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## Watermatic/Phoenix meeting July 19, 2018

1 message

Robert Isler <rjisler@gmail.com>

Thu, Jul 19, 2018 at 2:53 PM

To: Michelle Bellino <mbellino@phoenixmanagementcompany.com>, Scott Holmes <scott@watermaticinc.com>, Clifford & Susan Gilpin <cliffordgilpin@gmail.com>  
 Bcc: Robert Isler <rjisler@gmail.com>

Hi all,

I put together this summary of our meeting. Please look it over and let me know if there are any corrections, deletions, additions, etc.

### BILLING:

1. Phoenix to indicate to Watermatic if a service request is a "Homeowner" charge to be billed by Watermatic directly to the the homeowner.
2. Watermatic was given a new email address to send their invoices directly to the Phoenix payment group. Michelle to be copied on these.
3. Michelle to reply to Watermatic that their invoice has been received.
4. Watermatic invoice to Phoenix to include service address, brief summary of the work done.
5. the expectation is that the Watermatic invoices will be paid promptly by Phoenix.

### SERVICE:

1. Expectation for non-emergency repairs is 5-7 business days.
2. Emergency situations to be dealt with ASAP
3. Contact for irrigation repairs by homeowners is Michelle at Phoenix. Homeowners are not to contact Watermatic directly.
4. Irrigation to occur on Monday, Wednesday and Friday, leaving Thursday "dry" for LST mowing.
5. Irrigation times to be set to run such that homeowners will be able to tell that their system has been on. Schedule to be developed that would possibly have simultaneous running of some of the 5 zones, compressing watering times possibly starting between 4 or 5 am and ending 8-10 am if possible.
6. Head failures and arc adjustments are Association expenses.
7. Mid-season system check is provided by Watermatic an no additional charge to the Association and will take place this year on July 27, 2018
8. When completed and approved, an updated schedule will be posted on the website and accurately indicate run-times for each homeowner.
9. New house on Heron Pt Rd: construction repairs that have been completed by Watermatic will be billed by Watermatic directly to the homeowner. Michelle will send a notice to the homeowner to expect the invoice from Watermatic with the expectation that the bill is to be paid promptly.
10. At season start-up, Watermatic will create inventory of items needing repair/replacement. For the non-plow damage, Watermatic will send a repair estimate for review by Michelle, and Watermatic will do all the repairs unless contacted by Michelle.

A newsletter will be sent to all homeowners from the Tidewater website updating them on irrigation matters.

Two questions for me:

- a). regarding Service Item#2: in the event of a true emergency occurring after hours or on weekends, who should a homeowner notify??
- b). do I have service item #10 stated correctly??

Thanks,  
 Bob