



## Riverwalk H.O.A.

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## Newsletter

February 2016



### FREE Riverwalk Internet



Again, Riverwalk's FREE high speed internet is now fully operational. About 150 units have now signed up and are operational. Owners who have tenant(s) may want to advise their tenants that this free service is available to them. Owners' who are delinquent in their dues will not be able to access the internet.

We have no more than doubled our incoming internet line speed as a result of increased usage to insure everyone has a 10mps speed during peak usage periods. This upgrade will give us excess capacity. If anyone is interested in increasing their internet line speed (both upload and download), you may upgrade to 25mps for a fee of \$100 per year or 50mps for a fee of \$200 payable in advance. These fees are prorated or refundable, if you sell your unit. Email the office if you're interested or simply pay the fee at our office by check and your upgraded speed will be activated immediately.

Comcast & AT&T only commit to internet speeds "UP TO" 25mps, 50mps, etc. but deliver far less than these speeds when their networks have too much traffic. In contrast, Riverwalk has excess capacity and our speeds will be a true 10mps, 25mps or 50mps. Keep in mind that if you increase your speed, access to internet sites (in most cases) may not be any faster because the site cannot respond to you faster than typically 10mps. An accurate calculation of your true internet speed can be viewed by going to the web site <http://www.speedtest.net> and running a "Speed Test" from their site.

To initially activate the internet in your unit, you must first visit our office to register your modem with our office. You may bring the modem you propose to use with you for this activation. However, the only modem that the office will technically support is the Motorola Model SB6141. You may purchase this modem in our office for \$65.

Riverwalk will only provide internet service to your unit. We do not have the manpower or authority to help correct internet connection problems caused by computers, wireless router, etc in your unit. If we determine, by testing, that the wall plate connection in your unit is working properly, it will be your responsibility to hire an expert to determine why your equipment is unable to properly connect to our internet. The office has some possible contractors familiar with our internet service that may assist you to help resolve such technical issues, at your expense.

When a prolonged FPL power failure occurs for more than 15 minutes affecting our office, the internet will go down and will need to be reactivated, which normally takes about an hour. On or about February 8<sup>th</sup>, the internet will be shut down for about an hour to install additional battery backup systems.



### TREE Problems



As discussed in our last 3 newsletters and several Board meetings, Riverwalk's Live Oak Trees on the parking lot fingers are destroying our sidewalks, streets, sewer pipes, water pipes, and irrigation system. Future assessments will increase drastically, if we don't resolve this problem now. The last, relatively small street repair we made (resulting directly from Oak Tree root damages) cost us \$57,000 or about \$175 per unit.

Again, the number one priority of the Board is to remove all of live Oak trees in the parking lot fingers in 2016. Absolutely no one present at three recent Board meetings have had any objection to the removal of these trees and have expressed concern as to why this isn't done immediately. Even the Town has conceded that these Oak trees should never have been permitted to be planted in these locations when Riverwalk was built.

Staff from the Town of Jupiter has been blocking our permit application since 2013 by constantly changing the requirements and policies to obtain a permit even after we met several times with them and have had total agreement as to various permit applications.

To resolve this 2 year stalemate and get the Town to issue us the necessary permit, we have stopped dealing with the staff and appealed directly to the Town Manager and a member of the Town Council. As a result, at this point the Town has promised us a permit by mid-February and accepted our \$600 permit fee. We'll see if they deliver on their promise??

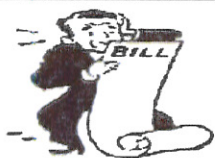


### Sink Holes



Recently, a large sink hole have occurred in the middle of our street between buildings 6206 & 6214. This huge sink hole was caused by improper installation of about 100ft of storm pipe draining into the lake when Riverwalk was built. This sink hole was so big it could have caused the road to collapse. This repair will involve removing about 25ft of the road to fill the sink hole and excavation and repair of the drain pipe. This project will cost in excess of \$30,000, which was NOT anticipated in our 2016 budget.





## Billings



As you may have noticed, effective 1/1/2016 Riverwalk's billing statements now automatically include any late fees or interest for past due accounts, as required under our governing documents. In the past, statements did not include required interest. If you are delinquent, the beginning balance due the Association may be higher than your previous statement because interest has been calculated on any balance due and added to your beginning statement balance.

Some residents are now paying bills monthly instead of quarterly. Under our governing documents, quarterly bills are past due if they are not paid in full at the beginning of the quarter, interest is required if the any billing is over 30 days late, and a late fee of \$28 applies to any unpaid balance due on February 1<sup>st</sup>, May 1<sup>st</sup>, August 1<sup>st</sup>, and October 1<sup>st</sup>. Making monthly payments means that the full quarterly balance due is not being paid when due, so interest and late fees must be assessed. If you want to pay the \$600 assessment monthly, you must keep a \$400 credit balance in your account to avoid interest and late fees.

**PLEASE NOTE THAT THE ASSOCIATION DOES NOT ACCEPT EITHER CREDIT CARDS OR CASH PAYMENTS FOR ANY ASSESSMENTS OR SERVICES.**



## Newsletter Advertising



The Board has voted unanimously to accept advertising in the Association's newsletters to help offset the increasing cost for mailing to the membership the cost of placing up to a ¼ page ad will be \$50. If you are interested in placing an ad for your business please contact or email the office. All ad content is subject to approval by the Board.



## Riverwalk's Website



Our website, [riverwalkhoa.biz](http://riverwalkhoa.biz), has been completely redone. You can now find Minutes of Board meetings, forms, newsletters, Governing Documents, etc on this site, Check it Out! Any document available on our site may be printed on your computer.



## Kayak Storage



As mentioned in our last 2 newsletter, Kayaks placed on the racks next to the Boat Ramp have not been registered or paid the required \$25 annual fee, since 1/1 2015. Anyone with a Kayak on these racks must complete the required registration and pay both the 2015 & 2016 annual fees or your Kayak will be removed from the Rack and held by the Association.



## Trash Removal



Fines will be issued if you place any trash, furniture, appliances, yard waste, TVs, etc. for pickup before 6:00pm on Monday or Thursday. After trash pickup on Tuesday or Friday any trash receptacles left on the common areas will be discarded beginning on Wednesday or Saturday Morning.



## Burglaries



Several cars have been broken into this year and one burglar was caught on camera looting a car for almost 5 minutes and other car break-ins were reported that same night. Recently, a van was stolen from Riverwalk then looted. Don't be the next victim. Always lock your car, doors and windows. Keep your front door/fence lights ON at night and call the police if you see any suspicious activities.

### Riverwalk HOA - Board Of Directors

- |                    |                |
|--------------------|----------------|
| ▪ Ronald Perholtz  | President      |
| ▪ Carolann Wolfe   | VP & Treasurer |
| ▪ John McOwen      | Secretary      |
| ▪ Robert O'Brien   | Director       |
| ▪ Austin Isherwood | Director       |



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## We Have Riverwalk Covered!

As a resident of Riverwalk, I know the coverages you need, and can help you get insured with A+-rated carriers at premiums that fit your budget!

Call or email me **today** for a free no obligation quote on your home owners, automobile, umbrella or watercraft insurance policies.

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