



# THE WINE PRESS

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## Britton Falls Advisory Committee Newsletter

### New Advisory Committee Members Elected

Congratulations to Sue Dickhans, Nick Kirincich and Scott Mertz on their election to the Britton Falls Advisory Committee for a three year term, beginning January 2018 and concluding December 2020. The returning members of the Advisory Committee welcome Sue, Nick and Scott and look forward to working with them as representatives to the HOA and Pulte.

The Advisory Committee also wishes to express its gratitude to Steve Wohrle for his candidacy. The slate of candidates was excellent. The members of the AC look forward to his continued support of the AC and the Britton Falls community.

In addition, the Advisory Committee wishes to thank the members of the Election Subcommittee for their diligent and successful effort in conducting an effective election, from organizing resident information sessions to securing a slate of strong candidates and ensuring the integrity of the voting process. Thanks go to Sondra Cremer (Chair), Jerry Brewton, Judith Coons, Brad DeReamer and Jerry Lathrop.

The Advisory Committee encourages homeowners who have yet to become engaged with the Advisory Committee to learn about its purpose, structure and activities highlighted in the AC Guidebook on the Britton Falls portal at

<http://www.ourbrittonfalls.net/Assets/BrittonFalls+Digital+Assets/Advisory+Committee+2017+Guidebook-8-30-17.pdf> . You are especially encouraged to contact the Chair of a subcommittee in which you might have

Interest, and to share your suggestions and ideas with any member of the Advisory Committee regarding its role.

### Using Caliber Web: An Update

The best way for Britton Falls residents to report an outdoor maintenance issue on their property or in a community common area is to use the Caliber Web system on the Britton Falls portal (website). The information being reported goes directly to John Doehrman and other personnel employed by CMS, the community property manager for Britton Falls.

Doehrman says the Caliber Web system is working as designed, although a few homeowners still try and use it to report “indoor” problems at their home, such as loose caulk or a hardwood floor board that was improperly installed. All such problems should be reported to Pulte Customer Care at 877-785-8348. In addition, sewer problems originating from outside the house should be reported to the local sewer utility.

The Caliber Web system allows registered homeowners to: (1) Submit and monitor service requests to address maintenance issues in community common areas such as walking paths, green spaces, ponds, outdoor recreation facilities and at the Chateau and Villa; and (2) Submit and monitor service requests to address maintenance issues related to a lawn, landscaping, mowing problem, shrubs not trimmed and sprinkler malfunctions.

As recently reported, the Britton Falls HOA is now responsible for repairing sidewalks, except in cases where the damage is directly caused by the homeowner. However, Doehrman said residents needing to report sidewalk issues anywhere in Britton

Falls cannot yet do so by using Caliber Web, but he is working on a solution to that problem. In the meantime, he requests he be emailed at [jmd@communityms.net](mailto:jmd@communityms.net).

Another advantage to using Caliber Web is for homeowners to be able to monitor common-area maintenance requests submitted by other homeowners as well as maintenance requests that residents themselves submit. It should be noted that follow-up on requests involving an individual property can only be viewed on Caliber Web by that homeowner.

Homeowners can register for access to Caliber Web by using the Britton Falls portal, clicking on “Caliber Web Link” under “Community Governance” and creating a Login. For more information on using Caliber Web, reference the document “Using Caliber Web” at <http://www.ourbrittonfalls.net/Assets/BrittonFalls+Digital+Assets/Caliber+Web+Steps+for+Submitting+Maintenance+Requests.pdf>.

### Upcoming Dates

**December 19**—Advisory Committee Meeting\*  
**January 16**—Advisory Committee Meeting\*  
**February 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.

## **BULLETIN BOARD**

You may want to post the following on your personal bulletin board for future reference.

### Resident Guide to Resolving Problems

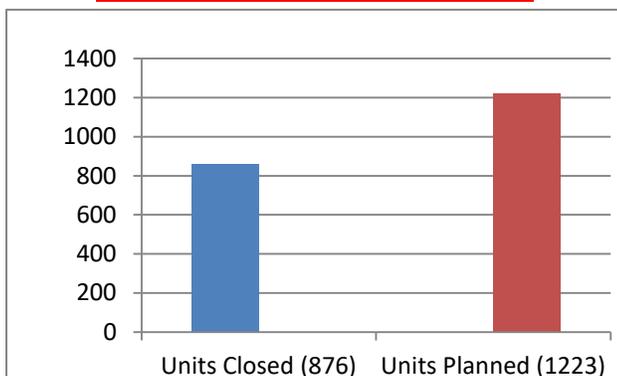
**Nature of Problem/Issue**                      **Whom to Contact**

Homeowner building issues post-closure	Pulte Customer Care (877-785-8348) <a href="http://www.delwebb.com/ownersen-try/service-requests.aspx#.Vnlbc02FPDc">http://www.delwebb.com/ownersen-try/service-requests.aspx#.Vnlbc02FPDc</a>
Architectural Review and Approval Requests	John Doehrman, Community Mngr. (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>
Common area Facility, ponds, roads issues**	John Doehrman, Community Mngr. (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>
Common area Landscaping and irrigation issues**	Brad Bryant, Maintenance Director (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, Community Mngr. (317-288-0532) <a href="mailto:brittonfalls@comcast.net">brittonfalls@comcast.net</a>

\*\*Alternative: report via Caliber Web

[https://caliber.communityms.net/caliberweb2\\_CMS](https://caliber.communityms.net/caliberweb2_CMS)

### Housing Units Closed vs. Planned



## DID YOU KNOW?

The **after-hours phone number for contacting a Community Management Services representative** when the Chateau is closed is (317)288-0532, ext. 226 (Brad Bryant, Maintenance Director). If you cannot reach Brad, call 317-631-2213 and choose option 6 for a live answering service.

The **minutes of Advisory Committee monthly meetings** are available on the Britton Falls website at:  
[http://www.ourbrittonfalls.net/Homeowner\\_Network/Advisory\\_Committee/Advisory\\_Committee\\_Meeting\\_Minutes.htm](http://www.ourbrittonfalls.net/Homeowner_Network/Advisory_Committee/Advisory_Committee_Meeting_Minutes.htm).

Past **issues of *The Wine Press*** are available 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).