

Sweetwater

Neighborhood Newsletter

August 8, 2017

Assesement

Please remember your **CABLE ASSESMENT IS DUE ON SEPTEMBER 1ST**.

Compliance Committee

Exciting News! A Compliance Committee has been established! Thanks to the homeowners who are volunteering their time and efforts for the Sweetwater Community. The Board is very thankful and excited to see their future accomplishments!

All homeowners / tenants should be sure that they are familiar and in compliance with the current Rules & Regulations.



Violations

No one likes to get a violation, but the Rules at Sweetwater are set for the benefit of all residents and also to keep our property values up! The board asks that if you receive a violation that you please resolve the issue and be in compliance. If not addressed, fines will be assessed. The Compliance Committee and Property Manager have been addressing many violations at Sweetwater, not just yours.

Work Orders

As a homeowner it is important to see our community thrive. If you see something that needs to be repaired on the property please submit a work order. Don't assume that maintenance knows that a repair needs to be made.

The proper way to submit a work order is to send it by MAIL, DROP BOX (by the guard shack) or ONLINE using the OMNI HELP DESK at www.helpdesk.omni-property.com

This is the procedure we are using to report things to Management. The work orders will be logged in and the work scheduled. Calling in or texting work orders will **NOT** be accepted and no response will be given. All work orders must be in writing.

Please **DO NOT STOP** the maintenance team while they are working. You are required to put in a work order for requests. When you stop the maintenance team you are preventing them from getting other important tasks completed on property and in some cases while they are using heavy equipment putting them in danger.

Sweetwater Get Together

Sweetwater has had a few amazing volunteers to begin planning a Sweetwater social!

Please mark your calendars for September 23rd! More information will be given as the fantastic volunteers plan this fun day!

Pool Bands - REMINDER

YOU MUST WEAR YOUR POOL BANDS IF YOU ARE USING THE POOLS. **NO EXCEPTIONS.**

Bike Locks

With some recent bike thefts in Sweetwater a homeowner found a product that can help residents keep their bikes safe. Nulock, is a bike lock that can be found on Amazon that has a loud alarm that can deter and prevent theft. You cannot chain bikes to the stairs.

ROCKING IT!

Slowly but surely Sweetwater has begun replenishing the rock in the beds. You do not need to put in work orders for your specific area as all areas will be addressed. Maintenance has been working hard to get this completed and it will take them the rest of the year to finish all of the buildings. This project would be a very costly project for Sweetwater if we used outside vendors to do this work. So please be patient while the maintenance men work hard to get this done and save Sweetwater Homeowners a lot of money by doing it themselves. Again, **DO NOT STOP** the maintenance men from working as it slows their productivity. But give them a thumbs up for all their hard work for these extra projects at Sweetwater!



POOLS

As many homeowners have noticed, the Sweetwater pools have looked much better than they have in the past! We have our Pool Certified Maintenance Team to thank for this!

Most issues that seem to be happening at the pool are resident disputes. Please note that your property manager does not referee resident disputes. Please be respectful of each other so that everyone can enjoy the pools at Sweetwater.

If you have tenants or guests please remind them to abide by all pool rules. They are required to do so.

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Homeowner Privacy

Many homeowners ask for their neighbors contact information and the Management Company is **unable** to share this. We ask all homeowners to get to know their neighbors so when there is an emergency you can contact each other.

Emergency example - if your neighbor below you notices a water leak and they need to contact you right away, it is imperative that they know your number to get this taken care of.

Take the time now so that you are not frantic when **you** have any issues. You can register for the Sweetwater website at www.sweetwateratindianwells.com to share your information with other homeowners.

**HELLO
NEIGHBOR!**

Violation Complaints

A few homeowners have submitted complaints to the Property Manager of issues that they are having with their neighbor. While most issues with neighbors seem to be just simple neighborly disputes and not handled by Management, there are some community violations that may need Management attention.

To better record and address these violations, it is required that if you have a complaint you will need to fill out a Violation Complaint Form. These complaint are **NOT ANONYMOUS**. In order to address an issue, a formal valid complaint must be submitted.

As homeowners and residents to this beautiful community, we ask that all homeowners take friendly avenues in trying to solve their neighborly issues before filling out a complaint. You must respect each others property and space just as you would if you lived in a single family home. Living in a condo is no different.

Watering the Plantings

Friendly reminder to take some time to continue watering the small bushes through the summer season when needed. We have lost a few around the community, but overall most all of them are thriving! The Landscaping committee will work together at the next planting season to replace the few bushes that have unfortunately not made it.



Landscaping

Just a friendly reminder to all homeowners that plantings at Sweetwater must follow the Rules & Regulations. Most condominium complexes do not allow homeowner plantings at all. Sweetwater is fortunate that homeowners are allowed to plant, but with restrictions. These restrictions are to protect all homeowners at Sweetwater from incurring extra costs. If you plant something at Sweetwater you are required to maintain it. Our landscaping team will not do this for you.

Tenant Information Request

Recently mailed to all homeowners' was a Tenant Information Form. The Board is now requiring any homeowners who rent their units, to complete a Tenant Information Form and return it to OMNI. This is for the benefit of all residents at Sweetwater. **PLEASE NOTE THAT YOU WILL BE FINED IF YOU DO NOT COMPLETE THIS FORM.**

Please note that with the future Wi-Fi install each homeowner will be assigned a user name and password. If you do not have a tenant information form on file, your tenant will not be given this information for your unit.

Wi-Fi Update

More information to the Wi-Fi install and when user names and passwords will be given will be announced when more information is available. Spectrum has been working on a complex wiring plan to make this the best system for Sweetwater.

Important information to know:

Omni Management Services-
Property Manager - Amber Ketchum
Office: (888) 541-0018 – After Hours Emergency Number
Cell: (843)367-2198 – **DO NOT TEXT MESSAGE**
Email: aketchum@omni-property.com
Office Hours: M-F 9am- 5pm

Association Website:

www.SweetwaterAtIndianWells.com

Drop Box:

There is a drop box at the guard shack at the entrance of Sweetwater on Sweetwater Drive. You may drop off payments/ work orders or anything you need to get to the Board/ Property Manager.