

Virtual Town Hall

In an effort to reach a larger group of homeowners, the HOA board decided to try a Virtual Town Hall. In the past Town Halls were conducted bi-monthly or quarterly to provide an opportunity for homeowners to bring questions or concerns to the board and to learn what the board was doing for the community. The Town Halls have continually drawn a low number of residents and it was decided to try an online version. The financials were posted and a form was created to provide an opportunity for questions. There were no questions submitted for this town hall. Following is a description of items that have occurred in the last few months as well as reports from each of the committees. The next Virtual Town Hall will be in December. We hope after this first one it will generate interest and people will begin to submit their questions and benefit from this resource. Please provide feedback at feedback@heritagelakes-hoa.org.

HOA BOARD REPORT

Community

The HOA purchased 7 lawn dog signs to remind pet owners to pick up after their pets. These have been placed around the community by board members.

The HOA board has authorized the purchase of 2 signs (similar to the signs in Lakehill) to draw attention to the website. These signs will also have drop hangers that will notify of changes to the website or when the newsletter is available.

The board is researching the cost to add permanent signage enclosed in brick for promoting community events and news.

Landscaping

Several trees were experiencing stress due to the heat and prolonged drought. The board authorized Legacy Links to purchase and install ten gator bags on the trees that were showing the signs of stress.

Questions about the lack of water and the brown grass around the community have arisen. The board met with Legacy Links and these concerns were addressed. There is a big difference between the watering of a residential lot and the watering of the common areas. Residential lots have pop-up heads which cover the area they are watering 100% during that time frame. This type sprinkler can run for 10 minutes and provides coverage to the area. The common areas have rotating heads which cover only the portion of the area they are watering as they rotate in a circle. This type head must run for 30 – 45 minutes to cover the area. In the allotted time frame and with the number of zones on each rotation, the sprinklers are running at their maximum capacity. To run a 14 zone station at 30 minutes each it would take 7 hours to complete. This is compared with a residential lot that has 7 zones at 10 minutes each and would complete in 1 hour and 10 minutes. Legacy Links has come up with creative ways to try and utilize every minute of the time the city has allotted for watering.

Lakes

Pond Medics has been terminated as the contractor for the care of the ponds and Magnolia Fisheries has been hired. Magnolia Fisheries cared for the lakes prior to the hiring of Pond Medics. Magnolia Fisheries evaluates the ponds weekly and should limit the problems that occur in the lakes.

If you are interested in information pertaining to the lakes, please see the September Newsletter. There is information regarding our lakes and also an informative article that Magnolia Fisheries supplied.

Clubhouse

Annette Rowe, Club Coordinator, has resigned her position. SBB is actively looking to replace this position. The board is looking to hire 2 people that will work 30 – 35 hours to cover the needs of the clubhouse and the community.

Eight new conference room chairs have been delivered to the clubhouse conference room. These still need to be assembled and placed in the conference room for use.

Two ashtrays have been ordered for use at the entrance to the clubhouse and at the cabana. The ashtray at the cabana has already turned up missing.

The board is looking at changing the phone service in the clubhouse to Vonage. This could be a substantial savings to the HOA, but the board is unsure of the reliability of the service. If you have experience with the service, please complete the online survey.

Pool

The lazy river pool will close on Monday, October 16th. The top pool remains open through-out the entire year.

Fecal contamination continues to occur at the swimming pools. This is a big expense to the HOA each time this occurs and the pool must be shut down for 24 hours.

COMMITTEE REPORTS

ACC

The ACC committee is finalizing the design guidelines. These will be presented to the board next month and then will be submitted to the attorney for review. Once these are finalized they will be sent to the community. These guidelines will be a big help for homeowners as they determine what they need to submit for approval as well as what is allowed in the community.

Communications Committee

This month the Communications committee has redone the website making it more user friendly. They have also redone the newsletter so that it is in a format that is easier to print and utilize. They have listened to the feedback and have tried to include all the comments provided into these changes.

The website has changed the way it utilizes passwords. The passwords are now only utilized for specific areas of the website and will be common for the community. The webmaster was receiving 60+ emails per week from homeowners that had forgotten their password. This person is a volunteer and could not take the time to reply to all of these emails.

The communications committee will have advertising and the homeowner directory online in the next month or so.

If you are interested in joining this committee or in contributing to the newsletter, please contact Richelle.owens@theownesgroup.com.

Social Committee

The Social Committee is dedicated to planning and implementing community-wide events designed to provide entertainment for residents of all ages.

This committee, chaired by Fran Wilson, has four main events planned before year end:

- ❖ A Halloween Night of fun and games for kids on Saturday, October 28th
- ❖ A Fall Fest/Feast meal and activities planned for Saturday, November 11th
- ❖ A family/children family Holiday Party on December 9th
- ❖ A smashing New Year's Eve event for resident adults!
- ❖ In addition to this the committee is planning on restarting a monthly TGIF, with babysitting in the craft room for a nominal fee, to allow adults to gather and relax.

More detailed information can be found on the website and in the monthly newsletter.

Safety & Crime Watch Committee

Over the past few months, the Safety & Crime Watch Committee has been busy drafting post orders for our Access Control Officers at the main gate. Although our Officers do their best to control nonresident

access, they have been working without any written guidelines to inform them of our preferred operating procedures. After researching the post orders used by other gated communities in our area, the S&CW committee determined that access control could be improved and the security of our community tightened if we provide our Officers with written instructions detailing the steps they should follow in a variety of situations they encounter while on duty.

The completed draft of the post orders was submitted to the board and has been approved for implementation pending a few minor changes. As part of the new procedures, all homeowners will be asked to provide the gatehouse with updated information about the names of residents in the home and visitors they would like added to the Frequent Access List (such as family, friends, yard or cleaning services, etc.). You will also be asked to, when appropriate, provide the names of temporary or one-time visitors to be added the Temporary Access List (this list will be continually updated). Information about how to update your access lists will be distributed over the next few weeks. We hope the hard work of this committee will help improve access control in our community, cut down on trespassers, vandalism, and other unwanted incidents, and provide a safer environment for us all to enjoy.

Please remember, however, that there are no perfect systems and it is up to all of us to help maintain the safety of both our individual homes and our community as a whole. As a next step, the S&CW committee will be working on starting-up a Neighborhood Watch Program. We need your help to make this program work, so please volunteer whatever time you have by contacting the committee chair, Brandie Koch at bmkoch@excite.com.

Pool Committee

The pool committee has been working on many things this past summer. They have been writing articles for the newsletter each month, they reviewed and revised the pool rules at the beginning of the season and also worked on increasing the awareness of the pool rules, they reviewed the number and condition of chairs at the pool, they got new signage ordered and placed and are in the process of removing old signage from the pool area, they have also worked on

an ID tag proposal, which had been put on hold until they can gather more data to determine if there is currently a need for this, and they have been researching many other issues as needed.

All in all, it has been a very busy pool season and we thank all of our volunteers this year for all of their help! If you are interested in joining this committee or in contributing to the newsletter, please contact Dudley@Grandecom.net

Golf Committee

The golf committee has implemented several golfing events over the past few months and have several more planned for the coming months.

Thank you for your interest in the community and for reviewing the Virtual Town Hall. We hope to build this into a great tool for information for the community. Please provide any feedback to feedback@heitagelakes-hoa.org.

Heritage Lakes HOA Board