

# Sweetwater

Neighborhood Newsletter

December 20th, 2017

## Wi-Fi Updated

**GREAT NEWS!!!** The Wi-Fi equipment has been installed and the equipment tested. Spectrum has given Sweetwater the **GREEN LIGHT** to begin using the Wi-Fi Services.

Please note that although we are green lighted to use the Wi-Fi Services it will take some time to get used to.

Please use the directions given to you on your user name and password to help you obtain access. If you have issues logging on to the Wi-Fi you will need to contact Spectrum to help you. Their customer service number is 1-855-895-5302. The Board & Property Manager cannot help you do this **YOU MUST CALL SPECTRUM.**

It is suggested that you take some time using and becoming familiar with the Wi-Fi services before **YOU** cancel your own personal internet services, if you so choose to. Make sure you are connected to the Wi-Fi and it is working for you before you cancel your current internet service.

## Wi-Fi Username & Passwords

If you have not completed your Wi-Fi Username Form & Policy please remember to do so. You may find it online at [www.sweetwateratindianwells.com](http://www.sweetwateratindianwells.com) under Resources, Documents/Forms. You may drop it in the drop box, email, mail or fax it in and your username & password will be mailed or emailed to you.

## HD Boxes Pick-up \*\* IMPORTANT \*\*\*

Spectrum is informing all their customers that cable services will be completely converted to **HD** (hi-definition) very soon. This means that if you did not yet get the new HD boxes from Spectrum, your cable will not work once the conversion takes place.

You may pick up these boxes at the nearest Spectrum office (Myrtle Beach or Garden City). You will need a current ID. All of your cable billing questions must be directed towards Spectrum.



## MORE CABLE CHANNELS!!! - COMING SOON!

Your board of directors and property manager met with Spectrum management and was able to negotiate an upgrade to the **Bronze Cable TV package "FREE OF CHARGE"** to all homeowners. See the attachment (if reading in email) for the additional cable channels.

Once the documents are executed by Spectrum, these channels will be available.



## Drop Box

Reminder! There is a drop box, a good way to get payments, keys, work orders or anything you need to get to the Board or the Property Manager! The drop box has been put into the guard shack at the entrance of Sweetwater on Sweetwater Drive! This drop box is a secured lockbox safe that is checked 3 times a week.

## 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.

**HELLO  
NEIGHBOR!**

Take the time now so that you are not frantic if any issues should arise. You can register at [www.sweetwateratindianwells.com](http://www.sweetwateratindianwells.com) to share your information with other homeowners.

## Property Manager

We are excited to announce our new Property Manager Jeff Worrell. The Board is excited to have Jeff join the Sweetwater team!

### Important information to know:

-Omni Management Services-  
Emergency Number: (888) 541-0018  
Property Manager: Jeff Worrell  
Office: (888) 541-0018

Office Cell: (843) 367-2198 – DO NOT TEXT MESSAGE

Email: [jworrell@omni-property.com](mailto:jworrell@omni-property.com)

Office Hours: M-F 9am- 5pm