



Reference: Letter dated June 2018

July 19, 2018

To: Foxwood HOA

I am responding to the referenced letter only because it was brought to me by the HOA (Kevin and Bill). Foxwood Rules and Regulations state that written complaints will only be considered if the complaint is signed by an individual (anonymous complaints will not be answered). I will try to address your issues as they were laid out in the letter I received.

Maintenance

- When it is deemed necessary to repave certain areas it will be done as it was over the last three years in three different areas. Street cleaning is something that we will try to do more regularly
- The abandoned houses are the property of the banks /estates and it is there responsibility to maintain the outside. We are in constant contact with the people managing the properties for the banks to come and clean up. Our legal remedies are limited but we have our lawyers reviewing the situation to see what rights we have.
- If repainting of the Clubhouse or the exercise room is deemed necessary, it will be done.
- The islands and curbs have been attended to. Cable/phone box covers belong to either Cablevision or Verizon and it is their responsibility to repair or replace broken boxes.
- If the felt on the card tables is ripped it will be repaired along with any damaged chairs. This is the first time hearing about the bingo room chairs which will be looked at to determine if they need replacement.
- The carpet in the gym was cleaned and new equipment is one of the items that the HOA has been talking to me about getting. There hasn't been any specific details of exactly what equipment is being requested.

Security

- The light in the guard booth is supposed to be on at night. I will discuss this with the guards.
- It was agreed with the HOA to have the guard make rounds and leave the booth vacant for that 10 minute period of time. It is not cost effective to hire another guard.
- There will be no metal gates installed at the front entrance.
- Since the HOA met with the ambulance company and the new Directory Sign was put at the front gate the incidents of the ambulance not finding the correct house has been almost nonexistent.
- I can't control the speed that vehicles travel at and have no way to enforce a speed limit. It is up to all of us to remind our guests about the speed limit. I do remind my employees and the delivery people to observe the 15mph limit.



Other

- The unit numbers on some mailboxes were put on many years ago probably by residents themselves, not by Foxwood Village or the Post office. A current survey revealed that only a very few mailboxes have white labels on them while a few have numbers written on with markers or a label maker. It is not Foxwood Village's or the post office's responsibility to put unit numbers on the mailboxes. Areas around the mailboxes have been attended to.
- There is nothing I can do about the turkeys. I have contacted DEC previously to no avail. If you have an issue with wildlife in the community it is recommended that you contact DEC directly.
- We have arranged to have the area around the bocce courts and pool sprayed for Tics twice a month during the summer. It is the residents' responsibility if they want to spray around their individual houses.
- We try to be responsive to service calls but sometimes things "pop up" that take priority and regular service calls get pushed out in time. We will try to be more communicative with the resident when this happens.
- The linings in all the lounge chairs were replaced last year and none are in need of repair based on a survey done last week.
- We will look into the signs around the pool as required by the health department and determine if any new or additional signs are needed.

Front entrance

- We are in process of adding some color to the front entrance and enhancing the common areas in general. We've recently had extensive planting around the clubhouse, office and other areas will be done.
- Relative to staff, we just hired another member to the team which will help in our ability to attend to maintenance and repair issues in general.

Overall, I can understand some of your concerns. I believe that we have been responsive to the most critical items. We have accomplished a lot over the years to keep Foxwood Village a premier place for our residents. When concerns or issues were brought to me by the HOA we were able to solve them in most cases.

I hope this answers your current concerns. If anyone has any questions or additional concerns, please don't hesitate to contact me directly at the office. Please remember that any written complaints must be signed. Anonymous written complaints will not be acted on.

Thank you


Peter Mastropaolo