

New Management Team!

Welcome Kare Condo, our new property manager, effective January 1, 2014

We will start 2014 with a new management company. The Board has contracted the services of **Kare Condo** of Stow to take over management and daily operations, beginning January 1, 2014.

The Kare Condo team brings a state-of-the art-approach to condo management. Their computerized software suite enables them to respond to issues and complaints, track work orders, secure competitive bids for work, oversee contractor activities and performance, and reference unit owner records with a few keystrokes. Residents can contact Kare by phone or email, and expect to have their thoughts and concerns carefully logged and promptly addressed. Detailed contact information will be included in your first monthly statement.

Kare Condo was referred to us by satisfied board members and residents at other area associations. They have been thoroughly vetted in a process that included phone calls to other board presidents who awarded them uniformly high marks for their skill, professionalism, and responsiveness.

No More Coupon Books

To better serve unit owners and help them track their fees and payments, a monthly statement will replace the coupon books used in the past. Owners will receive a detailed monthly statement showing amounts owed and paid, plus late fees or special charges, if applicable. For the first time, direct deposit will be available as a payment option.

Board Member Change

Pat Miller has retired from the Silver Valley Board for personal reasons. For almost two decades, Pat has donated his time, talents, and energies to our community as President and Treasurer. His experience and historic knowledge of our community are unparalleled. A dear friend as well as Board member, his wise counsel and humor will be missed. Fortunately, while he will no longer be a full time Board member, he has assured us that he will be available to offer occasional guidance and encouragement. If you see Pat out and about, please thank him. Twice.

To fill the Board vacancy, **Bob Willoughby** of 211 Lake Terrace has stepped up and offered his skills and time. As a member of the beautification committee, he was instrumental in assessing needs and securing bids for the recent tree trimming and mulching. A senior VP at ACS in Kent, Mr. Willoughby brings 40 years of experience in building maintenance and repair, contract negotiation, proposal development, and management. Please join us in welcoming Bob to the Board.



Between now and the end of 2013, **Carnation Realty** will continue to manage daily operations for the Association. **Please send your payments and coupons to them**, and call them for help with problems or concerns. Their contract runs through the end of December.

Busy Summer

2013: A Busy Year

- The **Beautification Committee** did a great job of gathering information that led to our tree removal and trimming project. A total of 27 trees were removed, many of which were dead or causing problems. Several of the trees were removed to protect our new roofs from damage.

Committee members also met with several contractors to prepare a detailed proposal for beautification and other landscaping projects.

In mid-October, resident volunteers met to clean flower beds and trim bushes. Our thanks to all who participated. Look for more projects in 2014.

- The **roofing project** is complete.
- Two additional buildings were **painted** on Lake Terrace in 2013. This was less than we hoped to accomplish, but weather and contractor scheduling issues caused delays.
- **Fruth Sanitation** replaced Waste Management; they are doing a good job and their lighter trucks are less damaging to our streets.
- **Kaman & Cusimano** replaced Ott and Associates as our legal counsel. Specializing exclusively in condo legal matters, we are pleased to have their skill, expertise, and experience guiding us through the thicket of condo law.



Amendment Voting

At the urging of our legal counsel, three amendments to the Declaration were submitted to unit owners; all passed. The Board wants to thank all of you who took the time to review the issues and vote.

2014?

As 2013 closes, the Board is preparing next year's budget, making a transition to a new management company, and making plans to address several essential capital improvements throughout the association. Estimates are being gathered on costs for street repairs, additional tree removal, next year's painting schedule, correcting several longstanding drainage issues, and the repair/replacement of retaining walls.

If you thought 2013 was busy...

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<http://www.silvervalleycondos.org>