

CDD AMENITY MANAGER UPDATE

HAPPY NEW YEAR! - JANUARY 2019

Here's what's new with the CDD:

AMENITIES DEPARTMENT

Out with the old and in with the new! Over the past several months the amenities department has gone through quite a few changes. In summary, the changes from last year consisted of updating the registration forms and streamlining the amenity registration process for receiving devices (major shout out to you guys for teaming up with us to get this done).

Now, to kick off the new year we made a minor change to the registration form in light of the new keypads being installed. We simply removed the pool fob checkbox and replaced it with a pool access pin checkbox. Additionally, we took some time to comb through all the feedback we received from you guys last year to help give you guys a better CDD experience this year. This brings me to my next topic – the new "Amenities" webpage!

"AMENITIES" WEBPAGE

The Amenities webpage is where you can find things like CDD announcements, frequently asked questions, and amenity documents such as registration paperwork and rental agreements. Navigate to the Amenities webpage by clicking on the Information tab in the upper right-hand corner of the DG Farms (Sereno) CDD website - www.dgfarmscdd.org - and then click on "Amenities" (it's also conveniently located as one of the options on the Information sidebar of each page).

KEYPADS

(phone rings)

Teeanna: This is Teeanna, how can I help you?

Resident: I went to the pool yesterday and to my surprise I couldn't use my pool fob because there was a keypad there!

Let me start by apologizing for the inconvenience to those of you that had a similar scenario as the resident above. It is never our intention to cause any inconveniences but sometimes it's unavoidable, especially in development communities. We truly appreciate you all for being such good sports and rolling with the punches. Now for the good stuff, many of you have heard about the new keypads and we are happy to announce that over the next few weeks each community with a pool will be transitioned to the new keypads. What does this mean for the residents who have pool fobs? Well, in the upcoming weeks residents that currently have a pool fob will be transitioned to a pool access pin. In the meantime, we set up the temporary access pin - 7404# - for residents to use while waiting for their new pin to be assigned. In an effort to make this as easy as possible, the new pin for current residents with pool fobs will be the last four digits of the pool fob. New residents will be assigned a pool access pin after registering for access to the amenities.

We have more exciting news for the future but we hope that the efforts we've made so far can help make things a bit easier going forward.

Kindest regards,

Teeanna Kamalu

CDD Amenity Manager