



March 24, 2016

Dear Homeowners,

As you know Palatine experienced a significant windstorm last week on our trash collection day, with winds averaging 20 mph and gusting to 50 mph. This windstorm was predicted, and began before many folks left for work, most of whom reacted appropriately to avoid a problem. However over the course of the day trash and recyclables which had not been properly weighed down or bagged flew everywhere. By mid afternoon Charter Hall's appearance was significantly worse than that of our neighboring communities, who did a much better job than we did of preventing and/or cleaning up the mess. Several of our owners never cleaned up at all. A neighbor did so the next day.

Of serious concern is the fact that the trash flying around included used prescription "pens" (needles), used tissues and other sanitary items, personal information (letters, bills), and food waste (garbage). These items must be discarded in a sealed trash bag or other approved disposal method as described in Palatine's health and safety ordinances.

Over the years we have reminded owners more than once to weigh down their trash, particularly if there are high winds forecasted. From our newsletter of May 2012...

We would like to ask that you display your pride of ownership in Charter Hall by picking up any trash that may land in your yard. As a reminder, Palatine prohibits putting out trash before 7pm the night before pickup (summer) or 4pm (winter). Please make certain that items placed by the curb are weighted down so that they won't blow away.

From our rules...

At all times, and throughout the entire property, owners are required to maintain a clean, neat, and well-kept exterior appearance appropriate for our age. Junk is prohibited. Yard waste, garbage, recyclables, and special pickup items are to be kept in garages or backyards until the night before collection by Groot. Trash at the curb must be placed there in such a way as to prevent items from blowing away.

All trash must be placed in plastic bags sealed at the top. Items that do not fit in such bags must be neatly stacked and secured so they do not blow away during windy conditions. All trash must be placed on your driveway apron.

Even now there is still trash in some yards. Please consider this note as a reminder to show pride in your community by doing some spring cleanup around the exterior of your home.

A few of our owners have contacted Mperial to tell us that they are experiencing a problem with ants. Our exterminator has offered us the same deal as last year... the association will pay to have the exterior of a building treated when an owner informs us of a problem and offer a 40% discount (\$45 instead of \$75 each... an owner expense) to treat the interiors if it is done on the same day as the exterior. It is still a bit early in the season to treat exteriors, so we have scheduled the exterior treatment for April 22 beginning at 8 am. If you want to sign up for interior treatment call Schopen at 815-385-9511 and let Mperial know so that we can have the exterior treated.

Many of our owners and the association itself are experiencing intermittent poor service from the Colfax St. Post Office. Certified letters have been lost or delayed. Letters have been postmarked up to a week after being dropped at the facility. And letters are being delivered many days later than the official 2-3 day commitment from 60067 to any location in the continental US. Postal employees have told us that there have been problems with equipment and training. These problems have cost the association additional legal fees and at least one owner a tax penalty. There is not much we can do except to complain and be aware... if there is a deadline involved you may want to mail your letter from the Arlington Heights PO. We have been told that there are no similar problems from there.

Thank you.
The Board of Directors

Please file this with your other important Charter Hall documents for future reference, and transfer these documents to a new owner at closing.

As always, please contact us at CharterHallHOA@gmail.com or (847) 757-7171 with questions, issues, or suggestions. Remember – we care. But we can't fix what we don't know about.