



Bell Tower Property Owner Association's

BELL TOWER NOTES

POA BOARD ELECTION RESULTS

By Suzanne Ferguson

Special Points of Interest:

- Sub-Association News, P. 2
- New CAM, P. 3
- Website Info, P.4
- Painting Classes, P. 6-7
- Upcoming Activities, P. 8

In a relatively novel community event, Bell Tower Park Property Owners' Association had an actual election for the Board this spring. With the earlier departure of Dave Barnes and the decision of two appointed Board members not to stand for re-election, there were four candidates for three open seats on the Board: former members John Davenport and Richard Roux, current appointed member Roger Brownell, and resident Norm Smith.

On Monday, March 7, the Board hosted a very well-attended "Meet the Candidates Night" at the Clubhouse, at which residents queried the candidates on current issues facing the POA, including a recently announced budget overage, the resignation of yet another CAM, continuing landscape concerns, and rule violations. While there was a consensus that the Board needed to establish better procedures for budgeting and vendor compliance, some of the candidates also urged that residents need to become more involved in care of the community, looking out for small ways in which they can help. The candidates were thanked for running, as people were grateful to have the opportunity for the open discussion that only comes if there is to be an election.

When the votes were counted on March 21, Roger Brownell, John Davenport, and Richard Roux had been returned to the Board. Roger was re-elected President, Richard again assumed the Secretary role, and Tim Kidd, a continuing member, became Vice President. Don Boreman continues as Treasurer. At the organizational meeting, which continued nearly two hours, Roger opened the floor to questions and comments, many of which seemed to follow up on issues raised at the "Meet the Candidates Night": acknowledgment of 2016 budget problems; some negative experiences with the succession of CAMs—for which Cardinal Management accepted part of the responsibility; the ongoing need for whoever is CAM to acknowledge action requests in a meaningful way; the need for both owners and management to be respectful in dealing with each other.

Roger Brownell laid out his vision for the reestablishment and use of committees to help address issues with landscaping, maintenance, parking, and the like. Residents seemed grateful to have had the chance to have their concerns heard and responded to. Once again, the Board members were thanked for their service to the community. □

Inside this Edition:

- Pickleball Tournament Results 5
- Soup Contest Results 8
- Tiki Party 9
- Tennis Clinics 10-11
- Q & A 12



Roger Brownell



John Davenport



Richard Roux

CARRIAGE HOMES BOARD SEEKS NEW MEMBER, NEEDS QUORUM TO ACT

From President Robert Garland

The 2016 Annual Meeting was scheduled for March 14. Two of the three Board spots were open this year, but only one candidate submitted a notice to run for election. Since there were fewer candidates than openings, an election was not required per our bylaws, and Robert Garland and Don Boreman will return as Board members for the upcoming year.



The new Board has the right to appoint a third member and would like to request anyone eligible that has an interest in serving on the Board to contact either Robert or Don via the CAM Office. We encourage any owner who would like to get more involved in the community to step forward and serve. Our goal is to appoint someone within the next 30 days. Remember, this is your community!

We also did not have a quorum at the Annual Meeting. Our revised bylaws require that at least 30% of the unit owners either submit a proxy or be present at the meeting in order for the Board to take actions on any motions. Only 40 of the required 87 proxies were received, so we could not vote on the following motions:

- Roll over excess 2016 funds to the 2017 fiscal year
- Waive the financial reporting for the 2016 calendar year

The Board recommends that both motions be passed to reduce the financial liability of the Association and to control our monthly assessments. If you didn't return a proxy, please forward one to Cardinal or contact the office to receive another form. We have 90 days to receive additional proxies and pass both of these important motions!

Don and I would like to extend a hearty greeting to all full-time residents of Carriage Homes as well as to those of you who migrated south for the winter – we hope you enjoyed your stay! □

NOTES FROM COURTYARD I

Robert van Teefelen and Dave Morgan

Through the fall and early winter Courtyard I contracted with North Star Painting to repaint all units on Bently Circle. The project included cleaning the roofs, painting the outside of all units and replacing all the mailboxes. We have received a number of positive comments from unit owners about the work. Some owners have hired North Star for additional painting on the inside of their Courtyard units.

As reflected in our 2016 approved budget, Kensington Loop and Kensington Lane are scheduled for their exterior repainting in 2018.

No election took place this year, as there were just two candidates for two open positions. The Board consists of Robert van Teefelen, President and Treasurer, Timothy Kidd, Vice-President, and David Morgan, Secretary. □

COURTYARD II ANNUAL MEETING HELD MARCH 21

By Suzanne Ferguson

The Courtyard II Association received written notification from three individuals of their intent to run for the three open Board positions, and consequently no election was held. The following individuals will serve two-year terms: Sandra Archer, Henry Giroux, and William Waldau, who was elected President. Henry Giroux replaces the long-time Secretary of Courtyard II, Paula Castallo Eberhardt. □

CARDINAL APPOINTS NEW CAM FOR BELL TOWER PARK

By Cardinal Management Group and Suzanne Ferguson

Following the sudden resignation of Patricia Murray in early March after just five months on the job, Cardinal Management and our POA collaborated to choose a new CAM for Bell Tower Park. Gina Krause is originally from southern Illinois, where she started her property management career. She first relocated to the greater Fort Lauderdale area, then to southwest Florida. Before coming to Cardinal Management Group and Bell Tower Park, she served as manager at high-rise condominiums on Fort Myers Beach and a large HOA in Estero.

Cardinal describes Gina as “a well-rounded, hands-on, fully engaged licensed professional demonstrating excellent managerial, customer service, and leadership skills.” She has stated that she is “enthused to be part of the Cardinal Management Group team and especially the Bell Tower Park family.” She adds that she is “looking forward to working with and getting to know everyone” here. Asked what her personal mission statement might be, Gina came up with the following: “Patience, persistence and communication produce awesome, unshakable results.”

Gina enjoys everything outdoors from kayaking, fishing, and beachcombing to gardening. She also likes reading mystery novels. She invites everyone to please stop in to the office and say “Hi.” Gina can be reached by phone at (239) 774-0723, extension 220, or via email at g.krause@cmgflorida.com.



JOYCE LINDABURY

Gina Krause

With the return of Administrative Assistant Jane Jedlick, and by request of residents, the CAM office will now be open from 9 a.m. to 4 p.m. Monday through Friday. These times will also be posted on the Office's front door. □

TELEPHONE DIRECTORY: UPDATED OPT-OUT FORMS SOLICITED

By Suzanne Ferguson

In updating the two-year-old Bell Tower Park Owners' On-Line Telephone Directory, the Communications Committee came to the conclusion that it would be prudent to seek updates from those residents who prefer not to have a telephone number listed. Consequently, an Opt-Out form was sent out with the POA spring election materials.

Anyone wishing to have a telephone listing in the new, amalgamated directory (the previous one was by sub-Association) needs to do nothing, unless you want to customize your listing in some way: a preferred name, multiple telephone numbers, or individual numbers for spouses, for instance. In that case, please contact Suzanne Ferguson at scf@case.edu stating your wishes. Otherwise, your listing will be published with your legal name and one primary number.

Only persons not wanting to have a number listed need to fill in and sign the Opt-Out form and return it to the BTP office by April 30. □

INCREASING YOUR VALUE FROM OUR WEBSITE

By Richard Roux, Webmaster

The September 2015 edition of *Bell Tower Notes*, which is archived on our BTP Website, introduced many of the key features of our site. Three of these features, "Message Board," "Reviews" and "Classified Ads," all indexed in the left margin of the home-page, can let you interact with other members of the community to enhance your value received from the Website.

"Message Board" is the web location where you can start dialog on a specific topic and receive other residents' comments and feedback.

"Reviews" is where you can document your experiences with local restaurants, attractions, businesses, vendors, etc., good or bad, for your neighbors. We all like to know when other members of the community have found a great (or not so great) goods or services provider.

"Classified Ads " is the web location where you can seek or offer goods and services. It can be used to supplement or replace the open bulletin board located in the Clubhouse adjacent to the former CAM office.

As always, contact me if you have problems using any of these features. I'll provide you with help and use the experience to continue to improve the Website. And if you have forgotten your log-in information just go to our public page (www.belltowercommunity.com) and request the information by using the "FORGOT PASSWORD?" link. □

WEBSITE PHOTO ALBUMS

By Suzanne Ferguson

Since last spring, our *Bell Tower Notes* Photographer, Joyce Lindabury, has been taking pictures for the newsletter at Activities Committee events. As we have space in *Bell Tower Notes* for only a few photos of each event, Joyce has been simultaneously creating terrific albums for our Bell Tower Park Community Website (www.belltowerparkcommunity.com; find the Photo Albums button in the alphabetical menu on the left side of the homepage).

In addition to viewing the albums picture by picture or as a slideshow, people can download individual photos to their own computers, and Joyce is happy for people to do so.

Although Joyce modestly claims to be a novice at portraits—she started as a nature photographer after moving to Florida a couple of years ago—many of these pictures are really fine, capturing our residents at happy moments. However, we can't keep unlimited numbers of photos on the site indefinitely: we'll run out of space. Therefore, please note that individual and couples photos will remain on the website for only a limited amount of time, so please download any you may want immediately after an event (within a week or two).

If you haven't looked at any of the albums, we urge you to give a glance next time you log on. □

NEW CARDINAL MANAGEMENT SOFTWARE SYSTEM OPERATIONAL

By Stewart Carter, Cardinal Management Services

Caliber Web is a web portal product offered by Cardinal Management Group of Florida, Inc. as a web extension to its Caliber accounting and property management software. It allows owners and board members access to information in real time. Homeowners can view their accounts and pay online, view compliance/violation issues including copies of compliance/violation letters, view maintenance issues including submitting service requests, update profile information, and view documents. The system is a secure, simple interface to facilitate a smoother management experience. To access your account using Cardinal's Caliber Web, visit the website of Cardinal Management Group of Florida, Inc. at www.cmgflorida.com and click on the "owner login" link at the bottom left hand side of the home page. □

FIRST BELL TOWER PARK PICKLEBALL TOURNAMENT DRAWS A CROWD

By Joyce Berrian Ferrari

The First Annual Bell Tower Pickleball Tournament was held February 18 on a picture-perfect morning at the pickleball court (formerly known as the basketball court). Sixteen participants, in two groups of eight, vied for the champion pickler award. Each player rotated among his/her team, until the top two scorers from each team played each other. Cheered on by sometimes raucous spectators, the round robin continued until the final two high scorers brought the tournament to completion. Fourth runner-up Dick Budynas and third runner-up Nancy Sanders were each awarded a jar of pickles. Bill Johnson, the second place winner, and Ralph Causarano, top place, were given Olympic medals by emcee Ted Sanders.

Participants and their cheerleaders enjoyed a picnic lunch from Jimmy John's Deli and ended the celebration with birthday cake and a song for Dick, who coincidentally was a birthday boy.

Many thanks to Nancy Sanders for organizing this event, the culmination of three seasons of enthusiastic pickleballing at Bell Tower Park. Ardent picklers from Bell Tower anxiously await the Association's decision whether to build more courts for our growing interest in the game. Presently, only eight people can play at the same time; often during season up to a dozen more are waiting their turns. □



TED SANDERS

Dick Budynas, Bill Johnson, Ralph Causarano, and Nancy Sanders



TED SANDERS

BTP's Pickleball "League"

WATERCOLOR CLASS AT THE CLUBHOUSE COMPLETES SECOND SEASON

Expert Teacher Ken Harskamp Inspires Residents

By Suzanne Ferguson

Every Tuesday afternoon from late January through March, a group of ten or so BTP residents have gathered to explore the world of water color under the tutelage of painter Ken Harskamp. This winter has been the third season for the class, the second in the BTP Clubhouse. Nearly all participants are beginners or near beginners as painters, so Ken tries to focus on the basics of any visual art: really looking at their surroundings and their subjects. “I try to teach them to be more aware of colors in their environment, how the color we see is not just one hue, but a blend of many.” Of a bright yellow hibiscus on a black background, he says, “Even the ‘black’ isn’t just black but a combination of green, purple, blue.”

Ken provides one or more samples each class for the students to copy. As they work mixing the colors, applying one, then another, adding water or another color to change a nuance, Ken circulates around the room, giving tips, demonstrating the structure of a tree, for instance, coming into being one color at a time. “We learn to see ‘value,’ to explore variety. Everything the same is boring!” Ken says, “But with shading . . .”

Ken himself has always participated in art, but for forty years his career was a family hair salon in Iowa. Once he and his wife sold the business in 1990 and began coming to Florida, he was drawn back into painting. He now shows and sells his work regularly. On the day we visited, he had on display some grey tulips with just one colored a vivid yellow. “I had that at a show, where the tulip was red,” he says, “but a woman really liked it and asked me to paint her one with a yellow tulip. When we’re finished here, I’ll pack it up and send it to her.”

The day’s task was a design of intertwined circles, which the students were to paint with their choice of three colors—either primary colors or secondary colors—blended and diluted as the spirit moved them. Ken had demonstrated a few circles and arcs, with a variegated effect enhanced by the texture of the artist’s paper and several treatments the students could experiment with—thin plastic wrap under the paint, or table salt sprinkled into it, e.g.

Another of Ken’s paintings on display was of a striking Doberman Pinscher’s head, with fir and spruce trees in the background. “The lady asked me to paint her dog, who had died, from a photograph, but with a background of nature. Since she was from the Pacific Northwest, I thought the conifers would be just right.” The many shades of green and the slender, upward-pointing shapes temper the somber face in the foreground, giving a sense of peacefulness and meditation.

To work on a painting Ken will often take a photo, then create different versions of the subject, adding, subtracting, changing the colors. One particularly virtuosic painting shows a woman holding a bicycle, with its shadow etched on a garage door. Different versions peep out along the display.

The students seem not only happy with the class but in awe of the teacher, and pleased with the artistry they are discovering within themselves. Brenda Bula, who was in the class last year and won a prize at the Lee County Fair with one of her paintings (see the article in *BTN* 4.3), says, “I never thought I could paint. I found an artistic side of myself I didn’t know I had.” She finds watercolor fun and relaxing.

Sue Richardson, who inspired Brenda to give it a try and found Ken to teach them, loves the feeling of “freedom” in the application of water and paint. Sometimes there’s a “happy accident,” and sometimes “a mess.”

Ron Arvidson was an art teacher in K-12 schools, specializing in ceramics. In his first year in the watercolor class, he thought the medium would be more “portable” than oil paints or other media. He did some watercolor when starting out 45 years ago and feels good about being back with it.

The class displayed their season’s work at the March 13th coffee hour in the Clubhouse. □



JOYCE LINDABURY

A Watercolor Gallery

SOUP'S ON AT THE CLUBHOUSE

By Joyce Berrian Ferrari

Thirteen different soups, cooked up by thirteen skillful Bell Tower resident chefs, were tasted at the second annual Bell Tower Park Soup Fest on Friday, January 22, from 6:30-8:30 at the Clubhouse. The BYOB party was attended by 42 community members, who tasted, savored, and voted. Jo Johnson's chicken poblano soup won first prize, and second and third place commendations went to the lentil kielbasa soup and the gazpacho.

Thanks to the Activities Committee for organizing another great party. All in attendance agreed that it was a good time to mix, mingle, and enjoy some winter comfort food. □



JOYCE LINDABURY

Winner Jo Johnson with Kathy Gambino

UPCOMING ACTIVITIES COMMITTEE EVENTS

Look for flyers announcing details for these great spring parties!

April 23, in the afternoon, the Annual Tea and Fashion show at the Clubhouse

May 7, possibly a Kentucky Derby party, or something else (watch for announcements)

June 11, Annual Pool Party, Clubhouse Pool

TIKI PARTY ENDS THE “SEASON” WITH PIZZAZZ

By Susan Knutson

Around 90 residents came to celebrate on the renovated pool deck, and the weather held out for us! The husband-wife duo, “Dusk,” played a wonderful mix of music, encouraging many to dance up a storm.

The new caterer, Big Papas, wowed everyone with pulled pork, chicken and all the trimmings. Pineapple upside-down cake, fresh strawberries, cookies, tuxedo cake and coffee were the perfect ending to a terrific south Florida day.

The door prizes included gift cards to Bonefish Grill and Duffy’s Sports Bar as well as manicures and pedicures from Mirage Nails & Spa, which recently opened in the Park Shops plaza right around the corner!

Kathy Gambino and the wonderful Activities Committee are to be congratulated for all their hard work to make the now-annual party once again a great success.

Mark your calendars for our afternoon tea and fashion show to be held April 23rd. More info to follow soon! □



TED SANDERS

Tiki Party Moments, 2016

TENNIS CLINICS A “HIT” AT BELL TOWER PARK

An Interview with Richard Roux

For the third year, BTP resident Richard Roux has offered free winter season tennis clinics to our residents. These are a continuation of his recreational level tennis involvement in Maryland, where he received state and national recognition for his teaching. I asked Richard to tell me about his program here. Suzanne Ferguson, Editor

SF: What motivated you to start these classes at Bell Tower Park?

RR: The classes are designed to attract individuals who have formerly played the game or who have always wanted to learn but never had the opportunity. While modern equipment has made the game much easier to play, there's still a lot of mostly counter-intuitive technique that must be learned. Because of this tennis has largely remained as a "country club" game, requiring the long-term use of costly tennis instructors. Our program is free.

SF: How are the clinics organized?

RR: This year, participants can attend approximately 50 hours of graded clinics on a schedule of their choosing during our cool months. Because I'm retired my time is flexible, and we can fit the clinics in between the regular players' games. This year's clinics were well attended, with approximately a dozen players having widely different tennis backgrounds. Topics covered were broad-based, including stroke mechanics, tactics and strategy, and court maintenance. The theme of the clinics is "learning with fun." A ball machine is used to keep everyone engaged and moving. Starting with basic stroke mechanics, the course evolves to playing doubles games. Clinic graduates are encouraged to continue playing throughout the year and return for the next season's clinic.

SF: I know you are a big proponent of the mental and physical benefits of tennis.

RR: The benefits of playing tennis over one's adult life have been well documented. Players are significantly less likely to die prematurely than their peers, attesting to the cardiovascular health and quick decision making skills required to play the game. BTP has two beautifully prepared clay courts that are easy on the body. There's also an aesthetic element that is very satisfying as well as beneficial: the ballet-like movement of properly executed strokes really minimizes the chance of an injury. Unfortunately, considerable time and perseverance are required to acquire these techniques.

SF: May I ask what you get out of giving these classes?

RR: Actually, they're part of my own personal rehabilitation program. Three years ago I had major back surgery from an accident and had to re-teach myself to walk. Moving on the tennis court keeps me limber and pain free in my 70's, which is amazing.

SF: As one of your grateful students, Richard, I want to affirm all you've said. Coming back from shoulder surgery, I really needed your careful explanation and demonstrations to prevent re-injury. Thank you very much!

Richard is available to come out and work with BTP residents throughout the year. As our Webmaster, he's always easy to reach through the Website link. □

Several of this year's students reported their reaction to the clinics:

Paula Arnoldinck: My goal was to hit the ball over the net and not out of the park, but I learned a lot more. The last time I played tennis before this class was in high school with a wood racket. I was nervous when we began, but I have enjoyed it and learned a lot. Richard is a wonderful teacher, so patient, and he mixes things up using the ball machine, working on technique as well as playing fun games.

Sam Bryceland: I was 74 years old last year when I started tennis with Richard, and now I wonder why, after watching all my life, I did not start playing sooner. These group lessons are fun, and the improvement in our group this year is amazing. I am looking forward to heading north and giving some of my friends who have been playing for years a competitive game, thanks to this program.

Laura Dolan: This was the first time I've played tennis in my life! I look forward to each time on the court. Richard is very patient and does great job coaching us. He really is a pro and works with everyone individually and as a group with a very positive attitude. The people that come out are a fun group who support and encourage each other. It's been great fun and exercise. Believe me, if I can do this anyone can!



JOYCE LINDABURY

2016 Tennis Clinic

SUMMER GOLF LEAGUE BEGINS MAY 7

By Mike Powell

Bell Tower Park's Summer Golf League will start its third season May 7th. We will play every Thursday morning at 8:00 at Hideaway Country Club through October. The green fee with cart is \$39.

The Hideaway CC is offering a summer membership with unlimited golf for \$490 plus \$15 cart fee for those who want to play more than just Thursday. Call their pro shop for more details 239-275-5581. □

DID YOU WANT TO KNOW?

By Jim Stewart



Q. Is the Caesar Salad named after Julius Caesar?

A. The traditional Caesar Salad is popular throughout the Western World and is made from romaine lettuce, croutons, garlic, lemon juice, olive oil, egg yolks, Worcestershire sauce and Parmesan cheese. It also sometimes includes bacon, anchovies, tomato and avocado. Many people believe that it was invented by and named after the Roman emperor Julius Caesar, but this is false; there is no connection between the two. In fact, the dish was invented in 1924 in Tijuana, Mexico, by a restaurateur named Caesar Cardini, who was fervently against the inclusion of anchovies in the dish, maintaining that the Worcestershire sauce added a sufficiently fishy flavor.

A number of stories exist as to what first prompted Cardini to make the salad. One I like is that it was created for the Prince of Wales, who was stranded in Tijuana because of bad weather, and Cardini was forced to concoct a dish with some leftovers he had in the kitchen.

Q. What is the origin of the term, “Brass Monkey”?

A. In the heyday of sailing ships, all war ships and many freighters carried iron cannons that fired round iron balls. It was necessary to keep a good supply near the cannon, but how were they to be kept from rolling about the deck? The best storage method devised was a square-based pyramid with one ball on top, resting on four resting on nine, which rested on sixteen. Thus, a supply of 30 cannon balls could be stacked in a small area right next to the cannon. There was only one problem: how to prevent the bottom layer from sliding or rolling from under the others. The solution was a metal plate called a “Monkey” with 16 round indentations. However, if this plate were made of iron, the iron balls would quickly rust to it. The solution to the rusting problem was to make “Brass Monkeys.”

Few landlubbers realize that brass contracts much more and much faster than iron when chilled. Consequently, when the temperature dropped too far, the brass indentations would shrink so much that the iron cannonballs would come right off the monkey. Thus, it was quite literally, “Cold enough to freeze the balls off a Brass Monkey” (All this time, you thought that was an improper expression, didn’t you?).

Q. What does an alcohol’s “proof” actually mean?

A. At first glance proof’s definition makes no sense. It seems needlessly complicated. Proof is the government documentation of a distilled beverage’s alcohol content. In the United States if you cut the number in half, you get the actual amount of alcohol. Why use “proof” when you could simply state 40 percent on the bottle? I don’t have that answer, but I know why they call it proof.

Proof started as an early instance of consumer protectionism in America during the 18th century whiskey trade. Whiskey took off when farmers realized they could make ten times the money on their corn if they distilled it. As the market soared so did watering down the booze for even more money. Suspicious buyers came up with a “gunpowder proofing” testing method. They mixed the whiskey with gunpowder and lit it. If the gunpowder exploded, the liquor had no water in it and it was “proofed,” as was anyone standing nearby. This process led to the nickname *firewater*, given by Native Americans. □

Editor’s Note: All opinions and information found in the above column are those of the author and do not necessarily reflect those of the Editorial Staff of Bell Tower Notes. The proximity of this issue’s publication to April Fools Day suggests, “caveat lector.”



EDITOR'S NOTE

Once again our "season" has just flown by, and folks are leaving on their northern migration. It's been a season of changes—on our POA Board, in the CAM office, in the weather (and consequently in our landscaping, which didn't like all that winter rain!). We "hosted" our first ever Pickleball Tournament and, thanks to the Activities Committee, several great parties.

Our newly elected Board has floated ideas for more changes: re-institution of resident volunteer committees to help the Manager stay on top of some vexing issues such as landscape problems or parking violations. I would like to take this opportunity to invite our readers to consider becoming writers for *Bell Tower Notes*. We need new eyes around the community and around town, new voices to tell interesting stories. You can join the staff of the newsletter or become a member of the Communications Committee by e-mailing me at scf@case.edu to express your interest.

Our Summer issue will be published in July: there will be plenty of opportunity for some new points of view. Let me hear from you!

Suzanne Ferguson, Editor

BELL TOWER NOTES

Contributors:

Joyce Berrian Ferrari
Stewart Carter
Robert Garland
Susan Knutson
Joyce Lindabury
David Morgan
Mike Powell
Richard Roux
Jim Stewart
Robert van Teefelen

Columnist:

Jim Stewart

Photography:

Joyce Lindabury
Ted Sanders

Layout:

Richard Roux

Proofreading:

Dee Isakson

REMEMBER: WE'RE ON THE WEB!
WWW.BELLTOWERPARKCOMMUNITY.COM

REPORTING COMMUNITY PROBLEMS FOR RESOLUTION

By Richard Roux

Problems with both our residential units and common elements (i.e., buildings, amenities, roads, grounds, landscaping, etc.) flow to the CAM office by phone, the old paper action requests (available in the CAM Office), e-mail, and—the preferred method—our Website's e-form called "CAM ACTION REQUEST."

Please remember, if you use the Website's e-form you'll be provided with a record of the request. To see your most recent requests, go to Website menu item "Your User Profile." There you'll find a tab with your recent e-form requests. Use of the e-form for Building & Amenity issues (e.g., pools, spas, exercise equipment, etc.) also automatically alerts the Building and Amenities Committee of the issue. The form can also be forwarded by the CAM to the landscape company or the handyman: whoever is in the best position to correct the problem.

Identification and correction of common element problems creates special challenges. First, the problem, whether significant or subtle, may not be evident from a non-user's (e.g., the CAM's) walk-by. Second, while many residents may be impacted, each may think that someone else has already alerted the CAM. As a result, problems may not be rapidly identified. So, please, if you see a problem, do take the time to report it. Don't assume others have already done so. **Fast and efficient issue resolution requires fast issue identification.** □