

VAN LOON COMMONS CONDOMINIUM ASSOCIATION, INC.

c/o Sentry Management

6330 Techster Blvd #1

Fort Myers, FL 33966

Phone 239-277-0112

Fax 239-277-0114

May 1, 2014

Water Meter Change out Schedule

Dear Van Loon Commons Owner:

The long awaited water meter repair is set for Monday May 19th & 20th and will be performed by Master Meter at no charge with a new full 10 year warranty.

If you have an additional note about a key for entry to perform this task please respond to avoid a locksmith charge. No locks will be changed if a key is not provided, only a master key entry by a licensed locksmith.

All Master Meter workers will be escorted by a volunteer Van Loon owner at all times.

Beginning with the July 2014 Cape Coral water billing United Utility Service will begin reading meters and sending out bills for water used. This billing will run concurrent with the Capes water bill.

- It was the hope of this board to reduce HOA fees immediately, however due to the financial short fall created by this unfortunate situation this has to be tabled much to my dismay. Having the funds to pay all our bills is paramount. There is a month's delay in collecting from UUS and payment to the City for water used in July. We have a \$25,000 deficit from the last Management Company and \$51,000 shortage in accounts receivable. The Board has decided to leave the Maintenance Fee at \$1,005 for the remainder of 2014 in order to avoid another Special Assessment.
- It is my hope that once we start getting payment for 2013 unbilled water usage this will correct our financial shortfall.
- Currently part of the HOA fee is \$47.78 to pay the Cape Coral water bill per month for each unit.
- The new HOA billing will be adjusted in 2015 to reflect the fix charges for water and sewer of \$20.78 per unit per month.
- A \$2 maintenance fund monthly for future repairs and or replacement of meters at the end of the warranty.
- Unfortunately due to our current shortages the board regrets the fact that we are unable to reduce quarterly dues at this time.
- The Sentry Web site will keep all owners up to date on our progress.

**Our new service- billing provider will be:
United Utility 5400 S University Drive Ste. 205 Davie Fl 33328. Toll Free phone [855]
716-8769**

Here are some key benefits and features:

- \$3 monthly service fee plus postage. E-Billing available on request.
- Water usage is billed only to owners.
- Full online account access.
- No billing fees for: move in / out.
- No charge collection assistance with courtesy past due notices.
- Maintenance provided for malfunctioning meters in 24 – 48 hours by certified technicians.
- 1 year contract.
- Monthly pre billing report for Board approval.
- Pre billing report will identify an abnormal change in usage along with malfunctioning meters.

This was a process that took longer than the board and owners would have liked. The board felt it was a perfect opportunity to review all aspects of this highly contested situation insuring Van Loon had the best program available without repeating past administrative errors.

Here is a recap of the challenges Van Loon faced in getting back on track.

- Incomplete paper trail from past management company along with billing concerns from past billing /service provider.
- Owner dissatisfaction with past billing company.
- Owners not willing to switch billing companies.
- Outstanding bills from owners dating back to early 2013.
- Charting of unbilled water for malfunctioning meters by building & unit.
- Claims about legality of sub meters.

The bottom line is the board hopes this will help Van Loon Commons rebound and mend from all the infighting and name calling this malfunctioning sub meter issue has caused.

Please feel free to contact me for the real facts if you have any questions or concerns. I will be available throughout the entire process.

Thanks in advance for your support and cooperation on providing access to your unit.

Rick Aliperti, President of Van Loon Commons

[239] 549-2427

richardvanlooncmns@hotmail.com

