

Dear Resident(s),

The HOA Facilities Committee is currently working on the following issues.

Regarding the gatehouse, the anticipated cost of repairs and improvements (previously mentioned), while limited, seem to be too expensive relative to the importance of doing this work now. We will push this plan into the future. That said, we are refocusing and limiting the repairs to a subset of improvements to allow the gate attendant to do their jobs and perform as expected. Adamas, the company responsible for the gate attendants (concierge) and the janitorial services, is committed to improving the performance level of the attendants to our expectations and it is important that we make a few necessary changes to the gate house. For example, the switches to control the gates need to be moved near where the attendant interacts with a guest.

We met with the janitorial and attendant supervisor and manager team last week. We did a detailed walk through with this team and clearly defined our expectations. They hit the ground running this week with extra cleaning staff and did a very thorough cleaning over a couple of days. It was a great start to meeting our expectations. We expect to see more of this as the days become weeks and the routine sets in. The facilities committee is confident based on this initial performance. Training of the gate attendants has already begun.

USA Security has performed an update on our access to our gate security cameras. This means the cameras are working, a history is being saved, and the HOA is once again in control of how the cameras help protect us. USA Security will help us in the following ways – move the attendant gate control switches to a better location (see above), check on the speed of gate closures (once a car has passed through), and provide us with an alternative car tag to operate the gates. The alternative tags may be helpful for certain cars which seem to have some challenges opening the gates. It is believed that certain windshields have a higher amount of metal which can disrupt the effectiveness of the tags we have hanging from our mirrors. USA also provided us with a quote to install additional cameras for gate security. The HOA board will discuss and determine if this is necessary, preferred, and cost effective.

Great news! We have finalized and approved some new guest policies. There will be a policy, effective August 1st, to allow residents to bring guests to certain paid entertainment events in the Social Hall. Residents have a priority. We also have finalized and approved an OUTDOOR pool and spa guest policy. This policy will be effective July 18th. **IN BOTH CASES, IT IS IMPORTANT EACH RESIDENT REVIEW THE POLICY HIGHLIGHT (to be published July 14th) AND THE OFFICIAL POLICY GUIDE (which will be updated over the next few days).** It is important that all residents and guests comply with the details in these policies. Thanks for your patience in this regard. More to come.

We met with American Pools (management) and Inca (builder) several times this past week in regard to the various pool issues. There are several take aways from these meetings and I will list below.

1. Inca, with help from a third-party testing company, has determined the spa is leaking from the pipes / lines which bring the water to the filters. They are in the process this week of determining the precise location of the leak. This will allow them to define the repair plan. It is likely that they will have to dig down to repair the leak. It is also possible the pool may need to be closed during the initial digging. Inca has indicated at most a 1-day closure.
 2. Various work on the outdoor pool filters (ongoing), and greater attention by our pool attendants has greatly improved the conditions of our outdoor pool water. I received many positive comments from thrilled bathers. Additional training of the attendants has helped. More work to be done still.
 3. There was a closure of the indoor pool spa earlier this week. It is being investigated. We expect it to reopen soon.
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1. As mentioned last week, we are strongly considering an alternative solution to maintaining the chemistry of the outdoor pool and spa. The installation of erosion tablet feeders is cost effective. We are expecting the board to consider this option and approval is hopeful.

We have established a methodology to gather detailed information about relevant issues concerning our facilities. The committee has implemented a “boots-on-the-ground” process to collect, categorize, and photograph facility related issues which need to be corrected. This is an involved process which will likely take several weeks. This information is critical to an effective transition, access to warranty claims (if relevant), and also needed repairs or maintenance.

Last, but not least, we remind the community that no food is allowed within the gates of the pool and spa area. Snacks and lunch may be enjoyed on the patio area outside of the pool. It is also helpful and considerate to fellow residents if we pitch in and clean up the areas we all share. Trash cans are available in the patio area.

If you have any questions or suggestions, you should forward these to the following email addresses: facilities@delwebbfp.com (facility committee) and/or info@delwebbfp.com (First Service Management).

Steve Grundleger, Chairperson

HOA Facilities Committee at Del Webb Florham Park