



# UPDATE

## *From the AGM*

August 13th, 2021

## CRRA Members Weekly Update

### Asst. General Manager Community Letter

Happy Friday the 13th CRR!

I'm not sure when Friday the 13th got such a bad rap, but it's definitely a thing. There are various theories and associations, but not even historians agree on an exact time and reason for the day becoming seen as unlucky, though it is mostly a 'western' idea. In Italy everyone worries about Friday the 17th, and in Greece Tuesday the 13th is the day people are sketchy about.

Beyond the specific day/number combination, in this country people have such a problem with the number 13 itself that many buildings with 13 or more floors will commonly number the 13th floor as number 14.

It's possible to have up to three occurrences of Friday the 13th in a single year, but it's definitely Sunday the 1st's fault. Any month you have Sunday the 1st you're going to get a Friday the 13th twelve days later.

Anyway, moving on to a little business, we wanted to address everyone's most favorite topic in the entire world - the gates! The impetus for broaching the topic is the recent damage at the Eagle Mountain gate, but I believe it will be helpful to speak to the subject in general of what happens when there is damage to the gates.

About six weeks ago I took questions from residents on the official Facebook page, but I know that more people receive and read this newsletter than follow the FB page, so I wanted to share an updated version of my answer to a resident question.

Q: Are people actually caught and fined for damaging the gates?

A: Absolutely. We also recently received Board approval for a new gate damage fee schedule. Fees collected due to damage will be specifically earmarked as to fund replacement of damaged or destroyed hardware. The damage fee schedule is intended to be commensurate with the damage caused as it relates to the cost of replacement so the responsible party pays for the repair and not the Association (aka the owners).

Additionally, a new process has been created by which an incident file is created for each and every gate strike, and into that file the following data is entered:

- 1) What gate was struck, at what time, and on what date?
- 2) What gate hardware was involved in the gate strike?
- 3) What was the extent of the damage to the affected hardware?
- 4) Were we able to identify the responsible party?
- 5) As far as we can determine, was the gate strike intentional or accidental?
- 6) Was a gate attendant on duty in the gatehouse when the strike occurred?
- 7) What was the amount of the total charges assessed to the responsible party?
- 8) Were we able to collect on those charges to compensate for damages caused?
- 9) If we were not able to collect on assessed charges, what prevented successful collection?

The answer to every single one of those questions provides valuable insight as to the effectiveness of the design and operation of the gate system, provides metrics we can use to determine overall cost to the Association to operate the system (e.g., it has to stay in good repair to stay in operation), and allows us to produce more accurate budget projections for each fiscal year. Our goal is to operate the system at not more of a deficit than expected lifespan replacement of parts due to normal usage, and cost of the service contract with our vendor to maintain those parts in good working order.

As to the recent damage to the Eagle Mountain gate where the gate was struck twice, I'm being told this has been repaired, but it's a great example of what I just outlined. Within hours of the major strike that took out the outside lane gate operator entirely we were in contact with the Gilmer County Sheriff's Office, the responsible party, and had a claim filed with their insurance carrier before the end of the day. We didn't have a spare operator on hand at the time, so when we ordered the replacement we ordered two of them so we can affect a repair more quickly in the future.

Before closing I'd also like to present the new gate damage fee schedule (LRR refers to the RFID Long Range Readers):

- Gate arm strike due to tailgating or otherwise: \$275  
Rationale: This number is the cost of a replacement gate arm.
- LRR equipment strike resulting in dislocation of reader, but not disconnection: \$175  
Rationale: This number is intended to represent approx. 3.75% of replacement cost.
- LRR equipment strike resulting in disconnection (unit

disconnected from mount): \$450

Rationale: This number is intended to represent approx. 10% of replacement cost.

- LRR equipment strike resulting in destruction of hardware (split open case, etc): Full hardware replacement cost + labor (approx. \$4,500)

- QR scanner kiosk equipment strike resulting in bending of case and/or bending of mount: \$250

Rationale: This number is intended to represent approx. 50% of replacement cost.

- QR scanner kiosk equipment strike resulting in destruction of hardware (complete disconnection, unmounting, wiring damage, etc): Full hardware replacement cost + labor (approx. \$4,000)

- Keypad/intercom box equipment strike resulting in bending of housing or bending of mount position: \$250

Rationale: This number is intended to represent approx. 50% of replacement cost.

- Keypad/intercom box equipment strike resulting in damage to housed components: Full hardware replacement cost + labor (approx. \$1,200)

- Other damage will fees assessed based on repair costs as damage to the gatehouse, gate operators, etc. is highly variable and dependent upon the extent of the damage.

One last item to mention is an update to the Eagle Mountain gate and the damaged gatehouse roofline. We have plans in place to expand the entrance there since we have room to do so. Once the expansion is complete we'll repair the damaged roofline, and that gate should be less likely to experience similar damage in the future.

I think that'll do it for this week. Have a great weekend everyone!

Best Regards,

Racey Cave  
Asst. General Manager

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## 2021 Annual Meeting

The Annual Meeting will be at the Victory Christian Center off Maddox Dr. on Saturday, August 21st. Registration opens at 9:00am and the meeting will begin at 10:00am.

This meeting may be different than previous annual meetings as it is being conducted in accordance with our Bylaws and the Georgia Non-Profit Corporate Code.

The first thing to be aware of is that for residents to conduct business of any sort, we will be required to meet quorum. In our case, quorum is defined as being 20% of owners in good standing who are eligible to vote. As of the most current audit that was completed to determine the exact number of eligible voters in the recent election, that number is 710. What counts towards that number is the number of owners in good standing who attend plus the number of valid proxies held by residents in attendance.

If quorum is met, the Association attorney will explain what manner of business may be conducted by the residents.

The rules and format of the meeting are determined by the Chairperson of the meeting which is the President of the Board of Directors. The President of the Board of Directors is Enrique Bertran.

There will be a Q&A session whereby residents can submit questions to the Board of Directors for discussion. The

Q&A portion of the meeting has been extended from the previously observed 30 minutes to 45 minutes. Questions and comments will be more likely to be addressed if they are submitted in advance, so please submit questions and comments to [raceycave@mycrra.com](mailto:raceycave@mycrra.com) by Thursday, August 19th @ 5:00pm EST. Questions and comments will be accepted during registration, but may not be addressed due to time constraints.

You can view the meeting agenda by clicking [here](#).

### **Volunteers Needed!**

We are looking for residents who want to volunteer to assist at the POA. If you are a resident in good standing and are interested, email [reginavalladares@mycrra.com](mailto:reginavalladares@mycrra.com).

### **Employee Spotlight**

We'd like to introduce you to this week's Employee Spotlight team member - our Enforcement Administrative Assistant, Courtney Harter-Ray!



**How long have you worked at CRR and what does your job entail?**

This Oct. will be 5 years! As the Administrative Assistant to the Enforcement Manager, you could say I do a little bit of everything! I am the go-to person when you or your contractor come to the POA office for Building approval applications & building questions. I also assist Compliance and Patrol staff, issue ATV tags and Contractor Gate

Access devices.

**What was your most favorite toy when you were little?**

I would have to say my bicycle. I was always on the go!

**Have you ever broken a bone? If so, how?**

Just a few! Each foot, at least twice. Let's just say I was a bit accident prone growing up.

**If you could live anywhere in the world for a year, where would it be?**

I would move back to Germany. It was an amazing place from what I remember!

**If you had to choose your last meal, what would it be?**

Everything! I love food, especially sweets.

**What outdated slang do you use on a regular basis?**

A Greek salad, supreme pizza, and then Ben & Jerrys Netflix & chill'd Ice Cream.

**What do you usually do on the weekends?**

If I am not doing a photo session, I try to get out and visit with friends, family, or just ride through the mountains with my partner and furbabies.

**What's your favorite thing about working at CRR?**

I love how Coosawattee is unique. Every day may bring something different here, and it keeps you on your toes. But I would also say my favorite thing is the people that come in! You get to meet so many new faces and hear different stories and experiences.

And, not to forget, I work alongside some of the best people ever.

**Pickin' on the Porch**

# Deuce & The Wildcards

Deuce & the Wild Cards will be with us for Pickin' on the Porch tomorrow night at 7:00pm, and Off Road Grill & Treats will be there to make sure you don't go hungry. Come hang out and enjoy!



## 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 job openings in the Housekeeping Dept. starting  
at \$10/hr.

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

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

Serious applicants please call 706-640-4010 or email your resume to [michelekelllogg@mycrra.com](mailto:michelekelllogg@mycrra.com).

## **A Message From Your Environmental Conservation Committee**

### Fire Safety in the Home

In continuing with the theme of fire safety and wildfire prevention, this week's message will focus on fire safety in our homes. Nationally, local fire departments respond to fires in homes more frequently than anywhere else.

According to the National Fire Protection Agency (NFPA), the top five causes of home fires are cooking, heating, faulty electrical wiring, smoking, and candles. Thus, the NFPA website devotes several pages covering these topics as well as supplying safety tip sheets specific to each.

These sheets contain valuable safety information, some of which are:

- The number one cause of fires in the kitchen is unattended cooking.
- Three of every five candle fires start when things that can burn are too close to the candle.
- Replace all electrical cords that are nicked, missing any insulation, or are not properly attached to the appliance or lamp base.
- Have a three-foot "kid-free zone" around open fires, cooking stoves, and space heaters.

For more information see the NFPA website at [nfpa.org](http://nfpa.org).

**Announcements**

- The Nominating Committee will meet on Monday, August 16th from 3:00pm - 4:30pm in the Fireplace Room, and residents are welcome to attend.
- Reminder: The Annual Meeting is August 21st at the Victory Christian Center. If you are unable to attend, please complete your proxy and return it by mailing or drop it off at the POA office. If you e-voted, your proxy is available to submit online via Association Voting, and if you received a ballot by U.S. mail your proxy was an insert in that mailing. The POA also has owner proxies available for those that need one.
- We currently have an open seat for the Board of Directors for Beaver Lake. You can download the application by clicking [here](#). To apply, return your application to [applications@mycrra.com](mailto:applications@mycrra.com) or deliver to the POA offices by August 20th by 12:00pm EST.
- You can log in, 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 reduces 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](mailto:dwellinglive@mycrra.com)

For Accounting issues, please email:

[accounting@mycrra.com](mailto:accounting@mycrra.com)

For Campground Water Issues, please email:

Repairs: [facilities@mycrra.com](mailto:facilities@mycrra.com)

Accounting: [accounting@mycrra.com](mailto:accounting@mycrra.com)

For general resident concerns, please email:

[customerservice@mycrra.com](mailto:customerservice@mycrra.com)

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

[textalerts@mycrra.com](mailto:textalerts@mycrra.com)

For website support, please email:

[websitehelp@mycrra.com](mailto:websitehelp@mycrra.com)

## Board Member List

- Beaver Bend
- Randy Click - [rclick@mycrra.com](mailto:rclick@mycrra.com) - term exp. 2022
- Susan Decker - [sdecker@mycrra.com](mailto:sdecker@mycrra.com) - term exp. 2023
- Cindy Pereira - [cindypereira@mycrra.com](mailto:cindypereira@mycrra.com) - term exp. 2024
  
- Beaver Lake
- Betty Reece - [breece@mycrra.com](mailto:breece@mycrra.com) - term exp. 2022
- Susan Marino - [smarino@mycrra.com](mailto:smarino@mycrra.com) - term exp. 2024
  
- Eagle Mountain
- Mike Hill - [mikehill@mycrra.com](mailto:mikehill@mycrra.com) - term exp. 2022
- Enrique Bertran - [ebertran@mycrra.com](mailto:ebertran@mycrra.com) - term exp. 2023
- Vito Molfetto - [vitomolfetto@mycrra.com](mailto:vitomolfetto@mycrra.com) - term exp. 2024
  
- Beaver Forest
- Joseph Elkins - [jelkins@mycrra.com](mailto:jelkins@mycrra.com) - term exp. 2022
- Dave Bennett - [dbennett@mycrra.com](mailto:dbennett@mycrra.com) - term exp. 2023
- Beth Miros - [bmiros@mycrra.com](mailto:bmiros@mycrra.com) - term exp. 2024
  
- Eagle Mountain Campground
- Shelah Muse - [smuse@mycrra.com](mailto:smuse@mycrra.com) - term exp. 2022
- Bradley Simmons - [bsimmons@mycrra.com](mailto:bsimmons@mycrra.com) - term exp. 2023
- Jimmy Adams - [jadams@mycrra.com](mailto:jadams@mycrra.com) - term exp. 2024

- Villas
  - Ron Townley - [rtownley@mycrra.com](mailto:rtownley@mycrra.com) - term exp. 2022
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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](mailto:customerservice@mycrra.com) to address the entire Board. Share the best contact information for you and we'll follow up with you.

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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](mailto:info@mycrra.com)  
[www.mycrra.com](http://www.mycrra.com)