

May 30, 2018

Dear FoxCreek Owner,

As you are aware, last Saturday's pool opening was delayed over 2 hours due to ongoing problems with both the quality/clarity of the water and plaster residue from the recent pool renovation done by Swim Club Management Group (SCMG). myStreet Community Management and SCMG have met onsite several times over the past 5 days to review the problems related to re-plastering the pool and to come up with a strategy for resolving this issue as quickly as possible.

When the project was awarded to SCMG, they advised there was ample time to complete the project to open for use by May 26th. Obviously, this assurance was not correct. Regardless of the eleven (11) inches of rain during the first 2.5 weeks of May which did delay progress, the re-plastering crew did not complete a thorough cleanup of the pool and floor water infusion jets, which then blew debris into the pool once pumps were finally started. Irrespective of the assurances from the pool contractor, there was not enough lead time built into the renovation schedule to compensate for any unforeseen delays. myStreet accepts this responsibility and apologizes for the inconvenience and frustration this has caused you as the FoxCreek Owners.

To resolve the current issues, the following plan has been put into action:

1. The pool has and will remain open for use by residents and guests during the regularly scheduled hours. The water quality greatly improved over the past few days.
2. The pool will be vacuumed daily to remove any excess debris with a stronger than normal vacuum pump. Over the next several days, the water clarity and cleanliness of the pool will do nothing but improve, and by this weekend, should be excellent.
3. Several areas that have missing tiles, raised tiles and open voids are being remediated now.
4. The blue tile border, swim lane lines along with the entire pool bottom and sides will be brushed daily for 30 days to diminish any plaster smears or residue. At the end of the season in September at SCMG's expense, they will drain the pool and hand clean the blue tile border and swim lane lines.

myStreet and the FoxCreek Board of Directors will be monitoring this repair effort on a daily basis and are committed to have the pool remodeling completed to the highest standards and will follow through with all above actions currently in place.

Swim Club Management Group apologizes for the mistakes and delays. As an expression of their commitment to FoxCreek, they want to provide a **Grand Pool Reopening Summer Bash** where they provide a food truck and all the food along with a bouncy house and DJ. It will be a quality event and free to all owners. Date and time will be announced soon after school is out.

If you have any additional questions, please contact our office at 804-359-2895 or info@mystreetva.com.

On behalf of the Board of Directors for the Foxcreek Owners Association, Inc.,

The myStreet Community Management Team