

Dear Resident(s),

The HOA Board and Management are aware of and have been taking action on several community related issues. We would like to update the community on some of these issues.

The outdoor pool has been plagued by many challenges. We felt it was in the best interest of the community to replace the pool management company with a more professional company which has greater depth and breadth to manage our 4 bodies of water – indoor pool, indoor spa, outdoor pool and outdoor spa. Our new pool management company, American Pool, took control of the pool management in May. Our outdoor pool is challenged from dirt blowing from the adjacent property's construction site, chemical control issues, exploding shower pipes and a broken spa.

Fortunately, we have an excellent robot vacuum which is hard at work cleaning the pool along with the help of our full time attendant. Proper chlorine and pH maintenance is a critical part of keeping swimmers safe. The attendant tests all bodies of water every 2 hours, including prior to opening and after closing the pool. This keeps us safe, the pool looking great, and it is also required by the State of NJ. The water pipes to the outdoor shower exploded several weeks ago, and a resident discovered the issue and shut off the water using the emergency cutoff on the side of the pool shed. There was some damage to the pool shed and the shed lighting. Management is working on resolving this issue. Additionally, Management resolved the broken shower within 1 day. Lastly, Management is working with the company which built our pools to determine what is the cause of the broken spa and to implement a plan to resolve this situation as soon as possible. We will update you on what may have caused both the shower pipes to explode and the spa to develop a leak.

Gates and security are important to our community. A resident drove into the front gate and damaged the gates several weeks ago. It has been repaired. It is possible the person was in a rush as the gates had been quite slow. We hired a new gate and security camera company to maintain our gates and security cameras. They increased the opening and closing speed of the main gates this week. This should decrease some of the frustration you may be experiencing while waiting for the gates. The new company also implemented a quarterly maintenance plan to keep the gates operating properly. This new company is also working with us to resolve the issue related to non-responsive gates and determine the cause of this issue – tags, receivers, software or something else. An update will follow as we know more.

Some of the things we have completed or are in process include tinting the clubhouse windows, hired a new janitorial company, continuing to work on HVAC system challenges, hired a company to maintain our fitness equipment and finalizing a guest policy. There are many, many other issues and tasks we are working on and too numerous to mention in this brief update. We plan on providing the community with more frequent updates so you can be aware of the progress.

Thank you for your patience.