

Camelot Lakes Village HOA Items for VMM on 17 May 2023

1. What is the procedure to report any damage to a home or homeowners property done by Village contractors. Immediately, fill out a Concerned Resident form in the Clubhouse Lobby or send an email to camelotlakesvillage@covecommunities.com. We will then contact the service provider to address the issue. Especially, in the case of the lawn crew – they have repair people to make repairs. Homeowners will not be reimbursed for damage repaired by homeowner or homeowner’s service provider and reported later.
2. Do village maintenance personnel have a proactive role in observing and reporting deficiencies in the village? Items such as trees close to homes or sprinklers not working, etc. Homeowners would need to report such issues, as each homeowner has personal preferences as to the conditions of their homesite.
3. What are the specific duties of the gate personnel? In the past couple of weeks there have been several reports of attendants not being at the gate during the 8 to 5 shift. Same attendee gone at ~11 AM and then again at ~115PM for periods over 30 minutes? Also, what are the duties of the PM “close-up” person? 8 am to 5 pm is more than 5 hours and when the same individual is working that shift, they are required to take a half-hour lunch break. Additionally, 2- 15-minute breaks throughout the shift are permitted. Access Management personnel are to check pool passes at the pools twice per day and patrol the community. The lock up person patrols the community and locks all community buildings. Specific complaints including days and times should be reported via the Concerned resident form to the Business Office for further investigation.
4. What is the schedule for Gate Monitoring on the Weekends? 7 am to 4 pm with half hour lunch and opening the facilities and pool testing in the morning.
5. Big pool maintenance – Is the upgrade on schedule? It is delayed, as all government agencies involved have not signed off on the project. Start date will be dependent upon approval by all agencies. I will send out an email blast with the start date once we receive the schedule from the contractor. Spa will remain closed as the broken step repair is too significant to patch with resurfacing only weeks away.
6. Has the cleaning and service of the big pool been addressed? Reports are that it was cloudy and dirty last week. It has been addressed with the pool service. Filter replacements will not be made until after resurfacing is completed and restart is underway. We open the pool before they have been cleaned, so vacuuming is sometimes not effective because water is stirred up. Sodium bicarb and diatomaceous earth are delivered to the water via the pool instead of the filter pit as acid and chlorine are, those substances can make water cloudy. Not sure if that is the case as it was not reported to the office.
7. Is the delivery of new gazebos for the pool area on track? They have been ordered by our home office. The timing of their arrival is dependent upon the manufacturer. Gazebos will be installed after pool refurbishment.
8. What is the permit and work status for the Outdoor Kitchen? Has the Project Manager made progress with the new contractor? The county has our permit slated for re-review for May 19.
9. What is the status of the Auditorium Upgrade? Our Project Manager is working with architects and contractors on our permit package.

10. Has the repair of the sunken drain on the west end Camelot Dr, North been scheduled? **It has not. We are still in the bidding process.**
11. Automobile speeds continue to increase in the village. Other communities are using speed plateaus, both permanent and temporary, to help reduce speeds. Can those be installed in CLV? Has COVE's risk Management reviewed this request? **The Risk Management team has not reviewed this request yet. We can explore possibilities for future Capital Expense projects but is not budgeted for 2023.**
12. Residents have reported that there are a lot of dying palm trees. Has this been brought to the arborist's attention? Work orders were submitted. **As discussed last year Ganoderma continues to be an issue in the community especially with Queen palms. It is likely Ganoderma has spread even faster with Hurricane Ian increasing the number of queen palms that are dying. While the situation has been discussed with the arborist – we are not calling them out for every tree. The tree service simply removes them as they cannot be saved. Other types of palms in common areas are discussed with arborists and treated per their recommendations. Trees are also suffering from the lack of rain as we remain in the "severe" drought category.**
13. What is the status of the repair of the streetlights? Several have been out for a long time. **The electrician will be returning in early June to complete the remaining 8 lights that are still out.**
14. Has there been any progress in the development of an automated workorder system? **None at this time.**
15. Is there a system or process in place to make sure homes for sale with hurricane damage are repaired by the seller or the new owner is responsible within a limited time for the repairs? **Yes, they also must sign a document that they understand what is required of them in terms of repair to the home.**
16. What is the status of the veterans/first responders park at the large lake? **That has been tabled for this budget year. Project Manager is working with hurricane recovery team.**
17. Is there a camera system that captures vehicles entering the village? If so, how long are these images kept? **There is a camera system. Roughly video is preserved for 15 to 30 days depending on volume of recording.**
18. Is the village operation and maintenance budget information available to the HOA? **Budgets are not available to the HOA.**