

Lake Holiday Country Club (LHCC)

Process and Procedure for Board Inquiries/Questions

The board has provided a community link for members of the association to pose inquiries and questions for LHCC to review and respond.

1. Association member clicks on the following link: Board@lakeholidaycc.org
2. Types the inquire/question in the email.
3. Click: Submit
4. The email is directly sent to the entire board for review and is entered into the FYI Inquiries/Question spreadsheet/database for tracking purposes.
5. A selected Board member assigns the inquiry/question to the appropriate committee to be addressed for a response by either the board or committee. The Board Liaison is responsible to ensure the committees agenda reflects the inquiry/question to be addressed during the scheduled meeting.
6. The board or administrative staff member will consolidate the spreadsheet for the current monthly board meeting, printout the latest months inquires/questions and place a copy in the Board Book section FYI at the back of the book.
7. Each month the appropriate committee will review and provide feedback to the inquire/questions to the board for distribution to the association.
8. Responses will be contained in the committee minutes for the next month's Board Book. As well as be addressed to the member who submitted the inquiry/question.

Note: It is important to capture the name of the submitter in the spreadsheet/database for an accurate response.

Month	COMMITTEE	COMMENTS/QUESTIONS
Beach		
June/July	BG & SA	Has the Board considered plastic beach tags issued every year? Could charge \$35 per family. If a family doesn't use the beach, they don't have to buy the tag
June/July	BG & SA	While wristbands for beach 1 may be a good idea, the entire approach would need careful study to consider labor costs, member inconvenience, potential for abuse, etc. And what about beach 2?
Budget		
June/July	Finance	Residents may not be aware of the additional cost involved in hiring more security and more grounds people to take care of things. It may need to be brought up at an open forum and broke down for them to understand how it would impact the HOA fees
Communications		
June/July	Master Planning	Instead of posting your upcoming monthly meeting agenda on the LH website, can you please start emailing residents with the specific monthly agenda a week prior to the meeting (or as soon as you gather info, which I believe the deadline is the Thursday prior to the meeting)
June/July	Master Planning	Either record a video or go live once a week. Work with the Admin Team for the Families page and post it on both pages. It would be a message about updates of work that is going on and even updates on the issues that are coming into the office. At the end of each video a page would pop up that would have the official FB page information and the website.
June/July	Master Planning	A newsletter be hand delivered to every home for about 2 months; include a card that can be mailed back to the office so that the database of residents can be updated. Maybe once a year. This could include a request for information about resident's vehicles and if they rent or own. As far as the lots with no homes, this could be mailed to the person listed as an owner or if you have a phone number try contacting the person to confirm a mailing address.
June/July	Master Planning	To inform community, provide costs for security and grounds keeping in an open forum.
June/July	Master Planning	Whatever plan is put in place should be rolled out to the community with very specific details on what it is and what we should expect moving forward.
June/July	Master Planning	I think the questions (script) the guards ask should be sent to the residents and posted on LH's site.

Front Gate Entrance

June/July	BG & SA	Lake Holiday needs to join forces with VDOT to construct a center turn lane on Redland where vehicles backing up on Redland can safely stand.
June/July	Technology	Is there a way we can get an app where we can add daily guest for the holiday and a bar code comes up on their phone, Single use for the guards to scan? As you've mentioned, the business rules may change who and when, but the tech might be able to incorporate:- Barcodes on vehicles;- Barcodes/QRcodes sent to mobile devices - License plate OCR - State ID scanning - printed cards for vehicles
June/July	Technology	For invalid guest Call-ins, have a passcode or word added to the member profile so when a guest is called in, that person has to have the passcode. If the passcode/word doesn't match, they don't get added.
June/July	BG & SA	Why is the gate at Lakeview Drive and Green Leaf Drive permanently open? It has not been closed for several years. We are noticing more traffic going through that gate.
June/July	BG & SA	Install gate reader at bus stop gate for members with bar codes
Golf Carts		
June/July	BG & SA	I would still suggest golf carts. Less parking needed. Less speeding. Could trails be widen to accommodate golf carts?

Common Area		
June/July	BG & SA	Have more trash cans available at beach 1, by the entrance
June/July	BG & SA	Deadfall is always an issue for potential forest fires. We should formulate a plan to start removing deadfall from common areas and motivate property owners to do the same
June/July	BG & SA	Sides of the roads are overgrown with vegetation and needs to be maintained. (Propose) hiring additional maintenance staff
June/July	BG & SA	The sides of the roads need to be maintained. The worst thing for a road is the undercut that happens during rain events. The pavement will crumble, the ditches need cleaned of leaves and debris on a regular basis
June/July	BG & SA	Do you have any information regarding the trash area being paved and when?
Lake/Marina		
June/July	Lake	We used to have two buoys at the first cove near the dam. Without the second buoy, boats are racing all the way up to the only buoy, thinking that's where they need to slow down into the cove. It's gotten dangerous to swim without that second buoy. Plus, people are coming much closer to our dock now that they think they can race into the cove and/or up to the only buoy remaining. Any chance you could please put that second buoy back
June/July	Board Lake Working Group	The Marina is of course a hot topic and should be. Please address the community the steps you plan to take to fix the docks
June/July	Board Lake Working Group	If the marina can be secured to the shore. Then let the slip owners on the outside use the slips, forgo their refunds. This would free up valuable private dock space.
Parking		
June/July	BG & SA	Need to enlarge the clubhouse, create more parking spaces, create a HOA office building at entry gate
June/July	BG & SA	Increase boat trailer parking
June/July	BG & SA	Beach parking: Security could patrol periodically and residents could also report possible offenders. If a resident reports somebody, security would take action to verify the claim.

Association Passes

June/July	BG & SA	Lower the amount of friends and family passes
June/July	BG & SA	Eliminate permanent guest passes and have residents input into capsure each time a friend/family is visiting
June/July	BG & SA	Is it time to update the software being using for the security company, aka Capsure? Is there a database available that can include more information
June/July	Master Planning (Technology)	Put the tag number of the vehicle on the pass. They can still have the passes and all that needs validated is the tag number on the pass, matches the vehicle coming in
June/July	Master Planning (Technology)	Have an edit option on capture that the resident has to update the plate (or 2) of the vehicle they are driving so the resident is still responsible.
June/July	BG & SA	Block all contractors from coming in on July 3. There is a rule that prohibits outside work on Sundays. Contractors have a free pass and add to the chaos on weekends
June/July	BG & SA	Regarding voting on vehicles with 3+ citations having their bar code privileges revoked... how is this going to affect landlords with multiple properties? Does it stay with the residence or does 3 or more citations
June/July	BG & SA	I am part of the cat rescue, SPAR, and we often host events at the clubhouse on the weekends, and invite people from outside LH to come and support the rescue. Will we now be told they cannot attend?
June/July	BG & SA	Are my guests not allowed to drive their own vehicle and sit with my family at the beach on the weekend?
June/July	Master Planning (Technology)	Update the software (for the gate) aka Capsure.
June/July	Master Planning (Technology)	Add car tags (maybe 2 tags) in CAPSURE and put the car tag number on the vehicle pass which prevents someone from giving their pass away. Easy to change if cars change.
June/July	BG & SA	My guests do not get passes even if I put them down for more than one day. They should give the pass out without a question
June/July	BG & SA	Have passes identify the member the guest is visiting so if they are at the beach, the roving patrol can check to see if the member is there. If not, the guest will have to leave.

LHCC Association Members
Inquires and Questions

July 2022

June/July	BG & SA	As far as traffic/ parking, if a resident has multiple guests coming to enjoy the celebrations, would it be possible to "open" the bus stop parking for guests to park and meet their resident host to cut down on traffic and the number of cars requiring parking?
June/July	BG & SA	If it would help cut down on gate traffic, maybe we could look into installing a barcode gate at the back gate for residents only.
June/July	BG & SA	I think the dash passes are a good idea, but there wasn't any conversation about "what happens if". If a contractor parks in the clubhouse lot, what happens? If a car in the lot doesn't have a sticker or a dash pass, what is the course of action taken? Can LH tow the vehicles? Is security going to patrol the lot and check cars regularly? Can residents report vehicles that don't seem legitimate? If so, how? The front gate never answers phone calls, how can it be reported?
June/July	BG & SA	Somebody brought up the idea of possibly having the permanent guests being able to purchase stickers for their cars so they can just use the right lane. I was surprised that it seemed to have as much support as it did. I think this is a terrible idea. If they are allowed to purchase stickers for their vehicles, they are essentially getting a pass to come and go as they please and use all the amenities without having to let their LH residents know or pay any HOA fees. They could get into our trash collection area and if anybody had any suspicion, all they would have to do is point to the sticker and they would be thought of as residents. I know we are trying to find ways to shorten the line and speed up the process, but I don't think this is a good option. I believe permanent guests should still have to get in line and show ID and all that. If we feel that people are abusing the permanent guest privilege, maybe consider getting rid of it altogether?
June/July		Each residence is allowed 1-2 guest cars to accompany them to the beach. Maybe it's a specific beach pass that's printed at the gate or given to residents to give their guests.
Security		
June/July	BG & SA	Install cameras to attempt to catch the folks that are not following the rules (bathrooms)
June/July	BG & SA	Have security to patrol the beaches more frequently
June/July	BG & SA	I know it is needed in emergency situations but vehicles can get around the back gate on Whitacre Rd and enter our community.
Speeding		
June/July	BG & SA	Increase the speed limit in areas that don't have housing but keep the speed limit to 25 MPH in populated areas.
June/July	BG & SA	Allow on-street parking of boats and cars which will cause cars to go slower
June/July	BG & SA	Report all speeding violations to insurance companies
June/July	BG & SA	If the speeding is such an issue if anything we need more cameras

Suggestions

June/July	BG & SA	I urge you to look into a solar panel center established by a homeowners' association - saw about one in Maryland that offers residents of the area an opportunity to voluntarily connect with it. This has significantly reduced electrical costs for owners and the Association. As you know, residents would retain their primary energy provider (Shenandoah Electric) but draw some of their power needs from the solar panel center. And it would put to good use a relatively small, isolated section of the open golf areas that are barely being used.
June/July	BG & SA	One thing that might be popular and worth checking into, would be canoe, kayak, and paddleboard hourly/ daily rentals during the summer season through either the restaurant/ snack shop or the HOA office.
Violations		
June/July	Compliance	Traffic violations: In the future, perhaps a nice email first with the information as a first attempt. 2nd attempt, perhaps a 'regular' mail letter, and as a last resort I understand a certified letter is needed
June/July	Compliance	Add a 'temporary' time frame to have to use the 1st lane, or hold access until all tickets are paid.
June/July	Compliance	For tickets: Perhaps a nice email first with the information as a first attempt. 2nd attempt, perhaps a 'regular' mail letter, and as a last resort, a certified letter. Give a chance to review the violation online and pay before spending \$\$ on certified mail!
June/July	Compliance	Some of the repeat offenders may already be using the left lane (not members in good standing?), so such a penalty may not be an effective deterrent for them. Shouldn't there at least be a time qualifier: say 3 violations during a six month period. Use of the trash facility should not be part of the penalty. Folks are paying for this service (it is not really an amenity, it is a service provided) and it would not be proper to restrict access for members in good standing.
June/July	Compliance	How long is the ticket accumulation for? Meaning if I get 1 ticket this year, 1 ticket next year, and then my 3 rd ticket 5 years from now, would I still be on probation? Also, I don't think that guests tickets should be tallied towards your personal accumulated tickets leading to whatever disciplinary action is agreed upon.
June/July	Compliance	If \$50 is the limit, is there a limit on how many violations per event they can be fined for. Example; \$50 fine for anything 35-45mph and label that as a speeding violation. Anything over 45mph will get the \$50 speeding violation and then another \$50 for reckless driving violation for a total of \$100.