

Election Updates and Questions

After an initial glitch in email address formatting, owners are receiving their ballots and submitting their votes. A few questions along the way . . .

Is there a deadline for me to change my email address and still get an electronic ballot? Currently the management office is running a report and sending Simply Voting a list of email address changes at the end of each business day. This notifies Simply Voting to send an email to those email addresses. Please note to allow time to process the emails and send out the final ballots, the end date for this process is Wednesday, November 10, 2021.

When is the final deadline for voting? The RECOA Annual Meeting will begin at 10:00 am on Saturday, November 20. The voting will close at the beginning of that meeting. Unfortunately, the initial ballots from Simply Voting incorrectly listed the deadline at 12:00 rather than 10:00 a.m.

Can I come into the Management Office and vote the morning of the Annual Meeting? Yes. Staff will be there from 8am to 10am with a laptop to assist owners who want to vote online at that time.

IMPORTANT: Owners will need to bring the unique access codes (Elector ID and PIN) that they received from Simply Voting. Staff will not have access to and have not been provided with these codes.

Where does the Simply Voting email come from and what does it look like? The electronic ballot sender says "Ridge at Eagle Crest Owners Association" with vote@simplyvoting.com as the email address. The subject is 2021 RECOA ANNUAL MEETING.

What should I do if I haven't received a ballot? There could be several reasons for this to occur.

- An incorrect email address in your account on the Owners Portal.
- Two or more e-mail addresses to a residential lot may both be marked as "primary". If that happens, the first name on the list is the name that receives the e-mail. Check with the other party (or parties) involved to see if they have received the ballot instructions.
- Your personal email account software may consider certain unfamiliar senders to be spammers, so check your spam folder.
- You inadvertently deleted the email when it came because the subject was confusing.

If you've checked these possibilities and still haven't found the voting email, please contact the management office at ownerservices@eagle-crest.com. Currently they are receiving several emails per day and are trying to respond to everyone on the same day.

Simply Voting has requested that ECM sends over 1 email at the end of each business day with any ballot requests. Owners needing ballots will receive the updated email within 48 business hours of requesting the ballot.

Should I have confidence in Simply Voting to handle our election? Yes. When the RECOA Board voted in April of this year to move toward electronic elections a goal was to have a secure election. Simply Voting was chosen through a process where three vendors were identified and vetted by the Elections Review Committee. Simply Voting's experience and references are strong. This is the first year of a new process for RECOA and there have certainly been issues that have all been addressed immediately and appropriately. What RECOA and ECM learns this year will be used to improve the process next year and should result in a smoother election.