

Cheesman Tower West

Newsletter – January, 2020



SNOW REMOVAL POLICY

The Board takes the removal of snow on our sidewalks, lots, and ramps very seriously. A snowfall of 2 inches or more will trigger our snow removal vendor to clear our lots, ramps, and sidewalks. Concurrently, if there is snowfall in the morning or during the day, Rich is required to maintain the sidewalks by shoveling and laying ice melt. If you see patches of ice and/or snow that need attention, please notify the office immediately.

Please watch your step when you are outside. While a lot of care is taken to clear the sidewalks and paths into the park, they will become slippery quickly.

PACKAGES, PACKAGES, PACKAGES

It has become apparent that the volume of packages the building receives daily is not going to diminish anytime soon. Shopping patterns have changed, so we are trying our best to simplify the process for you to retrieve your packages. Packages will be delivered directly to the mailroom for your speedy and easy recovery, so be sure to check for your text/email delivery messages. No further need to sign a log, nor will you see a dot on your mailbox.

Returned packages for USPS should be put in the mailroom under the bulletin board. UPS and FedEx returns may be brought to the office if they carry a return label and a pickup call has been placed to the carrier.

WESTSTAR AFTER HOURS POLICY

The After-Hour staff at Weststar is available to take your calls after 6pm and before 8am.

They have been directed by the CTW Board to ask questions to determine if an issue is an emergency requiring immediate attention, or one that can be addressed in the normal course of business. Our guideline are that a single call on an issue is generally not an emergency, but when three calls are received, Rich will be alerted and will respond (drive in!) immediately. Often, Board members will be contacted by Weststar to check and confirm a situation.

The After-Hour emergency number at Weststar is 720-941-9200 ext. 1. This number should be used for emergencies after hours, on holidays, and when the office is closed during the day.

REQUESTING THAT WORK BE DONE

The best method of requesting services from our staff is to fill out a work order (available on the counter in the mail room under the bulletin board) and turn the completed work order into the office. Your work order will be completed as soon as possible given the other work our staff has to accomplish, as well as emergency situations that may arise. If you feel your request has been disregarded or handled improperly, you may contact Jean Ronald directly.

All residents are encouraged to provide feedback on the performances of Bridget and Rich by contacting Jean Ronald of Weststar at jean@weststarmanagement.com or 720.880.2915.

LOOKING FOR BRIDGET?

Bridget is normally in the building. If you do not find her in the office you may call her by **dialing x1111** on the front lobby call box. She will join you shortly.

REMINDERS: The next **Board of Directors** meeting will be held **Wednesday, January 15 at 6:00 pm** in the Community Room. Attend to learn more about what's going on in the building.

2020 Board of Directors

President – Barbara Whitcher
Vice-President – Bob Olsen
Secretary – Barbara Wagner
Treasurer – Barbara Creek

Members-at-Large --
Jean Reardon
Rob Simmons