



THE HARBOURS
Condominiums

The Harbours Newsletter

March 2016

Greetings From The Property Manager!

March 2016

03/02 Wine Down Wednesdays @ The Sheraton

03/03 Chili & Brew Bonanza 5:30PM-8:30PM @ Kye's—Downtown (Re-Scheduled From 2/28)

03/08 New Moon

03/13 Daylight Saving's Time Begins

03/17 St. Patrick's Day

03/20 March Equinox

03/23 Full Moon

03/25 Good Friday

03/28 Easter Sunday

Financials

For JANUARY, we started the year off right with a savings of \$11,834.26 for the month. We are slightly over to budget with landscaping costs due to the removal of 11 tree stumps from the parking garage side by the expressway. In addition, our plumbing expenses are running high due to three reported leaks in our fire system as well as a water heater malfunction that we are awaiting reimbursement for.

Fire Evacuations

In the unforeseen circumstance that the Harbours experiences a fire or other emergency, we are developing a list for those owners who may require a safety check in an emergency. Please provide your name and unit number to Megan at megan@theharbours.com. As an owner on the list, every effort will be made to ensure that you have exited the building and you are not remaining in your unit. Please continue along the same route you have been instructed to vacate the building. Every effort will be made to check your unit for your departure. Please do not remain in your unit until someone arrives, please proceed to the nearest exit immediately.



Your Hot Water Heater

The recommended setting for your hot water heater is 120 degrees. Safety plays an important part in how your hot water heater is set. You certainly do not want to scald anyone and especially children. Check your hot water heater setting. Anything above 120 degrees is not recommended. In addition, the higher the setting – the higher your energy bill will be. Last month, The Harbours had a malfunctioning water heater and it literally melted the PVC pipe causing other units to be flooded.

What Are Flushable Wipes?



Did you know that any wipe that you flush does not break down when flushing it? Please do not use wipes and then flush them down the toilet. This will clog our plumbing systems and lead to expensive repairs. Always discard them in a waste basket close by.

Notes From The Property Manager: (CONT.)

New FOB Process Going Smoothly



I wanted to thank those owners who have already complied with the request to provide an I.D. and inventory of your FOBS to make the Harbours an even safer place to live! Remember, the deadline is May 1, 2016 and any FOB not verified will be turned off at that time. Safety is our number one goal and we want to ensure that every key FOB that is assigned has an owner that has been designated to that FOB and is responsible for that FOB. The office will merely make a photo copy of your driver's license or state I.D. along with writing down the account number of your FOB. This will be placed in your unit's file. On May 1, 2016, any

FOB that has not been registered will be deactivated from the system and will no longer be able to be used to gain entry to the Harbours. If you are out of town and not able to physically hand over your license or a copy, please scan it and email a photo to megan@theharbours.com. Please place the number that is on your key FOB in the email so that this can be verified. For those not able to utilize email, you can also fax this to (812) 282-9153. Thank you for making the Harbours an even safer place to live!

New Rules

The Rules Committee has been busy updating numerous rules. We will be sending this out together once all rules have been approved by the Board. We will then register the new rules along with our other governing documents to make them official.

Thunder 2016!

We have already started the countdown to Thunder here in the office! Please watch your mailings soon for additional information.



Package Deliveries

April 1, 2016 is our goal to have all courier packages (UPS, FEDEX, DHL etc.) delivered to each unit's door. In addition, USPS parcels will be delivered to postal lockers on premises (front office, in the mail room or another area – stay tuned). The USPS key will be deposited in your regular mailbox and then you will utilize the key to open the storage parcel box where the key will remain. This transition has been in the making for several months. It simply does not look professional or neat to have parcels deposited all over the office. In addition, many labor hours in the office is dedicated to parcel processing even though the postage paid on the delivery includes delivery to your door! Lastly, a small number of owners would send packages here and never pick them up timely. This was an inconvenience to the office staff and others in trying to locate the package. The responsibility in managing your personal packages should be the unit's owner only. Lastly, if the delivery is in the hallway at your door for more than 72 hours, the delivery may be removed to storage and a note left concerning the package's location under your door. If a package requires a signature, it will always be left in the office.

Notes From The Property Manager: (CONT.)

Parking Spaces

As a reminder, anytime there is a transfer or sale of a parking space - please get the office involved. We can provide the documents that are needed and we require you to update us on any transfer so that our records are up to date. I am working with the Registrar for Clark County in having all our records finalized so that there is a definitive "go to" person to verify what spaces belong to whom.

HOA Parking Spaces

You may have noticed the new signage that has been recently placed at all HOA parking spaces. HOA parking spaces are available on a first come first served basis for visitors or any other need on a temporary basis (no more than 24 hours). Simply stop in the office to receive a temporary parking permit. If you have a medical need, these too can be used for that purpose and you do not even need to have handicapped parking privileges.

Violations

The following violation actions were taken in the past month:

Pet feces/urine dripping off balcony – Legal action taken	1
Water being thrown from balcony	1
Pet off leash	1
Past due ledger accounts – One small claims action	13
Mailbox in disrepair	2
Unit not compliant with smoke alarm smoke test	5
Cigarette smoke	2

Per our newest Fine Policy, this is how the violations work. If a violation is reported, a letter is sent out and the owner has 10 days to rectify the issue. Usually, this takes care of 99% of the violations. If after 10 days the violation has not been rectified, a second letter is sent out with a \$50 fine. Another 10 days is allowed for correction. Thereafter, the HOA can take a multitude of legal recourses to correct the issue.

If You Smell Gas Inside...

Should you call the Harbours office first? NO!

Go to a phone that is not near the smell and call your local gas company right away. (If the smell is strong or you are unsure, leave the building and then call.) They will come and make the area safe at no charge to you. While waiting for the gas company field service representative:





- A resident reported a gas smell (natural gas has no odor, but a chemical is added that smells like rotten eggs to detect it) last month around the Townhomes. Would you have known what to do? Always call the gas company first and then alert the Harbour's office.
- Keep everyone away from the area of the odor.
- Don't smoke or strike any matches.
- Don't light any candles.
- Don't flip light switches on or off.
- Don't use a telephone.
- Don't use any electrical equipment or lights that might create a spark in the area of the odor.
- Don't use the doorbell.
- Don't adjust thermostats or appliance controls.
- Don't use elevators.

Quotes for March

"Progress is impossible without change, and those who cannot change their minds cannot change anything."
George Bernard Shaw

"An eye for an eye only ends up making the whole world blind."
Mahatma Gandhi

"He is happiest, be he king or peasant, who finds peace in his home."
Johann Wolfgang von Goethe

Cheers!

Mark Your Calendars
WINE DOWN WEDNESDAY
at the Sheraton



1st Wednesday
of each month

Socialize w/ neighbors

Drink Specials

See you there!

Medley's Total Home Improvements

(502) 593-8015
Rmedley22@aol.com

Specializing in Tile & Stone Work

Check out our work at YP.COM:

Medley Home Improvements

Paid Advertisement



Survey Results

We listened! – Results of The Harbours' Survey – Anything below 60% satisfaction is a poor score. Anything above 80% is above average. Anything in between is acceptable.

I would like to personally thank each and every one of you who replied and took the survey. We received over 90 respondents! In all my years doing this, I was very happy with the response.

CONGRATULATIONS TO JENNIFER HALL FOR MEETING THE DEADLINE WITH YOUR SURVEY AND WINNING A \$50 GIFT CERTIFICATE TO THE RESTAURANT OF YOUR CHOICE!

First of all, I must tell you that I learned five years of information in the comments that were shared. I appreciate your candidness and willingness to make The Harbours a better place to live!

What follows is the actual raw data I received excluding the personal comment sections so that I can protect your privacy. In addition, I want to review some of the highlights:

I very much appreciated the kind words and feedback that I received as your Property Manager. You may not like all the decisions I make, but please be assured every decision is made with you in mind!

I was amazed at the number of issues brought to my attention that had never been registered or reported to the office. Please report any concern you have with the building or even items that you feel the Board should be made aware of. I will be your first point of contact. In addition, I commit to you that you will receive a phone call or email from me on the status. It has been brought to my attention that some owners will tell their neighbors, post it on social media or complain to anyone who wants to listen about an issue they have and never report it properly. Please understand that this is not the way to correct or solve anything. Why solicit opinions about a problem you have to others when it can simply be resolved on your own with a call or email to me? Will you team with me to open the proper channels of communication and direct the communication properly on concerns? The next time you hear an issue or concern, simply ask... "Have you told Stuart"? I cannot help you unless I am aware of the issue! Let's work together!

Security or Concierge? – Many of our owners did not know what to really call the person who is available after the office closes nightly in the lobby. Also, many of you were not happy with the present level of service this person provides, but we heard you loud and clear when you told us that you felt this position was very important. So, we have re-named this position! Lobby Attendant. A plan is now in the works to improve upon this position and structure it in a way that is more user friendly for all of our owners at no additional costs. Stay tuned for updates!

Indoor Pool – Many who took the survey do not use the indoor pool, but they did not want to get rid of it either. They thought it was a good amenity and it should be kept. However, the one continual complaint about the pool was that it was too cold in temperature. Read has done a great job in ensuring the pool water temperature is between 84-86 degrees constantly (Indoor pool standard). In addition, the air temperature should be within four degrees of the water temperature so that the pool windows do not fog up. I think many of the respondents felt that it should be 107 degrees (whirlpool temperature). Even though we have Jacuzzi-like jets in the pool, we are using the pool as an indoor swimming pool and not a hot tub.

Why has the Board not finished painting our Building? – Your Board is well aware that they have not completed painting the building. They are waiting on the bridge project to be completed



until they start again due to all the dust that is presently in the air.

“Some of the common area furniture looks like it belongs in a funeral home”! We listened. The Décor’ committee has been assembled again under the auspice that minimal furniture is better than a lot of furniture that does not match. Stay tuned for the committee to do its’ work!

Staffing Levels – I am personally reviewing this and once complete will have a better view of proper staffing levels or contracted labor.

Recycling – We received a lot of comments about our program. Unfortunately, the program is controlled by the county. We cannot make any changes to it.

Pool Umbrellas – We had several complaints about not enough umbrellas at the outdoor pool. We are reviewing this issue for the season.

Business Center – Due to the low usage scores on the Business Center, we are reviewing possible other options for this area. One idea was to turn it into a social area that you can reserve if your condo is too small to accommodate a larger gathering. What about calling it THE HAVEN at the Harbours?

In-House Maintenance – We plan on reintroducing in-house maintenance very soon. Stay tuned for updates. This was due to the numerous requests for it!

The Harbours Condominiums Survey Results

1. Please provide your unit number. N/A
2. In general, how satisfied are you with the overall appearance, maintenance and housekeeping at The Harbours? 70.7%
3. How satisfied are you with the outdoor landscaping? 77.5%
4. Would an in-house maintenance program for owner’s units be of interest to you if the cost started at approximately \$40 per visit and \$40 per hour for non-licensed work?
 - Yes 58.8%
 - No 42.4%
5. How would you rate the overall cleanliness of the public areas? 72.4%
6. How would you rate the overall maintenance of the building? 71.5%



7. How satisfied are you with the trash removal program? 80.6%
8. How satisfied are you with the lobby and second level business center amenities? 60.0%
9. How would you rate the condition/quality of the common area furnishings? 57.9%
10. How satisfied are you with the monthly newsletter? 80.2%
11. Are the rules at The Harbours too rigid?
 - Yes 23.3%
 - NO 77.9%
12. Do you believe the rules and regulations at The Harbours are correctly being enforced?
 - Yes 50.6%
 - No 50.6%
13. Comments for questions 1-12: N/A
14. How important are periodic social events scheduled and sponsored by The Harbours?
 - Not Important 39.8%
 - Important 44.3%
 - Very Important 17.0%
15. Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?
 - Absolutely 32.2%
 - For the most part 47.1%
 - Not at all 10.3%
 - Not Sure 13.8%
16. How satisfied are you with the Board's management of the Association? 65.4%
17. How satisfied are you with the level of communication from the Board? 57.1%



18. Considering your overall assessments and the services provided by your association, how would you describe the return for what you pay in assessments?

- Great 12.6%
- Bad 13.8%
- Good 59.8%
- Not sure 13.8%

19. If The Harbours created a telephone book, would you want your name, address and telephone number included?

- Yes 60.0%
- No 40.0%

20. How much do you agree or disagree with this statement? Residents believe overwhelmingly that association rules protect property values.

- Strongly Agree – 29.5%
- Agree – 42.0%
- Strongly Disagree – 5.7%
- Disagree – 10.2%
- Neither disagree nor agree – 12.5%

21. Comments for questions 13-20: N/A

22. How frequently do you access www.theharbours.com?

- Weekly – 16.7%
- Never, but am aware of website – 28.9%
- Monthly – 15.6%
- Never, but was unaware of website – 2.2%
- Less than once a month 36.7%

23. How satisfied are you with the website? 57.1%

24. How satisfied are you with the indoor pool? 46.3%



25. How satisfied are you with the outdoor pool? 79.5%
26. How important is the indoor pool?
- Not Important – 26.7%
 - Important – 41.9%
 - Very Important – 32.6%
27. How frequently do you use the indoor pool?
- Always – 5.7%
 - Sometimes – 48.3%
 - Never – 46.0%
28. Comments on questions 21-27: N/A
29. How frequently do you use the outdoor pool?
- Always – 25.6%
 - Sometimes – 51.2%
 - Never – 24.4%
30. If it saved \$20,000 per year, would you like to get rid of the indoor pool?
- Yes – 31.7%
 - No – 68.3%
31. Do you use the business center?
- Yes – 21.6%
 - No – 78.4%
32. Would you be interested in upgrading the second floor business center so it could be used for small gatherings if the upgrade could be done for less than \$30,000?
- Yes – 50.0%
 - No – 51.1%
33. Do you think a fence should be installed around the pet area for a “pet playground”?



25. How satisfied are you with the outdoor pool? 79.5%
26. How important is the indoor pool?
- Not Important – 26.7%
 - Important – 41.9%
 - Very Important – 32.6%
27. How frequently do you use the indoor pool?
- Always – 5.7%
 - Sometimes – 48.3%
 - Never – 46.0%
28. Comments on questions 21-27: N/A
29. How frequently do you use the outdoor pool?
- Always – 25.6%
 - Sometimes – 51.2%
 - Never – 24.4%
30. If it saved \$20,000 per year, would you like to get rid of the indoor pool?
- Yes – 31.7%
 - No – 68.3%
31. Do you use the business center?
- Yes – 21.6%
 - No – 78.4%
32. Would you be interested in upgrading the second floor business center so it could be used for small gatherings if the upgrade could be done for less than \$30,000?
- Yes – 50.0%
 - No – 51.1%
33. Do you think a fence should be installed around the pet area for a “pet playground”?
- Yes – 37.3%
 - No – 62.7%



The Harbours Newsletter

March 2016

34. How likely are you to utilize the community Wi-Fi in public spaces? 47.1%
35. What facilities does your household use/participate in at The Harbours (mark all that apply)?
- Outdoor Pool – 78.6%
 - Fitness Center – 82.1%
 - Indoor Pool – 53.6%
 - Business Center – 20.2%
36. Does the fitness center meet all your needs?
- Yes – 89.2%
 - No – 10.8%
37. Comments on questions 21-36: N/A
38. Did you purchase your unit primarily for investment or for your own use?
- Investment – 14.6%
 - Personal use only – 83.1%
 - Other (please specify: 13.5%
39. How many years has it been since you purchased a unit at The Harbours?
- 10 years or more – 40.4%
 - 1, but less than 3 years – 10.1%
 - 5, but less than 10 years – 24.7%
 - Less than 1 year – 10.1%
 - 3, but less than 5 years – 14.6%
 - Prefer not to answer – 0%
40. How many months per year are you typically in residence at The Harbours?
- 10 – 12 months – 64.8%
 - 1 – 3 months – 13.6%
 - 7 – 9 months – 2.3%
 - Never in Residence – 12.5%
 - 3 – 6 months – 6.8%
41. Do you rent your unit/units?
- Yes – 2.0%
 - No – 78.2%
42. Do you have guests that use your unit periodically when you are not here?



THE HARBOURS
Condominiums

The Harbours Newsletter

March 2016

•Yes – 21.3%

•No – 78.7%

43. Do you support the one-year minimum lease restriction?

•Yes – 71.3%

•No – 28.7%

44. Since first purchasing your unit, has the quality of service....?

•Improved – 31.8%

•Stayed the Same – 41.2%

•Declined – 27.1%

45. What do you especially like about The Harbours? N/A

46. What do you especially dislike about The Harbours? N/A

47. Do you feel secure in the building with the current protection?

• Not Secure – 5.6%

• Secure – 66.3%

• Very Secure – 28.1%

48. Would you like more security at proportionately more cost?

•Yes – 24.7%

•No – 76.5%

49. How would you rate the concierge service? 24.3%

50. Do you want us to improve and keep the concierge service if it can be done without increasing cost?

•Yes – 73.8%

•No – 27.4%

51. Would you like a Concierge service that is significantly better if it costs more?

•Yes – 24.1% No – 75.9%



52. Do you want us to get rid of the concierge service if it saves \$24,000 per year?

•Yes – 48.8%

•No – 52.3%

53. We currently cover 4 hours per day for concierge service. Would you like more, same, or less if the cost changes in proportion to the hours?

• More – 25.6%

• Same – 39.0%

• Less – 35.4%

54. Would you prefer extensive camera coverage throughout the hallways in addition to the concierge service if the cost rose significantly higher?

•Yes – 23.3%

•No – 76.7%

55. Would you prefer extensive camera coverage throughout the hallways instead of the concierge service if the cost were comparable or less?

•Yes – 41.0%

•No – 59.0%

56. If it can be done at a reasonable cost, would you prefer a finger print access system that would significantly increase security instead of FOB access to the building?

•Yes – 42.5%

•No – 57.5%

57. Should the HOA terminate the concierge service and use those funds to upgrade a security camera system for the building?

•Yes – 47.6%

•No – 52.4%

The following questions are related to the property manager:

58. Ability to settle disputes quickly: 77.6%

59. Knowledge and skill: 85.7%



The Harbours Newsletter

March 2016

60. Professionalism: 90.4%
61. General knowledge of property operations: 74.2%
62. Commitment to meeting your needs: 77.7%
63. Ongoing communication with Association: 87.1%
64. Attention to detail: 83.3%
65. Accessibility: 84.7%
66. Responsiveness: 72.2%
67. Overall satisfaction with Property Manager: 87.3%
68. Overall satisfaction with Assistant to the Property Manager (office staff): 86.4%
69. Any additional comments: N/A



Would you like to receive this newsletter via e-mail?

Add your name to the e-mail subscription list by sending an e-mail to:

megan@theharbours.com