

KC Info Buzz

Do you go to social media to ask questions about Kiln Creek? Ever feel like you don't get the right answer? Now you Can! We've started this new "KC Info Buzz" to keep you informed of the correct answers to your questions. No need to call the office after you are confused and frustrated from social media answers. The current buzz will be answered here regularly. Still have questions? Don't hesitate to email the HOA at admin@kilncreek.org.

July 2, 2020 - POOL OPENING UPDATE & PROCEDURES: Swimming Sign-Ups are Now Available! We are happy to be able to open the Recreation Center Pool tomorrow, July 3rd! The COVID-19 situation has handicapped and complicated our efforts so far this year, but we believe we have worked out an acceptable program that will allow residents to cool off a bit this summer!

With that said, there is a NEW NORMAL this year that we will all have to adjust to. Please note the many new and unique rules in effect this year:

NEW POOL RULES FOR 2020:

1. All pool use is **BY RESERVATION ONLY**
 - Online sign-up is required (see below)
 - Reservations are for TWO HOURS only
2. Current hours of operation are
 - 12:00 pm - 6:00 pm
 - Tuesday - Sunday
 - For now, the pool is CLOSED ON MONDAY for deep cleaning and maintenance (The small Resort Pool is not opening this season due to social distancing limitations)
3. Only 50 people will be allowed at the Rec Pool facility at any time, up to 32 of whom can be in the water; only one family at a time in the wading pool
4. All patrons MUST sign waiver prior to swimming
5. All patrons MUST adhere to governor's guidelines for COVID-19 social distancing of 10 ft between patrons/families
6. No pool furniture will be provided, so bring your own chair! Please don't bring big items such as tables, tents or umbrellas
7. No guests except family
8. No locker use
9. PLEASE REVIEW THE COMPLETE 2020 POOL RULES at www.kilncreek.org

HOW TO SIGN UP FOR POOL TIME SLOT

1. Please sign up 24 hours in advance of when you'd like to visit the pool.
2. Go to www.kilncreek.org and click on "2020 REC POOL SWIM SIGN UP". This link is now available.
3. Register your information & the time you want to swim.
4. Please sign up each member of your family individually. 5 family members means 5 sign ups.
5. Please refrain from making more than one reservation at a time so that as many of your neighbors as possible can enjoy the pool.

DON'T HAVE YOUR REC PASS? DON'T STRESS!

Once you sign up for an online reservation, you can proceed to the pool at your scheduled time. As we all get a grasp on our new sign up procedures, we will start updating Rec Passes for those with confirmed reservations. (Look for further details in upcoming Friday E-blasts.)

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MOST IMPORTANTLY... REMEMBER TO HAVE FUN!

We appreciate the patience everyone has showed so far as we've worked to safely open the pool. As with so many things at the moment, there are certain to be some unforeseen challenges we'll have to tackle along the way. After a short time we should have those challenges worked out, and we may be in a position to extend hours, host water aerobics classes, and generally loosen the restrictions we currently face. For now, though, we thank you for your understanding, and let's all do our best to help each other work through this new system. It will take some getting used to, but we can do it!

We wish you a terrific pool season!

June 29, 2020: PEDESTRIAN PATH WORK CONTINUES

Today and over the coming weeks, we will be continuing work on the pedestrian paths. Thanks in advance for your patience during this important project.

By the way, you may have noticed a few trees have been removed along the paths. That was necessary due to the damage caused to the paths from roots. In many cases new trees will be planted once the entire project is completed. We love our beautiful sylvan setting, and we intend to maintain and enhance it in the coming months and years.

June 26, 2020: POOL UPDATE: The Recreation Center pool will open for residents use on Friday, July 3 under the relatively more favorable Phase 3 Guidelines. Other related rules, hours, and reservation policies will be disseminated early next week. Please keep an eye open for that information.

Thanks for your patience in these unique times!

COMMUNITY DAY is going to look different this year, but don't be too sad! Mark your calendars for our Annual Fireworks planned for Sunday, July 19th at dark (typically around 9pm give or take 15 mins). Due to COVID-19 requirements, we have to be very careful about social distancing; therefore we will have a sign-up for those who wish to watch the fireworks from the Golf Course. Only a certain number of people will be permitted on the grounds at one time. Once we confirm what that number is, we will have a sign-up for your spot coming soon! We will also have several smaller fun things to do as a Community throughout the day. The Community Cup Golf Tournament will be scheduled later in the summer. **STAY TUNED** to our email blast over the next few weeks for more details!

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June 12, 2020: REC CENTER POOL OPENING SOON! At a special meeting of the Board of Directors last night, it was decided we are in a position to open the Recreation Center pool under the guidance and restrictions of the Governor's most recent Executive Order describing Phase 2 reopening measures.

Reopening the pool will likely occur on Monday, June 22nd, but that is contingent on receiving an appropriate written contract resulting from the talks we've been having with a new pool management company. We expect to have that contract in hand in the coming days, and legal review will be expedited on that contract in an effort to meet our target date.

As you are likely aware, operations under Phase 2 are limited to exercise related uses only (i.e. lap swim, water aerobics classes, swim team lap swim, etc.).

There is no free swimming, lounging, or other use of the pool outside the specifically delineated exercise uses noted in the current Executive Order and Phase 2 Guidelines. Online reservations will be required to utilize the Rec Center pool due to lane space limitations during Phase 2. We are anticipating loosening of the Phase 2 guidelines when Phase 3 is announced, and by opening on the 22nd we will be well prepared to take advantage of any easing of restrictions.

Please know that the cost of opening the Recreation Center pool is quite a bit more expensive than it is in a typical year due to the requirements of the Governor's reopening plans. Additional labor and material cost is required for the stringent facility sanitation guidelines. Oversight of the strict health assessment reviews required of each pool guest also requires more manpower. We are defraying those extra costs by not opening the Resort pool this season. That pool is small, shallow, and absent of lap-lanes, so our ability to utilize that pool for currently approved exercise uses is not feasible. We believe this approach allows us to open the more popular and more usable Rec Center pool while still managing our overall finances in a prudent manner.

Details related to the reservation process, operating hours, social distancing requirements, and other key details will be circulated next week. Thanks for your understanding at this time and as we acclimate to new procedures once the pool opens. We have a great number of details and new policies to work out, but we're excited to be able to offer access to the Rec Center pool this season!

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ABOVE GROUND POOLS TEMPORARILY ALLOWED!

We understand that some residents may not wish to visit the pool this year for safety reasons, therefore the Board of Directors has also approved a temporary variance for above ground pools in fenced backyards until September 30, 2020.

The general idea is to allow those of you with children (and those of you who may still be a child at heart!) to get some relaxation, cooling, and recreational relief not currently allowed under the limited uses of the Rec Center pool. There are a number of obligations and restrictions of which to take note, and all pools must be removed immediately at the end of the season.

Please note the basic requirements of this SPECIAL ALLOWANCE:

- One above-ground swimming pool may be placed in the backyard only of a residential Lot;
- A fence is required for any pools that will not be drained after each use;
- The Lot Owner/resident must comply with all ordinances of York County (for Lots located in York County) and the City of Newport News (for Lots located in the City of Newport News), including but not limited to any fencing requirements;
- If a fence is to be constructed, a prior application for the fence must be submitted to the Association's Architectural Review Board ("ARB") and approved by the ARB, and the fence must conform to the ARB's specifications and requirements for fences in the Villages of Kiln Creek;
- The above-ground pool must be fully and completely removed from the Lot on or before September 30, 2020;
- Owners shall be responsible for re-seeding during the fall of 2020, any portions of their lawn that have been damaged as a result of the pool.
- Pool shall be installed at least 5 feet from the property line/fence.

Additionally, if you do not have a fenced back yard, you still have the option to follow the rules already in place for smaller, removable pools. Please note these preexisting guidelines:

- Children's wading pools are permitted without applications. However, depth shall not exceed one (1) foot and diameter shall not exceed six (6) feet.
- All such pools must be drained when not in use and shall be stored out of sight or be kept to the rear of the two primary rear corners of a dwelling in a neat and orderly fashion.
- Drainage may not affect neighboring properties.

We hope these two additional options help you have a great summer season of outdoor fun!

FITNESS FACILITY STILL CLOSED:

The fitness facility in The Lodge at Kiln Creek is still closed. Due to the very tight quarters in that facility, we simply cannot guarantee the acceptable distancing between guests required under Phase 2 and are therefore obligated to remain closed. We will readdress opening this facility when Phase 3 guidelines are introduced.

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June 5, 2020 - **UPDATED POOL OPENING OUTLOOK:** Like you, we were excited at the prospect of moving into Phase 2 with the expectation we'd be able to move back, even if just a little, to normalcy. But when the Governor recently submitted Executive Order #65 and the associated Guidelines for operations, we realized we are not afforded a reasonable chance at a full opening of our recreation facilities. The numerous restrictions, limitations, enhanced cleaning obligations, personnel requirements and associated financial costs of Phase 2 are quite troublesome. More importantly, though, the liability concerns are daunting. The totality of those concerns made it clear we cannot open our pools at this time.

Please understand that we do not control all the components of this decision. Our pool management company, for instance, is facing tremendous difficulty securing personnel at this time for a variety of reasons (all of them related to COVID-19). Other pool companies are facing similar difficulties. That is borne out in what we are hearing all around the state. For instance, our legal advisors represent 32 municipalities in Virginia, and none of those municipalities are opening their pools at this time. Still, you may hear the occasional example of small communities making the decision to open their pools, but we simply cannot base our actions on the decisions of others. One of our chief purposes is to protect the Association from the financial impact of liability related losses, and at this time there is simply far too much liability risk for us to consider opening the pools at this time. As noted earlier, we are hoping to get additional guidance in the coming days and weeks that may allow us to alter our decision. If and when that happens, we will readdress the issue.

We hear and understand you when you express your strong desire to be able to utilize the pools again. So, for the meantime, we are investigating the possibility of a "Limited Exception Board Resolution" that would allow for the temporary approval of small above-ground pools for those of you who have interest in them. Local ordinances would certainly apply, and an ARB application would be necessary, but if we find we can work out this Limited Exception we will. Look for additional communication about this topic in the very near future.

If it turns out we will not be able to open our pools at all this season, we intend to accelerate the timetable of one or more of our special projects on the Strategic Plan such as Recreation Center renovation, community sign replacement, community landscaping improvements, etc. We remain very solid from a financial perspective, and the absence of pool operations would free up quite a bit of personnel resources. We believe in every challenge lies an opportunity, and if the COVID-19 crisis closes one door we intend to immediately open another! By accelerating the completion of projects such as those noted above, you will be able to enjoy their value much earlier than had been originally anticipated — making what could have been a particularly difficult year an unusually productive one! Thanks in advance for your patience and understanding during these extraordinary times.

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May 18, 2020 - POOL OPENING OUTLOOK: As you are likely aware, pool season traditionally begins on Memorial Day weekend in Kiln Creek. As with nearly everything in our daily lives right now, the global pandemic is impacting day to day operations throughout Kiln Creek, and the governmental restrictions aimed at combating the pandemic are directly impacting our ability to open the pool on time this year.

There are currently very restrictive obligations placed upon pool operations under the Governor's Phase One plans (Executive Order 62). We are currently only allowed lap swimming (one person per lane plus a lifeguard, up to ten total), and no one else is allowed to be at the facility otherwise. There are a number of continuous sanitation measures that are quite difficult to manage as well. Add to all that the difficulty the pool management company is having securing and training lifeguards due to international travel restrictions and their impact on summer work programs. Given those considerations plus the near impossibility of equitably offering fair access to all, we are not in a position to open the pools yet. That could very likely change, however, as we move from Phase One to Phase Two. We are expecting a loosening of some of the restrictions in Phase Two. Whenever that happens we will change our plans where possible and communicate those changes quickly.

So, while the pools are not going to be available for the Memorial Day weekend and for some time thereafter, we will be taking advantage of any delays to opening by performing deep cleaning and improving the appearance of the areas with painting and other projects.

Please know that we are looking for any reasonable way to open the pools as soon as possible, and the moment we have guidance that allows us to do so, we may be in a position to open them.

Thanks in advance for your understanding.

May 15, 2020 - Tennis Courts Re-Open: We are pleased to announce that our Tennis Courts have been RE-OPENED today! Please ensure to adhere to the governor's mandate and maintain a social distance of at least 6 feet and no more than 10 people at one time. Happy Playing!

May 13, 2020 - PEDESTRIAN PATH REPAIRS: Please be aware that work is set to begin on the repair of the main pedestrian paths throughout Kiln Creek. This project will take several weeks to fully complete, but work areas will be isolated during that time, and most of the pedestrian paths will be open during this process.

We understand that the paths are seeing high usage at this time, and we apologize in advance for the inconvenience this project may cause. However, we were able to secure very attractive pricing if we commenced work nearly immediately, and we want to take full advantage of these savings. We will do our very best to communicate expectations and



identify daily & weekly work areas in advance so you will be able to avoid any interruptions to your use of the paths. Please keep an eye out for the KCOA email blasts for updated information on specific work areas.

Work will begin Monday morning, May 18th and will begin at the intersection of Brick Kiln Boulevard and Kiln Creek Parkway. Initial efforts will start in front of the animal clinic and will extend southeasterly along KC Pkwy. toward Victory Blvd. We're excited to be able to improve the quality of our pedestrian paths. Thanks in advance for your understanding!

UPDATE 5/18/2020-Due to rainy weather conditions, asphalt work on the pedestrian paths has been suspended for today. We will attempt to begin again tomorrow (Tuesday) starting from the veterinary clinic and extending toward Victory Blvd. With that said, the weather forecast for the coming days is very likely to present challenges that will require additional schedule adjustments. Thanks for your patience during this process. We're sure the final result will be worth the inconvenience!

May 7, 2020 - HOW IS THE BUSINESS DOING? As many businesses and some entire industries struggle during the shutdowns resulting from the global pandemic, it is natural to wonder how things are faring in your own community. We are happy to report the business of the KCOA is weathering this unique time very well considering the obvious challenges. Several adjustments were made to our operating models that have lessened the impacts of the shutdowns required of our HOA office, hotel, and indoor dining businesses. Major events and weddings that would have otherwise occurred this Spring have been canceled or postponed until later in the year. On the other hand, the new "Pop-Up" market in NEST is seeing brisk sales of sanitizers and paper goods, and the takeout and delivery business of prepared food is continuing to grow. Additionally, as you may have heard, the golf course is seeing record volume and was just voted the Best Golf Course in Hampton Roads by the readers of Coastal Virginia Magazine. So, we are happy to report that while the impacts of the pandemic have been significant, we have managed to minimize them quite successfully. Our financial position is quite solid and our expectations remain positive for the year.

May 2, 2020 - Can we have more crosswalks or lower the speed on the main roads? The main roads through Kiln Creek are maintained by Newport News City and VDOT. Over the years, different Boards have requested speed and pedestrian studies to be performed in the hopes of lowering the speed, installing speed bumps, crosswalks and the like.

In 2016, in response to resident concerns, the Board requested a pedestrian and bike study from Newport News York County /VDOT. In early 2017, a 24-hour speed study was performed in Kiln Creek. They also conducted field studies at various times of the day for a number of weeks, notating the number of pedestrians/bikes that walked and crossed in the high use areas. Per Newport News officials, "85% of the vehicles traveling through Kiln Creek are doing so within the posted speed limit, we cannot reduce the speed limit based on this 85th percentile. This is a good result."

From this Pedestrian/Bike study, the City of Newport News did in fact install two new crosswalks at Dunhill /Images and Featherstone/Cascades in June 2019. They also installed pedestrian crossing signs at Shoreline/Waterford Pointe and Edgewater/Gleneagles. These were in addition to the existing crosswalks at the school and rec center. At this time, we have still not received a plan from VDOT for the York County side of the thoroughfares and eagerly await a response.

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April 29, 2020 - Does the HOA staff go on my property for reviews?

- 1) When conducting yearly Community Reviews, Follow Up Reviews, etc., the HOA staff does NOT go onto your private property. We mainly conduct reviews from our vehicles, but we do get out to walk along lake banks and other common areas to view the rear and sides of homes. We look at your home from as many angles as possible without stepping onto your property, this includes looking at your home from down the street and even from the street behind you. If you question an item in your review, don't hesitate to contact us, we are happy to re-check.
- 2) There are a few instances where the HOA staff has permission to go onto your property to conduct a review. When you ask us to, we are always happy to clarify any items on your property. Also, when selling your home we conduct a Disclosure Review, for which we walk the property before it is sold. We are required by law to disclose any items that are not in compliance to perspective buyers. There are also some instances where the Architectural Review Board may need to look at your property for an application you submitted. All of these instances we have been authorized to go onto your property.

April 28, 2020 - Is Fishing Allowed in KC? Fishing is not permitted in any of our 19 Lakes. Since spring is here, and more people are at home, we have seen an increase of people trying to go fishing. If you see someone fishing, please call the non-emergency police to go out and ask them to leave. We do not want any residents or staff getting into a possible confrontation. Non-Emergency Police: NN-247-2500 YC-890-3621.

April 24, 2020 - Are PODS allowed? Pg 19 Portable Storage Containers in the KCOA Handbook states, "all portable storage containers shall obtain permission prior to bringing to property. All portable storage containers such as PODs, SmartBox and other similar storage devices are prohibited on a Lot, except for 3 days when moving in/out, or as permitted by the Board of Directors or Director of HOA Operations for construction activities."

April 23, 2020 - Why is the Association so picky with reviews? Did you receive a review letter? Think it's too picky? No problem! We will certainly go back out and look at the items again. Remember, we check all homes for all discrepancies once a year; from small items like weeding flowerbeds and cleaning mailboxes, to larger items like cleaning siding and roof stains. We look for it all once a year on every home, then conduct follow up reviews throughout the rest of the year to ensure the work is completed. Please keep in mind we notate what we see at the time we are at your home. We have no idea that bag of trash on your porch will be removed when you get home from work, so we include it in your letter. If its gone that evening, just email our office to let us know. Especially during these unprecedented times, if you need an extension, no problem! Communication is the key to happy reviews! Thanks to all your efforts in keeping Kiln Creek beautiful!

April 22, 2020 - Mailbox Colors: If you have a colonial style mailbox, that is not shared with your neighbor and your specific neighborhood does not have restrictions, you can paint your mailbox to match your home. Meaning it can match your shutters, front door, trim, etc. Pages 48-50 of the KC Handbook discusses Mailboxes and states, "*The mailbox and post must be one color to match the house, the house trim or white, except where two mailboxes share the same post, in which case, both the mailbox and post shall be white.*"