

# 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](mailto:admin@kilncreek.org).*

**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.

## **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.*"

