

# Eagle Harbor News

## EAGLE HARBOR TEAM:

- Rachel Phillips, Community Manager
- Nicole Jensen, Assistant Manager
- Suzan Duckett, Leasing Consultant
- Roger Harrison, Service Manager
- Kenny Knaub, Service Technician
- Steve Johnson, Groundskeeper
- Trooper Sparks, Courtesy Officer

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## WHEN TO CALL THE COURTESY OFFICER

We have Trooper Sparks here in the community as a courtesy officer. He has helped us a great deal with ensuring that our community is well lit and taken care of. It is important, however, that you understand what he is here for.

Trooper Sparks is here to help you. He is available anytime through our answering service. The number to reach him is 757-498-2777.

We have found many people over the last several weeks with concerns about noise from neighbors. Many people let the noise go on for days or even weeks without letting anyone know. In the end, there is nothing we can do to solve any noise problems if we

are not made aware of them. We would like to ask that anytime you have a concern over noise that you contact Trooper



Sparks so that he can document it and we can address it the following day.

Please understand that we want each and every resident to have a quiet, relaxing place to live, and you need to let us know if there is a problem so

that we know we need to fix it. We do not want anyone to have concerns with noise and end up deciding to move elsewhere over something that is 100% fixable.

On the flip side of the equation, if someone happens to contact the courtesy officer about noise you cause... Please be cooperative and respectful. We have to make sure that we get accurate information and can handle each situation so that all the people involved are comfortable.

The easiest way to handle noise is to follow the rule of courtesy to those around you and expect the same from others.

## GIRL SCOUT COOKIES!

Nicole's daughter Sadie is selling Girl Scout cookies. If you are interested, you can call or email the leasing office and place an order.

Cookies are \$3.50 a box, and you can wait to pay until they come in.

All proceeds from the cookie sales will go to support Sadie's Daisy Troop (1214) so that they can enjoy fun and educational activities and trips throughout the year.

Not sure which cookies you want? You can learn about

them online at

<http://www.gsccc.org/Cookies/cookies.html>

You can place an order now through the end of March.

Call Nicole with any questions!

## SHREDDING AVAILABLE FOR LOW PRICES

The IRS recommends that you maintain your tax return documents for 5 years, but after that you will want to dispose of them securely so that your sensitive information remains safe.

We work with Stealth Shredding to securely shred our documents here in the leasing office, and you are more than welcome to bring any small amounts of papers here.

If you are looking to shred larger sizes of documents like whole boxes of papers, however, Stealth Shredding has worked out a great deal for you!

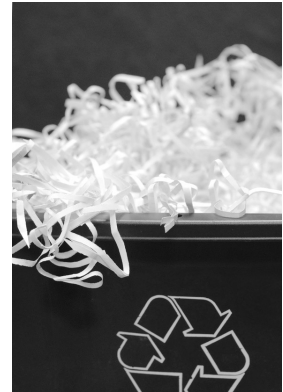
If you want to dispose of a container up to 95 gallons, you can actually call them and schedule it for the same day that they service Eagle Harbor's office. By doing it on the same day, you can save \$30! You would only

pay \$35 if you call and schedule for service the same day they come here.

All documents are shredded on site, and they even give you a certificate of destruction.

To make it even better, you can watch the whole process. Also, all paper is recycled once it is destroyed.

For more info, call them at 757-397-2220.



## PLEASE USE OUR LOCAL NUMBER

Many of you get to work and realize that you have a question for us or remember a work order that you needed to place. And you can't find our local number...

When you Google us or find us anywhere in print or online, the numbers you find are all 800 number we use to track our sales calls.

Please take a moment to program our local number (757-238-7010) into your cell phones so that you always have it with you. Also, we have magnets available if you would like one. They have our local number and fax number on them along with our email address.

There is also a great addition to our website

([www.thebreedencompany.com](http://www.thebreedencompany.com)) that allows you to submit a work order online.

Please take a few minutes to familiarize yourself with the website so that you can find all the information you need in the future.

If you have any questions, please call us.



## BENEFITS OF ECHECK... FREE STUFF!!

By now, most of you are familiar with our online payment system. In fact, many of you have already set up accounts and automatic payments.

Thank you for participating in this amazing program. Your involvement with the online

system means you have more documentation and access to your rental account.

One item that seems to still be unclear for most of you is the use of an eCheck payment. For those of you who write out a check every

month, you can set up an eCheck payment just as easily. In fact, once you pay with eCheck once it automatically saves your bank account info so you can use it again later without re-entering it.

**\*\*IF YOU MAKE AN E-CHECK PAYMENT**

**BETWEEN NOW AND MARCH 2ND, YOU WILL AUTOMATICALLY BE ENTERED INTO A DRAWING FOR A \$50 RESTAURANT GIFT CARD OF YOUR CHOICE!!!!!!**

## Featured Businesses

Jenn, a Mary Kay Consultant, will be holding an open house here in the clubhouse on Friday, February 25th.... Check out the details!

## M A I N T E N A N C E   C O R N E R

Rather than giving you pointers for items inside your home, this month we would like to take a moment to discuss a few things for outside your home.

Please drive carefully in the community. The posted speed limit is 10 MPH. Our staff drives golf carts through the community, and there have been many occasions where they are very close to being hit by a vehicle going too fast or disregarding a stop sign. This is for the safety of our staff as well as for all of you. Please drive safely and obey all posted signs.

The trash compactor is something else that needs a bit more attention. Please help your neighbors and us by disposing of trash properly. There is a sidewalk that leads up to the compactor door. Please do not leave trash in the walkway or throw it over the door. To use the compactor, please open the green door, throw your trash down the chute, and close the door and lock it behind you. Then, press the button to the left of the door to run the compactor. Also, please take any large items such as furniture to the transfer station at Jones Creek rather than putting them at the compactor. If you need directions to the transfer station we can gladly get them for you.

We have been experiencing a lot of cold wintry weather lately. Thank you for your patience with our snow removal and clearing efforts. We appreciate it very much!

