

Agent Report: February/March 2008

Prepared by Benchmark Community Management

AGENT ACTION ITEMS:

- **Informed XXX that there was not room in the clubhouse for the Caribou head he wanted to donate.**
- **After Board approval, sent e-mail to XXX regarding dish/silverware use at clubhouse.**
- **Prepared sign to be installed on dishwasher.**
- **Requested quote to have two timers installed at clubhouse to monitor flood lights on upper and lower deck. Quote was for \$150.00. Board approved bid. Timers were installed on March 18.**
- **Board was informed the fence on Randall drive is owned by Dan Young Corporation. Dan Young Corp is not interested in repairing or repainting the fence. Agent suggested fence be painted by neighborhood kids.**
- **45 inoperative post light letters were sent to WR residences.**
- **Seven late letters sent to homeowners delinquent on their HOA dues.**

ARCHITECTURAL:

- **Homeowner at XXX had several questions regarding home improvement i.e. repainting their home, replacing windows, new roof and deck staining. Jeff Burget answered all homeowner's questions.**
- **Homeowner at XXX submitted architectural approval request for reconstruction of their home following January 2008 fire. Request was approved.**

COMMON AREA:

- **Contacted AT&T regarding construction of a pad for repair truck parking adjacent to utility box on 106th street. Pad is scheduled for sometime this spring. AT&T is waiting for approval from the City of Carmel.**
- **Reported to Carmel Street Department, the damage done by snow plows to the center median of WR parkway as well as lawn damage at the corner of Power and Randal. City has repaired damage.**

HOMEOWNER ISSUES:

- **Received phone call from homeowner at XXX. Mailbox was destroyed after being hit by a car. Responsible party left a note offering to replace mailbox post. Agent gave the homeowner contact information for Address Art and ABC Mailboxes and Posts.**

- After receiving delinquency letter, XXX contacted agent regarding his financial predicament and his plans to bring his balance up to date. XXX will make a good faith payment in the near future.
- Received full payment from XXX for all delinquent HOA dues and late fees. XXX was very apologetic.
- Homeowner's at XXXX reported an intruder in their home during the early morning hours. Wallet was stolen. Incident reported to the Carmel police.
- Damage to property at XXX, screen door was slashed with a knife.
- Jeff Burget e-mailed Carmel police asking for more evening patrols.
- **CLUBHOUSE:**
- Bob Hilgenberg removed the snow from the clubhouse steps on February 23.
- Light bulb replaced in women's restroom
- Benchmark repaired leaking toilet in women's restroom.
- Two clubhouse rentals in March. Two rentals scheduled in April.
- Agent discovered extensive staining of clubhouse ceiling. Contacted Sanders Construction who determined that staining is caused by a leak around the furnace exhaust vent which was repaired last summer by ARS services. Sanders construction gave estimate of \$1,500 to repair leak and restoration of ceiling. They also offered to paint the entire ceiling for an additional \$700.
- Met with ARS regarding their repair last year. Still waiting for their decision.

LAKES:

- none

COMMITTEE INFORMATION:

- Pool Committee has been formed. Members are Angee Grogan, Deborah Kelly, Laura Witucki and Jill Young.
- Social Committee has an Easter egg hunt scheduled for March 22 at the clubhouse.

MISCELLANOUS:

- November/December and January/February Agent report and November Board Meeting minutes we sent to Kurt Snyder for web-site posting.
- Kurt Snyder suggested posting mailbox/mailbox post replacement information on the WR web-site. Agent supplied Kurt with Address Art's contact information.