



# THE WINE PRESS

Issue # 16

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## Britton Falls Advisory Committee Newsletter

### Meet the AC Candidates on October 31<sup>st</sup>

The election for new members of the Britton Falls Advisory Committee will be held from Monday, November 7 through Friday, November 11. There are two open seats available. Four candidates have submitted their nominations: Dan Canan, Bruce Hufford, Nick Kirincich and Judy Spears.

The Elections Subcommittee will be providing multiple opportunities for residents to be introduced to, and acquire information about, each of the candidates. First, a short biography/statement and a photo submitted by each candidate will be posted in the lobby of the Chateau. Second, the biography/statement will be distributed via email to all residents who have an email account registered with the office of the community manager.

Finally, the Elections Subcommittee will be hosting a **“Meet the Candidates”** session on **Monday, October 31<sup>st</sup>, at 7:00 p.m. in the Chateau Ballroom**. Each of the candidates will make a brief presentation regarding their interest in serving on the Advisory Committee and respond to questions from residents. Following the “meeting,” candidates will be available for more personal conversations with individual residents.

Your Advisory Committee wishes to remind you that every vote counts and requests not only that you vote, but also that you cast an ***informed*** vote. So please:

- Watch your email for announcements of when the candidates’ biographies are posted at the Chateau and/or available on line
- Attend the “Meet the Candidates” session, Oct. 31<sup>st</sup> at 7:00 p.m. in the Chateau Ballroom

- Watch for information on the voting process and **Vote** during the **November 7-11 voting period**.

### Caliber Web Enhanced to Better Serve You

In response to homeowner suggestions, the Advisory Committee and CMS (the management company) have made several enhancements to the “Maintenance Request” section of the Caliber Web system. Labels of “categories” or “items” were clarified and/or added as needed. Specific changes include:

- Changing the “Fitness” category to “Fitness Center” and adding “Fitness equipment” as an additional item within that category. (Before, there was no way to report an issue with a fitness machine.)
- Adding “algae” and “shore erosion” to the “pond” category.
- Adding “other” as an item within most categories, which can be selected and followed by a written explanation of the issue.

Suggestions also were offered for providing greater clarity regarding the status of a maintenance request, such as providing an “estimate of time to completion” regarding the “Status” of a request. Another suggestion was to identify a maintenance request as “pending” until the issue has been fully addressed and officially “closed.” CMS is also investigating, with the company that maintains Caliber Web, the possibility of providing an “auto-response” email informing the originator of a maintenance request when the request has been opened, and when it has been “closed.”

Look for updates in The Wine Press as new features to Caliber Web are added. To learn more about Caliber Web, please see previous columns in *The Wine Press* issues # 11 & 12 at

[http://www.ourbrittonfalls.net/Homeowner\\_Network/Advisory\\_Committee/The\\_Wine\\_Press.htm](http://www.ourbrittonfalls.net/Homeowner_Network/Advisory_Committee/The_Wine_Press.htm). You might also want to consult the document [Caliber Web Steps for Submitting Maintenance Requests](#) on the Britton Falls portal.

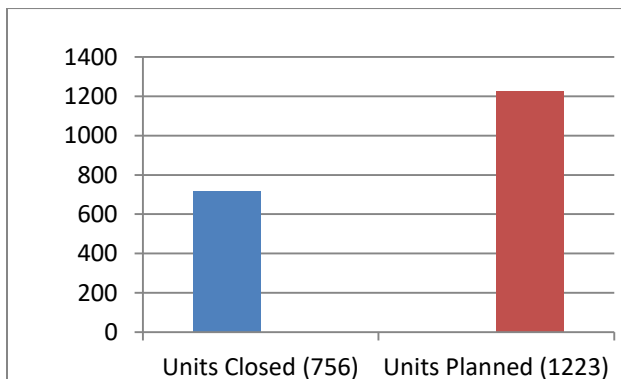
### Upcoming Dates

October 31	<b>“Meet the AC Candidates Night,”</b> 7:00 p.m., Chateau Ballroom
<b>November 7-11</b>	<b>Advisory Committee Election</b>
November 9	CMS Quarterly Homeowners Meeting 1:00 p.m. Chateau Ballroom
November 15	Advisory Committee Meeting*
December 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.

### 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) <a href="http://www.delwebb.com/ownersenstry/service-requests.aspx#.Vnlbc02FPDc">http://www.delwebb.com/ownersenstry/service-requests.aspx#.Vnlbc02FPDc</a>
Architectural Review and Approval Requests	John Doehrman (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>
Common area Facility, ponds, roads issues**	John Doehrman (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>
Common area Landscaping and irrigation issues**	Brad Bryant (317-288-0532) <a href="mailto:bfmaint@comcast.net">bfmaint@comcast.net</a>
Landscaping on Homeowner lot: <ul style="list-style-type: none"> <li>Trimming, mowing, pruning, irrigation</li> <li>Plants, trees or shrubs**</li> </ul>	Brad Bryant (317-288-0532) <a href="mailto:bfmaint@comcast.net">bfmaint@comcast.net</a>  Hittle Landscape (317-896-5697)
Information about Covenants or Design Guideline Violations	John Doehrman (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>

\*\*These issues can also be reported using Caliber Web