



COMMUNITY CURRENTS

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HOA President's Message

My Fellow HOA Members and Friends:



At the June HOA Board meeting, Chris Conner advised that the next HOA Newsletter would go out in mid-July, and I realized that my comments in that Newsletter would be my last as HOA President. Accordingly, this is my last opportunity to thank Chris, Tim, Gary, Shawn Steve, Will and our dedicated and loyal HOA staff for their hard work, and similarly, the HOA Committee members and Board Members for their time and talent devoted to making our HOA probably the one most admired on the Plateau.

The final take at our meeting is that our HOA is almost running on autopilot, in high gear! The staff and management make service on the Board a pleasure. Thank you HOA staff and management. We are in great shape operationally and financially!

I also want to thank the many dedicated Members and Committee and HOA Board members for their time, devotion and good guidance over the nine years I have been on the Board. Obviously, those of you who know me well realize it was the attention that others contributed that made our HOA run as it has.

We have three good nominees for the election to the HOA Board in August, which I hope you will support: Frank Harris, and Chuck Shirk; and Bill Walker for his second term. They are good people serving in responsible positions and I urge your favorable consideration and vote.

Finally, I want to thank our great Members for using your HOA for your landscaping and housing projects, that enables us to keep your annual dues down and we hope to do so in the future, and, I ask you to volunteer for service on our HOA Committees—we need your time and talent!

Stay safe!

Hensell Harris, Cullasaja HOA President

HOA Digital Forms

The HOA has made many efficiency changes this year as we have transitioned staff members from one department to another. On top of that, we've lost a few key members of our team (Crystal Corbin, Tim Rodgers, Leigh Anne, Polly Ramey) over the last year, some of which we have not been able to replace, so we are short staffed in some areas.

One key area that we've started utilizing a new method is the way you can sign up for basic services. The Jotforms sent out to you this Spring have enabled us to free up a LOT of time for you when you need specific answers to unique questions as opposed to basic "please sign me up" for this service, ensures we have documented EXACTLY what you want for the different services, exports to an Excel spreadsheet for our ease of organization, and enables us to do more work in less time. And on your phone, it's super easy! Just a few clicks and your signed up for whatever service you're wanting or needing.

Thank you for accepting and adopting this method of sign up! We have had several people notify us how easy it is to sign up for these services and how this adds an additional professional touch to the HOA.

We ask that you help make our HOA more efficient, and your life easier by utilizing this new, digital method to sign up for services.



The screenshot shows a digital form titled "Spring Clean Up Form" from Cullasaja HOA Landscaping. The form includes fields for Name (First Name and Last Name), Address (Street Address), and Phone Number (with a placeholder (000) 000-0000). Below the form, there are four checkboxes for selecting services: Phase 1 (Prune trees and bushes), Phase 2 (Pick up sticks, blow leaves, fertilize plants), Phase 3 (Spread finishes like pine straw, mulch, bark nuggets, chips), and "All of the above". A note at the bottom says "Additional SPRING CLEAN UP".

The only 2 HOA phone numbers you need:

Normal Business Hours - Mona: 828-526-3646

Off hours – Gatehouse: 828-526-3720

If you don't get an answer, please leave a message. We will get back to you shortly. Many times we are on another line assisting other HOA Members.

The Gatehouse is manned 24 hours a day.



Email Issues (Please Help Us Help You):

As many of you know, both the HOA and the Club had major issues with email for about a week. Due to this, we are concerned that several emails fell through the cracks and even though we sent emails, they may not have been received by you. In some cases, you may have sent emails to us and we never received them. We apologize for this profusely and ask for a little generous allowance if we seem to be ignoring an email request from that time. If you feel like we have missed something with you, please reach out and let us know.



HOA Outside Services

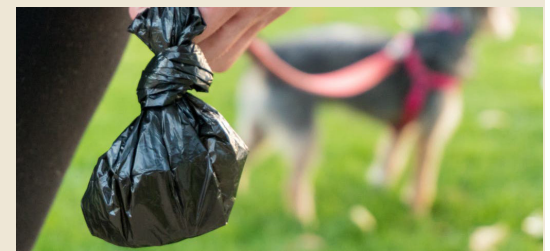
One of the GREAT services you can avail yourself of by being in Cullasaja HOA is our Outside Services department. Our team of Steve, Bidd, and Suzanne will help you with any of your larger projects that require more than what our maintenance department can accomplish. From painting to large additions, they can get the job done. If you have electrical, plumbing, or HVAC problems, most outside contractors will take days to return your call. But our OS team has a great relationship with approved high-quality vendors and can get them to your home quickly, sometimes same day!

Be aware, though, just like all industries lately, there is a back log on different materials, such as windows (which, by the way are 4-6 months out once they are ordered). Some contractors ARE in such high demand right now, it will take a few months to get them onsite. And the labor force is depleted, so there is not really any way to improve time frame in the foreseeable future.

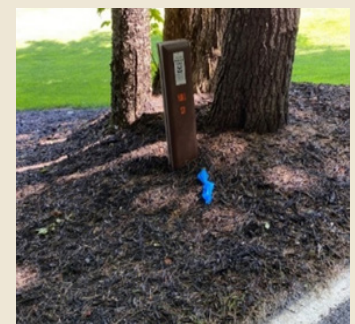
That being said, please don't hesitate to reach out Mona to get on their schedule. They will take great care of you.

Please Doo your Duty...

It doesn't take much to remember that we have pets in our community. In fact, if you don't watch your step, you're liable to step in one such reminder! Besides being unsightly and smelly, animal waste can be hazardous to the health of our children who play in the community and to other pets. One of the most common forms of disease transmission between dogs is through fecal matter. It is important to remember to immediately clean up after your pet. Please use a baggie to pick up waste and then dispose of it properly.



We also have had several complaints of dog owners leaving the "sack o' poo" along the roadside. 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 not only to the beautification of our community, but also towards the elimination of one of the most irritating nuisances in our community. Thank you for your cooperation!



Recent Completed Road Projects

This spring several projects were completed, some of which you may not have seen the results of if you don't travel throughout the entire community.

1. Widening Kelsey Court/Cullasaja Club

intersection and change of traffic pattern. We had a few cart accidents in this particular location last year and the board approved this project in hopes of eliminating that from happening again. This also enables us to have a location to turn tractor trailers around without damaging the roadsides.



2. Widening Garnet Rock first curve, including traffic pattern. Last year we had a vehicle accident here and felt the best solution was to widen the road. We were able to gain approximately 4' in that curve and now there is extra room for larger vehicles to pass each other without concern of a collision.

3. New widened traffic pattern on the first curve of Lake Villas. Lake Villas is a popular area for walking due to its flatness. Because of this, this smaller road in the community gets a lot of extra traffic. This curve was very narrow and always seemed to cause concern whenever there were vehicles in both lanes. We were able to gain an additional 3-4 feet, which enables safer driving.

4. Paving Cottage Lane. This road had seen better days and was the worst section of road in the community. No longer!

5. Widening of the end of Garnet Rock Trail. It has always been a problem for vehicles to turn around at the end of Garnet Rock Trail. We were able to add about 6' of turn around space for vehicles large and small to be able to stay on the asphalt in this area.

Internet at Home

BalsamWest continues to provide an excellent service with the high speed internet in Cullasaja Club. There are definitely a few things that are recommended and not recommended to do with your fiber equipment to ensure you are getting the most from your internet service.



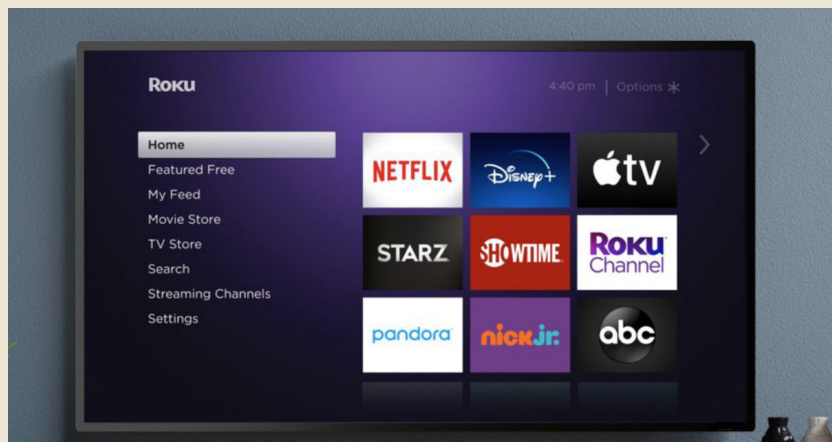
Do's and Don'ts:

- When you leave, **DO** leave your wireless equipment plugged in. This enables BalsamWest to diagnose problems should they need to.
- **DO NOT** ever unplug the yellow wire with green ends from the small black box (ONT) or the white wall mounted box. The ends are glass and are sensitive to even miniscule amounts of dust and scratching. This could highly diminish or eliminate your internet speeds.
- **NEVER NEVER NEVER** push the reset button on the back of the wireless SmartRG router that was provided by BalsamWest unless a technician tells you to. This completely resets the router and requires reprogramming by a BalsamWest tech in your home.
- **DO** have your IT tech put the provided static IP address into a new router if they replace the router provided by BalsamWest. The router will reset the IP address and cause problems in the future if they do not do this.
- **DO NOT** remove or unplug the ONT or Router if you sell your home. This equipment stays with the house.
- **DO** leave the provided BalsamWest pamphlet someplace that is easily found if you sell your home. The provided network and password will pass on to the new homeowners. Should you by chance remove the hardware, you'll most likely be billed for replacement.

Internet at Home Continued

Other Thoughts:

- BalsamWest ensures speeds of 250 mbps at the ONT. This is not the guaranteed wireless speeds. Wireless usage will degrade your speed. AND not all devices may be capable of receiving this speed. Some devices, for instance, can only wirelessly connect at speeds of 50 mbps.
- If you want “land line” telephone service, which is called VOIP (voice over Internet Protocol) line, BalsamWest can provide this service for you.
- The ONT has 4 lights that are lit if there is active internet service provided to the ONT. If you have a telephone hooked up to the line, there will be 5 lights. If these 4 or 5 lights are lit, there is a 99.9% probability that the problem is in the house.
- There are MANY different “resistances” to wireless in a home, such as concrete walls, metal, microwaves, fireplaces, etc. So, we have learned that just because a wireless router is on the other side of a wall doesn't mean that you will have adequate wireless reception.
- To test your wireless internet speeds throughout your house, download the Ookla app on your phone. Stand near the wireless router for your first test, and then try it again in the corners of different rooms.
- To ensure an accurate test of your ONT internet speed you need a direct connection to the ONT or Router via a wired connection, ie ethernet cable that is capable of delivering the speed.
- An HDMI “non-smart” TV with a Roku or similar device works just as good as a Smart TV. And some smart TV's do not have all the apps that you can download with a Roku type device.



Digging on Your Property

Recently, there have been several cut fiber cables running from the curb to a Cullasaja homeowner's residence. This is typically done via digging for landscape improvements, and the cost to repair the cut fiber optic line is 100% the responsibility of the homeowner. The cost to repair fiber optic lines is very expensive. We have seen costs between \$250 and \$1,500 for the repair; again, having to be paid by the Cullasaja homeowner. The cost to call in a fiber locate is roughly \$125 and your HOA asks that you please spend this money to EXACTLY locate your fiber optic line from the curb to your home.



Should you decide to dig at your home without a locate, including minor digging for bushes, plants, gas lines, underground dog fence lines, etc., **please call 811 and request a utility locate for the fiber line**; doing this will potentially save you much more in repair costs and internet down-time. It is the Cullasaja HOA's opinion that each homeowner spends the \$125 to have the fiber line located in advance of any potential digging on your property. Trust us, spending 3 to 5 times that for an accidental cut in the fiber line is not worth it.

If you have any problems with the internet at your home, please contact BalsamWest directly at 828-339-2999.

Walking Path

One of the HOA amenities recently completed is a walking path at the end of Cullasaja Club Drive. To get to it, drive to the cul-de-sac and park. The walking path entry is marked with blue tape. This path is about 1 mile round trip and considered easy as far as difficulty goes. Be aware, though, it's not a groomed path, but it is easy to follow. The turn around point is at the #7 tee boxes. We hope you enjoy this great amenity!

For further information, Zoe at the Clubhouse receptionist desk has a map.



Be Bear Smart

As many of you may know, the black bear is a long time resident of this area. In recent weeks we have received reports of bear sightings in the community. With these recent sightings, we wanted to make you aware of the potential for bears around your home, and let you know what you can do to be safe.

Bears are most active during early morning and late evening hours. If you see a bear, remain watchful and do not approach it. If your presence causes the bear to change its behavior (stops feeding, changes its travel direction, watches you, etc.)-you're too close. Being too close may promote aggressive behavior from the bear such as running toward you, making loud noises, or swatting the ground. The bear is demanding more space. Don't run, but slowly back away, watching the bear. Try to increase the distance between you and the bear. The bear will probably do the same.

We strongly advise keeping garbage in a bear proof garbage can or in a place that bears cannot access. If you would like more information on bear safety, please visit www.bearsmart.com or pick up a B.E.A.R Brochure from Zoe in the Clubhouse.

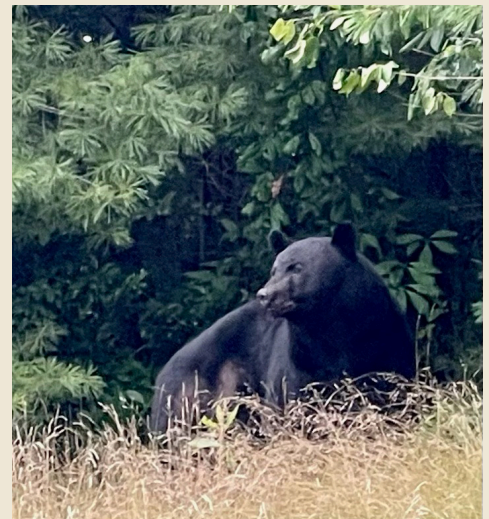


Photo credit – Jill Huston

Cullasaja Club Security Update

Stephen Stanley, Security Director, 828-482-0690

Please allow me to introduce the newest member of the Cullasaja Security Team... our 2022 Nissan Rogue! This beauty will be replacing the Jeep Cherokee who has entered a well - deserved, early retirement. We look forward to working together with the Rogue as we strive to keep our community roadways safe.



On the matter of safe roadways, please take a moment to review and share with family and guests a few very important reminders:

Please remember:

- Drive within the 20-mph speed limit. There are definite increases in pedestrian and vehicular traffic on our roadways, and grandchildren and children will be playing in the community.
- If you walk on the major roadways, please walk facing the flow of traffic.
- Golf carts can be dangerous when driven by inexperienced drivers. Just last year there were two serious golf cart accidents. Please discuss cart speed and safety with any inexperienced drivers.



Cullasaja Club Security Update Continued

- Golf carts MUST be operated by licensed drivers 16 and older for liability reasons. If security encounters a golf cart driver who appears to be under the age of 16, they will ask to see a driver's license. If one cannot be shown, the driver will be asked to park the cart and return to their residence. This policy is enforced for both the Club and the HOA. We appreciate your assistance in making sure all cart operators are 16 years old or older.
- A cart operator may not allow the number of people in the golf cart at any one time to exceed the maximum capacity specified by the manufacturer. The operator may not allow passengers to ride on any part of a golf cart not designed to carry passengers, such as the part of the golf cart designed to carry golf bags.

Keep in mind:

- Blind curves and hill crests are hazards. Be aware of stopped vehicles as you drive.
- Stop signs are in place for the safety of our motorists and for our pedestrians.
- Pay close attention as you are driving throughout the neighborhood. Please no texting or use of social media while driving!

The single most important thing you can do to make this a safe and accident-free season is to: SLOW DOWN AND PAY ATTENTION...and enjoy the relaxing pace of our community

Thank you for your understanding and active cooperation!

Stephen Stanley
Security Chief

Please remember, HOA residents who are not Club members are prohibited from accessing the golf course or using the cart paths. Thank you for your compliance.

