



Department Highlights

Annie Rosenfeld,

Director of Risk Management & Real Property- November



Highlights

- Covenants Enforcement:
 - 7-days a week
 - Monday – Thursday 8:00 a.m. – 5:00 p.m.
 - Friday – Sunday 11:00 a.m. – 8:00 p.m.
 - 8-11 p.m. on-call coverage Friday-Sunday and holidays starting November 3
 - Simply call Covenants Complaint phone: 530-414-8166

2017 Thanksgiving Holiday Period					2016 Thanksgiving Holiday Period					
	Day	Complaint Category	Reporting Party	Total		Day	Complaint Category by Month	Reporting Party	Total	
17-Nov	Friday	Storage	Darren Davis	1	14-Nov	Monday	Garbage Spill - Metal GCE	Darren Davis	1	
		Parking on Dirt	Darren Davis	1	15-Nov	Tuesday	Garbage Spill - Metal GCE	Darren Davis	1	
18-Nov	Saturday	Storage	Email	1		Tuesday	Parking on Dirt	Darren Davis	1	
19-Nov	Sunday	Lighting	OneStop	1			No Complaints over the Thanksgiving holiday period November 18-27			
20-Nov	Monday	Lighting (closed)	OneStop	1						
22-Nov	Wednesday	Trespassing w/ Snow Play for winter experie	OneStop	1						
23-Nov	Thursday	No Complaints on Thanksgiving Day		0						
24-Nov	Friday	Lighting	Email (after hours 8-11)	1						
25-Nov	Saturday	Lighting	Email	1						
26-Nov	Sunday	Garbage Spill (closed)	Phone	1						
	Sunday	Lighting	OneStop	1						
27-Nov	Monday	Lighting	Phone	1	29-Nov	Tuesday		Garbage Spill - Metal GCE	Darren Davis	1
						Tuesday		Parking on Dirt	Darren Davis	1
			Holiday Period Total	11			Holiday Period Total	0	0	

NOTES:
 Thanksgiving Holiday Period - includes Friday and weekend prior to Thanksgiving through weekend after
 Given no complaints received during holiday period 2016, report provides referential information on days prior/after





Highlights

- Covenants
 - Encouraging to see utilization of OneStop - 36% of complaints made;
 - Increase in recorded complaints attributed to
 - education of membership on how to make a complaint;
 - Improved record keeping
 - Exterior lighting “courtesy” vs rule is ambiguous enough that many members believe TDA should be enforcing people turn their lights out. Spectrum of expectation from complainant is from a desire to let the neighbor know their lights were left on notice to neighbor must turn lights off right now regardless of reason they were left on = need for clarification through education piece and focused work by Covenants Committee and the task force;
 - First after-hours complaint since we rolled that out November 1. Complainant first attempted to OneStop, then emailed and texted.
 - Action – Need to continue communicating ease of Complaint option on OneStop. Complainant was attempting to log into OneStop but couldn't remember login/password thus emailed/texted. I took that as an opportunity to review how easy it is to make a complaint; that you don't have to log in to do so.