



Patricia Cross <bcq12020@gmail.com>

New Reply Added to Ticket #17768

1 message

Ask the POA <askthepoa@bigcanoepoa.org>
Reply-To: support.1753288308fkxiwpqjqon@uvdesk.com
To: bcq12020@gmail.com

Fri, Aug 1, 2025 at 4:58 PM

Ask the POA(Jayne H.)

Aug 01, 2025, 4:58 PM EDT

**New Reply to Ticket**

Hi Patricia Cross,

A reply has been added by Jayne Hagan to your ticket #17768. Please click on the following link to view and reply to the message [#17768](#). You can also view the ticket message below and reply back to this email to respond.

Ticket Message:

Good afternoon, Patricia.

The reserve study company has not been selected at this time. The RFP is an internal non-financial document and do not fall within the definition of the books and records and the Property Owners are authorized to review per the governing legal documents of the POA nor under the Georgia Nonprofit Corporation Code.

As for the last Reserve Study, Facilities Advisors is a reputable reserve study provider. Gary Porter, the CEO of Facilities Advisors, is a past CAI President and has been in the industry since 1976. Please read some of his articles: <https://facilitiesadvisors.com/resources/books-and-articles>.

Sincerely,

Jayne Hagan Director of Finance Direct (706) 268-1235 Main (706) 268-3346 Visit us on the Web: www.bigcanoepoa.org Note: This email may contain privileged and/or confidential information. If you are not the intended recipient, please reply to let me know you have received it by mistake, and delete the original message. Thank you.

Thanks and Regards,

Ask the POA

This email is a service from Ask the POA. Delivered by [UVdesk](#).

On Wed, Jul 23, 2025 at 4:31 PM, Patricia Cross <bcq12020@gmail.com> wrote:

As an update to my previous ticket #17503, please provide the name of the company that has been selected to prepare the new reserve study along with a copy of the RFP .

Please keep in mind that Article VI, Section 13 of our covenants dictate that the study must be done in compliance with the Community Associations Institute (CAI), National Reserve Study Standards (NRSS).

As you may recall from our correspondence in 2021, it does not appear that the previous report prepared by Facilities Advisors complied with those requirements. Trusting this same mistake will not be repeated, I look forward to your response.

Thank you.

Patricia Cross

10438 Big Canoe