

March 2, 2022

Updated Responses 4-25-22 By

Jason Myers

No on-site manager for months.

- *Currently working and no plan for a change anytime soon. 😊*

Hot tub has not been operations for almost three months.

- *Up and running well. However will be working on contingency plans in order to support emergencies more efficiently in the future to limit down time.*

Due to the Pine Lakes pool being closed for almost three months, the pool at Lake Fairways has had continual water issues, i.e. pollution.

- *Maintenance and our CPO have been working diligently to maintain healthy and clean water.*

The bathrooms are not being maintained and cleaned. Men's bathroom – one of service for 2 months.

- *Agreed, Plumbers have been slow to resolve broken urinal and maintenance/housekeeping have a long way to go. I have expanded our team and should be seeing better results on the overall cleanliness and upkeep.*

The Sand Trap is to be open 7 days a week.

- *Currently working on opening the full 7 days a week, estimated 2nd week of May.*

We have known felons living in the community.

- *Been notified and ELS handles per policy.*

We have multiple families living in homes.

- *Been notified and ELS handles per policy.*

We have minor children living in the community.

- *Been notified and ELS handles per policy.*

We have renters that are bringing in dogs.

- *We thank you for letting us know, please be aware of the service animal protection laws when it comes to pet vs service animals. We try our best to manage this situation, I only ask for some consideration of our limitations.*

We have multiple dogs in homes, as well as oversized dogs.

- We thank you for letting us know, please be aware of the service animal protection laws when it comes to pet vs service animals. We try our best to manage this situation, I only ask for some consideration of our limitations.

We have mailboxes in disrepair for months where the mailman will not leave mail.

- Under advisement and have been working to get the major damaged or unusable mailboxes replaced.

Yards are not being maintained or policed as directed in the Prospectus.

- Detailed inspections will be underway with community support and the addition of ELS staff we should have this minimized with in the next 90 days. Understanding this is an ongoing challenge and will always be our goal to improve this beautiful property.

Garages, additions, and fences have been added to yards.

- Within reason we welcome home owners improving their homes. However there is a process for exterior modifications and when this is not followed ELS will need to step in to rectify the violation. Please continue to report questionable changes and we will handle it from there.

The former First National Bank building has been taken over by ELS and used for storage for files dating back as far as 2003, with management indicating ELS has no shed policy. This is valuable storage area for the many decorations that are used during the holidays in the community.

- The "ATM" building is being cleaned out the month of May. It will then be utilized for storage of residents/committee items managed by ELS.

The pool is to have 32 chairs, 36 lounge chairs, 6 tables and umbrellas. We don't have half of that and what we have is worn out, moldy and makes our pool look like a slum park.

- We have a current count and appreciate the need for new furniture as soon as possible. I have been given permission to purchase all new pool furniture. However, this takes time and unfortunately, I have no ETA. Once I have a good idea then I will let you know.

The prospectus gives the community 1 piano. The piano that was inn the lounge and used by the chorus was ruined with a ceiling leak. It was subsequently thrown out. The other piano disappeared during the remodeling and was one that was a cracked sound board. The HOA and the Women's Club bought a new digital piano, which we would like to be reimbursed for since we are guaranteed a piano in the prospectus.

- Not sure on this one still looking into what we can do for past situations.

Homes are being painted without any direction from ELS. After the home is painted is too late for changes to be made. None of this is being monitored.

- I agree and with proper awareness and leadership this should be self-resolving. Every home owner know our expectations for paint request and can be reminded through a resident letter. This letter will be on it way later in May.

Storm drainage is a continual problem during the wet season. Prospectus said the cost of the storm drainage is included in the base rent, yet we keep getting told these are CAP X costs.

- *Not sure on the details of what is charge and what is not. Would need to look into the accounting details and let you know next meeting in May.*

The Guest visitation policy is not existent.

- *There is a policy, and our guards and residents should be aware of this. Can we get better at monitoring and checking this policy, yes of course we can. I will work with them and believe with some basic expectations set we can have a great impact on this one.*

Areas that are not meant for storage or where rent is not charged have been taken over by residents.

- *May need some examples for this one. Can you give me specific cases?*

Two vehicles are allowed per home; however, we have commercial vehicles parked in driveways.

- *When we are notified we will address each one per policy. This too can be a beast to manager and takes a culture shift. With ELS holding people accountable and others being patient during this time of change.*

Home sites are not being maintained by the Prospectus.

- *Agreed and with our inspections and community support this will change.*

Tennis court is to be maintained. No work done to maintain this court for 4 years. Water fountain not useable. (Tennis Association offered to pay half, ELS the other and it was to be done immediately. Feb)

- *The courts have no been inspected and a full report will come out mid-May for the surface. The other items are in the process of replacement or repair.*