

WindStone Wonders

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IMPORTANT DATES & COMMUNITY REMINDERS:



The next WRA Board of Directors meetings will be held Monday, February 14th at 7:00pm at the Whisper Creek clubhouse.

If you wish to address the board at the meeting, please contact the WRA office at 706.937.8846 or office@windstonehoa.org no later than noon on the Friday prior to the meeting so the appropriate time may be allocated. If you have a concern or question and are unable to attend a meeting, please contact the WRA office. Past board meeting minutes are available on the WindStone website at www.windstonehoa.org

HOME IMPROVEMENTS: Please remember to submit an ARB application prior to beginning any exterior changes to your property. The ARB application is available online at www.windstonehoa.org or by contacting the WindStone business office: office@windstonehoa.org.

BACK GATES – RESIDENTS ONLY: If you are expecting a delivery or working with a contractor, depending on the direction they are traveling from, their GPS may misdirect them to the back gates. The back gates are for *residents only and will not open without a barcode*.

Please remind any visitors, including contractors or delivery personnel, to use the gates at the front entrance on Ooltewah-Ringgold Rd. when entering or leaving the neighborhood. DO NOT encourage drivers without a bar code to follow your vehicle through the gates as this often results in the barrier arm being knocked down and causing fines to be assessed to your HOA account.

HOA BILLING QUESTIONS: Please contact the finance manager at financial@windstonehoa.org if you have billing questions.

VOLUNTEERS NEEDED – WRA BOARD OF DIRECTORS:

If you have an interest in serving your community and working with your neighbors on a variety of projects, consider serving on the WRA Board of Directors. Serving on the WindStone Residential Board of Directors is a great way to lend a hand to your community while getting to know your neighbors.

February 10th is the deadline for submitting your nominee profile form. Please contact the WRA office at 706.937.8846 or office@windstonehoa.org for more details.



- In early March, ballots will be mailed to all WindStone property owners. Returning your ballot ahead of time, even if you plan to attend the annual meeting, is essential as this enables the Board to verify the quorum requirement has been met.
- The March newsletter will contain general information about each of the candidates interested in serving on the board.
- The WRA Annual Meeting is currently scheduled to be held at 7:00 pm on Monday, March 28, 2022 @ the WindStone Golf Grill.
- For the safety of our community, the WRA board will continue to monitor Hamilton County health regulations and advisories regarding COVID-19. Appropriate adjustments regarding the timing and format of the annual meeting will be made as needed. Please contact the WindStone business manager (office@windstonehoa.org) for information about the March election or the annual meeting.

WindStone Residential Association Board Eligibility and Responsibilities

In order to be eligible for a seat on the WindStone Residential Association Board, candidates must be a verified homeowner, in good standing with their HOA dues, and have a strong interest in dedicating their time and energy to serving the overall, best interests of the WindStone community.

In addition to attending monthly meetings, held the second Monday of each month, board members also serve on various committees (i.e., landscaping, special events, lakes, etc.) and they participate in the annual meeting and work session meetings.

Board members engage in frequent communications with other board members and the business manager on a regular basis regarding a variety of community projects.

Please welcome our new neighbors:

Luis Kulovitz: 107 Wisley Way
Sergei & Stephanie Schiller: 9115 WindStone Drive



SEWER SYSTEM RATES & INFORMATION: WindStone Residential Association (WRA) does not own or operate the sewer system and therefore does not have control over the sewer rates. Resident questions have arisen over whether the homeowner's association, WRA, could purchase the sewer system. Among many other requirements, a sewer operator license and specialized sewer system expertise is needed. Also, WRA is classified as non-profit and as such cannot own a profit-related business. While your HOA can serve the neighborhood in many ways, the operation of a sewer system is not one of them.

If you have questions about the sewer rates listed on your water bill, please contact the owner of the sewer system, Dave Hammel, at 423-593-3192 or rainbro@epbfi.com. Mr. Hammel can explain why sewer rates continue to increase in our area. The homes in Whisper Creek are part of a different sewer system, operated by the Water & Wastewater Treatment Authority (WWTA). Residents who live in Whisper Creek, should contact the WWTA (423-209-7842) for information regarding rates or visit the Hamilton County website at <https://wwta.hamiltontn.gov>.

Sewer Grinder Pump Information for WindStone Residents

The WindStone community is served by a forced main collection system with each house having its own grinder pump, which macerates the waste from your house and ejects it into the force main. The collection system is owned and operated by Mr. Dave Hammel of Rainbro, Inc. Mr. Hammel is responsible for maintenance and repairs to the main system.

Homeowners are responsible for maintenance and repairs to their grinder pump and to the connection of the pump to the main system, typically located near the street. It is strongly recommended that you contact a grinder pump servicer for annual maintenance and cleaning of your grinder pump.

IMPORTANT MAINTENANCE:

Grinder pumps must be thoroughly cleaned out once a year, at the minimum, to maintain pump efficiency. In addition to removing the lid and washing down the inside walls of the pump (a water hose with a pressure nozzle is recommended), inspecting the floats and the amp draw are crucial to grinder pump maintenance.

A systematic cleaning, including removal of any foreign objects or grease build-up, is essential to prevent damage to your pump. Foreign objects include, but are not limited to, construction materials, cleaning rags, plastic items, metal or glass objects, feminine napkins and applicators, flushable wipes, grease, common kitchen garbage, etc.

Be aware of the possibility of a flashing red light on the unit control box. A flashing light indicates an immediate need for maintenance/repairs and should not be ignored. Minimize your water usage until the pump can be serviced.

In the event of a power outage, you should minimize your water usage until power is restored. In the event of an extended power outage, some control boxes are equipped with an external electrical connection so that a portable generator can be attached to it to lower the basin's level.

Below is a list of providers known to have experience working on grinder pumps in WindStone. Please note that the WRA does not endorse any of those providers listed on this page. For maintenance/repairs call a plumber of your choice, but confirm they have experience with grinder pumps. Plumbers not familiar with grinder pumps and pressure sewer systems should be avoided.

Grinder pump replacement is costly. If grinder pump replacement is needed, please get a second opinion from a qualified and experienced service provider and first ensure any check valve issues have been resolved by contacting Dave Hammel at Rainbro, Inc. (423-593-3192). The providers listed below have experience working in WindStone, have been recommended by other residents, and are also listed in the WindStone Resident Directory found on the Windstone website.

Don Dawson 423-635-7999

Water & Waste Equipment 423-479-2084

Steven Wright – Grinder Pump Guys, LLC 423-704-5302

WRA Meeting Highlights for January 10, 2022

The January 10, 2022, WRA Board of Directors meeting was held virtually on the GoToMeeting platform due to COVID-19 concerns. Thanks to those who attended. Below please find highlights of the January 2022 meeting:

1. Meetings of the WRA Board of Directors are held the second Monday of each month at 7 p.m. in the Whisper Creek Clubhouse and are subject to any COVID-19 restrictions in place at the time of the meeting. Residents were informed of the change of venue via email and were asked to contact Business Manager Granic for directions on how to virtually attend the meeting, should they desire. Seven (7) residents attended this meeting.
2. The first phase of the sign refurbishment project (front gate to the digital sign on Windstone Drive) has been completed. The second phase of this project (neighborhood entrance signs and other signs along Windstone Drive) will be completed as weather permits.
3. Scheduled maintenance will occur on both the front and rear gates. Residents are reminded that the rear gate is for resident use only. Please remind visitors and contractors that they must use the main entrance on Ooltewah-Ringgold Road.
4. The WRA works closely with Stephens Garbage Services to provide timely and cost-effective options for removal of household waste, yard debris, and recycling. Each household is individually responsible for contracting with Stephens Garbage Services, as these services are not covered by WRA dues; some neighborhoods within WindStone with secondary HOA's may provide trash service through additional fees. Mr. Stephens has indicated that, in an effort to maintain the costs of weekly household waste pick-up, some services will become available as ala carte services only. Use of these services must be arranged between the homeowner and Stephens Garbage Services as needed. Residents can expect a letter from Stephens Garbage Services in early 2022 explaining these changes.
5. Several other maintenance and infrastructure projects have either started or will be starting soon, weather permitting. These include painting of signage within WindStone with an updated gray and cream color scheme, beginning at the front entry; sealing of roadway cracks and patching of identified potholes; addressing stormwater and other infrastructure issues; and ongoing general maintenance.
6. The Holiday Decorating Contest was held Sunday, December 19, 2021. As in years past, last year's winners acted as this year's judges. The winners of the 2021 Holiday Decorating Contest were located at 9474 Lazy Circles Drive, 1534 Hawks Landing, and 9325 Ancient Oaks Drive.
7. Removal of the holiday lights will begin the first week of January 2022, weather permitting.
8. Four homes are currently under construction in WindStone. One is close to completion, one is approximately halfway finished, and two are beginning construction.

Detailed information on all business conducted at this meeting can be found in the WRA Meeting Minutes for January 10, 2022, which will be posted to the WRA website following their approval by the Board of Directors.