Resident Suggestion and/or Concerns Action Log As of March 10, 2025

		nesident Suggestion at	10,0,0	1	1					
						Person /				
						Department				
						Responsible for	Work Order		<u>.</u>	
No.	Category	Description	Priority	Owner	Apt No.	Action	Date	Date Due	Status	Comments/update
1	Wild Hogs	Wild hogs are inside the BSTW property.	Н			Brian Graybeal	None			Trapping of the hogs are in process
2	Security	Residents have concern regarding BSTW campus security in	Н			Brian Graybeal				Brian Graybeal is working on these issues and will address
		particular the fences, guard gate access, and surveillance								the status at the RC Council meetings.
		capabilities.					None			
		CLOSED/COMPLETED or ONGOING ACTIONS ARE LISTED								
		BELOW AND ON THE FOLLOWING PAGES								
	Tennis Courts	Mike Fox informed Management that the tennis and pickle ball		Mike Fox		Maintenance				The netting is holding fine for now." - "Most of it is secure. It
	Netting is loose	courts netting is loose and need to be repaired.								is very old however, and deteriorating. At some point it will
										all have to be replaced and Brian is aware. We have new
										signs to be placed at the entrance of the courts regarding
							10/17/2024		Ongoing	restricted usage."
	Junk Cars in the	Many junk or abandon cars are in the RV parking area many		Tom Cochran	866	Brian Graybeal				Ruben will keep track of the vehicles. Brian Graybeal said
	RV parking area	with expired registrations. There is a boat that is not in a								that all parked vehicles have been verified with residents
		numbered spot who does this belong too? Is the RV parking lot						By year end		and efforts to improve general cleanup are in process.
		inventoried periodically to ensure all the vehicles/boats are in					8/26/2024		Ongoing	
	Algae on all	As the RC Representative for tower 4, I have received a					0,20,202		g	The Pond maintenance plan is in process and the clean up
	Ponds	comment about the algae (crud) starting to circle the banks of								is making good progress.
	Tondo	all 4 ponds. We can all agree that this is a chronic problem.								is making good progressor
		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.								
		took filee of a fillings if they are covered by algae.			Tower 4,	Maintenance -				
				Chuak Habba	,		0/01/0004	ASAP	0	
	Egyption Cosss	The Equation gapes are a nuiseness they notes at all become	-	Chuck Hobbs Jane Hill	2313 The	Gabriel Martinez Maintenance	2/21/2024	ASAP	Ongoing	This is an engaing process to manifest the good and state of
	Egyptian Geese	The Egyptian geese are a nuisance; they noise at all hours,		Jane Hill		Maintenance				This is an ongoing process to monitor the geese population
		leave a mess, scare other ducks away and proliferate.			Oaks					and BST maintenance and management will continue to
										monitor. We Two geese are sited at the 1900's and Lakeview
								l		pond. Progress has been made as many of the geese have
			1		l		1/19/2024	ASAP	Ongoing	been relocated.

No. Category Description Indicates and the state of the	_					1	1					
No. Category Landscape La								Person /				
No. Category Landscape Lan								•				
Strand Graybeal and Cardions 940, Later responses on work order requesting rocks to be placed in Landscape.								Responsible for	Work Order			
Internetial		No.	Category	Description	Priority	Owner	Apt No.		Date	Date Due	Status	Comments/update
placed on a list to eventually receive rocks. I have talked with Capital Projects and maintenance, and they will look into this at the appropriate time most likely during other zero scaling replects. Which capitally with a paper posite time most likely during other zero scaling replects. Which capitally with a paper posite time and selective may added. Recident was added. Recident was added. Recident was added. Werk order was placed in March of 2024. Completed selective to the place of the planters. Instead mulcit was added. Recident was added. Work order was placed in March of 2024. Completed selective to the place of the sciewalk looks of the sciewalk looks or the sciew		Į.	Landscape	Mr. Bruce Smith Gardens 840. Late response on work order		Bruce Smith	840	Maintenance				Brian Graybeal spoke with Mr. Smith and at this time there is
with Capital Projects and maintenance, and they will look into this as the appropriate time most likely during other zero scaping projects. Work order was placed for nock to be replaced in the planters, instead mulcium added. Work order was placed in most better than a sadded. Resident was never informed why there were no rocks added. Work order was placed in March of 2024. Landscape Landscape Landscape Mrs. Germann front entry on both sides of the sidewalk looks Completed Mrs. Germann front entry on both sides of the sidewalk looks Completed Completed Completed Mrs. However, the sidewalk shows a standing water. Gormann Commition. It daveys has standing water. Gormann Completed Mrs. Germann front entry on both sides of the sidewalk looks Committee of the planters of the sidewalk looks Completed Mrs. Germann front entry on both sides of the sidewalk looks Completed Mrs. Germann front entry on both sides of the sidewalk looks Completed Completed Mrs. Germann front entry on both sides of the sidewalk looks Completed for side of the sidewalk looks Completed for side of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Completed for side of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on both sides of the sidewalk looks Mrs. Germann front entry on the			Issues	requesting rocks to be placed in landscape.								no plans to place rock in his yard – he has requested he be
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						Rosenberry	Oaks	Maintenance	1/14/2024		Completed	

No. Category Description Priority Owner Apt No. Action Date Date Due Status	
Responsible for Work Order	
No. Category Description Priority Owner Apt No. Action Date Date Due Status	
	Comments/update
Light Sensors Residents are requesting auto light sensors to be installed in Per Heatl	Heather Ransom, the light sensors should all be done
the main building bathrooms, gym shower rooms and laundry by the en	e end of May.
rooms. This will be helpful for many of our residents who have	
mobility issues. COMPLETE JoAnn Completed	
Gonzales 2710 Maintenance 2/1/2024 6/20/24	
	Heather Ransom, I have followed up on #6 of you
	on log and it appears to be worked out. I did a test with a
	ole residents and when different numbers from BST
	ed them, the actual number showed up not the main
	number. The omni alerts or the status solutions
	ates about elevators, dining, maintenance, etc. will
	e from the front desk, 210-677-8666 and if the resident
	n't answer it will leave the automated message. If it is
	ront desk needing them, they will leave a message to
	back. No longer will the Freedom House or other area's
	and show up as the main desk number. On a rare
	sion it may happen please put in a workorder and IT will
	They believe to date; they have all the lines squared
desk. It could have been an urgent call from Freedom House	<i>/</i> ·
and when the resident returns the call the front desk knows nothing of the call that originated at Freedom House. This prob	problem was reported to Chuck Hobbs by Bob Harris at
	RC meeting on 2/15. Chuck is the RC rep for tower
	nuck is submitting the form on Bob's behalf. Ric Cuadros
	indicated to Chuck this is a problem to others.
	ori DeWill 2/20/24 - See Below Email Response:
	heard back from our IT Department about this. Our new
	e lines that were installed a few months ago are divided
	two categories:
	and databolics.
Tower 4, Completed Personal	onal phones which can most easily be identified as
	nging to a single person (i.e., the phone in my office)
, seeing	V replace the heater and now included a second heater.
Maintenance water temperature, water quality, and water level. Bonnie Wellness and Lori Completed	,
West Gardner 813 DeWitt 3/12/2024 3/15/24	