

CHATBOX COMMENT AT APRIL'S DIRECTORS' MEETING & HOA RESPONSES

TOWNHOME PAINTING

Can the schedule be re-circulated please?

Done

ANTI-SOCIAL BEHAVIOUR POLICY

How can the new policy details be accessed?

Can be located on the tv website. link: <http://www.terraverdehoa.com/> located on the right-hand side of the page "under updates"

TRASH

I want to ask how to properly escalate an overflowing trash bin?

There is a trash policy in place as discussed during the Manor's meeting. All issues surrounding the trash should be emailed to the GM adding the property address. the GM will proceed accordingly.

SPEED BUMPS

We have tire tracks up through our grass where cars drive up over the curb to avoid the speed bump. Mostly the MC's and pool trucks.

I think we need additional speed bumps closer to the clubhouse as some people still get up to a high speed before they hit the first bump on Madiera same on Ormond

Additional speed bumps have been purchased and will be installed.

90 DAY RENTAL RULE

That was a 179 day rule. The 90 day rule was introduced last year, right before snowbird season.

As explained in meeting, the 90 day rule has been in place for over 5 years and was amended October 2020 re. applications to extend

LAKE

What about the debris at the bottom? Has that been taken care of?

Many lakes need to be dredged at some point - are they recommending that at any point?

What about our banks - they seem to be eroding.

The lake is tested every month by our contractor. We will investigate the dredging and bank erosion questions

SUMMIT BROADBAND

100Mbps is now the standard. They need to bring us up to this level without Paying premium

They promised fiber optic cable 5 years ago, but only did that inside the community. Outside they were still using copper.

The only Fiber Optic line within the community is the main line that comes into the resort and no other Fiber Optic installation has been discussed or promised.

We have, of course, been in discussion with Summit to improve our internet service and as a result they undertook a "noise" mitigation assessment of each individual property, which has now been completed. This interference was cited as a major concern for the overall stability of our service. During the course of their property assessment, they found that the main cable that feeds the townhomes was deteriorating. They are now in the process of installing a new line to replace this.

Many homeowners report a drop in internet speeds during the evening hours, when more people are using the service. To address this issue, Summit will be installing a "Node Split", which will effectively increase the main line capacity into the resort threefold. The completion of this installation is expected within the next 60 days.

BOARD MEMBER INFORMATION

Could we do a get to know your board members with pics and some info about them, their experience, their why to being an owner at TV and their why to being a board member??

We will be updating information on Board members and staff on our new website

POTENTIAL BOARD MEMBER

Heidi Huey from Colorado volunteers to join the Villas board

Done

GATE ISSUES

it is great we are concerned about security, and it is a priority for us as residents, but we need to also provide bathroom services to guards on the gate. I came from work at night and some of the guys sometimes are not at the gate because they have to go to the bathroom at the club house

If there's no answer, I send an email. I have witnessed the lines of cars.

There has to be an app or some other alternative to make it easier.

If a food delivery driver can show proof of delivery address, could we not avoid the need to call?

We have discussed these issues and are working towards improving the processes.

CLUSTER MAILBOXES

So if one of our short term renters mails something to the unit they will not have the ability to receive it?

Can we get a blue USPS drop box placed at the front of the clubhouse for all to use?

A renter would have to arrange access to the mailbox directly with the owner or their representative.

The installation by USPS is scheduled for early summer on Madiera. We will not have a blue drop box at the clubhouse as the cluster includes a box for outgoing mail.

ACKNOWLEDGEMENTS

I myself become part of a board for a community and the amount of work is crazy and free I appreciate all you guys do for this community I think its running so good

Thank you to all staff, board, etc. for all of your work.

We are very pleased with how the board and staff operate at TV. Bravo!

Agreed

Hear, Hear

I want to publicly thank Ken and Tulin for all the work & time they put into our community!!

The board is total voluntary and can be very time consuming.

Agreed. Thank you all!

I think ALL the board members are doing an excellent job and I couldn't be prouder to be a homeowner at TV

Thanks for your support

There were also a number of comments and questions on the owner/occupier issue and these will be addressed separately after our final attorney consultation, when implementation details will be finalized