

Resident Suggestion and/or Concerns Action Log As of October 18, 2024

No.	Category	Description	Priority	Owner	Apt No.	Person / Department Responsible for Action	Work Order Date	Date Due	Status	Comments/update
1	Egyptian Geese	The Egyptian geese are a nuisance; they noise at all hours, leave a mess, scare other ducks away and proliferate.	L	Jane Hill	2313 The Oaks	Maintenance	1/19/2024	ASAP	In process	Two geese are sited at the 1900's and Lakeview pond. Progress has been made as many of the geese have been relocated.
2	Algae on all Ponds	As the RC Representative for tower 4, I have received a comment about the algae (crud) starting to circle the banks of all 4 ponds. We can all agree that this is a chronic problem. Maintained did an excellent job of cleaning to ponds about a year ago and several fountains have been installed. Bubblers to better oxygenate the ponds have been suggested by Texas Park and Wildlife. Have any been installed? The ponds are enjoyed by most residents as indicated by both complaints and praise. They are a marketing attraction if the look nice or a minus if they are covered by algae.	L	Chuck Hobbs	Tower 4 , Apt 545	Maintenance - Gabriel Martinez	2/21/2024	ASAP	On-going	As of Oct 18th, Brian Graybeal informed the residents that a bid was obtained by a company that does algae cleanup. Management is reviewing the bid and will determine if the cost is acceptable. As of Oct 16th, Gabriel Martinez BST will look at Grass carp fish for weed control research information. This information was obtained by our resident Karen Yancich. Algae kill treatment is an on going process. The maintenance department reported at the Sept 19th RC Council meeting that they have to be careful not to kill the fish in the ponds. Also, because the birds, geese, ducks that use the pond bring their waste and this causes the ponds to grow plants. This will result in the ponds algae to be part of the natural pond appearance. They will continue to remove overgrowth. Based on this report the algae maintenance is about as good as it can be. We will keep the action open but lower the priority to "L" as we know they are doing the best they can.
3	Junk Cars in the RV parking area	Many junk or abandon cars are in the RV parking area many with expired registrations. There is a boat that is not in a numbered spot who does this belong too? Is the RV parking lot inventoried periodically to ensure all the vehicles/boats are in the right spot and paying rent?	L	Tom Cochran	866	Brian Graybeal	8/26/2024	By year end 2024	In process	Brian Graybeal reported at the Sept 19th RC Council meeting that BSTW management is in the process of taking an inventory of the vehicles parked and working on resolving the issue.
4	Landscape Issues	Mrs. Germann front entry on both sides of the sidewalk looks terrible . It always has standing water.	M	Connie Germann	1706	Brian Graybeal and La Verne	9/16/2024	ASAP	On-going	BSTW Landscaping came to Mrs. Germann house and said she needed some more rocks to fill in the areas that have standing water issues. They also closed off the irrigation to the area to stop the over watering. As of Oct 15 no rocks have been delivered or installed to resolve the issues of standing water.
5	Landscape Issues	Mr. Bruce Smith Gardens 840. Late response on work order requesting rocks to be placed in landscape.	M	Bruce Smith	840	Maintenance	3/1/2024		On-going	Work order was placed for rocks to be replaced in the planters. Instead mulch was added. Resident was never informed why there were no rocks added. Work order was placed in March of 2024.
6	Tennis Courts Restrooms Clean up	Mike Fox informed Management that the restrooms next to the tennis courts need to be cleaned up.	M	Mike Fox		Housekeeping	10/18/2024		In process	Brian Graybeal said he will work with housekeeping to have the restrooms cleaned.

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7	Tennis Courts Netting is loose	Mike Fox informed Management that the tennis and pickle ball courts netting is loose and need to be repaired.	M	Mike Fox		Maintenance	10/17/2024		In process	Brian Graybeal said he will work the appropriate people to determine what can be done with the netting.
CLOSED/COMPLETED ACTIONS ARE LISTED BELOW AND ON THE FOLLOWING PAGES										
	Tennis/Pickle Ball Courts	Mold on courts and dangerous when damp and in general. Players recently skid and fell. All of the courts need pressure washing or resurfacing. Also, the nets need to be tied down permanently. The tie down was done with plastic ties and did not last very long. Weather has pushed back work, Premier Courts expected resurfacing is planned June 24-28 weather permitting.		Linda Prose	1903	Maintenance	2/1/2024	ASAP	Completed	New tennis / pickle ball courts are now installed and completed.
	Thermostat HVAC	Thermostat not working to keep unit at desired heat level at 75 degree. Unit temperature would only get to 64 degree. New parts (coils and gaskets) are on order, ETA 3-4 weeks; install on/about 17 July		Dennis Rosenbery	2303 The Oaks	Maintenance	1/14/2024	ASAP	Completed	Per Ray in maintenance, the issue is ongoing. Fixes are temporary as maintenance is recommending replacement of the cooling towers. Heather Ransom said the system is aging and problems with keeping the tower cooled is ongoing. She will recommend adding the new cooling towers to be added to the 2024-2025 budget for replacement which is at least a year out. Resident was satisfied with the corrective action. Gabe one of the maintenance made additional recommendation to add more insulation in various areas to improve temperature control. Resident recommending other units to get additional insulation to help with temperature control.
	Light Sensors	Residents are requesting auto light sensors to be installed in the main building bathrooms, gym shower rooms and laundry rooms. This will be helpful for many of our residents who have mobility issues. COMPLETE		JoAnn Gonzales	2710	Maintenance	2/1/2024	ASAP	Closed 6/20/24	Per Heather Ransom, the light sensors should all be done by the end of May.

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	Front Desk Call & Messages	<p>Spectrum has set the Blue Skies phone calls that come from Freedom House, Finance and other offices to indicate that the calls are from the main Front Desk. This includes Urgent and Emergence Calls.</p> <p>Thus if I missed the call when I return it I get the front desk. This would apply to anyone or company trying to return a call from Freedom House nursing station or administrator. I can think of situations where this could be serious and maybe cost a life. Would Blue Skies be liable ?</p> <p>Also messages to residents communicating problems with elevators and other problems show as calls from the front desk. If a resident misses a call it shows as a call from the front desk. It could have been an urgent call from Freedom House and when the resident returns the call the front desk knows nothing of the call that originated at Freedom House.</p>		Bob Harris	Tower 4 , Apt 246	Lori DeWitt	2/20/2024	TBD	Closed 5/22/24	<p>Per Heather Ransom, I have followed up on #6 of you action log and it appears to be worked out. I did a test with a couple residents and when different numbers from BST called them, the actual number showed up not the main desk number. The omni alerts or the status solutions updates about elevators, dining, maintenance, etc. will come from the front desk, 210-677-8666 and if the resident doesn't answer it will leave the automated message. If it is the front desk needing them, they will leave a message to call back. No longer will the Freedom House or other area's call and show up as the main desk number. On a rare occasion it may happen please put in a workorder and IT will fix it. They believe to date; they have all the lines squared away.</p> <p>This problem was reported to Chuck Hobbs by Bob Harris at the RC meeting on 2/15. Chuck is the RC rep for tower 4,,Chuck is submitting the form on Bob's behalf. Ric Cuadros also indicated to Chuck this is a problem to others.</p> <p>Per Lori DeWitt 2/20/24 - See Below Email Response: I just heard back from our IT Department about this. Our new phone lines that were installed a few months ago are divided into two categories:</p> <p>Personal phones which can most easily be identified as belonging to a single person (i.e., the phone in my office) Common Area phones which can most easily be identified as</p>
	Pool Maintenance West	In the last year, there have been numerous issues with the water temperature, water quality, and water level.		Bonnie Gardner	813	Mike Fox Chair - Wellness and Lori DeWitt	3/12/2024		Closed 3/15/24	BSTW replace the heater and now included a second heater.