

Coffee with the Board
Management Responses
2-2-17

- The lobby Leak and why insurance didn't pay: **This was because if there is no evidence of damage on the roof on the outside of the building, then insurance will not cover the cost.**
- How do we get email blasts from the Association?: **Resident's MUST register for the SDV website in order to get an email blast from Lifestyle or Management. Regarding the resident directory: If you want to be on that, once you are registered, you can fill out that information to join that list so others can find you if you want them to.**
- AC making a clapping sound at the back of the ball room: This is caused by loose backing on the underside of the light bulbs in the light fixtures and every time the AC or Heat comes on the flapping begins. **DONE 2-15**
- The resident directory needs cleaning up, as many residents are no longer here: **DONE 2-21**
- Should residents turn in their ID cards when they move: **Not necessary as we shut off their access and we cannot reuse their cards.**
- A question came up on why are we locking up the lodge and why must residents have their badge: **Voted on by the BOD for safety of residents in the lodge, as well as it is a rule that you must have your badge with you at all times.**
- Management was asked to look into street signs at all cul-de-sacs. **We are looking into the feasibility.**
- Lights are not working on the bridges at the end of the paseos: **Diana is working with the Developer to get them turned on and this will take a while.**
- Gas smell in the kitchen: **I had this checked every day from 2-2 to 2-8 and no gas smell. I will say that when janitorial cleans the stainless steel, the cleaner that is used has a smell similar to a gas smell.**
- Lights out around the lodge: **We have replaced a lot over the past 3 weeks but waiting for the electrician to come out as several have many more issues than just a burnt out light bulb.**
- Several comments about getting into the website: **We have reached out to the website developer and cannot find anything wrong with the website.**
- Have an event check off list for private parties: **We are already using a list and the new monitors and staff are being trained on how to use it.**
- Who is in charge of parkway trees: **This is the owner's responsibility to keep their trees trimmed and to replace if they die as well as keep them trimmed 7' above sidewalks.**