



**Weathersfield Service Group
Manager's Report
August 31, 2016**

Financials

As always, once approved, monthly financials are posted on the community website.

Tara has moved to the new financial reporting system, approved by Julie Smith. In short this is to show all 2016 expenses in the income/expense reporting. Any transfers to or from Reserves will be handled as Julie described in your June memo (e-mail) to Tara.

Work Orders

Since the last report, we have 11 new work orders & have closed 7 work orders.

Details of all work orders, including costs, are available for Dan Green (or, any Board member) to review at any time. Michelle, keeps a copy of such on MS Excel. Also, the original work orders are storied at the office & can be reviewed at any time by WSG members.

Landscaping

The Ruppert crew is continuing the summer maintenance program. They are also doing some tall tree/shrub pruning. This project requires extra tools & was not completed with the first round of pruning. We will begin turf aeration & seeding in mid-September. Once this step is completed, the crew will not mow for 3-4 weeks so that the seed can germinate. They will still be on-site on Thursdays (weather permitting) to take care of other maintenance required. Again, please remember to bundle with string any yard debris you collect and place it in a visible spot in your close. Tying these bundles keep the snakes and other critters from hiding in large piles. If the bundles are not tied up properly then they will not be picked up by Ruppert. Please know that Nancy Fore is the Board contact for Landscape. She is involved in every major decision & works very close with Patsy (Berkeley) & Justin (Ruppert).

Also, Nancy & Patsy walk the property during the growing seasons every week, usually Thursday mornings to inspect all landscaping. They usually are on-site for 2-3 hours.

Special Projects

First, Pest & Termite Consultants will conduct termite inspections on September 22nd & 23rd. As always, we will send letters to all owners with this information. Zana has approved this plan.



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Special Projects (continued)

Second, Peggy reports that the company replacing the lights around the Grove has scheduled the work to be completed by early September. As a reminder these lights were broken by a company that does not work at WSG (they were just driving through).

Third, landscaping drains have become a topic for discussion. Patsy & Nancy are very involved in this issue & understand it completely. Later this year, the Board will need to formalize a plan for the proactive or reactive cleaning of the landscaping drains (pipes) near some WSG homes. These pipes are usually black & often are connected to the gutter downspouts. Sometime, but not always, these are buried underground. Also, French drains, usually green in color, will need to be part of this discussion. Key points to consider, the purpose for any landscape drain is to move the water from one location to another, often 20-30 feet from a home and/or to common space. Most should be maintenance free, if installed correctly. At most Ruppert might have to clean out a French drain once per year. The black pipes should need no maintenance unless they become damaged. Aging black pipes can break & tree roots can grow inside of them. It is important to know during heavy rain (ex, 1 inch or more an hour) that these very small landscape drains cannot keep up & water will back up (pool) in areas around homes. So long as this standing work is gone with 48 hours, there is no reason to be concerned.

Fourth, storm water drainage is also being looked at by Peggy, Zana, Dan & the Utilities Committee. These are the steel & cement drains throughout WSG that are designed to handle storm water that hits impervious surfaces (ex, parking lots) & needs a place to flow. These drains have nothing to do with landscaping & must be managed differently. To be honest, any good storm water drain should be self-cleaning & should need no maintenance. Of course as the community reaches 30 years of age, it is possible that some tree roots have gotten into the systems & need to be removed. For this item, the Board will need to consider how best to handle, either proactively or reactively.

Finally, there was an emergency plumbing issue at 532 WSG. Details are attached to this report. Of note, this issue was related to the water & sewer systems at WSG. As a reminder, indoor plumbing at WSG is owned & maintained by the owner(s). The white pipes (plumbing pipes) are HOA owned & maintained. These pipes connect the homes to the main system,



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Special Projects (continued)

which is owned & maintained by Fitch. The HOA pipes are buried underground, sometimes up to 8 feet deep & were installed 29 years ago. Peggy will have the lead, with support from Zana, Bob (Watkins) & the Utilities Committee on how best to proactively manage going forward.

By-Laws

Berkeley continues to recommend that the Board change the existing by-laws as it relates to Financial Audits. The HOA attorney (Hope) has already suggested the language be changed to "financial audits done at the sole discretion of the WSG Board of Directors." Additionally, we suggest the Board work with Julie to decide exactly when, or if, financials should be audited. As we have stated before, Berkeley recently based a very detailed audit on our financial process for another client. The bill for such was over \$10,000.

Annual Tax Return

As discussed, Julie needs the monthly financials as done by Berkeley to tie exactly to the tax returns, especially as it relates to annual expenses. For this reason, Berkeley has already moved WSG to the monthly financial process recommend by Julie (and, to be honest all the tax preparers we have worked with). Specifically, what this means is that transfers to and from Reserves will be managed differently in 2016 as they have been in the past. Tara is more than happy to sit with any & all Board members that have questions about this change & how to review the published financials. As a reminder, all financials are posted on the web site.

Communications & Berkeley Provided Website

Monthly updates, sometimes more often, continue on the community website. Additionally, over 135 e-mails are now signed up to receive electronic newsletters, which are sent out 1-2 times per month. Berkeley does not charge WSG for these services.

Additionally, we continue to support the idea of Close Captains communicating direct with their Close members for any important issues. There is little doubt that face-to-face communication continues to be the best way for most WSG residents to get HOA information.



**WSG Work Orders
Since last report (August cycle)**

<u>Close Address</u>	<u>Description</u>
596F	roof leak
556	front railing, rotted wood
532	clogged pipe
523	rotted wood, front railing
582	garage door
584	drain cover
592	garage door
595C	garage door
579	shutter, railing
564	shutter
514	door trim

Note, work order details can be found at the Berkeley office on all the above

532 WSG, Water & Sewer Emergency, August 16-24

1. The owner of 532 called the Berkeley office mid-day on Tuesday, August 16, to report a plumbing problem. They had already had a plumber come into the house to confirm the problem was not theirs to manage and fix. Michelle sent a plumber that we have used before at WSG. The plumber was from Orange Mechanical. The team worked awhile on Tuesday but called the office for approval for more time. That call came in around 6 pm. Peggy gave them more time to come out and work the next day, Wednesday, to solve the issue.
2. On Wednesday they returned to the job site. They worked for many hours trying to snake the pipe. They snaked to 150 feet total. They were not able to use a camera as the water (sewer) was not clear so they could not see with the camera. The team reported the underground system was very confusing and a map would be helpful. However, it was confirmed that no map of the HOA water and sewer system was available on Wednesday. The team reported they may need to dig to find the problem. The backhoe required would need to go 8' deep, as the pipes are buried very deep at WSG. Peggy started calling other plumbers and other vendors to see if WSG could get a backhoe for Friday. All of the plumbers she called said it would be days (others weeks before they could arrive). Peggy did contact Larry Bridges who recommended three larger companies that might be interested in this work. In the meantime, Orange Mechanical found a backhoe and scheduled a work day for Saturday. This was approved by Zana and Peggy.
3. Again, the existing plumber, Orange Mechanical, got permission to rent a bigger backhoe and that was delivered to the site on Friday morning. Also, it was clear money would be spent even if the backhoe was not needed.
4. On Friday, Peggy took a call from Zana that the owners of 532 had been able to flush toilets and the problem appeared to be solved; at this point Zana said the digging was off. Peggy called the plumbers to report that decision.
5. The plumber, knowing it was impossible for a pipe to "free itself," was worried the problem really was not solved and asked that he be allowed to bring a camera to look at the area now that the pipes apparently were clear; Peggy called Zana & permission was granted.
6. Friday, late in the afternoon, Orange Mechanical went out to the job site to do some preparation work for the next day. However, when they arrived, they discovered the blockage had not cleared and the water was still compromised. A camera would not work at this point. Digging, with the backhoe already on-site, would take place on Saturday.
7. Saturday was a very long work day for all involved. The team from Orange Mechanical worked for hours. When Zana checked on the crew, it was clear they were not making any progress finding or fixing any of the problems. Around 3 pm, Zana sent an e-mail to Berkeley asking that we find another vendor to do the work. Tony, who covers Berkeley on the weekends, saw the e-mail and responded. First, he called Orange Mechanical and told them to stop working and go home. Then Tony went on-site to work the issue directly with the team. Note, by the end of the day there were 4-5 plumbers on site including Paul from Fitch, the developer of Fearington Village. The man who had installed the system 29 years ago was also called in. Plumbing building codes have changed since the 80s and the snake did not, nor could not, follow the water flow as it flows today. For example, there are forks in the pipes that made no sense with today's standards. Maps would be required to understand and trouble shoot the issue. Fortunately,

Paul had the map of the drainage system for WSG, which he agreed to share with the WSG Board. Tony stayed on site for several hours, deciding on next steps (for Monday) with Zana. Between Tony and Zana, all owners affected were met and informed about next plan of action.

8. Again, Tony and Zana jointly made the decision that this job was beyond the scope of Orange Mechanical's expertise; they were clearly told on Saturday to stop all work & not return.
9. Sunday, no work was done.
10. Monday @ 7am, Paul from Fitch arrived to put a camera down and mark the trouble spot. He was able to do this as the clarity of the water had greatly improved. Paul did find the area where he suspected blockage and marked the spot with pink ribbon.
11. On Monday, Peggy hired RTL & Associates from Fuquay-Varina. One of the owners, Bret Reece, arrived Monday morning. He came with a lot of expensive equipment and said that he would only dig as a last resort. The team worked for several hours, first going the same route with the snake that Orange Mechanical had gone and vacuumed out the system with another piece of equipment. Then they found a new line and changed directions with the snake. RTL did find the blockage in an entirely different area on Tuesday. Significant tree roots had grown into the pipe. The team dislodged this blockage later on Tuesday. RTL confirmed the water and sewer system is complicated at WSG and initially it was unclear if the problem was for the HOA or Fitch. Bret did consult with Paul from Fitch on Monday and Tuesday as Paul had the maps. Zana and Peggy were on-site most of Monday. Bob Watkins from the Utilities Committee has been involved in this issue as well.
12. As of Tuesday, August 23, the issue was resolved. Although BPM has received bills totaling \$8k from Orange Mechanical, we have not gotten a bill from RTL. We have not paid any bills.

WSG Board members will need to decide if they want to file an insurance claim for this water and sewer emergency; note, the HOA has \$25K of coverage for water and sewer damage. We notified Pete Seagroves about this issue and informed him that the Board will be in touch if they want to file a claim. Also, the Utilities Committee will need to get involved if they want to pro-actively clean out the water and sewer lines or if it is best to wait for them to break and then call an expert to fix.

Finally, it is very important for all involved to know that water and sewer issues are different from storm water drainage (ex, storm drains in the pavement) & different again from landscape drainage. These are three separate topics that need three different lines of management and directions. Thank you.