

**OCTOBER  
2009**

# The *Columbian*



LAKE COLUMBIA P.O.A.

11281 Hewitt Road, Brooklyn, MI 49230

517-592-2361 • Fax: 517.592.3710

Email: [lcpoa@frontiernet.net](mailto:lcpoa@frontiernet.net) • [www.lakecolumbia.net](http://www.lakecolumbia.net)

Office Hours: M,W,Th,F 12:30-4:30 • Closed on Tuesday

## TRASH SIGN UP FOR 2010

Sign up is **required** to **CONTINUE** or **BEGIN** trash service. **No payment is due.** Form due by 12/18/09.

Trash service is a member benefit that is included in your membership dues (dues are payable by April 1 of each year). The trash program begins January 1. Your 2009 member dues must be current as of January 1, 2010 to receive this member service.

Your trash service benefit is tailored to your specific needs. If trash service is needed please fill out the bottom portion below and return to the office by **Mail, Fax, Email, Drop off or just simply CALL the office.** Please choose the plan that best fits your needs. It is important you only sign up for the months you would actually use. For example, if you sign up for 12 months and only use the service for 6 months then the association pays for 12 months instead of the actual 6 months of use. Enclosed is a trash calendar / bulletin for complete service information.

Just as with any other member benefit of our Association if you do not use the trash service there is no decrease or discount of dues. There is no need to reply if you will not be using the benefit.

**Please note:** Regular trash pick-up is weekly on Monday and Friday. (3) 30 gallon limit or 90 gallons total per pick up. If you have over the allowed 90 gallon limit per pick-up then there is an additional charge of \$2 per 30 gal. bag. Please arrange with Northwest at 787-3699 for any additional trash needs. Trash pick up is for normal household trash. With the exception of spring clean-up there is an additional charge for irregular trash such as appliances, carpet, large items, etc. Please call the association office for cost, pick up dates and to make arrangements.

**Please note:** Curby Carts are available through Northwest at a charge of \$36 per year. Please contact Northwest at 787-3699 to make arrangements.

Please note: Yard Waste / Compost service if needed before May 1 please call Northwest at 787-3699 to make special arrangements for pick up. The cost for this service before May 1, is 50¢ per bag, Beginning May 1 it is included in your service at no additional charge.

\*Note: Please fill out form completely and bring to office, mail, fax, email, drop through door mail slot or call.

**Due By: 12/18/09**

**Please  a plan and submit only if trash service is needed.**

- \_\_\_\_\_ **YEARLY** Plan 1/1/10 thru 12/31/10
- \_\_\_\_\_ **SUMMER** Plan 5/1/10 thru 10/31/10
- \_\_\_\_\_ **CUSTOMIZED** Plan \*Customize plan to your specific needs.  
Write your special pick up months in the space provide below.  
Please call the office if you need assistance with your special plan.

**Phone: 517-592-2361**

**Mail:** 11281 Hewitt Rd., Brooklyn, 49230

**Email:** [lcpoa@frontiernet.net](mailto:lcpoa@frontiernet.net)

**Drop Off:** Association office

**Name:** \_\_\_\_\_

**Lake Address:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

# FISHING TOURNAMENT

The 4th Annual Labor Day Fishing Tournament was held on Sunday September 6th. We had 15 teams compete for the best catch of Three Bass and Three Walleye. The fishing was slow, several fish were caught and weighed in. Knutson's donated the use of their Tournament Scale.

The winners were:

## Bass

First Place: Butch and Isaac Bivins 11.89 lbs \$150.00

Second Place: Adam Everly 6.48 lbs \$100.00

## Walleye

First Place: Ralph Smith 3.34 lbs \$150.00

Second Place: Jaime Blain 2.24 lbs \$100.00

Ryan Amann was awarded a new Spinning Rod for the youth participation prize, and Elmer Daniels an LCPOA Member, donated several hundred dollars of Fishing lures, hats and T-Shirts for all of the people present. We also donated \$ 95.00 of the prize money to the stocking program.

The 2010 Ice Fishing Tournament will be held on the Free Fishing weekend either the first or second weekend in February. Updates will be posted on the Lake Columbia P.O.A. website.

Submitted by Todd Wanty

**Please note: 2009 Fishing donations will be accepted through November 20th.**



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# BOARD ACTIVITIES

**Dry Hydrants** – on 9/11/09 some of the board members met with Shawn Lutz and Scott Cota from the Columbia Fire Department to review 2 more hydrant locations at Somerset and Waverly / Hawthorne parks. Shawn and Scott indicated that within 5 years 8 more dry hydrants may be installed.

**Park Survey** – on 9/14/09 Bob Callison, Dennis Blain, Trish O’Shea, John Gosinski, Chris Bowman, Harry Breniser, Hal Whiteford, Larry Bergman and Bob Willerer (Chairman of the Lake Management Committee) toured all of the parks (except 2) to establish each parks needs. It became apparent that shore erosion was a major problem that needs to be addressed immediately.

# Monthly Board Meetings

Please note that monthly board meetings now begin at 7:00pm. Board meetings are the 4th Monday of each month with the exception of May and December (May is our annual meeting and there is no meeting in December). To view meeting information visit the “Bulletin Board” on the home page of the website. The “New Business” items to be discussed will available a few days prior to each board meeting.

# DUES COLLECTION EFFORTS

At the beginning of the year there were 87 members who together owed \$75,271 in past dues and fees. Although the Board recognized the tough economic conditions that members were facing, it was obligated to employ reasonable efforts to collect the dues owed for the good of the entire membership. The Board therefore contracted with the Association Dues Assurance Corporation (ADAC) to begin collection efforts on the delinquent members. Through September, ADAC has submitted to the Association \$22,177 that it has collected from members. We believe ADAC has been very diligent in pursuing the collections and has interacted with our members in a very professional manner.

When it was first announced that ADAC had been contracted to collect the delinquent dues, it was explained that the collection efforts would include foreclosure by advertising if necessary. That step has been approved for eight members who owe \$2000 or more in dues and fees. In the coming weeks, notices of foreclosure will begin appearing in the Jackson County Legal News on these properties. The Legal News insertions will run for five consecutive weeks and then the properties will go up for public auction in a Sheriff’s sale in Jackson County. The Board is hopeful that these members will be able to pay their delinquent dues and avoid this final action.

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# NEWSLETTER SURVEY

We have received many responses from our September survey questionnaire. Please continue to submit your thoughts, ideas, do’s and don’ts for our newsletter. All the responses will be reviewed to make improvements based on what our owners desire to read and see. Thank you to all those who have responded so far to our survey request. Please send in survey response via the survey on homepage or by mail by the end of October.



# Trunk -n- Treat

Tired of endless walking, from the left side, to the right side of the street  
Up and Down long driveways - past dark houses,  
Just to do a little of the bewitching "trick or treat"?

THEN, join us at Southern Shores Park on **October 31st**, six to eight (6-8 pm)  
We will be handing out Halloween Candy,  
From our trunks, which will work out just great.

We will need property owner's participation, PLEASE join us underneath the stars  
Every vehicle who joins us and participates  
Gets **FREE CANDY** or bring your own if you prefer to hand out from your car.

So, to All HALLOWEENER's, still some adults and children that are quite small  
Make sure to join us at SOUTHERN SHORES PARK  
On Halloween night, **Trunk -n- Treat**, we'll have a ball!

Adults - Feel free to come all dressed up ghostly and scary if you so dare  
Children - Be careful at night when you walk about,  
WE hope to see you ALL there!!!

## SPECIAL FEATURE:

BATMAN & Robin and other Batman friends and foes!



## VOLUNTEER INFORMATION for Trunk-n-Treat

On October 31st our annual "Trunk and Treat" is returning to Southern Shores Park for another Bewitching night! If you are interested in joining us please call the Association at 592-2361 so we can get an estimate of how many cars are participating this year. Feel free to dress up and join in the fun.

All vehicles participating should be at Southern Shores Park by 5:30 pm to take their places backed into a spot under the canopy. You can bring your own candy or we will supply you with candy. We had about 200 children last year and the feedback we received from property owners who came through was terrific.

Please call the office at 592-2361 to register by 10/30 if you choose to volunteer to be a participator in handing out candy from your trunk or simply show up at 5:30 to participate. We appreciate you signing up beforehand so that we can have an idea of how many volunteers we have.

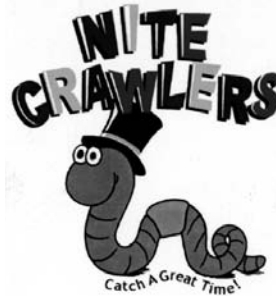
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# STEPS TO HANDLE MEMBER COMPLAINTS

The Board and the General Manager have been reviewing the best way to handle member complaints that provides the needed amount of involvement by the Shore Director, communication between the Directors and the GM, and consistency in how complaints are handled.

The procedure begins with the GM as the “first responder” to a complaint since that person is the most experienced and knowledgeable of the Association’s policies and past practices in handling similar matters. If the issue is resolved, the member’s Director is informed to keep him or her “in the loop”. If a satisfactory resolution can not be reached, the complaint is escalated to the member’s Director to get involved. If a tentative solution is reached, the Director reviews it with the GM to insure consistency with policies and past practices of the Association. If the solution is not consistent or a solution can not be reached, the complaint is discussed at the next Board meeting for a decision. This process has been an established procedure over the years with a few new enhancements added and is now an established policy.

## STEPS TO HANDLE A MEMBER COMPLAINT

1. Member submits a complaint by email through the website, fax, phone call or the by obtaining a complaint form from the Association Office.
2. If complaint is minor and easily answered, GM responds to member and copies the member’s Director.
3. If complaint requires the member’s Director’s involvement, the complaint is forwarded to the Director.
4. Director investigates complaint and discusses it with the member.
  - a. If a tentative resolution is reached, Director reviews it with GM to insure consistency with policies and practices. GM sends official response to member.
  - b. If complaint can not be resolved, Director notifies GM who places complaint on Board’s next agenda and notifies member.
5. Board discusses complaint and makes a decision.
6. GM informs member of the Board’s decision.



*THANK YOU!*

*We would like to thank Tom & Kathy Boyer for supplying some of the pictures that appear on our web site home page.*

			
Debbie Crowover 789-8290	Stoney Green 592-0101	Stacie Kraska 592-0102	Lillian Fierro 592-0103

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Types of info available on our website:

1. By-laws & recorded restrictions
  2. Trash info
  3. Current newsletter
  4. Current Happenings around the lake
  5. Pictures of the lake, parks, activities
  6. Building Control requirements
  7. Bulletin Board
  8. Maps of each shore and the lake
  9. Board Meetings
- Plus so much more!!!



# **IMPORTANT:** **2010 TRASH SIGN UP / RENEWAL**

SEE INSIDE FOR DETAILS • TRASH BULLETIN ENCLOSED  
Sign up is **REQUIRED** if you want to **CONTINUE** or **BEGIN** trash service.

**HALLOWEEN TRUNK -n- TREAT  
INFORMATION INSIDE.**

There will be a special appearance by  
**BATMAN & Robin and Friends & Foes!**



## **GOOD NEWS ON BUBBLERS**

*The Board was pleased to receive notice from the law firm of Navarre & Perrine, P.C. that all five of the members who operated a bubbler last winter have submitted statements that bubblers would not be used this winter. The Board very much appreciates their decision, which will result in safer ice conditions and the ability of neighbors to enjoy normal winter activities on the lake.*