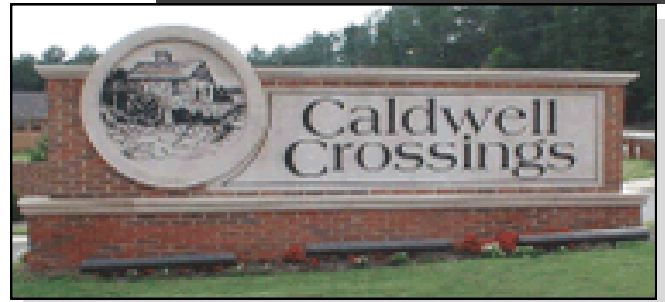


## Caldwell Crossings Home Owners Association



NEWS YOU CAN USE

Visit Your website: [caldwellcrossings.org](http://caldwellcrossings.org)

### Brighthouse.

Over the last several months many of the residents of Caldwell Crossings experienced major disruptions to their electrical, gas and water services due to the attempt by Brighthouse to lay cable. As many know, Brighthouse first obtained a franchise from the city of Hoover back in 2014. The Board of Directors became aware of this and contacted the appropriate departments. At that time the Board was told, in no uncertain terms, that Brighthouse had a franchise and could use the easements afforded other utilities to lay their cable and we could not stop them.

We subsequently asked that Brighthouse make a presentation at our annual HOA meeting. Brighthouse was glad to make such a presentation and showed those in attendance, about 50-60 residents, what they had done in other areas both before, during and after their cable was laid. It all looked very good and Brighthouse promised the same results here.

In July , 2014 the BOD received this from Brighthouse:

*Dear Caldwell Crossings HOA Board Members,*

*I am Scott Horne, Vice President of Operations and General Manager of Bright House Networks, Birmingham. I am interested in serving all of the homes in your community. We have done some preliminary work in the area and noticed that there are no other MSO providers there other than AT&T. I would like an opportunity to meet the board and talk about who we are and the services we can offer. Is this something that you feel the residents would be open too? There's much to say about our company and I would be glad to do that at your next scheduled board meeting if that would be ok. In the meantime, please visit our website that covers what we can provide to your community. Thank you very much for your time and consideration.*

The BOD Responded:

Caldwell Crossings does not have any cabling. Most residents use Direct TV, Dish, or Uverse. When this neighborhood was built, no cable company was allowed to run cable. Unless you are able to match Uverse or are prepared to spend an incredible amount of money, We do not believe that this neighborhood is a good match for you. Please feel free to call me as I am on the Board of Directors.

In August, 2014, Scott Horn sent us this email: *your annual meeting will be geared heavily to explaining our approach to construction as I understand that is the greatest concern. We are not 100% approved for the project just yet, but do expect to be in the next week or two. There's a lot of preparation that we'll need to do after that, so the September 18<sup>th</sup> date will work well for us. If all goes as planned, everyone will get a letter from us that contains our participation in the HOA meeting at least a week before the meeting date. I will keep you and the other board members posted on the status of the approval and the letter.*

Subsequent to this, Brighthouse began work in the Sanctuary thinking it was part of Caldwell Crossings. That misunderstanding was quickly resolved.

On Feb, 15, 2015, we received the following email from Brighthouse:

*We have completed the Sanctuary or will be by the end of this week I should say. We have had some significant cost overruns there and are currently looking at that to determine how far over it is. The construction has been very challenging for us every step of the way. We expected it to be a challenge, but we have encountered significant issues. Right now, we are evaluating whether or not we can continue. I expect to be able to make that decision next week*

Moving forward Brighthouse encounter many delays for most of 2015 even telling the Board that one contractor refused to come back due to the difficulty they encountered in the Sanctuary. Delays continued through Dec 2015 when work was in progress and the first problem occurred with a "nicked" gas line. Such incidents continued to happen especially when Brighthouse began work on Crossings Drive.

The bottom line here is that enough neighbors raised their voices that the city of Hoover finally told Brighthouse to stop work, repair any and all damages caused by them and leave Caldwell Crossings. The Board residents have been able to let the Board know what damage they suffered and the board provided Brighthouse with lists of needed repair. The Board is hopeful that anyone sustaining damage directly related to the work done by Brighthouse has either had repair work done, contact Brighthouse and is awaiting repair or has emailed the Board with specifics. Jay Stone began a spreadsheet with information from residents and is forwarding it on to Brighthouse.

## Caldwell Crossings C&R

### 6.19. Pets and Animals.

Dogs and cats shall not be allowed to roam unattended within the Property; all dogs shall be kept and maintained within fenced or walled areas on a Lot or Dwelling, as approved by the ARC, or otherwise under leash. Pets shall not be permitted to leave excrement on the Lot or Dwelling of any other Owner and the Owner of such pet shall immediately remove the same. Each Owner shall be liable to the Association for the costs of repairing any damage to the Common Areas caused by the pet of such Owner or Occupant. The Board shall have the right from time to time to promulgate rules and regulations governing keeping the pets

All animals must not be allowed to roam free in Caldwell Crossings. Owners will be fined if their pet is allow to roam. In addition to the C&R, the City of Hoover has ordinances and fines as follows.

### City of Hoover Hoover Animal Control Fines

Running at Large	First Offense \$40.00	Second Offense \$75.00	Third Offense Court Required
Vaccination	First Offense \$40.00	Second Offense \$75.00	Third Offense Court Required
Barking Dog	First Offense \$40.00	Second Offense \$75.00	Third Offense Court Required
Interference with Animal Control Officer	This is a court required offense. You must appear in court on a prescribed court date.		
Vicious Animal	This is a court required offense. You must appear in court on a prescribed court date.		

### Animal Complaints

#### Report a Problem

To report a problem with an uncontrolled animal or to report an excessively noisy animal, please contact the city's Animal Control office at 205-444-7760. Please do not attempt to restrain or capture animals - the city's Animal Control officers are highly skilled and have been trained to work with animals in a professional and caring manner.

Board of Directors		Caldwell Crossings Email Addresses	ARC Members
Jim Moon	205-999-0761	Communications@caldwellcrossings.org	Ann Rowell
Jay Stone	205-475-7211	BOD@caldwellcrossings.org	Alan Datanoff
Steve Goldman	205-995-8282	ARC@caldwellcrossings.org	



It's official – spring is here! The weather is getting warmer, flowers are starting to bloom, the sun isn't setting at 5, and you can finally get out and enjoy some nice weather. Spring also marks another event in the life of a homeowner...time to schedule your bi-annual HVAC checkup.

We get a lot of family and friends asking, "Is a bi-annual checkup really necessary?" Well, you can opt to put it off, but think of it this way – your car requires oil changes every 3,000 miles or so to keep it in good working order. If you put off the oil change, you might be putting your car at risk for serious damage, not to mention that regular servicing allows professionals to check for larger issues with your engine. The same is true of your HVAC system. With regular checkups, you can ensure that your HVAC system is running smoothly, and that minor fixes don't end up turning into major problems.

Our technicians all agree that having your system serviced in the spring is a smart move, for a couple of reasons. First, it ensures that if your system has any potential problems, you won't run into those problems during the height of summer heat. There's nothing worse than having a 95° day roll around, only to find that your air conditioning is suddenly not working. Second, summer tends to be a busy season for technicians, which means if you do run into problems, it's possible that correcting the issue could be more time consuming (although we do our absolute best to make sure your home is comfortable as quickly as possible).

So what happens during a bi-annual checkup? You can expect our techs to do the following:

**Visual Inspection:** Our technicians will inspect your HVAC system for any visible problems, such as rust, standing water, and other signs that something might not be right. This includes checking your fan blades for possible debris, and clearing out anything that could be causing a problem.

**Electrical Systems Inspection:** Next, the technician will inspect the electrical components of your HVAC system, including the indoor control panel and associated wiring. We'll make sure that everything is working properly and is protected during the warm and cool months of the year – we'll tighten what needs to be tightened, make sure everything is insulated properly, and lubricate any moving parts.

**Cooling Component Inspection:** No one likes a weak air conditioner! Our technicians will double check and clean the evaporator coil and condensate drain line, to make sure no flooding of the system occurs. Plus, no one likes dirty air coming into the house! The tech will also check refrigerant levels and adjust as necessary.

**Overall Operation Inspection:** The final step is an overall check, including filter cleaning and/or replacement, to make sure everything is running just as it should. No one is happier to see a finely tuned HVAC system than our techs, so they'll ensure that your system is working at its very best.

My wife and I are your neighbors in Caldwell Crossings. Please consider using Brown Heating and Cooling when deciding on your air conditioner company. We understand you have many options. We strive to "WOW" our customers and we will always stand behind our work.

We are currently taking appointments for spring HVAC checkups. If you have any questions, feel free to give us a call at (205) 871-8111.



## **PROTECT YOUR HOME**

You can deter thieves while you're away. While you're away from home, make sure your personal property doesn't end up in the hands of a burglar. Protecting your home can be as easy as making it look occupied while you're gone. Here are some simple measures you can take that can pay off in security and peace of mind: Leave drapes and shades open. If closed, it's a sign you're gone. Don't stop all deliveries. Have someone you trust pick up mail and newspapers every day. Leave a radio on. It signals to a burglar that someone's home. Also, turn the volume adjustment on your telephone bell down so a prowler will be less likely to hear the ringing of an unanswered call. Use automatic light timers. Set them to turn lights on and off in different rooms at different times. Park a car in your driveway or parking space. If you plan to be gone for just a few days, park your second car in the driveway or space, or ask a neighbor to park a car there. This not only gives the impression you're home but also stops burglars from backing up a van and loading your possessions.

### **NEWSLETTER**

Our Newsletter Needs Community Specific Information! Putting together a newsletter for our community is quite challenging considering there is so much more to include in it than we do. Many residents have interesting news to share about upcoming events, personal milestones, issues of community interest, etc., but we never hear from you! Between our Management Company and the Board of Directors, we try to include items in our newsletter that not only inform owners but let members on some of the ongoing challenges that associations must face. Budgeting Process and Rules Enforcement are included throughout the year in order to help owners understand some of the complexities of running our association. Both the Board of Directors and the Management Company hope that if more members understand why the Board must make the decisions that it does, then this knowledge will help make living in a common interest development more comfortable. Another benefit of increasing the members' awareness of association issues is to help motivate others to take an active role in our community. The more we understand about how our Association functions, the more likely we are to get involved. These generic, educational articles are important, but don't forget that our newsletter is one of the best communication tools available in our community and in order to help our newsletter become more community-specific we need to hear from YOU. If you would like to contribute, please do not hesitate to contact our Management Company or the Board of Directors



## Computer Corner (Computing With A Personal Touch..205-937-3472)

If you're still using Apple's QuickTime on a Windows PC, it's time to stop. Apple confirmed to The Wall Street Journal that it is no longer supporting or updating the 11-year-old QuickTime 7 for Windows,. Keeping it installed on your computer may pose a risk.



Last week, researchers discovered two new security holes that could allow bad guys to create malicious files to launch within Apple's media player. "Exploitation of QuickTime for Windows vulnerabilities could allow remote attackers to take control of affected systems," read a statement from the Department of Homeland Security's U.S. Computer Emergency Readiness Team.

"'Deprecating' was the exact word that Apple used for what's going on with QuickTime," a term developers use to describe software that's still hanging around, but should not be used.

If you're one of those still running QuickTime 7 on a Windows PC, Apple has an alternative in iTunes, which can play back all the same video and audio files QuickTime does. Microsoft's has its own media players built into Windows as well. And there are third-party options like VLC.

Currently the upgrade to Microsoft's Windows 10 is free and will remain so until July 29, 2016. After that time, you will need to purchase the Operating system costing somewhere in the \$120.00 to \$199.00 price range. Windows 10 is offered as a free upgrade to users of Windows 7, 8, and 8.1. If you are using Windows XP or Vista, there is no free upgrade.



## The password manager



[Get Dashlane - It's FREE](#)

Keeping track of passwords and making them secure is startlingly simple with

Dashlane's **free password manager**. Automatically import your passwords from Chrome or any other browser into your secure **password vault**. Save any missing passwords as you browse. Make a new password right within your browser. Get automatic alerts when websites get breached. And with the auto-login, you will never have to type any password on any of your devices again. It's that simple.

### [Scams Most Likely to Arrive Via Bulk Email](#)

**Business Opportunities** These business opportunities make it sound easy to start a business that will bring lots of income without much work or cash outlay. The solicitations trumpet unbelievable earnings claims of \$140 a day, \$1,000 a day, or more, and claim that the business doesn't involve selling, meetings, or personal contact with others, or that someone else will do all the work. Many business opportunity solicitations claim to offer a way to make money in an Internet related business. Short on details but long on promises, these messages usually offer a telephone number to call for more information. In many cases, you'll be told to leave your name and telephone number so that a salesperson can call you back with the sales pitch. The scam: Many of these are illegal pyramid schemes masquerading as legitimate opportunities to earn money.



## Premier Property Management

Effective May 1, 2016, we are changing management companies, from RMS Management Services, to Premier Property Management. The Board enjoyed a good relationship with RMS but felt that to better serve the community a change was needed.

Premier Property Management (PPM) PPM is an experienced management company specializing in the management of residential associations. They currently manage twelve neighborhoods containing approximately 4,000 homes. We believe this move is in the best interest of the residents of Caldwell Crossings, and PPM brings with them a strong commitment to customer service.

Remember that effective May 1, you can contact PPM should you have an outstanding covenant compliance issue, an outstanding balance on your account, or need to submit an Architectural Review Committee request, PPM's contact information is listed below

Please join the Board in welcoming Premier Property Management as Caldwell Crossings' new management company. Charlie Diggs is the President of PPM and Rian Whalen is the Association Manager. Please do not hesitate to contact Charlie, Rian or any of your Board members if we can be of assistance to you.

### **Premier Property Management**

**1849 Data Drive, Suite 3**

**Birmingham, Alabama 35244**

**Phone: 205.403.8787**

**Fax: 205.403.8758**

**rwhalen@ppm-inc.biz**

**cdiggs@ppm-inc.biz**