

December 13, 2018

Dear Twin Rivers Owners and Guests,

The holiday season is upon us, winter is clearly here, and we are expecting lots of people to be here in the valley for the next several months. With the booming economy here in Grand County, we are clearly seeing more activity all over which includes Twin Rivers. That being said, the board of directors has asked that we remind all owners and guests of the rules and regulations that are in effect at Twin Rivers. Please see the rules and regulations posted below on the website. We ask that you please read these and share with your guests, renters, etc. The goal is that we all make Twin Rivers an enjoyable place to spend time.

As we see more and more people spending time at Twin Rivers, it is extremely important that we all are mindful of our neighbors. The area, in particular, where we are receiving complaints is with noise. Please be mindful of the quiet hours at Twin Rivers. The quiet hours are from 10:00 PM to 8:00 AM. During this time period, it is required that all residents avoid making loud, disturbing, and objectionable noises. This includes playing music and stereos at volumes that will disturb your neighbors. Let's be respectful of our neighbors and act in a way that promotes friendly neighbor relations. It is important to note that if you are in a second floor unit, the sound can be extremely loud to your neighbor below you. Please remember this. Don't walk around in ski boots and refrain from jumping and dancing around. The noise in the unit below is surprisingly loud. We have received reports of people being able to hear casual conversations even from adjacent units. I bring this up to make sure that everyone realizes that the noise can carry quite easily from not only upper units but also adjacent units. If you encounter a neighbor that is making an excessive amount of noise, we would recommend that you just knock on their door and ask them politely if they could turn it down.

In the case of situations where you do not feel comfortable in asking a neighbor to lessen the noise or if the situation is deemed threatening, please call Winter Park/Fraser police at 970-722-7779 to report the problem. They typically will dispatch an officer to investigate and talk to the offending party with directions to stop the noise. In situations like these, Mountain Chalet Property Management will not act as "noise police" but rather let the real police deal with it. We would ask that we be notified at some point later of this incident so that we can track this. The association has does have policies regarding infractions and there is a process in place with warnings and ultimately fines to the owner of the property where the problem originates.

The purpose of this email is to make sure everyone is aware of the rules and regulations. They are in place to help promote an enjoyable and relaxing atmosphere for all owners, renters and guests. Thank you all and we hope you all have a wonderful holiday season and a continued great ski season!!

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