

# The Glade Springs Villager



January 2020

## **Baby it's Cold Outside and We Want the Inside Scoop!**

Hello Glade Springs property owners - the POA wants to hear from you!

Please take a few minutes to let us know what is important to you and what's on your mind. The POA is developing plans to improve the amenities and activities that are available to our members. We need your help to build our list and prioritize it.

Take the survey below!

[Take the Survey!](#)

## ***Keeping You Informed***

Your POA office receives a lot of phone calls and questions on a regular basis with regard to security and common area maintenance services. These services are currently being controlled by the Resort asserted under an agreement dated May 4, 2001, between the Resort and the POA when it was under the control of the Glade Springs Village developer. A copy of the document is posted on the website for you to access and become more familiar with, and a link is below. The Resort claims reimbursement from the POA for the costs of certain security and public works maintenance expenses. From April to November the POA paid \$519,248.64 to the Resort.

In addition to our reimbursement to the Resort for payroll and related expenses, these departments also use and control the POA's vehicles, equipment and facilities that the Resort gives the POA only limited access despite the POA's requests. Also, the POA regularly requests from the Resort support for the actual expenses to be reimbursed; however, this documentation omits or lacks key follow-up information as to what these departments actually accomplish for the POA (see below). It is very challenging for your POA management team to evaluate the effectiveness and efficiency of these services without results-oriented information.

The POA believes that the Resort does not provide information on costs that it

ought to provide us. We intend to disseminate more information on this reimbursement in the future in an effort to keep you informed on how your assessment dollars are being spent not only in this area but every area we are responsible to manage on behalf of the members. The 2021 budget is currently being prepared and will be submitted to the membership for approval in the next month or so.

[Deed of Easement](#)

[Maintenance Report](#)

### *Special Thanks To Our POA Staff!*



thank  
YOU

Special thanks to the POA staff who have been working hard to update the association software to TOPS [ONE]. The new package replaces a 10-year old version and will offer significant improvements to the office staff and our property owners. Owners can now connect to the Member Portal to view their account balances, make payments, and make maintenance requests. We will be sending monthly statements either electronically or in paper form depending on your preference. Owners will be able to manage their payment options through the portal as well. We are excited about this major advancement and will be sending more information as the system is implemented. Way to go Team!



### **Message from Cynthia**

Your input on this survey will guide us and help us create a community with amenities for everyone. We are working hard to develop a budget to meet all of these needs, and your voice matters. Thank you for your continued support and warm welcome to me in this beautiful space I now call home.

Truly,

Cynthia Randolph

## **Congratulations to Elizabeth Gottlieb for Naming our Newsletter!**

WOW! We are overwhelmed with the participation and response to our "Name that Newsletter Contest." Congratulations to Elizabeth Gottlieb. Please come by the POA Office to pick up your gift card!

