



Patricia Cross &lt;bcq12020@gmail.com&gt;

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**New Reply Added to Ticket #17967**

1 message

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**Ask the POA** <askthepoa@bigcanoepoa.org>  
Reply-To: support.1754532687fhqdmjlmjlsr@uvdesk.com  
To: bcq12020@gmail.com

Wed, Aug 13, 2025 at 10:20 AM

**Ask the POA(Jim C.)**

Aug 13, 2025, 10:20 AM EDT

**New Reply to Ticket**

Hi Patricia Cross,

A reply has been added by Jim Conneely to your ticket #17967. Please click on the following link to view and reply to the message [#17967](#). You can also view the ticket message below and reply back to this email to respond.

**Ticket Message:**

Dear Ms. Cross:

As the Treasurer of the Big Canoe POA, I am writing in response to your most recent inquiry to Ms. Jayne Hagan, the Director of Finance.

As you may know, Ms. Hagan serves over 5000 residents of Big Canoe. Your pattern of excessive inquiries, both directly to Ms. Hagan and at times to the Board Treasurer, occupies a sizable portion of her time and that of the POA Board. As you should be aware, the POA's financial statements and document posts are significantly more than are legally required of the Association which has been highlighted at several Board meetings. Accordingly, we believe the financial informational postings more than meet the requirements outlined by our governing documents and Georgia non-profit law.

To address your most recent inquiry more specifically:

- Approximately \$15k of the variance is the result of higher than budgeted sales at the Bistro.
- Approximately \$10k of the variance was caused by a malfunctioning cooler which created spoilage.
- The remaining variance amount has been addressed with improved ordering procedures and renegotiated pricing contracts with all our food suppliers, both of which have been put in place by our 35-year culinary veteran Chef Russel Sleight.

I know that Ms. Hagen is willing to sit down in her office and review specific questions property owners have after reviewing the extensive financials that we publish for clarification. I would encourage you to please take advantage of this opportunity.

Regards,

James Conneely – Treasurer

Big Canoe POA

[jconneely@bigcanoepoa.org](mailto:jconneely@bigcanoepoa.org)

Thanks and Regards,

Ask the POA

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

On Thu, Aug 7, 2025 at 2:11 AM, Patricia Cross <[bcq12020@gmail.com](mailto:bcq12020@gmail.com)> wrote:

Please explain what makes up the June 2025 variance to clubhouse cost of sales in the amount of \$35,040.

Thank you in advance for your assistance.

Patricia Cross  
10438 Big Canoe