



Hello and Happy Holidays To All:

We hope this Newsletter finds you all well and able to be with your friends and family for this holiday season. We wanted to take this opportunity to review a few procedural items which will assist us with assisting you, our Customers. In reviewing some items internally, we have identified three areas where there is a loss of efficiency which can easily be turned around. These three areas are use of the proper mailing address, using the proper contact numbers and contacting our on call staff after hours. Below is an explanation of what we need your assistance with.

Mailing address: Please use the mailing address of PO Box 1761, Millsboro DE 19966 for any and all correspondence. Mailing items to our physical address frequently causes delays in processing these items for you. Our internal processes are setup for specific staff members to obtain items destined for their attention in certain ways. Utilizing the PO Box is the first step in many of these processes. We appreciate the use of this mailing address. If you are not currently utilizing it for correspondence, especially for your HOA/COA assessment payments, please update your records and/or online banking payee information. Thank you!

Contact Phone Numbers: Our office land lines are set up to give the caller the best opportunity for their call to be answered live. We do not utilize our phone systems voice mail option. The only time your call would be answered by voicemail is if all our lines are being used or after hours. Our office phone numbers should always be utilized as the information you are requesting can most often be obtained from our offices. We are not always in our office when you call us on our cell phone. Also, our staff is substantially cross educated in many facets of the communities and is very likely to be able to look up and provide you with a fulfillment of your need. In today's cell phone and caller id world, we often will simply call back the number who called us or store this number in our phone's contact information for future needs. We ask that if you are calling our Millville office, use 302.539.3600 only and if you are trying to reach our Lewes office you use 302.645.2222 only. We do have multiple phone lines in each location and these lines do all ring a phone at these offices. However, the Millville main number is set up to ring to the second office line if the 3600 is busy and ultimately ring to Lewes if both lines are busy. In the Lewes office, we most often use line 3 and 4 to return/originate phone calls. If you were to dial the number for our line 4, and someone is using this line in our office, you would go straight to voicemail even though our three other lines may be open. This is because 302.645.2222 goes to line 2 if someone is using it, then line 3 followed by line 4 then line 4 goes to voicemail as the system is configured for callers to call in on the 2222 number. So please always use this number when contacting us. Thank you!

On Call/after hours: Our office hours are 9am-4pm in Millville and 8am-6pm in Lewes, both Monday-Friday. If you call outside of these hours, your call will be directed to voicemail to leave a message to be responded to the next business day. We do have on call members of the SeaScape staff to handle emergency, non-911, type calls such as a broken pipe, a fire (after 911 is contacted), etc. These are actual staff members of SeaScape during their off hours and you are not being transferred to an answering service of any kind. So please utilize this service for truly urgent matters as described above, for all other matters such as checking on a balance or discussing a letter you received from us, please leave a message in the after hours mailbox. Any of our phone numbers will direct you to our after hours mailbox, however, we recommend using 302.645.2222 at all times as this number will always be in use even if our onsite phone system were to fail for some reason. We thank you for your cooperation.

Thanks to everyone for helping us to help you. We hope this information was useful. Have a great holiday and a very happy New Year. Merry Christmas!
Sincerely,

SeaScape Property Mgmt.

HAPPY 2020 NEW YEAR

1st Quarter Newsletter

It's almost the New Year! Please take the time to read this quarterly newsletter as there is important information regarding the Association. We hope everybody has a wonderful and safe holiday season.

Winter Months

If you are leaving your home in RBYCC POA during the winter months, please remember the following:

- Keep your heat on at least 55 degrees
- Drain your pipes (hose bib, outdoor showers, etc.)
- Open all doors to your vanities and kitchen sinks, any place where your pipes may be covered by doors.
- Have your dryer vents cleaned at least once a year
- Keep your doors locked

Friendly Reminders

- We request that you continue to maintain your homes and properties to the community wide standards.
- Please continue to be responsible pet owners by properly disposing of pet waste. Pets must also always be accompanied by the owner and on a leash at all times.
- If you are planning to make any changes at all to the exterior of your home or on your property, please remember to submit an Architectural Application and wait for approval before moving forward. The Application can be found online www.rbyccpoa.org.

Annual Dues

Annual dues payments will be due on January 1, to be received no later than January 31. Any dues collected after this date will be considered late and are subject to legal action. Please be reminded that the 2020 dues are remaining the same at \$175 annually. If you have any questions regarding this, please contact SeaScape at ssetzer@seascapepm.com.

ARC Guidelines

The Board has approved the final version of the Architectural guidelines. These guidelines will be a living document, as we realize that some things may have been missed or necessary changes may arise. The purpose of this document is to make the application process easier on homeowners and enforce a standard throughout the community.