

3-6-2019

Dear Twin Rivers Owners,

Your board has requested that Mountain Chalet Property Management provide you with an update on the forthcoming Comcast upgrade as well as some news regarding flood certification surveys.

COMCAST UPDATE

Comcast went to Twin Rivers in January 2019 to test the existing cable and concluded that cable upgrades are needed prior to the upgraded equipment installation. The ground needs to thaw for this cable upgrade to take place, so Comcast is planning to manage that phase in May 2019. Once the cable construction phase is completed, then Comcast will schedule the equipment installation for the new services in each unit; those equipment installations are tentatively scheduled for June 2019. Mountain Chalet will accompany Comcast into each unit, if the owner or a representative is not available at the scheduled time.

Also, upon further review with Comcast, MCPM learned that Comcast residential phone service can be contracted separately from the bulk contract for HDTV and internet services, for about the same price per unit. This means that the HOA would not have to incur the expense of providing Comcast phone service to every unit when phone service is not wanted in every unit. The Twin Rivers Board of Managers has subsequently decided that the HOA will not include Comcast phone service with the new HDTV and internet services. Currently, Comcast offers residential phone service for \$10/month for limited long distance and \$19.99 for unlimited long distance. These rates are subject to change. You can contact Comcast directly for phone service, after the equipment upgrade takes place.

FLOOD CERTIFICATION UPDATE

The Twin Rivers Board of Managers authorized in February 2019, expenditures to complete flood elevation certifications for all remaining applicable buildings in Twin Rivers. The Confluence building flood certification (certifying Confluence is not in a flood plain) was completed in 2018 . The remaining buildings presently classified as being in the flood plain are: 1) Ptarmigan, 2) James, 3) Bancroft, 4) Perry, 5) Flora, and 6) Byers. I spoke to the surveyor last week for an update and was informed that all the field work has now been done. They will be submitting all the required documents to FEMA around mid-March. FEMA will take approximately 4 to 6 weeks to review and return their findings. We hope to hear by the end of April. All certification reports will be available to owners by MCPM, upon request.

Please feel free to reach out to us with any questions, comments, etc. We will be sure to keep the board informed of any feedback.

Thank you, all.