We keep you updated on the installation timeline once the mailboxes are received.

Question: How will we address damage to the cluster mailboxes? We will address damage to the mailboxes just as we address damage to any common areas throughout The Lakes. We

cannot 100% guarantee that the cluster mailboxes won't be broken into. There are no 100% guarantees on any subject in life. We can only do our best to protect our community with the resources that we have available to us. We lock our doors at night, not because it 100% guarantees us that a robber won't break in, but because it makes it harder for the bad guys to get in. We hope to discourage the bad guys by making things as hard as possible for them.

Question: Have you quoted the mailboxes to other sources? Yes, we have quoted the mailboxes to other sources. We have one source that quoted mailboxes as high as \$51,377.00 in comparison to the company that we are choosing to go with at only \$36,263.00 (all like mailboxes). All other quotes on the mailboxes were higher than the company we have chosen to work with. We have tried to get installation quotes. We have contacted 5 building/construction companies, they all said the job was too small and would not bid. We then contacted several handyman companies and have one company that said they would quote. We are awaiting their quote.

Sample picture of a 16-door cluster mailbox. We will have 8 door and 12 door units within the community as well. Each cluster unit will include larger boxes for the larger packages that cannot fit in your individual mailbox.

