

Agent Report: February 2009/March 2009

Prepared by Benchmark Community Management

AGENT ACTION ITEMS:

- **Prepared new collection letter for Board Approval. After Board approval, five late letters were mailed to homeowners who are past due on their January 2009 assessment. Three homeowners have paid their 2009 dues.**
- **Letter requesting immediate payment of late HOA dues was prepared and approved by the Board. Letter was mailed to XXX via certified mail.
XXX letter was received; XXXX has yet to pick up his certified letter.**
- **Purchased several sympathy cards and mailed one to homeowner at 10524 Shafer Circle who recently lost his wife.**
- **Prepared letter for Board approval to homeowner's at XXXHannah Court. Letter requested XXXX remove their fence which was not approved by the Architectural Committee. The XXXX are planning to attend the March board meeting to discuss this issue.**
- **Signed and mailed Capture Media agreement with WRHOA.**
- **John Duffy from the City of Carmel was contacted and will report on the 106th Street Waterline Project at the March 19th Board Meeting.**
- **Chase Checking account signature card was mailed to Ben Lawless at Chase Bank.**
- **Spoke with Jay Mercer regarding WR covenants legalities. Jay will attend the March meeting to explain what legal actions the Board can take with homeowners that are not following the CC&R's.**
- **Prepared a "CC&R Violation" list for Board approval. After approval, the first list was mailed out to homeowner at XXX Shafer Circle for a woodpile stored in his driveway.**
- **Received two bids for the repair/replacement of the four downstairs clubhouse windows. Bids will be discussed at the March board meeting.**

ARCHITECTURAL: None

COMMON AREA:

- **First lawn and tree Spring fertilization was installed on March 3, 2009**
- **Agent repaired the East Side light (corroded wire) but the West Side fixture appears to have a bad ballast. Agent is researching cost of whole new fixture vs. ballast replacement.**

HOMEOWNER ISSUES:

- **City of Carmel cited homeowners at XXXXX for the poor condition of their garage door and foyer window which are in violation of the Carmel City Code. The homeowners have until the end of April to address the violations before the City begins legal action.**

CLUBHOUSE:

- **One clubhouse rental in February, three rentals in March none scheduled in April.**
- **All toilet seats in the clubhouse downstairs restrooms have been replaced.**
- **The large mirror in the clubhouse downstairs women's restroom became loose and was precariously hanging from the wall. Mirror was never secured with safety clips. Agent applied mastic and safety clips to the mirror which is now secure.**
- **The porcelain in both downstairs restroom sinks were chipped and rusted. Agent repaired both sinks.**
- **Several lights were replaced in the clubhouse, upstairs and down.**
- **Post yellow light bulb was replaced with a white light bulb per Bob Hilgenberg's request.**

POOL:

- **Benchmark has met with several lifeguards to confirm commitments for the upcoming season. Interviews will begin at the end of March for new guards.**
- **John Pyle from Pyle's Pools will begin re-painting the main pool at the end of March. His plans are to drain the pool, repaint the surface, fill the pool and add chemicals. The pool will then be covered until opening in May.**

LAKES: None

COMMITTEE INFORMATION:

- **Easter egg hunt is scheduled for Saturday, April 11.**
- **Melissa Young has scheduled the follow dates for neighborhood social events:**
 - 1. June 5 - Family pool party**
 - 2. July 17 - Adult pool party**
 - 3. Aug. 14 - Family pool party**
 - 4. Sept. 15 - Dining Group sign-up**
 - 5. Oct. 3 - Oktoberfest Neighborhood Mixer**
 - 6. Nov. 7 - Dining Group Meets**

MISCELLANEOUS:

- **January/February 2009 Agent Report and approved January 2009 Board Meeting minutes have been sent to Kurt Snyder for web-site posting.**
- **The Certificate of Deposit for Neva Lake Reserve funds is expiring on March 30, 2009. Agent has received quotes from several banking institutions for re-investing the funds. Issue is on the March Board meeting agenda.**