



Patricia Cross <bcq12020@gmail.com>

A new ticket #2176 has been created by Patricia Cross

1 message

Ask the POA <askthepoa@bigcanoepoa.org>
Reply-To: support.1608244660sfqhdsiruemm@uvdesk.com
To: bcq12020@gmail.com

Thu, Dec 17, 2020 at 5:37 PM

**New Ticket Created**

Hi Patricia Cross,

A new ticket #2176 has been created by Patricia Cross from bcq12020@gmail.com. Please click on the following link to view the ticket #2176.

Ticket Message:

According to the response received to ticket #1643, the Reserve Study has been received and was scheduled to be finalized once the budget process was complete.

Given the budget process is now over and the data contained in the Study would now be almost five months old, when will the copy of the report be made available to the property owners?

Thank you in advance for your help.

Patricia Cross
10438 Big Canoe

Thanks and Regards,

Ask the POA

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Patricia Cross <bcq12020@gmail.com>

New Reply Added to Ticket #2176

1 message

Ask the POA <askthepoa@bigcanoepoa.org>
Reply-To: support.1608244660sfqhdsiruemm@uvdesk.com
To: bcq12020@gmail.com

Fri, Dec 18, 2020 at 1:52 PM

**New Reply to Ticket**

Hi Patricia Cross,

A reply has been added by Scott Auer to your ticket #2176. Please click on the following link to view and reply to the message [#2176](#). You can also view the ticket message below and reply back to this email to respond.

Ticket Message:

Hello Patricia. The Reserve study applies predominately to years beyond 2021. For 2021, our staff has a much more accurate view of what our needs are in the short term, and that information is used for the 2021 budget that was approved by the board. We still have alot of work to do on the reserve study; my past experience on community boards shows that once the engineering company submits their first draft of the study, there are a number of "back and forths" that occur between the department managers, management company, and reserve study team. This process is just starting, as the information is more relevant to 2022 and beyond.

Thank you,

Scott Auer,
General Manager

Thanks and Regards,

Ask the POA

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