

Comments, Questions, or Issues, from HOA MEETING, January 20th

Why do the water leaks take so long to repair?

It depends on what type of leak they are working on. If the leak is a live repair (meaning the repair is done while water is on) it can be done quickly with lowered pressure. If there are other issues in other communities or areas in Camelot East or Lakes that take priority, repairs are delayed. Also, if 811 has to be called to locate underground utilities, this can add 24 plus hours.

After hour phone numbers still do not work. What's the status?

It is up and running.

Everyone wants a Cove rep here at a meeting.

We can discuss scheduling a visit. BUT it cannot be a shouting match!

Why didn't Cove supply water to the residents when the water was off for an extended time?

Basically, Cove tried to get a water service truck out to the community, but since the FDOH and FDEP discourage the use of water tanks for potable water, except during natural disasters, nothing was available. We tried for gallons or water bottles, but they would not be delivered before the water would be turned back on.

Rumor is someone called Sarasota County about the water break, and then it was fixed. Does the county have anything to do with it?

Sarasota County has absolutely nothing to do with it. We have our own water plant. There were people who called the County but of course the County referred them back to us.

What's the status of the abandoned homes being removed?

The Cove Construction Team who handles this type of thing has allowed me (Susan) to use my (local Sarasota) contractor so the process will not take so long, however, we still have to get the required tests and permits before demolition begins. Regarding the homes that may not need to be demolished, the Cove Construction Team has assigned a Project Manager to them to determine what is needed to restore the home. This process has already begun.

When will the new directory be out?

We have an Ambassador Committee working on this project and it will likely be late March.

Status on the handicap access to the pool –

We are working on this with the Construction team to go in the small pool

Any truth to the rumor of Channel 7 coming here to do interviews?

Not that Village Management is aware of.

Commet made was about an employee living on premises while we are restricted to 30 days for visitors, plus is against the rules.

Waiting for clarification on this answer.

Lot 30 complained about the 2 big oak trees they have. Put a work order in but no response. *His oak tree trimming work order was completed 8/14/24.*

Village Management reinspected the oaks and neither are within 4 feet of his roof as our agreement states. The tree between him and Lot 29 is not a live oak, sweet gum, or palm, therefore not a tree we are responsible. He is aware of that fact.

Why do we have to sign up for updates?

Cove is required to get permission to send information to personnel emails and cell numbers. It's the best way for them to get information quickly.

There was a request for a better (automated) work order tracking system.

This is an on-going project with Cove. We will address status.

- There were a few more issues that bordered on personnel areas. The HOA will reach out individually on these.

Comments From FB post

*A homeowner called the office on January 2nd about a leak at his rental home. Two of the maintenance guys came out and said they thought it was coming from under the carport. Said they would tell Susan. Still no answer. Called again Wednesday (last week?) to say it was more pronounced but no return call. They left Wednesday evening and on Friday the renter called to say it was worse. Called the office again but no response.

There was a delay in the evaluation and repair of this issue because this occurred at the same time as the main break on Camelot East. Still not sure a work order was submitted for the leak.

*Replace Road on Waterbury – What was the issue, is it completed and the street be repaved.

Repairs are complete. The asphalt repair company has been notified, and we are on their schedule.

*Water Leaks on Camelot East - were they caused by the main break, or did THEY cause the main break.

A 20-foot section of the main had to be replaced. This leak was almost certainly caused by repeated parking and driving on the main. The second leak was a small hole at a pipe joint. 811 had to be called to locate utilities.