



September 12, 2016

The Honorable Suzanne Bonamici
House of Representatives
12725 SW Millikan Way, Suite 220
Beaverton, OR 97005

Re: Heritage Village

Dear Congresswoman Bonamici:

Thank you for your letter of September 2, 2016 and for sharing your concerns about the residents and improvements underway at Heritage Village. Our efforts represent more than a year-long campaign to improve the Community for the benefit of the homeowners. We are continuing to respond to those concerns and work with residents on an individual basis, and have an open dialogue on how to address these concerns. It is in the Community's best interest for all of its residents to be satisfied and happy with where they live. Our sincere hope is that all current residents will choose to continue to live in the Community.

We also want to provide detail on the extensive dialogue that has occurred to date to frame the full conversation with residents and associated efforts to improve the community:

- **July 2014:** Heritage Village management undertakes significant capital improvements including major road resurfacing and major landscape improvements.
- **January to April 2015:** Heritage Village conducts home inspections and sends requests to about 250 residents asking them to address maintenance issues.
- **October 2015:** Management responds to Heritage Village Neighborhood Organization (resident committee) request to meet and discuss concerns

and identify areas for improvement (which improvements have been accomplished)

- **December 2015:** Heritage Village Neighborhood Organization requests that the Community make further effort to enforce rules and regulations regarding conditions of homes and properties
- **December 2015 to April 2016:** Heritage Village initiated conversations with individual homeowners highlighting areas that required attention on their homes and sites
- **May 2016:** Recognizing insufficient progress on individual sites, Heritage Village decided to initiate a community-wide improvement campaign
- **June 2016:** Residents are notified that property inspections will take place
- **July 2016:** Residents receive courtesy notice of inspection findings, and management provided free services (such as garbage, fence and tree/shrub removal) and products (such as mulch and paint) available for the resident's use
- **August 2016:** Residents received formal notice in accordance with state statutes of issues that required attention to bring the properties to community standards
- **August 2016 and ongoing:** Responding to resident concerns, Heritage Village notified all residents that it would extend the time for compliance and that no action would be taken without the opportunity for further discussion

We want to provide an accurate timeline of events to demonstrate this has been a thoughtful and extended conversation which continues going forward. We recognize that anytime people are asked to make changes, concerns and questions arise and that there is always room for improvement on how we communicate these changes. We want to assure residents that no one is facing immediate risk of eviction due to these issues.

In reflection of the multi-year effort, many residents have expressed their appreciation for the numerous positive improvements made by Heritage Village, including the removal of several massive, unsightly and dangerous trees, repair and replacement of concrete and asphalt surfaces, repair and replacement of community

Honorable Suzanne Bonamici
September 12, 2016
Page 3 of 3

lighting, improvements to the community's overall landscaping, and filling open lots with new homes.

In August, Heritage Village sent a letter to its residents thanking them for their hard work and extending the time to comply with the notices. The letter informed the residents that they would have an opportunity to meet with Heritage Village to discuss the issues with their individual homes and sites before any further action was taken. These individual discussions are underway. In the interim, many residents are continuing to clean up and improve their homes, and Heritage Village continues to offer free products and services to assist these residents in their efforts.

To be clear, Heritage Village is pleased with the progress that has been made at the community to date and the efforts made by residents. We are open to having dialogue and providing solutions for our residents, just as we have done in the past. Our goal is to continue making Heritage Village a community that residents are proud to call home.

Sincerely,
Cal-Am Properties, Inc.

Cory Sukert, President and CEO

cc: Senator Elizabeth Steiner-Hayward, Senate District 17
Representative Ken Helm, House District 34