

Mailbox Update January 2017

Riverplace HOA members,

As you know we purchased new mailboxes. They are black and during our annual meeting we chose a cooper color. There were two mistakes made that created this situation.

1. The supplier filled out the PO incorrectly with black as the color.

We signed the PO. On the day of installation we did not discover the mistakes (color and PO) until 1/2 the boxes were installed. At that point it was to late to stop.

Jim Warren and I have been trying to correct the situation for 60 days. Because of the PO the supplier was uncooperative. We appealed to VISA to hold payment. VISA was unsupportive because of the PO.

We were finally able to get a 5% discount , which is not much, but something. We now have black mailboxes of the same make and quality that we contracted for.

The reason communication on this situation has been slow was because we were trying to correct the mistakes so this issue would have been solved then communicated.

I apologize for this situation and take responsibility for the mistakes.

If you would like to discuss with me please don't hesitate to call.

Jim Chamberlain

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