



April 2023 XLI
Carolina Preserve
HOA NEWS

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Spring is here!



"Spring is the time of plans and projects"
--Leo Tolstoy



HOA President's Comments

by Judy Nixon

With the arrival of Spring, let's take a minute to appreciate all that Carolina Preserve has to offer. Enjoy the Greenway that runs through CP with biking and hiking trails and the pocket parks that provide multiple sources of enjoyment. Serenity Park on Allford is just as its name connotes, a peaceful place to gather with family and friends. The Fun and Fitness Park on Finnbar where you can walk/run the track or try your hand at disc golf. The Gathering Place on Arvada to play shuffleboard or cornhole or just gather under the pavilion to share a meal or time with loved ones. Soon, the Beckingham Loop Park refurbishment will be completed with rose and butterfly gardens and tables and swings are already there where you can take time to smell the roses. Want to be a little more active? Well put on your court shoes and head to the tennis and pickleball courts where you can always take a swing at having fun! Grab your golf putter and practice your putting on the putting green or grab some friends and play bocce. Don't forget to check out the renovated and improved indoor pool and spa once it reopens, or the outdoor pool opening in May for some fun in the sun. And after all those activities, there's still Bradford Hall to explore: the billiard room, Wall Street Room, Varsity Room, Exercise/Dance studio, Pottery studio, movies, clubs, and many classes. Remember, Amberly Master amenities and classes are also available because every CP resident is a member of Amberly Master, you just have to register at the Amberly clubhouse or online. Sometimes we might forget what attracted us to live here or not realize all that Carolina Preserve and Amberly Master offer. Take time to learn about your community and be a part of it. The opportunities and amenities are there for you to enjoy and while you're at it, maybe, just maybe, make new and lasting friends. Happy Spring!

I Want to Know... Frequently Asked Questions

This recurring HOA Newsletter article addresses frequent questions by Carolina Preserve Residents.

Indoor Pool & Spa

Q: When will the indoor pool reopen and why is it taking so long?

A: We appreciate residents' frustration with the pool and spa being closed for repairs and renovation. The initial projection was that the work would be completed by the end of March. However, that projection was affected by unforeseen circumstances, such as the more extensive deterioration of the pool surface, additional electrical work required following the bonding inspection, and permitting and inspections from local government entities. At this time, we are not in a position to say when it will reopen.

Q: The pool is filled, does that mean it will open soon?

A: The pool is filled to let the plaster cure. There is still work to be completed such as installing the railings, repairing and replacing the pool decking then letting it set and cure, replacing the indoor pool and spa filtration system, adding chemicals, heating it, and obtaining necessary inspections from governmental entities and authorization to reopen. Our contractors are working as quickly as possible, but we can't project when the pool will reopen due to factors that are outside our control, such as the governmental inspections and approvals.

Q: Why is the Board not providing us with status information pertaining to the indoor pool and spa renovation? Management and the Board communications regarding that work is largely absent.

A: While we appreciate your frustration with the time it is taking for the indoor pool and spa work to be completed, we respectfully disagree that Management and Board communications about the indoor pool and spa renovation project are largely absent. Since December 2022, in HOA Newsletters, periodic Eblasts and at every HOA Board Open Working Meeting, the community has been apprised of the work needed to be done, the status of the work and the projected timeframe for the work to be completed. The initial completion projection was at least two full months, i.e. the end of March and it was communicated to the community numerous times. However, as explained in this HOA Newsletter edition and at the March 21st Open Board Working Meeting, due to unforeseen circumstances, the completion date will be delayed from the originally projected date. All residents should attend meetings, read the Lifestyle and HOA Newsletters and the HOA and Management emails sent out to the community with information pertaining to the indoor pool and spa and other community issues. Community projects and general Carolina Preserve information is available to all residents via numerous venues.

Q: Why can't you provide a completion date so we can decide whether to renew our monthly membership with the UNC Wellness aquatic center?

A: As explained previously, there are factors outside the HOA and Management's control, which will affect when the indoor pool and spa reopen. It would be irresponsible for the Board and/or Management to give a specific date upon which a resident would then rely when the completion and authorization to reopen date is unknown. We will continue to keep the community apprised of the project's progress.

Hybrid Technology

Q: Why isn't the Board holding in-person meetings?

A: To recap, virtual meetings began during COVID to provide residents an opportunity to attend and observe Open Board Working meetings in a safe setting. Virtual meetings continued in 2022 due to resurgences of infection rates and residents' reluctance to attend in-person gatherings. The Board also found that resident attendance at virtual meetings increased substantially and almost tripled when compared to attendance at meetings held in-person. The Board understands that some residents want to attend meetings in-person, which is why hybrid technology is being explored. The Board is not reluctant to hold in-person meetings, that is not the issue. The issue is reaching the most residents and providing increased resident participation and information to a greater percentage of the community, which will always be the Board's priority.

Q: The OWL streaming at the March 21st meeting was terrible. Why is the Board looking at this technology and has it asked the community if we even want hybrid technology? Also, how much is the HOA paying to test this technology?

A: Your experience with the March 21st streaming test is consistent with others' feedback and the Board's experience. There will be more tests to hopefully correct the problems experienced before any decision is made.

The reason a hybrid system is being researched is because the Board found that resident attendance at Open Board Working Meetings, Community Meetings and Annual Meetings significantly increased when held virtually. It was also a project identified by resident focus groups during the 2022 strategic planning sessions. Expanding resident participation and attendance, and therefore information to the community, is an important community goal. However, recognizing that some residents, which historically is a smaller percentage of those attending meetings virtually, do want to attend in-person, the Board is exploring the hybrid option to keep overall attendance high and give an in-person experience as well. As for cost, that is zero, it is free. We are borrowing the OWL device from the Amberly Master Property Association while we are testing the technology.

Pavilion

Q: Is it true that Pavilion construction is complete and that there aren't any fans installed?

A: No, that is not true. As the General Manager, Christine Hast, reported at the March 21st Open Board Working Meeting, Pavilion construction is not complete. Electrical work has been delayed due to wet and cold conditions, which includes installation of lights and fans. Also needed are governmental inspections of the electrical work and overall construction before the Town of Cary will issue an occupancy permit. When completed, there will be fans installed in the Pavilion. We encourage residents to attend Open Board Working meetings and read the information the Board and Management provides to the community to receive accurate information as to CP projects and community matters.



CP News in Brief

April 2023

MONTHLY UPDATES

Vol 2 Issue 4

Bradford Hall Internet Access for Video Presentations:

Recently, some clubs and CP University have experienced difficulties showing video presentations. The Board looked into the problem and learned from Management that the difficulty is due to existing firewalls. Several years ago, it was discovered that some residents using the Bradford Hall computers were downloading content from websites that could leave the community computer system vulnerable to hacks and viruses. As a result, firewalls were created to block downloading certain content to prevent such adverse results. The most immediate solution for presenters who wish to show videos is to download the video(s) to a thumb drive or use a personal hotspot to access the internet. The Information Technology Committee will be researching if there is/are other options for presenters to use. Additionally, it is highly recommended that any organization wishing to show a video at Bradford Hall should make an appointment with Oscar, the Event Captain, to see if there might be a glitch in presenting the video at the scheduled event.

Bradford Hall Indoor Pool and Spa Progress:

We're almost there. As explained in December 2022 and subsequently via HOA Newsletters, Open Board Working Meetings and Eblasts, the work needed to renovate the indoor pool and spa would take at least a full two months, until at least the end of March. Unfortunately, while the pool has been filled, it is not yet ready to open. It is filled so that the plaster will cure. Meanwhile, railing and the ladders need to be installed, pool decking needs to be installed, cured and dried, the filtration system needs to be replaced, chemicals added, and the pool heated. Once all the work is completed the Town of Cary needs to complete its final inspection and Chatham County must perform a health inspection authorizing the pool reopening, the scheduling of which is outside the control of the HOA. The delay in reopening the pool is primarily due to the extensive deterioration of the pool surface and the additional electrical work that needed to be done. We appreciate some residents' frustration, but while delayed, when the pool is open, everyone can enjoy a "like new" and improved indoor pool and spa.

Hybrid Meeting Technology Test Status:

A second test of the OWL Laboratory technology took place live at the HOA Open Board Working meeting held on Tuesday, March 21st. Fifty-one residents attending the meeting virtually, were informed that we were using a new streaming technology. We asked for their feedback and explained it was an important part of the Board's decision-making process. We found that the quality of the transmission, both visual and audio, was not up to the standards that were achieved during our March 10th testing. Based upon Board members' and residents' feedback during this live test of the technology, there was consensus more testing is required. Because the remote attendees must experience a substantially similar experience as those that attend in-person, the remote experience must be improved before residents are invited to attend in-person to test the hybrid aspect of the technology. We believe, however, that the results of the last two tests did show potential. We will keep you posted and stay tuned for more testing!

CP News in Brief

12:30 pm to 2 pm Thursday Help Sessions with the ITC:

In March, members of the Information Technology Committee (ITC), an HOA Board advisory committee, started offering free help sessions to assist residents with a variety of technical issues on a walk-in, no reservation basis. These sessions are offered every Thursday, from 12:30 pm to 2 pm, in the Bradford Hall Wall Street Room and will continue **through April 13, 2023**. Website issues addressed have included utilizing personal internet devices, phone, tablet, and computer for accessing features of the CP Website, ranging from website login, locating information, to not receiving emails from the message boards. Because the ITC created and maintains the Website Quick Start Guides, members are particularly qualified to provide technical help and point residents to resources to find their own answers in the future. During these sessions, the ITC also provides technical assistance for those residents who have had difficulty connecting their internet devices to Bradford Hall Ballroom video displays. In response to questions received, a special “settings connections guide” was prepared for MAC PC users that need to connect to the Ballroom video displays using Apple Air technology. For club officers who would like additional website technical help and training, the first Club Leader Training Session is planned for April and an announcement will go out once a specific date is confirmed. The training content is based on a Club and Group Advisory Committee (CGAC) survey sent to all club leaders asking for their specific needs.

May 16, 2023, Virtual Community Meeting:

A Carolina Preserve Community Meeting will be held on May 16, 2023, from 6:30-8:00. It will be held virtually until the Board finds a hybrid technology that delivers the meeting both in-person and remotely. The Community Meeting will provide information and updates on work that has been done or is ongoing since January 2023. Hear updates about the Bradford Hall main level locker rooms renovations, the Pavilion, Beckingham Loop Park development, Marsalis repairs and much more. Attendees will have the opportunity to address the Board with comments and/or questions on topics of interest or concern. Mark your calendars and attend!

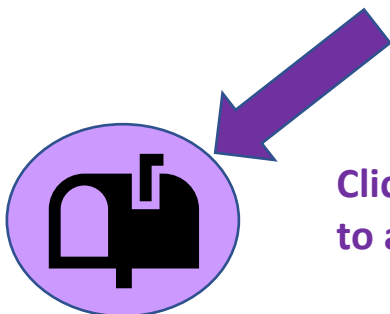
CP News in Brief

"I Didn't Know That!"

Did you know that Carolina Preserve has a Facebook page? We do! Did you know that if you are having difficulty navigating the HOA website, there's help? There is! The Information Technology Committee (ITC) provides resident technology assistance on Thursdays at Bradford Hall through April 13, 2023. No appointment is needed, and it's free. Did you know that the HOA Newsletter was created in response to resident requests to provide current information to the CP Community? It was, so be sure to read it and encourage your neighbors to do so as well. Did you know that NC law does NOT require open Board of Director meetings? That's true, but in the spirit of transparency, the HOA Board opens its monthly work meetings to residents as observers to keep the CP community informed about what is happening in the community and matters before the Board. Last year, the Board also began recording and posting the Open Board Working meetings recording on the website for a 30-day period so more residents can access that information. Likewise, the Board holds Community Meetings at regular intervals for residents to address the Board about their issues and Budget Proposal Meetings to discuss future HOA budgets and opens it to residents' questions and comments. Did you know that many of your questions can be answered by attending Open Board Working Meetings, Community Meetings, reading the HOA and Lifestyle Newsletters and going to the CP website? It's true. Management staff and Board members strive to keep you informed using all those venues. The Board encourages residents to take advantage of all the available community informational resources and it's for free!

Street Sign and Mailbox Post Improvement Task Force Update:

More than 850 black, metal covers have now been installed over damaged mailbox sleeves! Installation work has begun in Section 4. An email was sent to residents in Section 5 explaining the timetable and how they can get ready. A link to Frequently Asked Questions was included to provide the "why, how and when" for this effort. The targeted project completion date is the end of April. Please send any questions to the Task Force at mailboxtaskforce@cpamberly.net. If you enjoy a Spring walk around CP Sections 1, 2 and 3 you will see the improved curb appeal that these covers are making.



Click the mailbox
to access the FAQs



2023 Financials At A Glance

By Jerry Warren, HOA Treasurer

OPERATIONS (\$000'S)				
	February YTD			Full Year
	Actuals	Budget	B/(W) Budget	Budget
Income	808	812	(4)	4,900
Uses:				
Reserves	(164)	(145)	(19)	(875)
Expenses	(589)	(676)	88	(4,046)
Net	55	(9)	64	(21)

**Note B/(W) means: B is a positive number: higher income or lower expenses
(W) Is a negative number: lower income or higher Expenses**

RESERVES + EQUITY (\$000'S)						
	Replacement	Villa	IIF	Painting	Oper Resv (Equity)	Tot Reserves +Equity
12/31/2022	1,050	310	102	41	638	2,141
Contributions	140		- 21	3	55	219
Interest	3	1		-	-	4
Expenses	(123)		-(111)	(7)	-	(241)
2/28/2023	1,070	311	12	37	693	2,123

Treasurer's Comments

By Jerry Warren, HOA Treasurer

February income was \$406K, on Budget, with lower resale fees (-\$5K) offset by higher seminar revenue (\$5K). Expenses were \$36K under Budget primarily due to lower landscaping costs (-\$38K delayed spending), payroll (-\$7K open positions), maintenance (-\$7K), and service contracts (-\$3K primarily no snow removal costs), offset by an increase in funding for the IIF Reserve (\$19K) for the sidewalk to the new Pavilion which was required by the Town of Cary. This resulted in monthly net of \$31K, \$36K over Budget.

Resale fees were \$5K under Budget in February as mentioned above. It was the second month in a row with only one home sold.

The Replacement reserve is now at \$1,070K, down \$14K from last month. This month's major expense items were \$35K for the Marsalis project, \$23K for the indoor pool renovation, and \$18K for retaining wall maintenance. In addition, \$7K was spent from the Painting Reserve and \$93K from the IIF Reserve (the Pavilion project).



ARC Makes It Easy For You

By Ken Merten, Architectural Review Committee

A couple of things for the community to be aware of as we enter the new year.

The Design Guidelines have been updated and approved by the Board. Version 8.1 is now available online. Not too much new, but ARC did make over 40 changes to the Guidelines to make them a bit more user friendly and easier to understand, plus a few minor corrections.

Here is an update on a previous post in “ARC Makes it Easy for You” regarding enforcement of Guideline violations. When projects are completed, homeowners should inform ARC of the completion. Within a couple of months of a project approval, ARC does “Post Audits”, which means that ARC members visit each property that submitted a Modification Request or a Fast Track. The ARC member may or may not be seen depending on the project and its location. The visit is to check to see if the project was completed, and that it conformed to the specifics in the Modification Request approval. If something was not completed or if the project did not conform to the Guidelines requirement, Management is informed and it is up to Robert Hamilton, Facilities/Operations Director to follow up with the homeowner, which may or may not result in a “violation”.

One issue that surfaces too frequently is the replacement of a street tree with a tree that is smaller than the minimum requirements (2” caliper measured at 6” off the ground, and 8’ tall). Keep in mind that having to remove a newly planted tree and replacing it with another larger tree can be quite expensive. Your contractor is in the “business” of selling trees, but the homeowner must be in the “business” of making sure that the tree conforms to the minimum standards.

Architectural Submissions

Everything you need to know for Architectural Submissions

Robert Hamilton is your staff liaison to the ARC Committee and will be processing all architectural request submissions.

He can be reached at RobertH@Kuester.com

A box labeled ARC Modification Request and Fast Tracks is beside the front entrance at Bradford Hall.



Note: All Modification Requests to be placed on the agenda for consideration MUST be turned in at Bradford Hall by Wednesday 12 noon, seven days before the scheduled meeting.

Meetings are held twice a month on the 2nd & 4th Wednesdays

Please note the box is for architectural requests only – no other forms of communication will be accepted through this box.

If you email your request, it must be in PDF form and not by a picture from your phone or JPEG.

Getting to Know Your Kuester Staff

By Jeff Diton

In this month's article, we continue to spotlight a very special group of Kuester Staff – the front desk receptionists. Today we are featuring **Maureen Goodwin and Maria Russo**, and in future articles we hope to cover the entire front desk staff.

Maureen Goodwin moved to Carolina Preserve in 2008 and has been working at the front desk for 8 years. Maureen was born in Laurens, South Carolina and was raised in Fayetteville, NC. She moved to Cary in 1977 and needless to say has seen a lot of changes in the area. Maureen remembers when Kildaire Farm was actually a farm with cows and a barn, and remembers Waverly Place being a horse farm! Maureen was a North Carolina public school teacher for 30 years, teaching kindergarten, first and second grade. She was then recruited to St. Michael School in Cary to open their computer lab and teach computer skills to kindergarten thru 8th grade. She also created their school website and was webmaster and teacher for 12 years.

Maureen was attracted to Carolina Preserve because of its sense of community and family concept where people reach out to each other, help each other, and engage in common activities. One could never be lonely or bored living here.

When she is not at the front desk, Maureen can be found spending time with her daughter who is the joy of her life, working in her yard, relaxing at the beach, or fixing up her home. Maureen has volunteered most of the summer months for 7 years in Eastern Kentucky at a camp for underprivileged children. (Whoo Hoo Camp Shawnee!!) She says she is one of their "Kitchen Queens". (She also adds this time away would not be possible without CP Management's permission to be away for so long and the flexibility of the front desk staff to cover her shifts.) Maureen is also a daily walker and has walked every single block in Carolina Preserve many, many times!

Maria Russo moved to CP in 2019 and has been working at the front desk for 3 years, primarily on Sundays but filling in on other days when she can. She was born on Long Island, and moved to the Midwest with her family where she spent most of her life. She moved to CP to live closer to family who had moved from New York.

Maria enjoyed every moment of her career-calling in education, during which she taught elementary students in the show-me state of Missouri. She taught in the second and fourth grade classrooms before receiving her Masters in Gifted Education. She then taught elementary Academically and Intellectually Gifted students, as well as students at the college level who majored in Elementary Education. Currently, she enjoys tutoring students in addition to her Bradford Hall Front Desk role.

Getting to Know Your Kuester Staff

When not at the front desk, Maria enjoys time with family, friends, and neighbors who have become friends, cooking, movies, yoga, walking, reading, art, Wordle, puzzles, and painting. She has enjoyed singing with the Veterans Chorus, as well as other events and programs offered by Calabria, Veterans, Let's Dance, Women's Bible study, and other CP groups.

I asked Maureen and Maria what their favorite parts of the job were:

Maureen: *One of the best parts of being at the front desk is meeting and greeting friends and neighbors and helping whenever possible. I like to smile at everyone who comes in the front door. I want all to feel noticed and welcome here. Everyone matters. (Author's Note: at this point in my interview with Maureen, a resident walked up and recounted a story of the first day she moved in when everything was going wrong, and how Maureen calmed her down and resolved all her issues!)*

Maria: *My favorite part of the role is greeting residents and guests to Bradford Hall, and helping residents, prospective residents, and realtors with questions they have about our community. I see Bradford Hall as an extension to our residents' homes, and I want residents to feel welcome when they come to "our home". I have enjoyed getting to know CP residents and my fellow Front Desk staff, as well as CP's management staff, and I appreciate how helpful and welcoming everyone has been.*



Maria Russo



Maureen Goodwin

I also asked Maureen and Maria is there one thing they wish they could change about their jobs at the front desk:

Getting to Know Your Kuester Staff

Maureen: *I wish the computer program for Club Express would allow residents to register and pay for events online. I also wish we were more connected to the group and club activities so when residents call and want information about their events, we would have the answers. Something as simple as knowing when the doors open for an event or when events start. We don't have this information unless group leaders let us know.*

Maria: *This is not a dislike but more a suggestion for residents. On Friday mornings look in your email for the weekly Lifestyle Newsletter, and "keep it, don't delete it". There is news about everything going on at Bradford Hall: Lifestyle, CP University, Fitness, Clubs, Groups, Food Trucks, and you can register for most events from a link right in the newsletter!*

Again, we are so lucky to have front desk receptionists who look to "add a little bit of happiness" to our lives as we enter Bradford Hall, and serve as marvelous ambassadors to our community when potential new residents visit. Don't forget to smile and say hi right back to them next time you enter Bradford Hall!



2023 Committees

Architectural Review Committee

Steve Botha | John Bongino | Elizabeth Diton | Bill Gurecki
Claire Hammitt | Ken Merten

Board Liaison: David Jackson | Staff Liaison: Robert Hamilton

Club & Group Advisor Committee

Wanda Abel | Claudia Clissold | Joel Glassman | Cynthia Jackson
Cara Lehman | Francine McElhinney | Marie Milazzo
Paulette Shekell | Sandra Stein

Board Liaison: Robert Griffith | Staff Liaison: Terrie Murray

Finance Committee

Dennis Curtin | Steve Harrison | Don Ferranti | Dennis Hefner
John Kasarda | Rahul Parikh | Paul Wolf | Ted Young

Board Liaison: Jerry Warren | Staff Liaison: Christine Hast

Information Technology Committee

Jean Curtin | Dennis Curtin | Alan DeCrane | Margaret Horst
Amy Levine | Robert Willenberg

Board Liaison: Sharon Valvona | Staff Liaison: Glenda Hunter

Lifestyle Advisory Committee

Harlean Botha | Alora Burton | Linda Laurich | Jackie Millslagle
Louise Stanley | David Streifford | Gayle Streifford
Lynnette Womble

Board Liaison: Jeff Diton | Staff Liaison: Terrie Murray

2023 Board

Judith Nixon
President

Robert Griffith
Vice President

Sharon Valvona
Secretary

Jerry Warren
Treasurer

Jeff Diton
Assistant Secretary

David Jackson
Member at Large

Ron Oliveri
Member at Large

Mark Your Calendar

HOA Board Meeting
April 18th | 11:00am
GoToWebinar
