

Van Loon Commons Communication

April, 16th 2014

Dear Van Loon Owners,

As president of the 2014 board I would like to apologize for our lack of communication to owners who are not in Florida for board meetings. This oversight was unintentional and has been seen by some as an attempt to hide our actions. Our community has seen owner's distrust of past and current management companies, our legal team along with most board members including myself. This community unfortunately has become divided by this attitude. There have been email circles promoting the board's lack of competence and inappropriate claims about our actions, background and qualifications.

I can assure you when my name was entered for the board it was to volunteer time away from my full time job to help improve our community.

I will not let this constant barrage on the boards efforts derail our honest attempt to help Van Loon prosper financially and emotionally.

This distrust STARTS and STOPS with YOU the OWNERS!!!

The board has held numerous open meetings for all owners in Florida and invited them to review with us the *Champion Sub Meter issue*.

Clearly when you look at the paper trail you see a pattern of billing & service concerns.

- Currently only 16 out of 151 sub meters are in working order.
- We interviewed 2 new service providers for our meters along with our past provider and asked questions. We found the answers very revealing on how the Master Meter system works.
- Master Meter has given Van Loon a written commitment to replace 151 defective meters at no charge for parts or labor with a new 10 year warranty. We are waiting for them to give us an install time frame as they are on order.
- The board has signed a new contract with United Utility Services at our board meeting on April 15th. This contract has been sent to our lawyers for approval along with written verification of our amendments legality as per our recent no charge meeting with them on this matter.
- United will be working with Van Loon using readings from the last transmissions of these failed meters and reading the analog number on replacement for water usage calculations. United will then provide billing to the units on behalf of Van Loon.
- We fully expect all owners to pay for water used and not billed. This amount of uncollected billing has cost Van Loon about \$30,000 out of our HOA fees to cover the Cape Coral water bill. Clearly this has put us in a financial bind.
- This service is expected to begin at the end of our second quarter and the full details will follow on the change out dates and program highlights.

Approved minutes can be found from board meetings on the Sentry website keeping you informed on the board's agenda and decisions. Posted are current and future topics along with documented financial updates, attendance and vote results from these meetings.

It is important to note that Van Loon is making great progress on our financial position and you will see a positive result in March. Collecting for unbilled water usage will improve this even further.

Dryer Vents are a big problem and a fire hazard at Van Loon for those that have not been cleaned by a professional. It seems that some of these vents do not have a cover or cage and birds are now nesting in them. Regular cleaning of the vents and vent pipes are a maintenance issue that each owner is responsible for. If you have not already done so please schedule a cleaning soon.

The board will utilize the Sentry website for owners to read posted updates and newsletters. This site is very useful for owners to review their current billing along with community updates. This is the only Van Loon web site approved by a majority of the board.

If you the owner have any questions about this or any other Van Loon matter I am always available to answer inquires, why trust misleading emails?

I live in Florida full time and have access to the most up-to-date and accurate information.

If I do not have the answer to your question I will get it.

I have included with this letter a brief survey to get owners feedback and update our contact information so you can be kept informed and improve our community.

Communication + Solutions = Community Unity

Respectfully,

Rick Aliperti

Board Members contact info:

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Vice President: Brenda Hallihan / b.hallihan@sympatico.ca

Treasure: Paul Weber / prw@aol.com

Secretary: Pam DeCraene / pdecraene@comcast.net

Director: Catharine Hutton / vanloonbodemails@gmail.com

Sentry Web Site Info: sentrymgt.com

Sentry CAM: Lucia Stiles / lstiles@sentrymgt.com

This communication is approved by a majority of the board.

Any rebuttals sent from a board member without the board's knowledge and approval may have inaccurate or misleading information used to discredit this boards sincere efforts.

Van Loon 2014 Questioner / Survey

Owners Name: _____

Home Address: _____

City: _____ Town: _____ Zip: _____

Home Phone: _____ Cell: _____

Email: _____

Seasonal time frame usage: _____

Full time: _____ Building #: _____ Unit #: _____

Please check the appropriate response:

Grounds Appearance: Excellent ___ Adequate: ___ Needs Improvement: ___

Gate Entry Timing: Excellent ___ Adequate: ___ Needs Improvement: ___

Van Loon Approved Vehicle Stickers: Yes ___ No ___

Pool area: Excellent ___ Adequate: ___ Needs Improvement: ___

Club House: Excellent ___ Adequate: ___ Needs Improvement: ___

Exercise room: Excellent ___ Adequate: ___ Needs Improvement: ___

Security: Excellent ___ Adequate: ___ Needs Improvement: ___

Your brief recommendations for improvements: _____

Feel free to use a separate / additional page & Email or send by postal service to Rick Aliperti

IMPORTANT REMINDER PLEASE SUPPLY A KEY TO YOUR CONDO SO WE MAY ENTER TO REPAIR YOUR WATER METER. YOU WILL BE NOTIFIED BY MAIL REGARDING THE ACTUAL REPAIR DATE.

To all Van Loon Owners

Your new Board of Directors was elected the end of January 2014, and our major issue has been to resolve the water meter issue.

The original water amendment was passed in 2010, had been questioned as to its legality in 2013, thought to have been illegal, but has been found to be valid, after a no charge meeting with the condo attorneys in March 2014.

The company that made the metres found that the batteries were faulty, and have agreed to replace all meters at no charge and go forth with a complete 10 year warranty. When the meters are replaced, a final reading of the old meters will be done. The last billed amounts from the Champion sub-metering company were November 7, 2013, so no one actually paid for their water bill from November 7th until December 31, 2013. The Association paid the Cape Coral Water Bill, but will be recouping that money from each owner. Once those amounts have been paid, it will definitely help our bottom line. In the future, the flat fee that is billed to each building will be shared among all residents, year round, and that is approximately \$20.11, as well as a reserve fund to replace the meters in about ten years. These amounts will remain in the quarterly condo fees, but the plan is to reduce the fees, the exact amount is yet unknown.

The owner is responsible for all water bills, as per the water amendment, so recovery of the water bills is expected. (water amendment is on the Sentry Homeowners web site)

The parking lot was finally sealed on April 2, 2014 with the 100% cooperation of all residents at Van Loon Commons.

Landscaping & Maintenance

A great group of residents bought and spread mulch to beautify our condos, with a wonderful result. The landscape beautification is on Schedule. Our Landscape committee did a walkthrough and had many great suggestions. New grasses will be added to the west reservoir where the grasses all died.

A group of owners also power washed the pool chairs and pool deck, which improved the look of the pool and surroundings.

Financial

March of 2014 : Surplus of \$3,425

Our outstanding debts are: \$70,477

Our reserve: \$88,106

All monies have now been paid to finalize the Schindler elevator settlement

Social

Over the season from January to the end of March 2014, there has been a pasta dinner, a Western night with live entertainment, cocktail party, and finally an Easter Potluck Dinner. The Saturday morning coffee hours have and will continue throughout the year. thanks to all who made or brought the food for this event. We look forward to another Past dinner next year from Chefs Rigotti and Perrone.

Internet & Security

The internet has been re-activated in the club-house. The security cameras are functioning, but a new DVR is needed for the recordings to

be downloaded. Rick Aliperti will be continuing to get this system up and running.

Furniture & Equipment

A new table and chairs plus two umbrellas have been purchased to increase seating around the pool.

Our last treadmill has died, but we hope to replace this in the near future with a new commercial one, as additional funds become available

Absentee owners

Please ensure that someone is checking your condo if absent for a prolonged time to ensure that no one has entered your condo, and is staying there without your knowledge. This has occurred in the recent past.

We will try and post updates every couple of months.

Your Board of Directors

Association Website Registration Process

Registration (www.sentrymgt.com) - Choose *Homeowners/Payments* button and then choose the office location from which your association is managed. Click on *Go to Your Community Website* and choose *New User Registration* to set up your user name and password. These will be your personal credentials for future access.

Create your login profile:

1. Enter a valid email address. Should you ever need to reset your password, your new password will be emailed to this email address.
2. Create a User ID. Your ID can be up to 8 characters long, and can only contain letters and numbers (no symbols, and no spaces). Your User ID will be case sensitive.
3. Create your password. Passwords can be between 5 to 20 characters long. Your password will be case sensitive.
4. Re-enter your password.
5. Select your profile features (this information can be updated at will on Your Profile page).
6. Enter your 16-digit account number as printed on your coupon book.
7. Check the box indicating you have read the Terms & Conditions of Use, and then click **Register**.
8. Enter your new User ID and Password. Click **Login**.

The menu bar displays the following buttons for use.

Home – The home page displays the property owner's name and property address and the contact information for the community manager.

Online Payment – This is a link to the Association's Payment Center outlined below.

Your Profile – Information that the management company has on file for the property. The property owner may choose whether to be included in the Homeowner Directory and whether communications may be sent via email or not. Note: eMail will not be the exclusive method of contact. You may also add or correct your email address and contact phone numbers on Your Profile.

Your Ledger Card – Your account balance is displayed on this page. Choose *Search* to open the Ledger and view your account history; you may enter a beginning date to capture only the most current information. Current and future transactions will be available. A balance forward entry will appear if there is a balance shown from previous management company records.

Homeowner Directory - The directory displays information for all homeowners who have chosen to be included in the directory.

Information Center – The Information Center contains a file cabinet with virtual drawers of community information. The deed restrictions and other documents that govern your property and community association are available to view and can be printed or emailed at your option. Other information varies by community.

Change Password – You may change your confidential password at any time. You will be prompted for the email address you used at registration for verification.

Contact Us – Order replacement coupons, submit a change of mailing address or request assistance.