

# 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:

**Fitness Center** – One of the conditions that the Buildings Committee and Ms. Lori Klein, Lakeridge Falls' Vice President and the Buildings Committee's liaison, insisted on when negotiating the leasing of the new fitness equipment from Gym Source was to ensure they provide two training sessions at no cost to the Association. The purpose, and thus the importance, of these two training sessions is to give residents the opportunity to learn how to properly use the new equipment. To make a long story short, we are happy to announce that the first session is now scheduled for Thursday, September 19<sup>th</sup>, at 9 am. All residents are welcome to attend, but please be aware that the number of attendees may be limited because of space restrictions.

**Security Form** – Every so often we ask that residents update their Resident Security Form. If the gatehouse does not have a residents' current approved guest list and/or updated phone numbers, delays in admitting residents and guests are unavoidable. Using an example from the past, please consider this. The gatehouse is not informed in advance when a vendor is expected by a resident. As one may expect, the security officer on duty would then attempt to reach out to the resident in order to verify if she or he is expecting the vendor. Unfortunately, there are incidents in which the phone numbers on record are invalid. Therefore, the security officer is left with no other choice but to refuse access which makes all parties involved unhappy.

Here is yet another example using an incident that took place recently. An individual stopped at the gatehouse to visit a relative who is a resident of the community. This individual assumed he was on the resident's approved guest list. However, he was not. The reason the guest assumed that is because the previous gatehouse captain, Mr. Tim Clark, came to know this individual who visited the resident on a regular basis. Even though Mr. Clark asked the resident to update the guest list several times, it was not done. To provide the best customer service as possible, Mr. Clark admitted this guest despite the fact the resident failed to update the guest list. When Allied Universal Security Services selected a new captain, Mr. Scott Stillwell, to take over Mr. Tim Clark's position, this knowledge was lost. After all, Mr. Clark can't take it upon himself to update residents' guest lists. When Mr. Stillwell attempted to follow the gatehouse post orders by calling the resident, the guest got upset, used foul language, and demanded to be admitted without delay. When investigated this matter, we learned that the resident's guest list had not been updated since 2010...

Therefore, please make sure to complete or update your security form and turn it into the gatehouse. You can find an online copy of the security form at <http://www.lakeridgefalls.org/forms> . Failing to follow this request may delay/deny the entry of a guest or a vendor. Following this simple procedure will prevent unpleasant situations, as described before, from occurring. It will also guarantee that your guests and vendors experience at the gatehouse is pleasant and quick. Finally, it will ensure LakeRidge Falls will continue to be a safe place to live. Thank you in advance for your understanding and cooperation on this matter.

**Trespasser** – Staying on the same topic, we got a report yesterday that an individual was walking door to door attempting to solicit business for a window product of some sort. Of course, this individual entered the community without permission and without going through the gatehouse first. At that moment, a phone call was placed to the Manatee County Sheriff Office reporting a trespasser. A few minutes passed and this individual was confronted by one of LakeRidge Falls' residents who demanded he leaves the community. And indeed, this individual left the

community before deputies were able to arrive on scene. While the resident showed courage and perseverance, we urge all residents not to confront trespassers. Instead, please call the Sheriff Office immediately. Please, your safety and health are more important. The good news is that via the security cameras, the Association was able to obtain valuable information on this individual. Of course, the Association will take the appropriate actions to ensure this person and/or his potential senders will not come back any time soon.

**Civility** – In recent weeks we were facing several incidents which involved incivility. Here are a handful of examples of these incidents: a guest who used foul language towards one of the guards because he was not admitted fast enough; a resident who yelled at another guard because the guard failed to recognize him; a resident who yelled at the landscape manager after he didn't get the answer he hoped for; a resident who yelled at a landscaping crew leader because he didn't trim the shrubs they way she wanted; a resident who flipped the bird at a security camera for whatever the reason; a resident who called another resident "evil" while passing by; a resident who called a vendor a "scammer" because her backflow failed the certification test; etc. Unfortunately, there are more examples, some far more significant and extreme than the ones mentioned above, however, we are sure the general idea is clear.

People can get frustrated and upset over things that are out of their control. It is therefore understandable, not to mean acceptable, that such frustration can lead individuals to act in unpleasant ways. After all, we are all human. When facing incidents as mentioned above, I always remember what LakeRidge Falls' former resident and president, Mr. Grover Young, wrote in one of his Now You Know articles at the Falls Forum: Respect others. Pay attention. Think positively. He urged residents to practice respect and civility throughout the community by sticking to these three simple ideas. The current Board of Directors asks of you to do the same. As Mr. Young once summarized one of his articles using a quote from Matt Ridley's book, The Rational Optimist, "[n]o charity ever raised money by saying things are getting better. No journalist ever got the front-page writing about how a disaster was now less likely. Don't be browbeaten—dare to be an optimist!"

Have a great and a safe weekend.

Sincerely,

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