



THE WINE PRESS

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Britton Falls Advisory Committee Newsletter

What is Caliber Web?

Caliber Web is provided by Community Management Services, Inc. (CMS), the management company serving Britton Falls. It is a system available through the "Our Britton Falls" web portal.

As a homeowner, you may use this system to:

1. View your HOA account in real time.
2. Submit and monitor service requests to address maintenance issues in such community common areas as green spaces, walking paths, ponds, Chateau, outdoor recreation facilities, etc.
3. Monitor common-area maintenance requests submitted by other homeowners.
4. Submit and monitor service requests to address maintenance issues related to your lawn, landscaping and irrigation (mowing issues, sprinkler malfunction, shrubs not trimmed, etc.). Note: Service requests you submit regarding your property can be viewed only by you.
5. View compliance issues, including copies of compliance letters that may have been issued to you by the property manager.

Note: Any issues regarding the construction or maintenance of your home should **not** be reported using the Caliber Web system. Instead, these issues should be reported to Pulte Customer Care, as noted in the "Resident Guide to Resolving Problems" on page 2 of this issue.

The system also enables management personnel (CMS) to:

1. Acknowledge receipt of a maintenance issue; post plans for addressing the issue; and/or provide the date the issue was resolved
2. Register and monitor compliance issues

As a homeowner you can register for access to Caliber Web on the "Our Britton Falls" portal

(www.ourbrittonfalls.net), by clicking on "Caliber Web Link" under "Community Governance," or by going directly to

<http://65.123.104.163/CaliberWeb2\CMS/default.aspx>.

To register, you will need to enter your HOA account number (located on your payment coupon) and your email address. Upon receipt of your account and email information, you will receive an email with a link to create your secure password for the Caliber Web site. Upon successful completion, you should be able to log in and use Caliber Web.

Future issues of *The Wine Press* will provide more details regarding specific functions of Caliber Web. In the meantime, if you have difficulty creating your Caliber Web account or have questions about navigating the site, please call John Doehrman (Property Manager) or Chris Dillon (Office Manager) at the Chateau (317-288-9284).

Spotlight: Grounds Subcommittee

Larry Amick - Chair

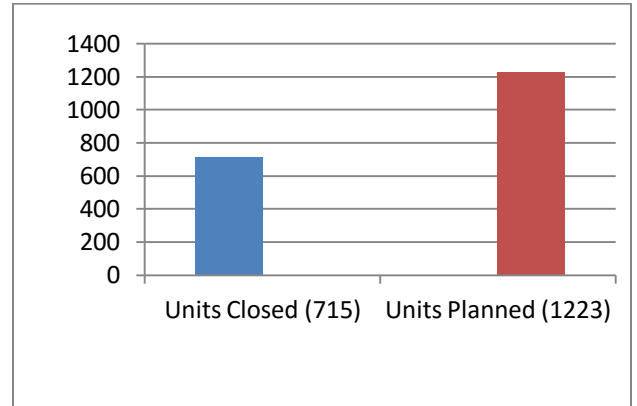
The primary role of the Grounds Subcommittee is to review the use, safety and upkeep of the outside elements of Britton Falls, including the common areas, tennis courts, bocce courts, waterfall, roads ponds and

paths (excluding the outdoor pool, which is under the purview of the Buildings Subcommittee). The Subcommittee has established two subgroups: the first to focus on **landscaping** (chaired by Jim Flora); the second to focus on such **water features** as ponds and fountains (chaired by Len Echols).

As issues are identified by the Subcommittee, recommendations are communicated via the Caliber Web system or directly to the Maintenance Director and Lifestyle Director, as appropriate, with follow-up as needed. The subcommittee also reviews and monitors all entries related to grounds registered by residents on the Caliber Web System. Every effort is made to ensure all reported issues receive appropriate closure.

The next Subcommittee meeting is to be scheduled in early June. Residents interested in learning more about, communicating with or participating on the Grounds Subcommittee should contact the Chair, Larry Amick at amickslt@comcast.net.

Housing Units Closed vs. Planned



Bulletin Board

At reader request, the following “guide” is being reprinted. You may want to post it on your personal bulletin board for future reference.

Resident Guide to Resolving Problems

Nature of Problem/Issue **Whom to Contact**

Homeowner building issues post-closure	Pulte Customer Care (877-785-8348) http://www.delwebb.com/ownersen/try/service-requests.aspx#.Vnlbc02FPDc
Architectural Review and Approval Requests	John Doehrman (317-288-0532) brittonfalls@comcast.net
Common area Facility, ponds, roads issues	John Doehrman (317-288-0532) brittonfalls@comcast.net
Common area Landscaping and irrigation issues	Brad Bryant (317-288-0532) bfmaint@comcast.net
Landscaping on Homeowner lot: <ul style="list-style-type: none"> Trimming, mowing, pruning, irrigation Plants, trees or shrubs 	Brad Bryant (317-288-0532) bfmaint@comcast.net Hittle Landscape (317-896-5697)
Violations of Covenants or Design Guidelines	John Doehrman (317-288-0532) brittonfalls@comcast.net

Upcoming Dates

June 21	Advisory Committee Meeting*
July 19	Advisory Committee Meeting
August 11	HOA Quarterly Meeting 1:00 p.m., Chateau
August 16	Advisory Committee Meeting
September 20	Advisory Committee Meeting

*AC meetings are held in the Chateau Ballroom starting at 1:00 p.m.

NOTE: You can search for scheduled meetings of committees, clubs, etc. on the Britton Falls Portal by navigating from *Events* to *Calendar* and typing the name of the committee or club in the *Search Calendar* box.