

## **Board of Chaparral Pointe Adult Village Summer Newsletter – August 2023**

**The Role of the Board and the Property Manager** - Lately, there seems to be an expectation that board members provide handyman services for residents who need interior “odd jobs” to be done. This is not the role of the board. Asking board members to do such things as this creates a liability issue among other things. Perhaps family members or friends can help with these tasks. There are a multitude of handyman services and individuals who can help in the neighbourhood. Also, more and more, owners are approaching board members when they have questions or issues. We don't mind the odd question but when the question is board and complex related and something pertaining to your unit, please contact the property manager in writing (preferred) and she will communicate this information out to the board who will direct next steps in the process. If you are having an issue with GO SMART acting on an inquiry within a reasonable amount of time, please resend your request and copy a board member.

Under our bylaws, unless a resident has experienced damage due to an “Act of God” such as the hail storm a few years ago or exterior structural issues, the interior of our units is the sole responsibility of home owners. Exterior and structural issues are the responsibility of the board to act on. Your cooperation is appreciated.

**Windows** - Joe, the Team Lead reports they are approximately 50% complete on Phase I of the project. They have encountered some unanticipated water damage and mold issues while removing windows. This damage is being remediated by specialists in this area. We're sure you've noticed that in these units, the stone work has been removed in order to get to the issue(s). The new stonework has been ordered. Once it is here these units will be completed. Thank you to those homeowners for your patience.

We have had some questions about why the new front windows no longer have the decorative feature at the top of them. Looking at our budget, the board, in working with the window specialist made the decision not to include this feature as it would be an additional \$500+ per window.

Joe has arranged to donate the old windows to Habitat for Humanity. This benefits the charity and also saves us significant hauling and dumping fees. As previously mentioned, this is year one of the three year window replacement plan. Thank you Joe.

### **Landscaping– Broadleaf Spraying Alert!!!**

Please be aware that the yearly broadleaf spraying will take place this next Wednesday. Please be extra careful to keep your pets off the grass for a few days.

**Back Decks** – A number of decks (20) were identified as needing to be restained to help to spruce up the complex. As per our bylaws, the original decks with no extension are the board's responsibility. However, it was decided that the original decks, plus the extensions would be taken care of. The stain used was Cloverdale Sharkskin, Color Canyon: Code EX109. As you know by now, this work has been completed. We apologize for the last-minute miscommunication that occurred while this project was completed.

**Paint Touch Ups** – A few board members have identified paint touch ups throughout the complex that need to be done. This will occur shortly and you will be notified when this work will resume.

**Updated phone list** – Attached is our most recent Resident Contact List. This list is only for the sole use of residents.

**Communication and Respect for all** – We have had several complaints about the lack of communication in the complex. In an effort to improve this, we will provide a newsletter after each board meeting. Also, an effort will be made to update the website in the near future. If you know of someone who may be able to help in this area, please contact Trish Weatherup through the complex email address. Sharon Johnson, former board member has created an excellent “how to” manual. This person does not need to be a board member and will work directly with Trish Weatherup. Once the website is updated, it shouldn’t take the volunteer much time to upload documents after each board meeting.

More and more board members are being approached directly regarding issues that residents are concerned about. Some of these approaches border on verbal abuse. Your board are community members and most importantly, volunteers giving many hours to managing our complex. **VERBAL ABUSE IS NOT NECESSARY AND WILL NOT BE TOLERATED!!!**

Though we don’t mind answering the odd question, emails to GOSMART are the preferred method of communication. If you do not use email, please call Lana directly who will pass your concerns on to the board. *This provides a paper trail and the ability for the board and GOSMART to track all projects and act on them accordingly.* If you are not getting a response, please email/call again and at that time, notify a board member that you are concerned that your issue is not being dealt with accordingly.

For any concerns, requests or queries relating to our complex please contact:

**Lana Radojevic**



**Admin/Consultant**

403-262-7955, Ext#1

[lane@gosmartmanagers.com](mailto:lane@gosmartmanagers.com)

In closing, we are a 25-year-old project. Your board are doing our best to direct any upgrades and improvements as our budgets permits.