

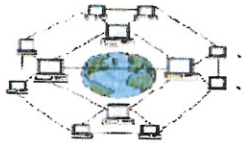


Riverwalk H.O.A.

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Newsletter

June 2016



FREE Riverwalk Internet



Several months ago, the Association contracted with our internet high speed service provider (Windstream) to more than double out internet speed & capacity from **100** Gigabits Per Second (GPS) to **250** GPS. Windstream proceeded to bill us for this upgrade in January 2016 , **but never actually made the upgrade.** We are now seeking a several thousand dollar refund from Windstream and demanding they make this critical upgrade immediately because the internet speeds to each unit are falling as we continue to increase the number of internet users in Riverwalk. Once this relatively simple upgrade is finally made you will see your internet speeds return to normal. Those residents who have purchased 25mps or 50mps upgrades will also see their internet speeds stay consistently at their upgraded level. It is expected this upgrade will be completed by June 17, 2016.



Burglaries



A Riverwalk unit was broken into **in the middle of the day** and bikes were stolen off of the back porch patios of 2 other units. 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. If you have a security system **activate it.** 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.



Rules & Regulations

**KNOW THE
RULES!**



The Association Rules & Regulation ("Rules") were last issued in 2010. There have been several amendments since then that need to be consolidated into a single document. In addition, some additional Rules are needed plus clarifications of existing Rules that were confusing. As a result, the Board will review a re-draft of our Rules at our June Board meeting and mail out to each member these Proposed Rules before voting to adopt these Rules in a July 2016 board meeting.



Tree Removal Progress



The Tree Removal Project is moving ahead on schedule. About 30% of the 51 trees planned for removal have already been cut down. The tree contractor is doing an excellent job so far with stump grinding and avoiding any damage to surrounding carports or vehicles as they cut down these huge Oak Trees

The Board approved a contractor for extensive street repairs because of the damage from the trees being removed. However, several final contract issues with the approved contractor occurred and this project was suspended. Because of numerous concrete patches that have already been made to the streets, the Board is now considering covering the concrete streets with a layer of Asphalt instead of continuing to make costly and unsightly concrete patchwork repairs.



Home Inspections



Inspections of units scheduled to be painted this year have begun. Any violations found during these inspection must be corrected within 90 days after the unit owner is notified by the Association of the violation or fines may be imposed.



Useful Phone Numbers



Comcast	800-391-3000
AT&T & DirecTv	877-445 -1984
Florida Power & Light	561-697-8000
Power Outages	800-468-8243
Jupiter Code Enforcer	561-746-5314
Jupiter Police	561-746-6201
Loxahatchee Sewer Bill	561-747-5700
North County Towing	561-746-6996
Riverwalk Code Enforcer	561-255-4718
Trash - Special Pickup	772-546-7700
Town of Jupiter	561-746-5134



Collections



The Board has been aggressively pursuing past due collections, foreclosures and liens for past due accounts. In October 2015 our total balance due for all delinquent accounts was approximately \$140,000. Since then we have collected about \$40,000 of this balance due from many of the largest unpaid accounts, some of which were delinquent since 2008.

Anyone with a delinquent balance over \$1,000 has been notified via letter that their common area rights to use of the pool, boat ramp, internet, etc. will be revoked on June 15, 2016 until their past due balance is paid in full. Also, anyone in the Boat Storage area or the waiting list will have the right to their space revoked and not put back on the Boat storage waiting list until their balance due is paid.

As an additional collection step, the Board has retained the Law Firm of Rosenbaum Mollengarden to aggressively pursue civil judgments for delinquent accounts and follow up with owner depositions and required production of documents, such as tax returns, necessary to locate and seize assets, garnishments, etc. of those owners with delinquent accounts. Such Civil action will begin this month to collect past due assessments, interest, late fees and Attorney fees needed to obtain these judgments against delinquent owners.



Office Staff Hours & Issues



Anthony Santaella our Property Manager quit in April without any advance notice leaving numerous critical projects unattended. Jordan Nobile our Admin Assistant also found another job, but agree to remain on a part time basis to help train replacements for Anthony and her. Because of these changes, the Association (under Florida law) needed to hire a licensed CAM to replace Anthony immediately. Ron Perholtz, who is President of the Board and has a CAM license, was appointed as Property Manager by unanimous Board vote until a suitable replacement can be hired and trained.

Because of the emergency situation caused by essentially losing the entire office staff, two staff replacements, Gail Freese and Kathy Tulk were hired. Kathy subsequently decided to quit and Rick Lovell was hired as her replacement. Most of the residents know Rick because he installed and activated almost all of the internet connections to home in Riverwalk. Both Rick and Gail are doing an excellent job taking over the Riverwalk office and have permitted us to re-open the office during normal business hours. Both Rick and Gail are interested in pursuing their CAM licenses which will solve our need to have a licensed Property Manager to run Riverwalk. Having Rick on staff also permits us to respond almost immediately to internet issues.

All Riverwalk forms for temporary parking permits, parking decals, internet access, boat ramp keys, rental and sales applications, background checks, etc. are on our website can be completed and emailed to us at any time **without the need to come to our office**. Email can also be used to advise us of complaints, work orders, sales, rentals, requests for information, etc. All emails and internet requests will be handled promptly and have the added advantage of providing a written record of your requests and actions taken by our staff.



Kayak Storage



As mentioned in our last 4 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



Absolutely (1) no hazardous waste material or (2) dangerous material such as glass, wood with exposed nails, etc. (except when such dangerous material is placed totally within a trash container or recycle bin) may be placed anywhere on the common areas **at any time** including any construction debris waiting for a special trash pickup. All such material must be removed immediately and taken directly to a suitable trash collection facility. All vegetation or anything else that could be blown around, harmful or dangerous to children, or is unsightly shall only be placed outside on the morning of the special trash pickup. Items that are potentially dangerous to children, such as a refrigerator with the doors still attached, must have any risk to children eliminated prior to placing that item anywhere on the common areas



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 a business card size column ad is \$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.



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