

Homeowners in Halcyon say developer is neglecting roads, residents' concerns



File photo of a kid's club event at Halcyon. Photo courtesy of Halcyon

[Daniel Dotson](#)

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As mixed-use developments continue to grow in popularity, some residents of Halcyon in south Forsyth County are warning caution to those who plan to live in one.

Cary Green, Kelly Darnell and Robin Snow each act as president of one of Halcyon's three neighborhood homeowners' associations.

After moving to Halcyon years ago, these homeowners now feel that RocaPoint, Halcyon's master developer, and JLL Property Management, Halcyon's property manager, have failed to provide adequate services to the development's residential component.

At Halcyon, a percentage of HOA dues collected by the single-family and townhome subdivisions are paid directly to an overall property association, but the HOA presidents say they have seen little investment in anything but the commercial spaces of the mixed-use development.

Complaints of unpaved residential roads, overgrown retention ponds and failure to enforce parking regulations pushed them to the point where they decided to speak out.



Halcyon HOA presidents Cary Green (left) and Robin Snow (right). - photo by Daniel Dotson

Association Structure

According to Green, Darnell and Snow, the association agreements at Halcyon are obscured by several layers of governing bodies, from the Master Developer to the Halcyon Association, the Residential Association and finally the three HOAs.

“When we bought our homes, we all knew about the Residential Association,” said Green. “But we knew nothing about this Master Association. That became evident as we started looking at documents, peeling back layers, looking at invoices.”

Halcyon’s Residential Association consists of the three HOA presidents – Green, Darnell and Snow – and is responsible for managing ponds, green space and the clubhouse shared by Halcyon residents.

The Halcyon Association collects dues from all property owners within the development – the hotel, apartments, commercial real estate and the Residential Association – and is supposed to fund security, maintain roads and parking areas, and handle marketing for events.

According to Green, the total amount collected by the Halcyon Association in dues is about \$700,000 per year, with the HOAs contributing approximately \$145,000.

“When you add all that up, we pay about 22.5% of that \$700,000,” said Green. “That’s supposed to pay for the roads, the parking garage, security, and all this other stuff that the Master is responsible for.”

However, apparent neglect of Halcyon’s residential roadways and alleged lack of parking enforcement in the neighborhoods caused the HOA presidents to believe a disproportionate amount of their dues are being utilized to bolster commercial uses. “We’re paying, in a sense, to subsidize those businesses,” said Green. “It keeps their costs down when we pay the cost of the parking garage and all that stuff over there... So, our owners are saying, ‘Wait a minute; we don’t even see about 1/3 of our dues.’”



Although Halcyon has parking rules posted on signs throughout the development, homeowners allege that the rules are not enforced. - photo by Daniel Dotson

Residential Conditions

A major complaint among homeowners in Halcyon is that the residential roads throughout the development have still not been fully paved, years after the mixed-use development opened.

Throughout Halcyon’s three subdivisions, sewer manholes and stormwater drains are raised inches above the unfinished street surface.

Drivers are forced to swerve around manholes to avoid aggressive bumps, and the streets reportedly flood when it rains since rainwater cannot reach the drains.

Green and Snow have also complained that, despite having posted signs that prohibit non-residential parking in the subdivisions, Halcyon fails to enforce parking restrictions. People constantly park in the townhome subdivision, according to Green, when they visit the greenway, go shopping at Halcyon's retail stores and attend events on the development's greenspace.

Green and Snow said the three HOA presidents have repeatedly reached out to RocaPoint to ask how Halcyon Association funds are being spent, but said they have been told nothing more than a few broad line items.

"Security is a big line item," said Snow. "We ask, 'What is security doing? Can we call them if we have a problem?' They won't tell us what security does.

"It's the little people versus the giant," he continued. "And the giant is just brushing us off."



As the residential roads in Halcyon have not yet been fully paved, manhole covers and storm drains are sometimes inches above the street surface, creating obstacles for cars and allegedly causing flooding in the rain. - photo by Daniel Dotson



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One reason RocaPoint has reportedly given for not finishing the development's residential roads is that Halcyon is technically still under construction.

Trader Joe's is currently being built, and 265 more apartments are planned for the development. There are no restrictions on how much Halcyon may continue to grow. However, Green believes the continued development should be more incentive to finish what roads are already there. As traffic increases due to growth, Green said fully paved roads, speed bumps and signage will be necessary for residents' safety.

"The worst part of it is the lack of cooperation and collaboration with this Master Developer," said Green. "They simply don't want to sit down and deal with these issues."



Photo courtesy of Halcyon

RocaPoint's Perspective

For their part, RocaPoint and JLL say they have regularly communicated with members of Halcyon's Residential Association.

Wilbert Group Senior Vice Chair Sarah Weston, who handles public relations for RocaPoint, responded to a request for comment as follows:

"RocaPoint Partners and our JLL property management team at Halcyon are dedicated to creating a quality experience for everyone living, working, visiting and exploring Halcyon.

"We understand the concerns raised, and we have consistently communicated with the residents regarding these and other matters. The Association fees in question are standard for real estate developments such as Halcyon.

"We are actively working on additional development within Halcyon, including infrastructure and the ongoing construction of the [Trader Joe's] while meeting our various obligations."