

# December Property Manager Report

## 2017 Holiday Hours

12/23/17	Saturday	Regular Hours	
12/24/17	Sunday	8am-12 Noon	(Christmas Eve)
12/25/17	Monday	Closed	(Christmas Day)
12/26/17	Tuesday	Regular Hours	
12/31/17	Sunday	8-Noon	(New Years Eve)
1/1/18	Monday	Closed	(new Years Day)

## Service Dogs and Emotional Support Animals

Under Indiana's law on the rights of people with disabilities and the federal Americans with Disabilities Act (ADA), people with disabilities may bring their service animal to all public accommodations, including stores, businesses, motels, restaurants, theaters, and more.

Under Indiana law, a service animal is an animal trained as :

- A guide animal (for example, a guide dog that assists a visually impaired person in navigation and travel)
- A hearing animal (such as a hearing dog, that alerts its handler to important noises, like the phone, doorbell or alarm)
- An assistance animal (including an animal that pulls a wheelchair, pushes an elevator button, or retrieves items)
- A psychiatric assistance animal (such as an animal that interrupts self-destructive behavior, reminds its handler to take medication, or calms an anxiety attack with soothing pressure)
- A mobility animal (such as an animal that provides physical support and balance to its handler)
- A seizure alert animal (an animal that warns its handler of an impending seizure, and may also protect its handler during a seizure)

- An autism service animal (which may interrupt self-harming behavior, or initiate calming touch for a handler that is anxious or agitated).

Neither the ADA nor Indiana's service animal law includes pets or what some people call "emotional support animals"; animals that provide a sense of safety, companionship, comfort to those with psychiatric or emotional disabilities or conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for their handlers. Under the ADA and Indiana law, owners of public accommodations are not required to allow emotional support animals, only service.

Many homeowners have asked what animals would be allowed at the Chateau and the Villa; the above guidelines will be followed at the Chateau as well as the Villa, allowing service animals only in conjunction with ADA and Indiana guidelines.

## **Snow Removal**

Many homeowners have requested snow removal for events of less than 2". Please see the link that follows for a Vendor that offers that service.

[Under 2 inch Snow Removal Service](#)

## **Villa Acoustics**

With the increased holiday activities, we have received communication on the concern of the acoustics at the Villa. We are working with vendors to find a permanent solution, and will complete as a credible solution and budgeting allow.

## **Pool Tables**

During the next two weeks the pool tables will be recovered and re-leveled, during this same time you will see guidelines posted for the daily care and maintenance of the tables. Thank you for your help maintaining the tables.

**Have a great weekend!**

Thank you,

John Doehrman