

Resident Suggestion and/or Concerns Action Log As of May 18, 2025

No.	Category	Description	Priority	Owner	Apt No.	Person / Department Responsible for Action	Work Order Date	Date Due	Status	Comments/update
1	Hot Tub	Hot tub floor is chipping	M	John Sullivan		C. Lang	3/31/2025			Hot tub upgrades are part of capital project budgets FY26
2	Outside Lights in the Lakes Area and various campus locations	Lights in the Lakes area are blinking rapidly.	H	Jim Conner		Chris Lang	3/31/2025			The maintenance team on March 31, and they have created a comprehensive map of all the lights, including those that are currently out. This approach will allow us to address the issue more efficiently, rather than making temporary fixes one at a time. There are currently 17 lights that need attention, and maintenance has already escalated the issue to Texas Services. They will keep us informed as they develop a plan to resolve the situation promptly.
3	Hot Water issues in Tower's 3 and 4 and also Towers 1 & 2	Various residents are experiencing no hot water or only warm water and the water pressure is slow.	H	Clarke Ehrlich/ Mike Fox			5/15/2025			It sometimes takes all day for warm or hot water to reach apartments. Mr. Fox reported that Towers 1 and 2 had the same problem a few years ago. "The problem was with the recirculating pumps. The parts inside were worn out. Maybe it's the same problem in 3 and 4," he offered.
4	Tennis Courts Netting is loose	Mike Fox informed Management that the tennis and pickle ball courts netting is loose and need to be repaired.	L	Mike Fox		Erika Provencher	10/17/2024		Ongoing	Erika is looking for the netting she thinks it was ordered but not sure if it was delivered to BSTW.
		CLOSED/COMPLETED or ONGOING ACTIONS ARE LISTED BELOW AND ON THE FOLLOWING PAGES								
	Wild Hogs	Wild hogs are inside the BSTW property.	H			Chris Lang	None		Ongoing	No Hogs sighted
	Campus Security	Residents have concern regarding BSTW campus security in particular the fences, guard gate access, and surveillance capabilities.	H	JoAnn Gonzales		Brian Graybeal	None		Closed	Contractor bids came in were very expensive and BST could not impose these additional costs to the residents.
	Oaks Pond Algae	Oaks pond has Algae growing	H	JoAnn Gonzales		Chris Lang	4/14/2024		Ongoing	This is a recurring issue.
	Speeding Vehicles	Many vehicles are speeding on the campus roads	H	Susan Shumaker		Resident Director			Resident Director is working the issue and this is ongoing	Brian Graybeal is working on these issues and will address the status at the RC Council meetings.
	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		Tom Cochran	866	Brian Graybeal	8/26/2024	By year end 2024	Ongoing	Ruben will keep track of the vehicles. Brian Graybeal said that all parked vehicles have been verified with residents and efforts to improve general cleanup are in process.

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	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.		Chuck Hobbs	Tower 4 , Apt 545	Maintenance - Gabriel Martinez	2/21/2024	ASAP	Ongoing	The Pond maintenance plan is in process and the clean up is making good progress.
	Egyptian Geese	The Egyptian geese are a nuisance; they noise at all hours, leave a mess, scare other ducks away and proliferate.		Jane Hill	2313 The Oaks	Maintenance	1/19/2024	ASAP	Ongoing	This is an ongoing process to monitor the geese population and BST maintenance and management will continue to monitor. We Two geese are sited at the 1900's and Lakeview pond. Progress has been made as many of the geese have been relocated.
	Landscape Issues	Mr. Bruce Smith Gardens 840. Late response on work order requesting rocks to be placed in landscape.		Bruce Smith	840	Maintenance	3/1/2024		Completed in Jan 2025	Brian Graybeal spoke with Mr. Smith and at this time there is no plans to place rock in his yard – he has requested he be 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 scaping projects. 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.
	Landscape Issues	Mrs. Germann front entry on both sides of the sidewalk looks terrible . It always has standing water.		Connie Germann	1706	Brian Graybeal	9/16/2024		Completed Jan 2025	As of Dec 16 Linda Prose the Area Rep email says; "My resident at the Lakes, 1706, approached me again to say that nothing has been done about the drainage problem
	Light Pole	What is the status of the repair of CPS Pole # 27's light it has been out more than 5 months. This remains a safety concern		James Schuster		Brian Graybeal	8/15/2024		Completed	
	Tennis Courts Restrooms Clean up	Mike Fox informed Management that the restrooms next to the tennis courts need to be cleaned up.		Mike Fox		Housekeeping	10/18/2024		Completed	
	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		Completed	New tennis / pickle ball courts are now installed and completed.

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	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 Rosenberry	2303 The Oaks	Maintenance	1/14/2024		Completed	<p>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.</p> <p>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.</p>
	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		Completed 6/20/24	Per Heather Ransom, the light sensors should all be done by the end of May.
	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		Completed 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 DeWill 2/20/24 - See Below Email Response:</p> <p>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</p>

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	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		Completed 3/15/24	BSTW replace the heater and now included a second heater.