

ONE CALL – THAT IS ALL

“One Call, That is All” That simple phrase was put into place to make your life easier. When you need HOA or Member Services assistance, you only need to remember one number, Crystal Corbin, HOA Administrator. She serves as the main point of contact for the HOA and its services.

- If you need the maintenance team to repair something at your home,
- If you need landscape to trim your grass,
- If you need a plumber,
- If you have Architectural Control Committee questions,
- If you have HOA questions in general,
- For any of the above needs, **Please Contact Crystal at 828-526-3646.**

Crystal will get you on the maintenance team schedule, answer many of your questions, or get you to the department you need to speak with. By contacting Crystal, this ensures the Maintenance team will get scheduled to take care of your needs. If in the event, she is away from her desk and it is a weekday, please leave a message or email, she will follow up with you. Our voicemails and emails are checked often throughout the day.

If you need immediate assistance on the weekend or during the evening hours, please call the Security gate. (828) 526-3720

Our team is here to help you, please help us make this process easier by making “one call” to Crystal Corbin at (828) 526-3646 or **ccorbin@cullasaja-club.com**.



COMMUNITY CURRENTS

HOA CONTACT INFORMATION

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828-526-3646

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General Manager/COO
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Gary Clark
HOA Field and Services Manager
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Crystal Corbin
HOA Administrative Supervisor
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Steve Mersereau
Outside Services Manager
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Will Walz
R&M Services Supervisor
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Landscape Manager
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Stephen Stanley
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Dear Cullasaja HOA Members,

Where does the time go when you are having fun? By the time you get this, the Club Season will be two thirds over. However, unlike the Club, your HOA staff, Committee members and Board essentially are on call year round and we have Chris Conner to thank for making it all work so well.

We are fortunate to have the excellent full and part time HOA staff that makes all of our lives easier and better. Cullasaja is unique among Plateau HOAs-the staff is always ready to help and I thank them for their hard work.

Since I last wrote we have had some issues with automobiles and golf carts. PLEASE, observe the 20 MPH speed limits and the rules for Golf Cart usage- carts are fun but are somewhat more unstable than automobiles. Always be careful and stay on your side of the road and heed the stop signs. They apply to Golf carts and motor vehicles!! Also, twice recently I have been surprised in my golf cart to be passed by a faster car that I never saw in my rear view mirror-I imagine you all always try and pull over in a drive to allow a car to pass, as I always do, but being passed as I was must have been by visitors as I know our HOA and Club Members would not do so. Be careful!

Our roads are rarely straight and lines of vision sometimes difficult so constant diligence in carts, cars and walking is important. Please walk facing traffic and wear something bright and easy to see.

Please be mindful of others with your dogs and pets. We are reviewing our HOA policies and do hope you will make our job easier, and that includes cleaning/up disposing of doggie droppings.

Additionally, we have a much increased amount of building improvements/new construction and the Architectural Control Committee, working with HOA staff would greatly appreciate your timely submissions/requests submitted in accordance with the ACC Design and Construction Standards. The ACC and our very diligent HOA staff work together to evaluate and hopefully approve your requests.

Please stay safe-I realize vaccine immunizations are personal choices but I know Toddie and I were relieved when we got both doses, and we will probably be first in line for future boosters. COVID just does not seem to want to go away but anything all of us can do to mitigate risks seem prudent.

Sincerely,

Hensell Harris, HOA President



GOLF CART RULES

A reminder – Carts must follow the same rules as automobiles throughout the community, which includes but is not limited to:

- Stopping at all stop signs
- Going 20 mph or less
- Being vigilant and not using phone while driving

We have had serious incidents this year with carts and we all really need to follow these posted rules.

2021 HOA BOARD OF DIRECTORS

Hensell Harris - President

Bill Walker - Vice President

Lana Jordan - Secretary

E.G. Lassiter - Treasurer

Jane Adams

Mike Buchanan

Forest Felvey

John Marshall

Esther Stokes

Community Paving Update and Duke Energy

The largest asset in our community is our roadway system and we are always striving to maintain its quality in the midst of leak repairs, and just plain asphalt wear. Many of you have asked what the plan is for repaving which is to continue to follow Duke Energy as they replace the electrical mains throughout the community, as this work causes a substantial amount of damage to the roads. Currently Lake Villas is high on their list. We have discussed with Duke our desire to pave Cullasaja Club Drive from Garnet Rock Trail to Lost Trail. They have a few other areas that they consider a high priority for replacing including across the golf course, Kelsey Court, and the top of Crescent Trail, though we most likely will just repair the asphalt until we are ready to pave a large section of roadway in those areas. Duke has done well working with us and keeping us informed of areas that they plan on replacing.

Due to the heavy construction traffic of the Summit project at the top of Garnet Rock Trail, we will delay paving Garnet Rock Trail for the next couple years. The remaining areas that will be paved in the future, we will do our best to maintain drivability by replacing failing asphalt.

Included in preparatory work for paving is replacing any of the water service lines from the water main to the meters and replacing any of the water and sewer valves in the road that are 3" or less. 95% of our water leaks occur in the water service lines as they exit the water mains. Replacing them before we pave will eliminate most potential for water leaks in the future and thus substantially reduce the need to cut asphalt.



As we continue to work with Duke Energy, we will keep you informed of any further developments and future paving plans.

Gary Clark, Infrastructure Manager

✓ Home Winterization and Winter Home Inspection

This service is a huge asset to our homeowners. Our Maintenance staff will prepare your home for winter, perform weekly inspections and have your home "turn key" ready for your arrival in the spring. Our program can be adapted to suit your needs.

✓ Gutter Cleaning

After all the autumn leaves have fallen, it is very important to get them out of your gutters and off of your roof and valleys.

✓ Landscape Fall Clean Up

Fall clean up is a very important step in maintaining a beautiful, healthy garden and lawn. Fall is a perfect time to trim back perennials and remove all fallen leaves and debris.

If you are interested in any of these services, please call Crystal Corbin at (828) 526-3646 or send her an email at ccorbin@cullasaja-club.com

Will Walz, HOA R&M Supervisor

As many of you know, Will is one of the superheroes of the HOA. EVERYBODY loves him!

And everyone wants to call him. Often Will receives texts and phone calls at nighttime and weekends when he is generally away from work. This is very hard on him and wears him out. Being the nice guy that he is, he has a VERY hard time not taking a call or responding to a text.

We are asking for your help...

1. Please do not contact Will during off hours either by text or phone. The appropriate procedure during off hours is to call the Security gate. Security staff knows who to call and will contact them immediately.

2. During normal business hours, contact Crystal. She is the HOA Hub and will determine what needs to be done, who needs to be called, and/or schedule your work to be done.

People have called us complaining that they can't get a hold of Will on weekends and in the evenings. Again, the appropriate procedure is to call Crystal during business hours and the gatehouse during off hours. Lately the rumor is going around that Will has been hired away from the HOA. This is not true. He is still working here and plans to remain here, so long as he can maintain separation and quiet time from his work duties. Thank you for your assistance!

Your HOA Team (minus Will)

Water Leak Help!

Water leaks are an inevitable problem with any water system. Thankfully, your HOA Board has always supported the purchase of any tools that would help locate those leaks. Even though we have several methods of locating water leaks, the primary way we discover a lot of them is by homeowners reporting them.

So please contact Gary Clark, (828) 526-2190 if any of the following occurs:

- **You have lower than normal water pressure in your home.**
- **You see water flowing alongside or across the road or in an unusual place.**
- **You hear water running or spraying in a place that is unexpected.**
- **You see water flowing out from under a door or out a pipe at one of our HOA buildings.**

Please Doo your Duty...

Cullasaja is a very pet friendly community. We all love our pets, but we are starting to see a troubling trend throughout the neighborhood. Doggie "poop" bags are now being left in conspicuous locations. We ask all pet owners to please bag up any 'poop' and take the bag with you to dispose in your garbage can at home. Please clean up after your pet and think of your neighbors and other pets before simply leaving the baggie, or the poop for others to tend.

Please remember, one of the most common forms of disease transmission between dogs and other animals is through fecal matter. It is the pet owner's responsibility to dispose of this and not just leave it in the grass. By taking a few simple steps to clean up after your pet, you can contribute to the beautification of our community. We are on the lookout for the perpetrator of this strange behavior and hope we don't catch them red handed!

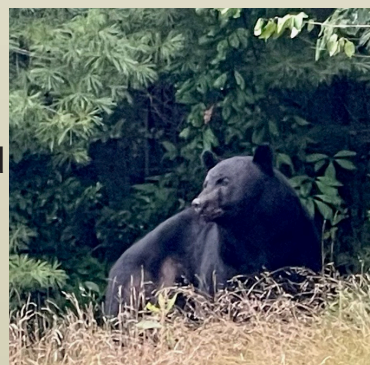
Thank you for your consideration and cooperation!



Be Alert! Bears Are Getting More Active

Our "neighbors", the black bears, are currently very active in the community and it is a good time to reflect on what steps we need to take to happily coexist with them.

- Don't feed the bears!: We must keep them from getting food and garbage from around or in our homes and facilities. If they get a meal from a bird feeder or food scraps they will remember where that came from and will return again and again.
- Lock your doors!: Lock the doors to your home and your vehicle when you are away. They are very clever about opening latch and auto doors. Every year cars and homes are heavily damaged when bears get trapped inside.
- Avoid encounters!: Black bears are mostly wary of humans and will avoid contact but be alert to your surroundings and be careful not to make them feel trapped or endangered. They are most active in the early mornings and early evenings. If you are exercising or walking a pet be prepared and consider carrying a small air horn or spray.



Most bears will just wander away from you but a little blast from your horn will encourage him/her to keep wandering.

Again, nearly all meetings with our black bears end peacefully and without incident. We need to be bear-wise by following a few basic rules to help keep it that way.

Cullasaja HOA Outside Services:

Your Cullasaja Outside Services department strives to provide you with the best home improvement and repair services possible. Over the last decade, we have worked diligently to employ the best service providers in our area and continue to look for additional ones to service your needs while maintaining a standard for excellence. Most of our vendors drive up from Franklin and surrounding towns as there are very few Highlands based companies.

We believe all of our selected vendors are very good at their specific trade, and are also trustworthy individuals who care about their quality of work and their reputation. Most of them have been with us for many years and have built great rapport those whom they perform work. Please keep in mind, your HOA guarantees all work for a period of 1 year after completion. And although at times the bids you will receive may not be the lowest, there is a promise of a committed completion time at a fair price. We always encourage you to review the bids we receive for you and compare to other providers in the market. Therefore, you can determine if you are more price conscious or leaning more towards a commitment to oversee the work and have it guaranteed by your HOA team.

We have been asked often why bids these days seem to be done at "cost plus". There are several reasons contractors/vendors have moved to this method. Obviously it is difficult to correctly price materials in a market that has seen incredible price increases and fluctuations. Another reason is because a significant portion of the work we oversee are repairs affiliated with wood rot. We've determined over the years that rot typically goes deeper than what can be seen from the initial consultation.

It is better for all parties if we complete the repairs by the hour plus material costs rather than have to stop the project and send change orders when further issues are discovered. We do the best we can at sending photos and keeping our customers informed along the way. The second is that there has been a huge influx in material costs over the last year making it difficult to predict material costs between original estimate and time when project is started. And one other reason is when working on remodels, it is difficult to know what is behind walls or other site conditions when completing work.

We are very thankful to all of our customers that have supported us over the years and look forward to serving you in the future.

