

## Village Manager Meeting Q and A

May 12, 2021 @ 1 pm

Present: Pam Bentz, Jim Drechsel, Susan Fatzie

1. Does the large pool have a degraded heating system that needs replacement? Will Cove be replacing and updating the heating system that is supposed to have faulty, leaking & degrading compressors?  
We have 1 of the 4 pool heaters isolated as it is not operational and will be replaced in the fall, as replacement now would start the warranty period and it will barely operate during the summer months as the demand for heat is minimal. We are working with the heater company to prepare for replacement of the remaining aged heaters in the 2022 year. As per our agreement with the HOA the heaters only need to operate from November 1 to April 30. While we do not turn the heaters off, they do not run often during the summer.
2. Picnic area improvements: Can another grill be placed by the picnic tables outside the large pool picnic area and add a canopy over the picnic areas? The summer is coming and it will just get hotter. Residents, especially with fair skin and issues with skin cancer, would appreciate it. Ideally the best situation is a "State Park" design for the areas with a concrete slab and roof overhead. Birds droppings are a problem as well.  
The outdoor kitchen will provide additional cooking facilities when completed. If the need remains after the completion of the kitchen we can explore the additional structures - this would be a large expense project and therefore should be suggested during negotiation of the next rent contract.
3. Could a table outside of the gate move down to popular spot midway down the parkway. We can look into that.
4. Could you establish a waste removal schedule to check the picnic area waste bins? Already established.
5. Who is responsible for cleaning grills after use? Residents who use them? Residents who use them
6. Yard maintenance yard / Gate side-Camelot South side -needs beautification! Have sprinklers been repaired to water plants around the fence area. We will add that to the list.
7. Old maintenance yard on Halifax Drive. Shrubs really need trimming. Agreed! The landscaper expects to complete it Saturday.
8. Last year there was a restructuring meeting with the region manager. As a result it was understood that Gail handled external needs for both parks and you were to handle inhouse office management needs. What is the management structure now? Does Gail have any responsibilities any longer with Camelot Lakes Village?  
Since that time, we have hired a maintenance lead here. East has had some issues that have not afforded them the time to assist as much as originally expected. Gail and I work closely together meeting weekly and assisting each other with both communities' needs and will continue to do so.
9. Can Cove draw up a Liability Waiver so CBD days Maintenance can power wash house if needed. IE: The house we just did in April on Camelot drive North? Homeowners could sign /plus be home at time of pressure washing to make sure no leaks under the door or through Lanai windows etc. Otherwise how do you get them to power wash? Can you charge them for that? Rules and Regs page 1 Item A-2. It just states " unsightly appearance" . No reference to just yard maintenance. We can hire an outside company to do the pressure washing for homes of those who do not take care of it. For CBD, we can purchase a lower psi machine that the CBD ambassadors could use to pressure wash the home. A waiver would be provided for the protection of the CBD ambassadors. A staff member at this time just won't be possible, as there are too many other ongoing needs in the community.

10. In regards to Power washing. Question? Camelot East truck here this past month power washing a residents home? (on the corner of Brigadoon and the parkway.) During work hours? I don't understand why CLV can't power wash? This was a violated company policy, the issue was addressed and corrected.
11. Pool maintenance as per 3 year settlement. Page 12. Could we get a schedule of pool maintenance/ is the pool maintained 3-4 times per week as stated? Pool is maintained by a pool service a minimum of 3 days per week and chemicals levels are checked daily by staff members.
12. Could we budget for a few more umbrella's at the large pool? Yes
13. There have been complaints about people using the garbage pails by picnic tables for dog waste/as they look like the pet waste bins. Can we have other bins by tables? Let's try education first. There are already signs indicating they are not dog waste, but will highlight them in email blast. The other cans allow for more ant and rodent activity and would want to avoid that.
14. How many cameras are in the village and where are they located? There are about 40 in the common areas and staff areas. They view parking lots, pools, gates, rooms throughout both buildings and fitness center. None are located in bathrooms or locker rooms.
15. Is there a budget for flowers or cards to be sent to residents who have lost a loved one? Or flower budget for those residents having a birthday? Birthday cards are mailed to residents throughout the year.
16. Last Q and A it was discussed to get 2-3 people to join Management and ride along and look at lawn's for sod replacement. Could we also do a monthly ride along to check out the facility? Status of resident home cleanup etc? Maybe adapt a Compliance person to do monthly ride arounds? Someone unbiased. Sounds like a good idea, with some conditions that will need to be explored.
17. In regards to \$50.00 non-refundable fee (\$150,00 total - ) for renting a clubhouse or auditorium for private use, is this fee written somewhere? On form HO signs? Will it be added to Rules and Regulations? The \$50.00 fee is part of the rental agreement. The \$100 is refundable provided the renter meets all the terms of the agreement. The HOA is no longer required to sign any forms, as we do not require additional insurance. This is a policy subject to change and would not be part of the rules and regulations.
18. Can you provide a list of exemptions for those living in the park under 55 ( I believe it was 80% 55 or over to 20% under) Including Airbnb rentals and caretakers including background checks? Due to the privacy afforded to all homeowners in the community this information will not be provided. We follow all Federal, State and Local requirements regarding age verification and HUD rules.
19. Could we have an update list of Rentals? Also, do you send out letters which include the rules and Regulations of the village to homeowners that rent? There have been many people using pools lately with no wristbands. Due to the privacy afforded to all homeowners in the community this information will not be provided. We follow all Federal, State and Local requirements regarding age verification and HUD rules. The rental lease our rules require homeowners to use include our rules and regulations.
20. Not all scheduled activities seem to get surprise water/food/snacks during their activities. What is the process for how often and selection of which activity gets surprise? Regular weekly activities are not provided snacks or drinks. We do "Surprise and Delight" at random and is meant to be a "surprise" and not a routine, it is also not always food. We have a plan to touch everyone in the community but sharing any further information will ruin the surprise.

21. Who benefits from the proceeds of bingo? Does Cove sponsor? There are no proceeds from BINGO, as the law does not allow that. There are specific rules for BINGO operation and the Bingo Ambassadors follow them. Bingo is a lifestyle event.
22. New resident Liaison, do any other Cove properties have one? Yes, most of the properties have a Lifestyle Ambassador that helps new residents get acquainted with the community. If Rebbie resigns someday from this position, would you be open to have another person to fill in and take on that responsibility? Just like any of our Lifestyle Ambassadors, we will find a replacement when and if necessary.

Follow up from the April VMM meeting:

1. BOD will get a list of 2-3 people for Sod ride along by the end of May. I would really like to complete this the week of May 17<sup>th</sup>, preferably Tuesday, the 18<sup>th</sup> beginning at 9 am. If you can get a group together.
2. Old maintenance yard what is updates of Bid's/ start time? There is no time frame and bids are still being received.
3. BOD will get back to you as to possibly changing guard gate times? Could we look at logs to see high traffic times? Logs will not be provided due to the privacy afforded to residents in the community, however, we can prepare a spreadsheet with general information for this purpose.

Susan, thank you for taking the time out of your busy schedule to meet once a month with us. Jim Drechsel will be attending the meeting with me on May 12, 2021.

Pam Bentz, President