



WHITE HORSE PARK COMMUNITY
ASSOCIATION
11647 BEAUCHAMP RD, UNIT #1
BERLIN, MD 218111
OFFICE: 410-641-5102; FAX 410-641-5105
whpcamd@yahoo.com; whpca.org

NEWS YOU CAN USE

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I don't know about you, but I can't wait until March 20th, first day of spring! We all went through some tough weather this winter. The park took quite a beating. The first storm brought about 13 inches of sleet and snow along with high winds. The 40-plus mile an hour winds caused the St Martin's river to rise. Our gazebo at the end of the pier was damaged. Some of the braces gave way making the gazebo unusable. We had many downed tree branches throughout the park. Some branches did some damage to a boat in the boat yard and the WHP guard truck.

The weight of the ice and snow also damaged many Florida rooms in the park. Please contact your insurance company if your unit was damaged.

The second and third storms brought more rain, sleet and snow, accumulating 8 inches and then 6 inches. This area is not equipped for such a large amount of snow. They say there hasn't been this much snow in more than 25 years. Usually we get 1 to 3 inches and it melts by the next day. But Mother Nature gave us a taste so we would know what the rest of the Maryland, Pennsylvania and Delaware were experiencing.

In response to the storms, we rented a bobcat to clear the roadways. One of our maintenance workers, John, worked through the weekends and well into the night hours so our park residents could move around and emergency vehicles could get into the park.

On two occasions our night guards could not make it into work due to the storms. Our security truck would not move through the snow since it is not four-wheel drive. Frank, one of our security guards, worked extra hours using his four-wheel truck to go around the park and check on the units. Joyce kept the office running answering numerous calls from concerned owners about their units, sending Frank and I out to check on them. Frank and I cleared a path and entered more than 60 homes to check on their Florida rooms.

The damage done to the Florida rooms could not be seen from the outside. Only after entering could you see the sagging roof. Some of the rooms I entered were leaking so badly I thought I was in the shower. I moved furniture around to try to keep the sofa or chair from becoming too wet.

After entering the units, Joyce would call the owners back and inform them if there was any



damage. Owners were asking us to clear their roofs. They started calling the Serpe's. During the storm Angelo Serpe braved the elements and cleared roofs. After

the storm he was able to get a crew together. They cleared more than 40 Florida room roofs.

Ted Gajewski, one of our Board of Director members, worked many hours shoveling the people out of their units. The wind drifted the snow up to 2-3 feet high against their doors.

Last week we had 4 days of rain which melted the majority of the snow. It is now March and in a couple more weeks and it will be spring.

A big thank you goes out to all the residents of the park who watched out for and helped their neighbor through the wintery, gusty February weather.

Down to Business

I want to thank everyone who responded to our survey. We mailed out 450 surveys and received 243 back. The comments you made will help me improve the Park. Thank You for your help. I really appreciate your input. Here are the results:

Rated	Excellent	Good	Average	Poor
<u>Bath Houses</u>	68	106	24	1
<u>Club House</u>	81	110	11	1
<u>Pool</u>	99	111	10	6
<u>Security</u>	75	112	13	2

Rated	Excellent	Good	Average	Poor
<u>Grounds</u>	62	128	31	13
<u>Office</u>	137	88	3	

The results tell me the majority of owners in the park are happy. There are a few with concerns and suggestions. This is good. These results will help improve the park. Some of the concerns and suggestions are for the Board of Directors. These are out of my hands, but they will be passed on. Again Thank You!

Here is a compilation of most homeowner concerns:

Bath Houses:

Many of your concerns for the bath houses are fixable, and will be rectified when they reopen:

- Wheel chair friendly (Rectified)
- BH 1 smells (Rectified)
- Replace showers curtains more often (Done)
- BH 3 hand dryer feels sandy when blowing
- BH 3 Women's hand dryer not strong
- Put extras hooks in the bath houses
- BH3 ventilation bad
- Laundry room BH 3 ventilation bad
- Put poles for dried laundry in laundry rooms (ordered)
- Larger folding tables in BH 3 laundry (ordered)

Club House:

It is not large enough and the club house should be open as a place for folks to congregate and not only for special events.

I would like to open the clubhouse and sell hotdogs, chips and sodas from 11 a.m. to 2 p.m. on Fridays and Saturdays; however, I need volunteers in order to do this. If interested in volunteering, please contact the office.

As for opening the club house for folks to congregate, this has to be brought up to the Board of Directors (BOD). I know someone will have to be responsible for the opening, clean-up and closing of the club house, but I think it's a good idea. Please come to a BOD meeting and bring this point up.



Pool :

Paint the pipe sticking up by the pool a neon color so people don't run into it. (Will be done)
Adult swim every 45 min (we can try this)
Check pool passes, keep outsiders out, (We need volunteers for the pool committee to check pool passes)

Issues that need to be addressed to the Board of Directors:

Kids should be able to enjoy the pool. Consider changing the age from 15 years to 14 years so kids can go to the pool without an adult.
Stay open longer
Take down chain link fence and put up vinyl fence
New pool chairs (many times on this one)
Bottom of the pool in the low end is very rough

The following concerns involve the security guards, and they will be improved upon:

Welcome people into the park, by getting out of the chair
When driving through the park, ride with windows down, drive slowly and say "Hi"
Need to enforce the rules
Enforce quiet hours

Keep young people under control, too noisy, swearing.

Crack down on speeders

(The guards and I will work on these areas this year.)

The answer for No guards- gate open

(Thanksgiving/Christmas/New Years --the gate is open and there is no guard on duty. The phones are forwarded to the Park Manager in case of emergency).

Security concerns that need to be brought up to the Board of Directors:

Security should be more visible in the park, not just at the gate house. This is a good idea, but then we have no one manning the gate. A couple of home owner suggested that we need more security guards; when one is on patrol one should be in the security shack. Another homeowner states that we need more security guards because the main gate should not be left unattended at night and on weekends. (It takes 7 people to cover one position 24/7.)
Security cannot hear anything when riding in truck, need to walk the park
Keep lights on at pier at all times not just on a timer

Grounds:

The first major concern of the owners in White Horse Park is the up keep of owner's personal property.

There is a standard in White Horse Park. Units have to be free of green mold and junk, deck surfaces must be clean and sheds cleaned on the outside. Many people responded by saying we need to find ways to put pressure on owners who neglect to clean their units in the spring and keep them clean during the summer.

Your yard must be picked up so the mowers and weed whackers can do their job. Please put a border around your unit, trees, shrubs, electrical boxes, etc., so the weed whacker can weed whack without doing harm to the

properly. If there is no border, they will not weed whack the area. Also, for the mowers, please do not put up borders that prevent the riding lawn mower from entering your grounds.

The second concern is the weed whacking and mowing. As I look back over the past 10 years or so, this has always been a complaint by home owners. This year, as in last, we will do our best to accomplish this mission.

Weed Spraying: We are going with a different mixture to control the weeds in the drive ways. If you do not want your area sprayed, please call the office and let us know.

Other Concerns sent to me:

The fence around the boat yard is starting to look crappy
Investigate lighting for the common area and marina that is more cost effective
Get rid of the Bath Houses, majority of the people who use them are renters, we pay too much to keep them open for renters and guest.
Get a recycling program

Marina:

Repair and extend the boat ramp
Parking area around the marina looks ratty
Boats being launched with no sticker; please be honest and get a sticker.

I don't own a boat, but I enjoy walking the pier, please fix it up.
Rent a few boat slips out for weekend use
Soda machine at Marina

These are most of the concerns by the home owners of White Horse Park.



This year we have a new riding lawn mower, so we should not be in the shop fixing the mower every other day. John, our head grounds maintenance person, will have two young men working with him this summer. Again, they will cut the grass and weed whack every day that it is not raining or the ground is not soaked from the dew or day before rain. Wet grass is not only bad on the motor of the mower but also puts ruts in the owner's property.

If it rains on a Sunday, don't expect to get cut on a Monday. If it rains for 2 days straight, don't expect to get cut for at least a day and a half later. Remember, it takes 7-8 full days to cut the park. If the worker is pushed off by one day, then it takes 9-10 days to do the park. If it is 2-4 rain days within those 9-10 days, it will take approximately 16-18 days before your lot is cut from the last time. So be patient. Mother Nature controls the grass growing, not I. I also want this park to look perfect. That's one of my many concerns.

This year I will have an extra push mower and weed whacker at the office if an owner wants to borrow them.

I am looking forward to seeing everyone this year.

Susan Naplachowski
Park Manager