



THE WINE PRESS

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Brought to you by your Britton Falls Advisory Committee

[Direct Link to Pulte Customer Care on BF Portal](#)

As noted in the following article, a direct link to Pulte Customer Care has been added to the Britton Falls Portal for residents who wish to **submit a warranty service request** on-line. You will find both the hot link and the phone number on the lower left side of the Britton Falls web site. The link and phone number are also located in the table, "Resident Guide to Resolving Problems," on the following page.

If you believe there is a construction defect that is covered by your warranty, you can contact Pulte Customer Care by phone at (877) 785-8348 or by completing the form at the following site: <http://www.delwebb.com/ownersentry/service-requests.aspx#.Vnlbc02FPDc>. As stated on the site, "You can expect to be contacted within two days" upon completion and submission of the form.

[Pulte Responds to Advisory Committee Concerns](#)

In November of 2015, representatives of the Advisory Committee (AC) with Matt Lohmeyer, Pulte's Vice President for Land Development and Planning and Joe Hutcherson, Vice President of Construction Operations. The meeting focused on the following issues/questions: (1) How can communication between and among the AC, the HOA Board of Directors (Pulte) and Community Management Systems (CMS) be improved? (2) What is the status of the "Annex" project and what role will the AC have in the design of the facility? (3) When and how will the transition from a developer-run HOA to a homeowner-run HOA

occur? (4) What can Pulte do to minimize the number and nature of concerns received by the AC from homeowners regarding construction issues and their resolution?

The AC representatives were very pleased with the responsiveness of the Pulte representatives and their stated willingness to work with the AC in addressing the identified issues. In response to the first question, Matt Lohmeyer agreed to meet with the AC representatives on a regular basis to discuss ongoing concerns of, and assess progress perceived by, the AC. Future meetings will focus also on the process of transitioning to a homeowner-run HOA as that timetable becomes clearer.

With regard to the second issue, an ad hoc committee was identified to meet with Pulte representatives last month (December) to begin discussion of the proposed "annex" project – a new community building to be built by Pulte to address the increased needs of the community created by the addition of 200+ homes within Britton Falls. The ad hoc committee is scheduled to meet on a periodic basis to review the previously established design guidelines and provide input regarding modifications, where feasible. Updates will be provided to the AC and the community as available.

In response to the construction issue, the AC representatives were contacted by Jon Fryling, Division Warranty and Process Improvement Manager for Pulte, to identify our perception of the

most critical issues regarding construction and the resolution process. He acknowledged some of the issues and identified efforts that have been made to address the issues and to enhance the resolution process. A meaningful step was made by the correction of the “Pulte Customer Care” link listed on the Britton Falls Web Portal (see previous column in this issue). The AC representatives are scheduled to communicate with Jon Fryling in the early spring to assess progress.

In summary, the Advisory Committee believes that significant improvement has been made in its communication with Pulte representatives and the progress being made regarding the identified issues. Updates will be provided as noteworthy accomplishments continue to occur.

Advisory Committee Elects Officers for 2016

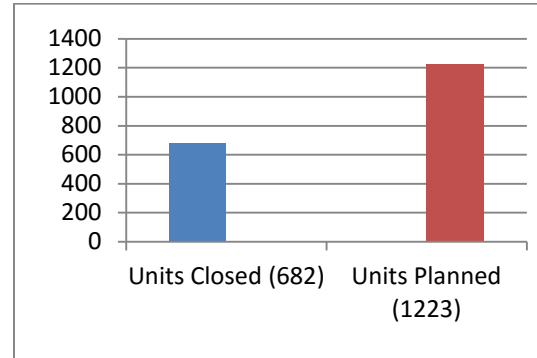
At the Advisory Committee’s December 16 “Organizational Meeting,” the officers were elected for the 2016 calendar year. Congratulations!

- Chair – Jim Miles
- Vice Chair – Mike Moore
- Treasurer – Larry Raasch
- Secretary – Judy Spears

Upcoming Dates

January 19	Advisory Committee Meeting*
February 23	Advisory Committee Meeting
February 23	Annual HOA, and First Quarterly, Meeting Hamilton Southeastern High School, 6:30 p.m. (Room TBA)
*AC meetings are held in the Chateau Ballroom starting at 1:00 p.m	

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/ownersentry/service-requests.aspx#.Vnlbc02FPDc
Architectural Review and Approval Requests	John Doehrman (317-288-0532) brittonfalls@comcast.net
Snow Removal	Brad Bryant (317-288-0532) bfmaint@comcast.net
Violations of Covenants or Design Guidelines	John Doehrman (317-288-0532) brittonfalls@comcast.net