

December 5, 2019

NEW OFFICE HOURS

Please note that we have changed our office hours to better serve the residents.

MONDAY – OPEN 8 to 4

TUESDAY – CLOSED

WEDNESDAY – OPEN 8 to 4

THURSDAY – CLOSED

FRIDAY – OPEN 8 to 4

We will take messages from the answering machine on Tuesday and Thursday's and return your call the next business day.

PLEASE WELCOME KEVIN SMITH TO THE BLUEWATER COUNTRY TEAM!



We would like to announce that we have hired a new Community Manager. Kevin comes to Parkbridge with over 18 years experience as the CEO of Goodwill Industries. Kevin will join our team on December 11, 2019 and he looks forward to meeting each and every one of you!

WORK ORDERS

We are making a change to our work order process. In the past, residents have filled out a work order and brought it into the office. This has resulted in duplicate work orders that have been sent directly to the maintenance team. Going forward, our new community manager will put in place a new process where we will ask you to bring your concern to the attention of the Office and we will fill out our internal work order. The property manager will then direct the staff and also follow up afterward to ensure it was completed. **Thank-you for your understanding as we roll out this work order process.**

GATES ARE IN THE "UP" POSITION DURING THE DAY

There has been much discussion regarding the gate entrances to the park. We have had a number of drivers go through the gates, two at a time, resulting in damage to some of their vehicles. The gates have been inspected and are in proper working order. Only one vehicle can pass through the gate at a time and the gate must reset before opening again. On the side gates where there are two gates that come down simultaneously, only one car can pass through at one time. However, as we don't want more damage to vehicles, we will keep the gates open on weekdays during the day (this is when all problems have happened) until we can determine how to stop drivers from trying to go through the gates two or three at a time. We will evaluate until January 30 to determine if we will continue to leave the gates open. One other note: another issue that has come to light is that residents are giving the gate code to cleaning companies, pizza delivery, Cogeco, relatives, utility workers, friends, etc. Every time you give the number out, the gates become ineffective in ensuring proper security at Bluewater. This issue will also be part of our evaluation of the gate system.



TAKE NOTE: REMINDERS

OUTSIDE LIGHTS

At 4 this morning, we took a drive through the community to document lights that are not working. In doing so, we found a few houses that have replaced their globe lights with festive Christmas colours. We ask that you keep the lights white for safety reasons. These are your street lights. You are welcome to decorate the back of the bulb or the lamp post only.

PETS

Residents that have pets. Please remember our community rules.

Pets are to be kept under the Homeowner's control at all times. A dog must be on a fixed leash that is less than 2 meters in length. Please show respect for your fellow neighbours and clean-up after your pet.

RECENT GOLF CART THEFT

We have had a golf cart theft and an attempt to take a golf cart in this past week. This happened sometime during the night.

We have reported this to the police and the homeowner has contacted the police.

Residents are reminded to keep anything outside locked up.

WATER METERS

On November 18, 2019 we completed a meter read and reconciled all residents who are on water meters.

That reconciliation was mailed to you.

If you have any questions regarding the explanation of this please contact the office and we will be happy to sit down with you and go through your paperwork.

X-MAS HOURS FOR RECYCLING PICK-UP

The regular recycling day has to be altered for the week of Christmas and New Years. Your regular day is WEDNESDAY and will be changed to TUESDAY!

XMAS HOURS

TUESDAY, DECEMBER 24 – RECYCLING

TUESDAY, DECEMBER 31 - RECYCLING