

IMPORTANT INFORMATION PLEASE READ

WATER SYSTEM UPDATE

With the exception of some remaining punch list items, the water system upgrade is completed. We completed the new pipe under the lake connecting both sides of the community; revamping and bringing online the existing 125,000 gallon water tower which had not been previously used as a reservoir; revamped an existing well that will be brought online as a third well and constructed a new pump house among other items including a new back-up generator. The new system has been functioning well in terms of increased water pressure throughout the community and better chlorinated water as a result of the larger tank which means water stays in the tank longer and is exposed to chlorine for a longer period of time prior to entering the distribution pipes.

However, soon after the water system upgrade was completed, we began experiencing discolored (brown) water on an intermittent basis at various homes throughout the entire TSPOA community. While we were in the process of determining the cause of the discolored water so that we could resolve the problem, the Columbia County Department of Health requested that we issue a boil water advisory. The water coming of the well was tested and found to be safe and the water coming from our tank was always clear. Ultimately after discussion with the company that drilled the new well and the engineer from Crawford and Associates who oversaw the system upgrade, it is believed that the cause of the discolored water is due to both the higher water pressure and the more chlorinated water dislodging sediment that presently exists within the distribution pipes which contains iron and would cause the water to turn brown. Over time, this sediment should work its way out of the system and the issue should be resolved. In order to expedite the process, blow off valves have been opened up to run water through the system. However, the size of our tank limits our ability to use larger pipes to more quickly flush the system as might be done for a larger municipal water supply. We have seen continuing improvement in the clarity of the water; however if you are a part time resident the pipes within your house may still have discolored water that will not go away until that water is moved through your system. We completed testing water at the end point of the system and that water has also been determined to be safe for drinking and other purpose. Accordingly, the Department of Health has lifted the boil water advisory. If resident are concerned about any continued discoloration, you are advised to install a water filter in your house.

Our water system is operated by Lester "Bucky" Hosier and Vance Hoteling both of whom are certified and licensed by the State of New York to operate a community water system. They have both done an outstanding job for several years in maintaining our water in a safe manner. The Department of Health has made it clear that the operators and the TSPOA have handled the recent water issues properly and the discolored water does not appear to be the fault of the TSPOA, our operators or the contractors we hired for the system upgrade. The TSPOA did receive complaints from some members about the content and the manner in which the boil water alerts were sent to members. We are currently reevaluating this process and will make appropriate changes to address those concerns.

TSPOA PLANS TO HIRE A NEW FULL TIME EMPLOYEE AS COMMUNITY ASSOCIATION MANAGER

The TSPOA is currently operated utilizing only two full time maintenance employees, a part time office manager, 2 part time weed harvester operators and nine elected and unpaid directors which form the TSPOA Board. This group of 14 people are assisted by other volunteer members of the community who

serve on committees and/or volunteer their time for specific tasks such as putting out the newsletter. When we announced the plan to establish the new Planning and Revitalization Committee, we noted that the operational burden this staffing arrangement placed on the unpaid board of directors resulted in a board that was unable to spend adequate time in strategic planning for the future. To address this need, we are in the process of putting in place that Planning and Revitalization Committee. We would like to thank those members who have volunteered to serve on this important committee that will be chaired by Shawn McClain, President of the TSPOA and on which Joe Simeone will also serve as representative of the Board.

In the intervening time, it has become clear to the Board of Directors that the current staffing arrangement is no longer sufficient to even meet the day to day operational needs of running a more complex community in a more complex world, which includes lake quality concerns, DEC Regulations, a larger budget and more challenging financial and collection issues. Members have also expressed an interest in more timely and consistent rule enforcement and other service delivery issues. The recent water system issues described above are a perfect example where the two full time maintenance employees were occupied trying to resolve a water system issue that also required real time communication with the Department of Health and the need to communicate information to our members. These tasks simply cannot be accomplished relying on a board that has other responsibilities during the day in their personal careers and a limited amount of time and energy to address matters in other parts of their week. We need a paid employee who has overall responsibility to ensure the TSPOA is providing services that are required by Members and regulators alike. This person will be employed by the TSPOA and act under the direct supervision of the Board of Directors.

We have had several part time office managers over the years. Margaret, our current office manager, brought with her to this job a unique perspective as a real estate agent which she has put to use to help the TSPOA in many areas and she has been constantly praised by our Members for her personable and friendly demeanor in dealing with Members. However, it is clear that the demands of the community and the board of directors can no longer be met by a part time office manager. Accordingly, the TSPOA Board of Directors voted unanimously to advertise a new full time position of a community association manager (see attached job description.) This new person must have office management skills and will be responsible for running the office but will also have responsibilities outside the office including assisting with the enforcement of rules. This new position is in addition to the current staff none of whom are being replaced. However, over time, the duties of the part time office position may change and the hours may be reduced to the extent there is overlap between that part time position and the new full time position. This has been discussed with Margaret and is consistent with the direction she would like to take given her own future career plans. We thank Margaret for her service to date, her wonderful positive attitude and her cooperation as we move in this new and necessary direction.

RULES AND REGULATIONS

Several changes have been made to the Rules and Regulations over the course of the past year. The final change was to combine the current Rules and Regulations with the Restrictions, Conditions and Covenants, the By-Laws and the Articles of Incorporation into a single document entitled Governing Documents which can be found on taconicshores.org. If you would like to maintain a hardcopy of this document please print it off the web page or if this is not possible please stop by the office or request

one by mail. This new document replaces all former versions of the Rules and Regulations and the Blue Book.

Despite changing the rule concerning construction to make clear that virtually anything you may construct or build particularly if it involves breaking of ground requires a permit from the TSPOA prior to starting work, we have had several members begin construction without seeking a permit. As this rule carries an automatic \$500.00 assessment, Members are advised to follow this rule and a decision to ignore the rule is at your own peril.

Members have requested and members should expect a focus in the coming year on enforcement of the Rules and Regulations and in particular with respect to the appearance of maintenance of properties such as no signs without board approval, commercial vehicles, vegetation barriers, maintenance of the shoreline, basketball hoops on the road, and hygienic appearance. We will also continue to tow cars that park in the common areas that do not have a TSPOA hanging tag on their mirror. As of January 1, 2016 we will no longer honor old TSPOA stickers. We also plan to enforce the rental requirements and to levy assessments against those who do not comply.

It is our plan to update the Rules and Regulation sometime prior April 1, 2016. One of the changes will be that our alert system which notifies members of important issues either as an alert to their desk top computer, an e-mail, a text message or a voice message (on either a mobile phone or land line phone) all as selected by the member will become mandatory, i.e., by rule all members will be required to sign up for alerts. If a member fails to sign up, the TSPOA will create an account for the Member using the contact information the Member has provided to the TSPOA. As this requires more work for the TSPOA Staff, the Board of Directors will consider at a future board meeting what additional assessment, if any, will be charged to a Member who fails to sign up for the alert system. The recent water problems and boil water alerts have made it clear to the Board of Directors that we need a mechanism to promptly communicate information to *all* of our Members and currently postal mail is the only means and postal mail is not adequate or timely for most situations.