

The Parks at Springmill News

Summer 2020



Pool Season is Here But With Restrictions

The pool will open on **Thursday, June 4** but under strict guidelines and protocols in accordance with the Indiana State Department of Health and Hamilton County Department of Health. These procedures will be in place until July 3rd unless modified by the State of Indiana or local authorities. Tentatively, July 3 is the date when restrictions will be lifted.

Due to COVID-19, pool operations are being altered to provide a safer environment for residents. Some area pools made the decision to delay opening until mid-June while others are closed until July 4. Your community made significant modifications to the facility and general operations along with incurring additional costs in order for residents to enjoy the pool for as long as possible. For this to work, it will take everyone's cooperation and a mutual sense of understanding and respect.

IMPORTANT THINGS TO KNOW BEFORE GOING TO THE POOL FACILITY. PLEASE KNOW THAT PATRONS WHO DO NOT FOLLOW THE GENERAL RULES MAY BE ASKED TO LEAVE OR LOSE FACILITY PRIVILEGES DURING THIS STAGE.

- **All households will be required to sign a waiver form prior to entering the pool facility for your first visit.** No one will be admitted without a signed waiver. The Association will keep the documents on file for future visits. Please note this form is included in the mailing so that owners can fill them out prior to your visit. All adults over the age of 18 must sign the document. Parents will also list all of the children who live in their immediate household.
- Per State of Indiana restrictions, pools must operate at 50% of normal capacity. This will be strictly enforced and means there may be times when owners cannot enter the facility. Due to this issue, we ask that families try to limit time at the pool to two hours especially during peak times. Please be respectful of other families waiting to enjoy the pool.

The pool management company will provide a gate monitor during all pool hours. The monitor's primary responsibility will be to ensure the pool facility does not exceed 50% capacity. They may also do hourly chemical checks of the pool water. Please know gate monitors are **NOT LIFEGUARDS** and cannot perform saves or engage in any supervisory capacity for guests within the pool area. They are allowed to encourage required social distancing. Please know monitors must abide by mandated rules. If the pool facility is at capacity, they are not allowed to let any additional guests in until others leave. They are also not allowed to let anyone in who does not have a signed waiver.

- **HOURS OF OPERATION: 11 AM – 7 PM DAILY**
- **Residents need to bring their own bag chairs or beach towels for the deck.** Pool furniture will **NOT** be accessible during this stage. Though furniture may be chained on the deck, it absolutely cannot be used.
- **DO NOT** enter or use any Amenity (including the playground and sport courts) if you have a cough, fever, or other symptoms of illness.

- Maintain at least **six (6) feet** between you and other people who are not part of your immediate household. The pool management company will be marking the deck with household squares in order to encourage social distancing. Members who are not part of the same household must occupy separate squares. Please be respectful of other patrons. Social distancing is a requirement of the Department of Health.
- Wear a face covering when you are using the Amenities.
- **NEVER** wear a face covering while in the pool or actively swimming.
- **ONLY 2 GUESTS PER LOT** are allowed within the pool facility. The goal is to ensure that residents receive priority and are able to use the pool with the reduced capacity. Residents may designate up to 2 guests on the waiver form. Please know that once you assign the guests, you may not change them during this stage. This is not a situation where residents can bring different guests each time they visit the pool. We appreciate everyone's understanding.
- Thoroughly wash your hands before using the Amenities and wash all object(s) you bring into the Amenity area. Participants are responsible for bringing their own disinfectant and are responsible for their own touch surfaces.
- Wipe down all surfaces, equipment, objects and furniture you touched or used in the Amenity areas prior to leaving.
- Children under the age of **sixteen (16)** are **NOT** allowed within the pool facility unless accompanied by an adult 18 years of age or older within the same household.
- **NO FOOD** is allowed within the pool facility. **NO GLASS** is allowed.
- **NO** pool toys of any kind, goggles or rafts/floats of any kind are allowed in the pool facility. Only personal safety floatation devices, such as life jackets, are allowed.
- Children must be supervised in the restroom by an adult from the same household. Residents are responsible for leaving the restrooms in clean condition after use. Please pick up any paper and dispose of properly. Water from showers and sinks should be turned off completely. Ensure all toilets are flushed and there are no messes left anywhere within the restrooms.

New Pool Access System – Board of Directors to Distribute Cards at Park.

The Association has installed a new access system that will be more effective in the management of the Amenities. In addition, security cameras will be installed. Homeowners will **NOT** be able to enter the pool without a new access card. In an effort to accommodate residents and make it more convenient, the Board of Directors will be scheduling pick-up stations prior to pool opening. Please plan to bring your completed waiver to the pick-up table and get your new access card. One card will be distributed per household. Homeowners can stop by the park to pick up their card on the following dates:

May 28: 6:30 – 8:30 PM

May 29: 3:00 – 5:00 PM

May 30: 10:00 AM - NOON

Playgrounds and Sport Courts

The community playground will open on May 24. Please use CDC guidelines when using any of the equipment. In addition, the tennis and basketball courts will open on May 30.



Community Website Has a New Look

Please visit the new community website and be sure to register for your new personal account. The process takes only five minutes and will allow you to receive important community email blasts, access the private portion of the website and be included in the online resident directory. After you register, your account will be authenticated, and you will receive a final email with the activation link. Please know that you must click on this link to finalize the activation process. So, take a moment to join us at:

theparksatspringmill.com

Taking Pride in Your Home and Lawn

Our neighborhood is a beautiful community, and the majority of homeowners show their pride by how well they take care of their homes and lawns. We would like to remind residents of a few simple things they can do to ensure their homes and yards meet the community standard. **Take a moment to read the following list to see if your lot needs any work. Please do your part and help keep the community beautiful!**

- The lawn should be **consistently mowed** so that grass does not exceed 4 inches in height, and all beds and hard surfaces should be string-trimmed including around trees and mailboxes. If you do not own a string trimmer, buy one or hire someone who has one. **Turf should be relatively weed-free.**
- Please remember that yard waste including grass clippings, dirt, and rocks should not be dumped in common area owned by the HOA. The HOA must pay for that material to be removed, so the cost is absorbed by all owners. Dumping also interferes with the landscaping company's ability to perform its work in a timely manner. We also understand children enjoy playing in common area. Parents should ensure that materials are not left
- All landscaping beds should be weed free, and plant material should be well-pruned and maintained. Dead plant material should be removed. Tree stumps must be ground.
- Trees that are near sidewalks and streets should have a canopy height of 8 feet to safely allow pedestrians and drivers to pass. Also ensure that branches do not overhang the street so that vehicular traffic is not adversely affected. A few areas have ornamental grasses and bushes restricting the sidewalk. Those also need to be trimmed back from the sidewalk to allow safe passage. Shrubs and plant material should not extend into the sidewalk at all.
- Trash cans need to be stored inside the garage and out of public view.
- With the exception of a garden hose, please keep other equipment stored inside unless in use. Equipment such as ladders, wheelbarrows, and garden tools should be stored within the garage.
- Maintain your mailbox and replace if needed. All mailboxes and posts must match the community standard. **Otto's Streetscape Solutions** is the preferred provider for community mailboxes and posts. See their Week of Savings offer later in the newsletter. Please also paint your post every couple of years. It is a cheap and quick way to improve your property. If you replace your mailbox, applying car wax each year can help preserve the paint and lengthen the life of your mailbox.
- Ensure all paint on your home is well-maintained. Paint should not be peeling, and all rotted wood should be replaced. Summer is a great time to add value to your home by applying a fresh coat of paint. Please remember to submit an architectural change application prior to starting.
- Campers, trailers, recreational vehicles, boats, or similar vehicles should NOT be parked or stored on any street or lot.
- Fences, decks, and other improvements should be regularly checked for maintenance needs including broken pickets, leaning fence sections, worn stain, etc.
- All **drainage tile** from the home that exceeds 3 feet in length must be buried. According to City Code,

sump pumps and other private drains may be connected to the City's Storm Sewer system provided the connection is made by a bonded contractor, and at a structure such as an inlet or beehive, etc. The City requires the property owner to submit a plan to the Engineering Department for review prior to making the connection, and one of the inspectors must be present at the time the connection is made. The City does not make recommendations regarding contractors. Drainage tile may not empty onto sidewalks or common area owned by the Association.

Abiding by the community rules and regulations helps the entire community and individual homeowners benefit from increased property values and homes that are the envy of the neighborhood.

I Just Received a Compliance Letter. Now What?...

When owners purchase a home in the neighborhood, they are agreeing to abide by the governing documents that offer rules and regulations for the community. For reference, these documents can be found on the community website.

Part of the Association's responsibility to all members is to address compliance issues that exist on lots in the community. The Association has the authority to address compliance issues in several ways. Centerpoint visits the community on a regular basis during the growing season to provide oversight of the common areas/amenities and to perform a lot inspection that details existing compliance issues. When issues are noted, Centerpoint mails a series of two compliance notices to owners so they are aware of the issue(s) that need to be corrected.

Owners are also asked to respond to the letters by submitting the **COMPLIANCE NOTICE RESPONSE FORM** found on the Centerpoint website at centerpointcam.com under the Contact Us tab, even if they believe the letter was sent in error. The response form also gives the owner the opportunity to explain the plan of action or request a meeting with the HOA board to discuss further.

We know that homeowners take pride in their homes and desire to protect their property values and live in harmony with their neighbors. Please know that if you receive a compliance letter, Centerpoint is available to help you come up with a plan of action and work through any questions you may have.

Some of the most frequent compliance issues include: outside trashcan storage, mailbox repair issues, excessive weeds in the turf, shrub pruning, general lawn care issues, dead plant material, storage of items/debris on the outside of the home and fence repair. As the community ages, Centerpoint is seeing more home maintenance issues including the need for painting. Though some compliance repairs do take time and are costly, most compliance issues are very easily resolved. Most projects take less than an hour such as painting a mailbox post, moving trashcans or other items in the garage, mowing and string trimming the lawn and applying turf treatment for weeds.

Now that spring temperatures are finally here, we would like to encourage homeowners to use this season to make any necessary repairs to their lot and home.

Ways to Reach Centerpoint

In light of the health crisis we are all facing with COVID-19, Centerpoint is taking all reasonable and precautionary measures to protect our staff while continuing to provide our clients with exceptional customer service. At this time, the Centerpoint staff is working remotely. We will continue to evaluate the situation and make adjustments as necessary. Please continue to email staff at support@centerpointcam.com as this is the best method to reach us. You may also call us at 317-843-2226. Our call center representatives will take your message and forward it to the appropriate staff member. Our goal is to return all calls/emails by the end of the next business day. We appreciate your patience and understanding as we all navigate this health crisis and make adjustments to our work flow. Because our office is closed, if it is necessary for you to drop something off to the Centerpoint office, we will work with you to find an acceptable solution. Please just reach out with details of your specific circumstance. From all of us at Centerpoint, we wish you and your family a safe and healthy summer.

Do I Need Approval to Make a Change to My Lot?



As summer brings warmer temperatures, many homeowners contemplate outdoor home-improvement projects. Whether that is a new deck, fresh paint for the house, a play set for the children or a fence, residents will need to fill out and submit an Architectural Change Application for committee consideration. This is a requirement of all owners, and failure to do so may mean that the project will need to be altered or removed due to not meeting community standards. The application can be downloaded from your community website or the Centerpoint website at centerpointcam.com.

Please also note that applications will not be accepted without the survey location report and all requested materials including material/paint samples. It is in residents' best interest to submit a complete application to ensure a speedy review. Please plan ahead and submit your application well before the start date of your project.

Please submit your applications and product samples to Centerpoint at support@centerpointcam.com or via mail at 13295 Illinois Street, Suite 316, Carmel, IN 46032. When no samples are required, applications may be scanned as one PDF as an email to Centerpoint. Individually scanned pages or JPEG applications will **NOT** be accepted. If additional photos of project images are necessary such as fence style or basketball goals, additional JPEG attachments are appropriate. The application becomes part of a lot's official record, so it is essential that the images are clear. **Please also know that your community website has a great deal of information regarding community standards for paint colors, window installation and roofing.**

Pets are Neighbors, Too

It's no secret that Americans love their pets. More than 43 million dogs and 36 million cats live in U.S. households—and many of them belong to the 68 million Americans who live in homeowners associations, condominiums, cooperatives, and common-interest communities. Even pets know that community associations are preferred places to call home!

Pets add so much joy to our lives, but we need to ensure they are good neighbors in the community as well. Please remember that all household pets (including cats) should be kept on a leash when not within the confines of the homeowner's lot. Pets must be contained on the owner's lot with a fence or invisible fence at all times. Homeowners are also responsible for removing and disposing of any pet waste within neighboring lots and Association common area. Please also remember to bring your dogs in when they are barking. Excessive barking can affect your neighbors' quality of life.

Wishing all of our pet neighbors a great summer!



Does your mailbox or post need to be replaced? Now is a great time.

Park Place June 15- 19, 2020 Otto's Streetscape Solutions 317-886-4400						
Product Description	2020 Standard Pricing		Week of Special Pricing		Savings	
	Mailbox - Medium Address Art T2 Mailbox powdercoated Wild Rice, Sand vinyl graphics on both sides (numbers & street name) in Zapf Chancery font	Pick up	\$ 160.50	Pick up	\$ 144.45	Pick up
Install		\$ 200.50	Install	\$ 174.45	Install	\$ 26.05
Post - Highland Springs 4x4 Cedar post, Custom Support, unpainted	Pick up	\$ 139.10	Pick up	\$ 125.19	Pick up	\$ 13.91
	Install	\$ 238.10	Install	\$ 210.19	Install	\$ 27.91
Entire Unit- Both Mailboxes and Post (as listed above)	Pick up	\$ 299.60	Pick up	\$ 269.64	Pick up	\$ 29.96
	Install	\$ 398.60	Install	\$ 354.64	Install	\$ 43.96

All orders are custom and payment is required at time of order. Otto's accepts: Visa, MC, Checks, & Cash

Park Meadow June 22 - 26, 2020 Otto's Streetscape Solutions 317-886-4400						
Product Description	2020 Standard Pricing		Week of Special Pricing		Savings	
	Mailbox - Small Standard T1 Mailbox powdercoated Greenwood, Sand vinyl graphics on both sides (numbers only) in Zapf Chancery font	Pick up	\$ 74.90	Pick up	\$ 67.41	Pick up
Install		\$ 114.90	Install	\$ 97.41	Install	\$ 17.49
Post - Stratford Point 4x4 Cedar post, Standard Support, unpainted	Pick up	\$ 123.05	Pick up	\$ 110.75	Pick up	\$ 12.30
	Install	\$ 222.05	Install	\$ 195.75	Install	\$ 26.30
Entire Unit- Both Mailboxes and Post (as listed above)	Pick up	\$ 197.95	Pick up	\$ 178.16	Pick up	\$ 19.79
	Install	\$ 296.95	Install	\$ 263.16	Install	\$ 33.79