

DIRECT LINE WEEKLY SUBMISSIONS AUGUST 12, 2022

Saturday August 6, 2022

It seems I have lost all premium channels with Spectrum that were there a few weeks ago. Have we changed our contract for tv service? If I call them will need to know the package we are supposed to get as owners. Help is appreciated!

Tony Roache

Answer:

Thank you for your direct line. I appreciate you bringing this to my attention. We have not changed our contract with spectrum. We will contact them and see if this can be fixed ASAP.

Follow-up Answer: The premium channels are 120.1 for HBO and 120.2 for Showtime.

If the board approves guests being able to wash coaches and this drives the water bill to an amount that in the past was deemed excessive, and since the overage use fee was suspended, where does the additional expense payment come from.

If the POA pays the water bill would this be an instance where owners were subsidizing the LLC from their quarterly payment?

Other resorts will allow a guest to wash vehicles for a minimum charge which could help cover the LLC's additional cost.

John Scott

Answer:

Thank you for your direct line. The board has not yet discussed whether to allow rental guests to wash their coaches. However, when we do, we will definitely take your feedback into consideration.

If we leave our propane tankswill the resort have this on the checklist so that we don't have to buy them again if someone doesn't return the tanks?....Thanks

Peter Eldridge

Answer:

Yes, this item is included in the checklist.

Follow-up question: Does this mean we have to remove our photos of our grill and firepit if we don't leave a tank?

Answer:

If your tank is not available for renters to use, then you need to clearly say that in your lot description. If your tank is available for renters to use, then you need to say in your lot description if they are responsible for having the tank filled. If renters are allowed to use your fire pit or grill but there is no tank, then you need to say in your lot description that they are responsible for getting a tank. Every situation is different, so just be clear in your lot description of what you require. On my lot, we have a laminated list of rules stapled to our shed. For the propane tank, we say that renters are free to use our fire pit, but they must provide the propane. We left a tank there but it could be empty so our rule can be interpreted they must fill the tank (or exchange it for a full tank). If someone steals the tank, our rule can be interpreted that they must purchase a tank.

The Rip Rap rock is a good idea along the lagoon...we might need it along our water site soon...when the men do maintenance on the pond and fountain they step into the dirt along our water site and it is noticeably eroding the soil here...almost up to our wall now...can this help there?

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Peter & Chris Eldridge

Answer:

Thank you for your direct line. I will have this investigated and meet with PLM (our lake vendor) and discuss what our options are. I will keep you informed of what I find out.

Monday August 8, 2022

In regards to the erosion from the men putting in the kayak for fountain maintenance, etc. and the lake water movement. We know they use our site because they have done it a couple times while we are here. We are concerned that they keep stepping on the soil in the water and along our wall... causing us more erosion which may eventually impact the integrity of our wall. Can 1)...someone stop by to see our concern because there is a considerable change....2) can you make sure the workers use the other side of the lake...they can go in there and there is plenty of ground to enter into the lake and not create more erosion with deep footprints which are still visible here.

Peter & Chris Eldridge

Answer:

Thank you for your direct line. Currently you have a guest on your site, once they depart I will inspect the edge of the lake for erosion. We do not have a set day of month that our lake is serviced by PLM, when they arrive we try to find an available site to access the lake. Many of the lake lots are in the rental program, several of the lots have built walls and this has left us with a few selective lots. We will be mindful to do our best and not utilize the same lots consistently.

Do we still have security driving around the loops at night? If so what hours? I'm asking because my camera never picks them up anymore.
If not, why not?

Carol Edwards

Answer:

Thank you for your direct line. The security company still patrols the resort from 1am – 5am 7 days a week. I am not sure the reason your camera is not picking them up. Their nightly reports have documentation of no suspicious activity throughout the resort.

Wednesday August 10, 2022

Per Marylis post on FB asking for a direct line request. I am requesting the board review the rule that swings are not allowed with canopy tops. In walking thru our resort there are many for the enjoyment of the owners.

Jax Jenkinson

Answer:

Thank you for your direct line. This rule will be discussed by the board, management and the PEC. We will keep everyone apprised whether the rule will be amended.

Follow-up: Jax, I was informed by Garry Cook, the PEC Chair, that he contacted Craig Lawson and rescinded the violation notice. The PEC will review this PE Guideline at their September committee meeting and will then submit their recommendation to the board. —Marylis

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Thursday August 11, 2022

Somehow I was under the impression that the Greenery is supposed to use only a 22" mower in the resort, especially along the edge of the lake I thought this was in the contract as written shortly before Kathy Chittendon left. I know when Ron was here, a lawn mower similar to the one they used today (see photo), and definitely bigger than 22", ended up in the lake twice within a week, once off of 352 and once off of 349. Both times the mower had to be dragged out with a tow line. So what is the policy? Is the Greenery following our contract relating to mower size?

Answer:

The Greenery is allowed to use the small red ride along mower as well as the 22" mowers within the resort. They are following the contract.
