

2019 Annual Newsletter

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Wishing Everyone a Wonderful Time During this Thanksgiving & Christmas Holiday Season and a Prosperous & Healthy 2019.

Thanks to you, The Colony has had another good year. This is our home away from home. This letter is to keep you informed of all that is being done to keep your vacation home as comfortable and safe as possible.

From The President of the Board:

Some of the issues that we will touch on are ones you've heard about before. We bring them up REPEATEDLY because these are "controllable expenses" (all the owners/renters control them) -if you want to help keep expenses down, the controllable expenses is where you have the most influence.

Maintenance fees are due January 1st each and every year. You have until the 21st of January before the fee is past due.

REMINDER - EACH WEEK BEGINS AT 4:00 PM - PLEASE- NO EARLY BIRD ARRIVALS

Each week begins at 4:00 PM and we have had issues with overly eager early arrivals. Please remember there is no access to the building until we are officially checking in.

Guest parking is issued on a first come first served basis at the time of check in.

We wanted to say "Thank You" to everyone for honoring and listening to this request that was in last year's newsletter. It is very much appreciated as there has to be set procedures and protocols in place to make everything run efficiently for the **entire** ownership at The Colony.

WHAT IS EXPECTED FROM OWNERS WHEN ACCIDENTS HAPPEN WHILE VACATIONING HERE AT YOUR CONDO?

As owners, when accidents happen while you are here on vacation you are expected to handle these issues and any logistical decisions that you make in the best interest of your family. The Colony is not a money tree with deep pockets and is not financially responsible when these unfortunate situations happen. As owners, it is like "suing yourself". All this does is increase maintenance fees and drive up insurance rates. Unfortunately we had an incident where "the owner(s)" were not willing to take responsibility and then decided to retain legal counsel, in hopes to sue The Colony. Thankfully, this claim was denied, as the TRUTH did prevail. We seem to be living in a time where no one takes personal responsibility for anything. As an owner you are expected to handle these types of unfortunate situations when they happen.

MOVING FURNITURE AROUND IN THE UNITS:

We did address this issue in last year's Newsletter unfortunately this was still an issue this summer. The main problem this creates is that we **do not have the staff or the time on Saturday** to rearrange and move

furniture back and forth. Many of you know that we barely get everything ready by 4:00 PM check in. There were a few times this summer that we were checking in a few minutes after 4:00 PM. Moving the furniture around in the units scrapes the painted doors, walls and also causes damage to the furniture when being moved. We did not charge any fees but it will be enforced going forward.

SAND IN THE POOL & UNITS (EXCESSIVE)

Oddly enough, this past summer, there were issues with people not rinsing beach items & toys off or themselves. The swimming pool was full of sand with the exception of a few weeks. Please **SHOWER** off after being at the beach before going back in the pool. The City of VA Beach, have multiple shower stations located right in front of The Colony located on the board walk. We also have a shower station located under the stairs leading up to the pool deck.

We found excessive amounts of sand being brought back into the units this summer. Bathing suits (specifically pockets and crevices) in bathing suits not being de-sanded were being thrown in both washer and dryer leaving excessive amounts of sand in the bottom drums. This shortens the life of the appliances. Although we are

transitioning over to ceramic tile sand tears up the carpets and shortens the life tremendously. We had numerous issues with clogged sinks and bathtubs due to the traps being full of sand all summer long. This has never been an issue in the past 17 years, so we want to remind everyone, "PLEASE RINSE EVERYTHING OFF INCLUDING YOURSELVES" before re-entering the swimming pool or returning back to your units.

Many of the other plumbing issues were a ripple effect created in part to excessive sand & required cutting out sections of the walls in order to access the cast iron pipes in order to fix the problem. There were also multiple appliances, water heaters and an excessive amount of A/C issues this summer.

GARBAGE DISPOSALS:

"What to put in" VS "What **not** to put in". That is the question we will be addressing: We have people that have clogged the garbage disposals by putting these various items in: 3 whole banana peels, 1lb of shrimp shells, Entire batch of spaghetti noodles etc. This is a 50+ year old high rise ocean front building and the garbage disposals cannot handle these types of items being stuffed in them, nor the pipes that have to drain all of this excessive waste down and out of the building. You have to scrape all big

food items in the trash can first. The garbage disposal can only handle the small bits of food left, after being scrapped

UPGRADES @ THE COLONY

SWIMMING POOL:

The swimming pool has been totally renovated with a beautiful pebble coating and metallic aqua glass tile around the edge of the pool. 70's round globes have been replaced with gorgeous copper lantern heads adding a very elegant touch to the pool area. All of the furniture on the pool deck has been replaced with a much updated furniture design. The pool deck looks better than ever.

FRONT COLUMNS:

They were painted with a metallic shimmery paint that has just set the front of the building off! It really added a lot of curb appeal. We have had many wonderful comments and thank you!

AUTOMATIC LOBBY DOORS:

This has been "hands down" the biggest hit!

CERAMIC IN EVERY HALLWAY:

We have done away with carpet in every hallway. We have laid a mosaic

ceramic tile down that has really made the Colony feel more upscale and nice.

CONTINUED UPGRADES:

As stated before- as carpets need to be replaced we are going to install ceramic tile throughout the entire unit. This will be maintenance free, and will cut down on expenses dealing with water and the cost of having to steam clean them yearly. The hallways have definitely reinforced that fact.

ONGOING UPDATES:

- We have many bathrooms in which the tubs and the tub area are in need of repair. They are scheduled to be totally re-done by replacing the tubs, re-tiling the walls and adding new ceramic tile to the floors. This will be an ongoing project until completed.
- Sofas are replaced as needed, and love seats will now be replaced with two recliners.
- Just a reminder that the pool deck now has an ice machine. Enjoy!

Bylaw Article XV Changed

When you are selling your units in the future, please be aware that a "guarantee of payment" by an

individual will now be required at each closing. The Bylaws had to be amended to give The Colony recourse to deal with fly-by-night LLC time share companies that have found a loop hole to avoid paying maintenance fees. An insert of this Bylaw change is below:

"Guaranty of Payment"

No transfer of title to any Condominium Unit to a Business Entity shall be valid unless the transfer of title is accompanied by an unconditional guaranty in which a Guarantor shall guarantee the full and prompt payment of the Maintenance fee indentified in Article VII, as well as any other dues, fees, charges, or assessments owed by the Business Entity in its capacity as an Owner of any Condominium Unit. For the purpose of this Article XV, a "Business Entity" shall be defined as any corporation, limited liability company, partnership, or trust. In the event the Business Entity fails to pay the Maintenance Fee identified in Article VII, or any other obligations owed by the Business Entity in its capacity as Owner of any Condominium Unit, and the failure to pay is not cured by the Guarantor, the Board shall have the right to pursue the Guarantor in the same manner as the particular Owner of the Condominium Unit. For the purpose of this Article XV, the term "Guarantor" shall mean

either the seller of the Condominium Unit and/or one or more of the principals possessing an interest in the Business Entity, and each Guarantor shall be subject to approval by the Board, which may not be unreasonably withheld.

Credit Card processing fee:

We now charge a flat rate of 3% for all fees that are paid using credit cards.

OVER CROWDING IN THE UNITS:

The policy has never changed. It has always been a maximum of 6 people in the unit.

Extra people mean extra water; extra towels, extra a/c and these costs must be passed on. If you are going to have a 7th person, then the proper way to handle this is to call the office and get it approved. The office will then run the \$300 per person charge. There are always "**extenuating circumstances**" that cannot all be covered in this letter. The proper protocol is to call the office and explain the situation. The office will work with you.

ELEVATOR DOORS:

Still a huge issue - Please Do not push the call button for the elevator, until your ENTIRE PARTY is ready to

actually get on the elevator. People still insist on holding the doors and trying to wait for the last person who was not ready to get on. Please **do not hold** the doors of the elevator. When you hold them for too long they **will automatically try to close** and people tend to physically pull on the doors to stop it, "which breaks them". We have had 3 broken elevators this summer on Friday-Saturday morning. We do not want to pay overtime repair rates, but have no choice when they break on the week-end. **Please, do not get on the elevator until everyone in your party is ready.**

PETS:

Our pets mean so much to us and we, at The Colony, are so fortunate that they can enjoy our vacation too. We ask that you do the following: Only 1 pet is allowed:

Must be registered at check in and a picture will be taken so that the staff knows what pets are in house.

- Must be 40 lbs or less. We are not going to have a scale at check in. If you feel your pet is on the borderline of this weight limit, just call and ask to speak to the manager prior to arrival for approval.
- Must be the owner's pet.

- Scooping the poop: This is not only the proper and polite thing to do; it is a LAW in Virginia Beach. It is required that you pick up after your pets.

This is a special and rare privilege for OWNERS only. The Colony is pet friendly and we love our "furry four legged friends." Thank you in

advance for your future cooperation.

Happy
Thanksgiving &
Merry Christmas
to All