

# LakeRidge Falls

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4200 LakeRidge Blvd.  
Sarasota, FL 34243

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Here are the more important stories we had this past and upcoming weeks:

**Scott Stillwell** – As you know from last week’s Weekly Report, Mr. Tim Clark, LakeRidge Falls’ veteran captain, decided it is time for him to pursue another career opportunity. Unfortunately, today is Mr. Clark’s last day on the job. If you didn’t have a chance to do so, please take a moment to thank Mr. Clark for his long and loyal service to the community. With this in mind, Allied Universal Security Services selected a new captain, Mr. Scott Stillwell, to take over Mr. Clark’s position. Mr. Stillwell is a current employee of Allied Universal Security Services who served at another Association. For the last couple of days, Mr. Stillwell made sure to shadow Mr. Clark and go over LakeRidge Falls’ post orders. That said, it may take Mr. Stillwell a few weeks to become totally familiar with the community. Until then, we wish to thank all residents in advance for their understanding and support during this transition period. With the help of the wonderful residents of LakeRidge Falls, we are confident this would be a smooth transition.

**Availability** – As some may have experienced firsthand, the temperature at the temporary office during the hot summer days are such that conducting business in there is a very difficult task. Come early morning, the temperature at the temporary office will rise to the mid 80s. Yes, we attempted to adapt to the new reality, for example by switching Mrs. Murray’s office hours or using large fans. However, these were a drop in the bucket as they say. For this reason, the Board of Directors asked that for the next few weeks and until the Clubhouse will be ready that Mrs. Paula Murray and I work from an offsite location. Because the hope is that the Clubhouse would be opened in the near future, the trailer is no longer need. For this reason, the direction was to remove it from the parking lot.

While we will continue to be available by phone and internet, i.e. at normal business hours, personal meetings will be set based on an advanced appointment. That is, we will be more than happy to meet or provide service to any resident but this will need to be done by advanced notice. Regarding my offsite location, it is located in an office just outside the community. This means I can make myself available within very short notice. Furthermore, I made sure to use the “follow me” feature of the office phone. As a result, all incoming calls to my extension, i.e. 101, will be redirected to my cell phone. Once the Clubhouse is reopened, business will resume as normal.

**Pool Shower** – A few residents who use the pool on a regular basis reported that there is some rust coming from the base of the new pool shower. In addition, this week we got yet another report from an early bird pool user stating that he believes the water noticed at the base of the shower is not draining from prior shower users. As a first user of the pool, he reported, there is no reason why there would be any water at the base that morning time. Therefore, he suggested there might be a leak somewhere. Following the above, we placed a service call with Arctic Air Services | Plumbing Department.

The two Arctic Air plumbers who came onsite removed the shower fixture and discovered a couple of things. First and as can be seen in the picture below, the person who installed the shower did not use stainless steel Tapcon concrete screws or stainless steel washers. Therefore, they rusted causing the rust to spill over the base and stain it. Secondly, they noticed a leak from the cold water ball valve. To their professional account, the person who installed the shower apparently also over-tightened the valve which caused it to crack, i.e. hence the leak. Regardless, Arctic Air plumbers

made sure to correct these two issues. We wish to take a moment and thank all residents who bring such matters to our attention. Together, we can make sure maintenance is always up to par.



**Noise at Pool Area** – On a related topic, pool users were reporting an annoying high pitch beeping sound coming from the Annex Building’s mechanical room. Upon inspection, I discovered that it was a troubleshoot notification from the fire alarm system. We, of course, placed a service call with Piper Fire Protection. After a diagnostic test, Piper Fire Protection technician advised there is an issue with the phone line designated to the Annex Building’s fire alarm system. In simple terms, the fire alarm system uses a dedicated phone line to communicate an emergency situation, such in the case of fire, to first responders and/or to Piper Fire Protection monitoring center. The technician thereafter suggested we contact Spectrum to troubleshoot the problem.

This triggered a question: why does the Association using two or more vendors to operate one system? That is, the Association pays Piper Fire Protection for fire alarm system services; contracts with Spectrum for the phone lines designated for the fire alarm system and the defibrillator boxes; and uses, i.e. not anymore, RSS for some of the monitoring services, i.e. defibrillator boxes. Each time the Association faced an issue it had to pay one vendor for a service call with hopes this vendor can actually provide a solution and not pass the buck to another vendor. Therefore, an idea was formulated to install cellular dialers.

In simpler terms, cellular dialers are pretty much like cell phones and eliminate the need to have traditional phone lines. There are a few benefits of using cellular dialers. First, they are more reliable than the current phone lines because they are less likely to fail due to weather and/or power outages. Furthermore, they should also save the Association some money (i.e. fewer phone lines, service calls, etc). Finally and most importantly, they allow the Association to deal with one company instead of two or more.

Knowing the Association should act sooner rather than later to rectify the problem, the Board of Directors directed Piper Fire Protection to install two cellular dialers. Piper Fire Protection advised they will be able to perform the job next week. Until such time, and unfortunately, the annoying high pitch beeping sound from the Annex Building’s mechanical room may continue. Yes, Piper Fire Protection directed us how to turn it off. However, they also advised that the system is set in such a way that self-testing will automatically trigger this sound every few hours. For this, we thank you in advance for your understanding of this matter.

Have a great and a safe weekend.

Sincerely,

Oded Neeman - CAM  
LakeRidge Falls Community Manager