

I recently met a Suissevale homeowner that shared an experience he had with the BOD. His water shut off at the curb had gotten broken. Suissevale's water contractor was dispatched and replaced the valve and presented the homeowner with a \$1,550 bill for the work. When the business office was contacted and challenged about being charged for this work, the BOD agreed to pay for the repair and the BOD was then invoiced \$800 for that work. I have seen both invoices to verify that they exist. After reviewing the Suissevale.com website under the **Information Center -> Water** section, there is a lot of information missing and questions to be answered:

- Who owns and is responsible for the valves? My wife and I paid \$2,200 to get ours installed two years ago after being told by the Business Office it was included in the \$6,000 "Building Fee" we paid.
- Who is responsible for servicing the valve if it wears out or gets broken?
- Why is this policy not clearly stated and published for all to see?
- Why was there such a large difference in the price charged to the homeowner as opposed to the BOD? I wish the BOD had offered to get us their substantial discount when we hooked up to the system...
- Shouldn't the BOD be looking out for the membership and negotiating favorable rates on services provided to association members? We get a very favorable AmeriGas LP rate via the association, why is this any different?

I really wish there was more transparency and better communication. My name is on the 2020 ballot and I promise to constantly communicate and work on behalf of the dues paying membership if I am elected to the BOD.