

04/23/24

Hello Fellow Residents,

I'm sure many of you are driving by the various pools wondering, "What the heck is going on? Wasn't our new pool management company going to fix all of our issues? Is this SweetWater all over again?"

I know I certainly would be asking those same questions, so I'd like to make an explanation of all that has happened, what is currently going on, and where we are going from here to ensure that we have a great pool season.

First, let's set the stage. We, the Board of Directors, started looking at different pool management companies all the way back in late 2023. We collected two bids and the bid from SweetWater and made a selection with Blue Water Recreational Services(BWRS) in late January 2024. This was based on factors such as: cost, customer satisfaction, and business size. Our SweetWater contract ended at the end of March 2024, so we made the decision to ride out the contract with SweetWater to avoid paying any penalties for breaking the contract. To coincide with this, we set our BWRS contract to begin in April 2024. A learning experience from this, it may have been a good idea to end the SweetWater contract a month early, with BWRS starting earlier as well, or to overlap the two.

In addition to this, SweetWater informed us that the impeller at the clubhouse pool needed to be replaced. We offered BWRS the chance to quote for this replacement and they came back with a cost that was half of what SweetWater was quoting, so we had BWRS take the replacement job.

Now, let's talk about where we are now. When SweetWater left, they also, unexpectedly, took our pool chemical controllers. The reason they did this is because they state they were rental units owned by them. We cannot find any agreement in previous contracts to support this stance and are currently doing more investigations before we decide what to do about this. Speaking with BWRS, this is not an uncommon setup, but not something we anticipated. We have had BWRS install new controllers.

Next, when BWRS was working on replacing the impeller, they found missing hardware, a diffuser plate also needed to be replaced, and the housing had a crack that was leaking water. Due to parts being difficult to acquire and also costing more, we made the decision to replace the whole motor with a more modern equivalent.

Then, even more wrenches were thrown in to the big pool repair when the new pool motor was suddenly overheating and turning itself off. After some diagnosis with electricians, it was found to be a thermal relay that was occasionally delivering less than the 240v required. This was replaced on April 22 2024.

For the small pool, we are having some issues backwashing the filters to clean them so that the pool pump can clear what it can. In order to not damage the equipment, we've turned off the pump. We are currently looking in to what is causing the issue and hope to have the small pool cleaned and open in time for the May 1st 2024 planned open.

So where do we go from here? For the big pool, they will be out this week to vacuum and clean it, so tentatively it will be available again for the swim team by next week, April 29, at the latest. The new chemical supplier requires eye washing stations to be installed in both locations and these are on order with BWRS, planned to be installed this week. Until this is resolved,

chemicals are needing to be added manually and is being handled by BWRS. In addition, there things needing to be done in the grounds area of both pools and will be taken care of once the pools are both in working order. For the small pool, we will be meeting with a BWRS maintenance person to determine the root cause of the filter back washing issue this week.

Thank you everyone for your patience and understanding. We've been working hard to try and get things ready for this summer season, but have just hit a few speed bumps along the way. I do still stand behind the decision to go with BWRS, but I do apologize for the complications caused with this change.

*Jon Henry
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