

FROM THE HOME OWNERS' ASSOCIATION:

Re: BROWN WATER – Telling it like it is! Even if it's not popular and some residents accuse us of being on Parkbridge's payroll when we do!

Please take the time to read ALL of this Bulletin to ensure you have the full picture of the situation, what we have done and are doing.

We have once again noted a number of comments on this issue on social media. Right up front we want to be clear that certain statements, apparently by someone in the office, are incorrect. Parkbridge are well aware that a number of residents have this problem and the Association is in regular contact with our Property Manager Stephen Parsons with respect to a solution which, to date, has unfortunately not been forthcoming for everyone although filter changing and flushing hot water tanks have solved the problem for some. Of course, if this is a solution for an individual resident, it has to be carried out regularly and necessary intervals do seem to vary. Please be aware that tankless water heating systems may also be a problem and we are not able to give advice as to how, if at all, these can be flushed out.

**There is no easy fix for this problem.
If there was it would have happened by now.**

The basic problem is twofold. Firstly we live in a "hard" water area with lots of minerals and nothing can be done about that. Secondly we have an aging infrastructure which for sure is a contributing factor. There does appear to be a "wild card" in that there has been a significant increase in incidents this year for which no definite explanation has been found. Replacement of the infrastructure is not a short term project; there must be more than 20 kilometres of pipe involved. And we would be failing in our responsibility to you if we did not repeat our previous warning that such replacement will inevitably result in rent increases "Above Guideline" – probably for several years in a row!

So what more can and will the Association do?

We have a problem in that very few of you have communicated directly with us with specifics. We do not monitor social media continuously – we are all volunteers – and in any event cannot act on such posts when we do see them. As a result we have no idea of the extent of the current problem. What needs to happen is for **everyone** concerned to use our complaints procedure which has been in place, with management agreement, for over 20 years with much success. It would seem that not everyone is aware of this so we are taking the time to describe it now.

By the terms of our Constitution we intervene with management for individual complaints **only on behalf of members**. We consider this to be fair – if you don't support us why should we – again it's all volunteer time – support you? HOWEVER if it's an issue that affects the community in a general way we will always act regardless if you are a member or not. Be assured that we consider "brown water" to be such a case. The procedure is this:

Your complaint must be put in **writing** to Parkbridge with a copy to the Association. We allow Parkbridge 10 business days to resolve the problem. For certain types of problem a Director specifically appointed to handle complaints may contact you during this period. If you are not satisfied after the ten days then the Association will intervene in whatever way is appropriate for the nature of the complaint.

We need to get a handle on exactly how widespread this issue is so we are treating this as a special case and asking you to act as described below.

PLEASE only do this if you have an ongoing problem that has not been fixed by one of the recommended actions or if you experienced a onetime issue caused by system flushing, hydrant testing or repair work in your neighbourhood.

- Even if you have done so previously e-mail details, with pictures if possible, to our Property Manager, the address is sparsons@parkbridge.com - Please include your street address in the e-mail as it may be significant.
- c.c. the Association at this address: scasnow@outlook.com

Please do not use this e-mail address for everyday matters; it is intended only for special circumstances like this. For general use please use info@scahomeowners.com

We will collate the information and we will again intervene with management. We do ask for your patience; we say again - if there was an easy fix for this it would have happened by now.

We are pretty sure you won't but please do not delay in doing this because we have been advised of a possible opportunity to meet with senior Parkbridge management in a few weeks' time and this issue will almost certainly need to go to this level. So we want as much ammunition as we can get.

We will of course keep you informed as and when more information is available.

THE BOARD OF DIRECTORS