



POOL UPDATE

Dear Residents Of Two Creeks,

First of all, please accept our most sincere understanding of your recent frustrations as it pertains to the amenity pool. When we discovered there was a problem in early April, we began the process of trying to isolate the problem internally and in contract. Once finding that what we were hoping to be the issue, was in fact not, we moved to the 2nd step in the troubleshoot process and got a Certified Pool Contractor involved for analysis. The next step was to extract the motor and check the condition of the impeller, in case it had begun to breakdown to create the 'cavitation' we were experiencing, which hindered the 'Flow Rate'. In doing this, we received authorization to order a new one (customized fit specifically to your pool) - now we were at the mercy of both manufacturer and shipping. Once we received the part and made the motor extraction, we then learned that this wasn't the problem either. Once alleviating the aforementioned potentials and because this is a custom design / build, we were unfortunately limited to either the original designer (COMPAC), or their preferred vendor. We immediately reached out to them and were told that they'd be unavailable for at least a week and a half but offered up a temporary solution (knowing this was an occurrence that happens in their world with the aged plumbing). On Friday May 7th, we implemented this plan and had success.

We have been in contact with the Preferred vendor for COMPAC (with whom Vesta has a long relationship) and are eagerly awaiting the estimate for all necessary plumbing repairs. Once approved, we will order and set the schedule once we know the arrival date and availability of the contractor. We expect this repair to be anywhere from 1 to 3 days. In the meantime, we will continue to micromanage the system in its current state allowing the pool to remain open. If you have questions about any of this, please reach out to me directly for clarity. As mentioned earlier, this is a custom designed commercial pool that falls under a totally different set of specs and repairs as a residential pool.

Again, our most sincere apologies for your inconvenience but please know that we are doing everything we can to reconcile all.

Genuinely,

Steve Howell
Vesta Property Services