



UPDATE

From the GM

October 29th, 2021

CRRA Members Weekly Update

General Manager Community Letter

Dear CRR,

It has been a long time since you have heard from me via the newsletter. The newsletter is usually compiled and sent by Racey Cave as the AGM, who is aware of everything happening in the community and will continue to be sent by him. Today, I will be writing the newsletter as he is out of the office for the day.

If you are wondering where I have been, the answer is here! You can typically hear from me via the monthly Finance Committee or during the Board Meetings where I always attend. It is incredible to think that it has been just over a year since we started to manage the community.

In that time, we have faced many challenges and continue to face them. I figured I may as well take the opportunity to recap some of the highlights, challenges, and future projects.

Highlights

1. **Financial Stability.** We went from having \$2,500 in capital reserves to over \$1.4 million as of the end of September 2021.
2. **The Gate system was mostly re-hauled.** While we still struggle in this area due to failing equipment that we did not change over or downtime due to them being struck. But, when you take into account that we have an average of over 70,000 entries monthly, not including calls to central, it

makes you realize that is actually not bad at all. It may be a nuisance or annoying when these things are down but in comparison to how much they are utilized, it makes sense that the gates will have issues.

3. **Computer upgrades in the management office.**
4. **Purchase of new motor grader.**
5. **Addition of 80 hours of gate personnel.**
6. **Collection improvements**, which add hundreds of thousands of dollars in revenue that were previously not collected.
7. **Lot sales** have tripled based on hiring a realtor to assist instead of doing it in-house.
8. **Communications** such as the new Facebook page, town halls, and electronic alerts help provide more details to what is going on in the community for residents.
9. **Resident participation** has increased with new committees, more active committee responsibilities, and adding resident volunteers in the office.
10. **The bathhouse install was just completed.** This will reduce vandalism to those areas and provide access only to residents in good standing.

Challenges

1. **Customer service.** I believe this is close to being in the highlights. Resident complaints regarding callbacks or answering phones have almost stopped completely. We managed this by training, changing staff schedules, and setting proper expectations. We will always continue to monitor this area as providing excellent customer service is what all residents should expect.
2. **Road failures and continued degradation of roads.** We have two roads that are down to one lane and another potential failure. We have hired engineers to assist with this and this is in progress.
3. **Labor shortages are everywhere, including here.** We are 95% staffed and have been relentless in trying to fill in the gaps. This will continue to be an issue for the foreseeable future, but we are working with the Board on strategies to get ahead of it.

Future Projects

1. **GA Power underground wiring for areas of the community.** While we can't talk too much about this due to it being negotiated currently. Next week, we will have more details on how this will impact the community.
2. **Capital improvements.** We are looking to get a new study that will help us create a plan for the upcoming years. We have reached out to engineers who do this work, and someone will be hired shortly.
3. **Eagle Mountain Campground septic system is being analyzed.** We will have some additional comments at tomorrow's board meeting on this topic. We are a long way from any long-term solution, but we are starting to talk about it.
4. **Overall community safety.** The board is working with local officials on how we can improve safety. We are also internally looking at what we can do. So, we are looking at access to the community and how that is managed.

I know this is a lot to read so I will leave it at that!

I look forward to seeing some of you at the Community Clean-Up Day on November 6th! Even if you can't help or don't have anything to dispose of, we will have live music and free food from 12 pm to 2 pm. It would be great if you could come by and spend time with your neighbors.

See you then!

Best Regards,

Regina Valladares
General Manager

Town Hall Events

There are town hall events scheduled for the following areas. If you'd like to speak directly with members of the Board of Directors representing your neighborhood, this is a great opportunity.

Beaver Forest

Date: Friday, Nov. 5th

Time: 6:00pm - 8:00pm

Location: Fireplace Room (below the POA offices)

Trunk Or Treat

Trunk or Treat is happening at the Rec Center on Friday, October 29th from 5 pm to 8 pm. Come out for a spooky good time! We're also taking candy donations at the POA and the Rec Center and would very much appreciate anything you can spare!

Community Sale

The Community Sale will be happening at the Tubing Company/Pickin' location outside Eagle Mountain Gate on Saturday, October 30th from 8:00 am - 12:00 pm. Advance reservations aren't required, just show up with your own display/tables/chairs/etc. and \$10 (cash only) to cover the setup fee. If you have any questions, just email Jan Adams at janadams@mycrra.com.

Fall Cleanup Event

On November 6th from 10 am to 12 pm, we will have a community cleanup day at Riverside Pool Parking lot. Afterward from 12 pm to 2 pm, we will have music and food for those residents who want to participate. Please be mindful of Covid-19 practices as is appropriate.

We ask residents to help clean up around the community or bring any trash that needs to be removed from their property.

For those who want to volunteer to clean around the community common areas, please arrive at Riverside Pool by 9:30 am and we will supply you with a safety vest, gloves, and trash bags. If you are planning on volunteering, please email janadams@mycrra.com by November 2nd.

Otherwise, if you are bringing large articles to throw out we are accepting most items except tires, paint, batteries, oil, or other similar hazardous/toxic materials that require specialized disposal. You can bring the items you want to throw out between 10 am and 12 pm.

Afterward, we invite all residents to participate in listening to some live music and enjoying some hot dogs, hamburgers, and refreshments being provided by FirstService Residential.

Keep in mind food is on a first come first serve basis and is only for residents, so please remember to bring your resident ID.

If you have any questions, email Jan Adams at janadams@mycrra.com. We look forward to seeing you there!

A Message From Your Environmental Conservation Committee

Being in the right place at the right time to view wildlife is rewarding but keep in mind they are wild animals, not pets. Feeding deer by hand or touching deer increases the chance that you will be bitten or that the deer may transmit disease. Deer will lose their fear of humans and become easy targets for illegal hunting or for tragic collisions with vehicles. And remember, never approach or feed bears. Secure garbage, recycling, birdseed, pet food, and clean and store your grill. As the DNR folks say, a fed bear is a dead bear. Let's keep our wildlife wild. Give them room, use your zoom (on your camera that is!).

Job Openings

We want you to join our team here at the Coosawattee River Resort!

We offer paid time off, paid health insurance, and paid national holidays for all full-time employees.

We have a job opening in Patrol starting at \$10/hr. To apply, click [here!](#)

We have job openings for Maintenance Technicians starting at \$12.00/hr.

Front Desk, Central Monitoring Department, Gate Attendant, and Amenities Staff positions are available at \$10.00/hr.

Serious applicants please call 706-640-4010 or email your resume to michelekellogg@mycrra.com.

Announcements

- There will be a meeting of the Board of Directors on Saturday, October 30th at 9:30 am at the Water Tower. This meeting will be an in-person/Zoom hybrid meeting. If you prefer to attend in person you are free to do so, but we continue to encourage attendance via Zoom due to remaining concerns around COVID-19. Registration is required. You can register by clicking [here](#), or by copying/pasting the following link into your browser:

https://us06web.zoom.us/webinar/register/WN_eRXCJkA8QKyH_KUp4ZG-qQ

You can download the Agenda for the Board Meeting below.

[October 30th BoD Agenda](#)

- **The mailing address for FirstService Residential to submit payments has changed.** Any new mailouts you receive from FirstService Residential (such as payment coupons for annual dues next year) will have the updated address, you only need to be aware of this if you are originating a mailing rather than responding to one. The new address is:

FirstService Residential
PO Box 30348
Tampa, FL 33630-3348

- If you're new and wondering how you get one of those nice-

looking 911 address signs, you can find the order form by clicking [here](#).

- You can log in to view documents and make dues payments by visiting:

<https://coosawatteeriverresort.connectresident.com>

- Do not speed! Make sure to follow the speed limit. This is not only to avoid accidents but also to reduce the amount of dust for your neighbors.
- Be aware of any suspicious activity or prowlers! Always contact the Sheriff's office and report to Management.

Emergency Alert & Support Options

In case of emergency dial 911

To report non-emergencies, call Central at 706-640-4010

For DwellingLive support, please email:

dwellinglive@mycrra.com

For Accounting issues, please email:

accounting@mycrra.com

For Campground Water Issues, please email:

Repairs: facilities@mycrra.com

Accounting: accounting@mycrra.com

For general resident concerns, please email:

customerservice@mycrra.com

To sign up to receive text alerts, email your phone number to:

textalerts@mycrra.com

Board Member List

Beaver Bend

- Randy Click - rclick@mycrra.com - term exp. 2022
- Susan Decker - sdecker@mycrra.com - term exp. 2023
- Cindy Pereira - cindypereira@mycrra.com - term exp. 2024

Beaver Lake

- Jim Brackin - jimbrackin@mycrra.com - term exp. 2023
- Susan Marino - smarino@mycrra.com - term exp. 2024

Eagle Mountain

- Mike Hill - mikehill@mycrra.com - term exp. 2022
- Enrique Bertran - ebertran@mycrra.com - term exp. 2023
- Vito Molfetto - vitomolfetto@mycrra.com - term exp. 2024

Beaver Forest

- Joseph Elkins - jelkins@mycrra.com - term exp. 2022
- Dave Bennett - dbennett@mycrra.com - term exp. 2023
- Beth Miros - bethmiros@mycrra.com - term exp. 2024

Eagle Mountain Campground

- Shelah Muse - smuse@mycrra.com - term exp. 2022
- Malcolm Carter - malcolmcarter@mycrra.com - term exp. 2023

CRRA Departmental contact info can be found on our website by clicking the "Support" link at the top of the page.

Wish to bring your ideas or concerns to the Board of Directors? Email us at customerservice@mycrra.com to address the entire Board. Share the best contact information for you and we'll follow up with you.

Coosawattee River Resort is dedicated to providing open communication to all of our owners and visitors. Please utilize these important links.

[MyCRRRA Home](#)
[FirstService Resident Login](#)



Coosawattee River Resort

706-640-4010

info@mycrra.com

www.myCRRA.com