



June 1, 2017

Dear Southpointe Owners and Residents

Over the past 20 months the OUC water bill for the association has gotten completely out of control. Since September of 2015, our water bill alone has increased by \$11,000 a month. We have had all of the meters checked, we have had leak detectors out, we have checked high and low in attempts to locate any escaping water. We have learned there are no leaks in the common areas, meaning this over usage is tied ONLY to the individual condos here (not the pools, irrigation or carwash). The leak detectors have spent 3 weeks on property tracing over usage at many condos. This could indicate one or more of the following things: residents wasting water since they are not directly billed for it, units that are unoccupied and do not have their water turned off have leaks, residents knowingly have leaks or constantly running toilets but are ignoring it. We have already found several instances of leaks in units which residents knew of but chose to ignore.

OUC has informed me that rates have NOT gone up. Our occupancy here has NOT increased, in fact once the winter residents left, the bill went even higher. As you know our budget is based on approximate figures for utilities. Even though we up the amount for utilities every year just to be safe, no one could have predicted a monthly increase at this level. It is no easy task to get this bill paid every month when it is more than triple what it should be.

If this trend continues, the monthly fees in 2018 will have to increase. There is no other way to come up with an extra \$11,000 a month. We urge every unit that is vacant to turn their water off at the water shut off valve when the unit is vacant. We also urge ALL residents (owners and renters) to have any and all leaks and running toilets repaired immediately. And finally we need everyone to conserve water. Do not leave faucets running or run the dishwasher with two items in it, or leave baths and showers running for hours at a time. There is obviously some level of waste occurring. Any waste and over usage the plumbers can trace to a specific unit WILL be charged to that unit.

If your unit is rented, please provide your renter or rental company with a copy of this notice. If you need information on how to turn on or turn off your water valve, or you need someone to check for or repair a leak please contact the Southpointe office at 407 282-9250 for more information. Thank you in advance for your cooperation.

China Benson

A handwritten signature in blue ink, appearing to read 'China Benson'.

Property Manager
Southointe Condominium Association