Jaspen3:08 PM

Would anyone be willing to take notes?

Mike King3:10 PM

For those who have trouble hearing, you can press the "C" key and you'll see closed captioning

Pauline Silva3:17 PM

Our garbage has never been collected. Unit U1

Pauline Silva3:18 PM

Can you reduce the rent $45 to compensate for this change?

Jaspen3:18 PM

Good idea, Pauline

Pauline Silva3:19 PM

When we were informed the rent would go up $45, I thought that meant improved services, not less services.

celeste hemming3:20 PM

Is it true that the garbage containers available that trash isn't scattered within our area.

Pauline Silva3:21 PM

What happened to free with Spectrum?

Dennis Daniel3:21 PM

But you need to get their internet which raises the price if you do not currently have internet

Jasmine Ansell3:24 PM

Spectrum charges $12.00 for basic cable prior to add ons.

Dennis Daniel3:24 PM

and you do not neet to purchase internet

celeste hemming3:24 PM

Any one else see trash scattered within their proximity? also leaving lids up when noticing when we go to take out our trash

Pauline Silva3:27 PM

There are three pine trees that look horrible (someone did a terrible trim job) and do not contribute to the esthetics, can we have those removed? They spill sap on the cabins.

Jaspen3:28 PM

Are any of the RV folks here at this meeting?

Jaspen3:30 PM

I just spoke with Specturm yesterday and they'd be charging me a LOT more than $12.

JimNGege Robert3:31 PM

I NOW Have DISH & they provide both Local & other channels. Basic is $12.00 a month

Theresa Larrabee3:32 PM

Spectrum will n ot offer Tv without an internet connection from them.

Pauline Silva3:33 PM

Can Deanna or Jasmine see the chat questions?

Beacon Cable told me that if I wanted to get their service they would have to put in their cable wires.

Jasmine Ansell3:35 PM

Hi Pauline, yes we can see the chat conversation. Please feel free to put your questions here or/and ask them during the discussion.

Pauline Silva3:35 PM

Thanks Jasmine.

Pauline Silva3:40 PM

My microphone is not working: My suggestion for no garbage pickup is reduce our rent back to $800. When we were informed the rent was going up $45 I thought it would mean improved services, not less services. Please verbalize for me Jasmine. Now or at the end. Thanks!

shari hall3:41 PM

What if they pay somebody to PICK UP OUR TRASH

GEEZ

😂

Jasmine Ansell3:42 PM

Thanks Pauline, I'll mention this for you.

Jaspen3:45 PM

Please no light pollution at night. If you need to have lights, they should go off after, say, 10pm or so.

shari hall3:45 PM

Yes

sMe thank you

no lights pollutions

Greg Eligian3:47 PM

Yes, no light pollution!

shari hall3:47 PM

Less lights is better

Different Apple tomoranges

Dennis Daniel3:47 PM

My understanding is there is a spot in the phone app for maintenance requests but I can not find it. Can you let me know if there is a maintenance request option in the app and if yes how to access. Thanks

shari hall3:48 PM

apple To oranges

Tammy Garrison3:48 PM

Hi jasmine, this is Jon and Tammy in A8 . My concern is we can't pay our rent till the 2nd Weds. Of every month... Are we still ok..?

Jasmine Ansell3:49 PM

Hi Tammy and Jon, thanks for the message, that shouldn't be a problem. I can give you a call tomorrow morning if this works for you and we can have a chat.

Tammy Garrison3:52 PM

We already did discuss this a couple weeks bk and I did say their would be no problem... So we will pay next week on Weds. The 13th

Deanna Welt Hart3:52 PM

Our unit OL9 has no mailbox. Our mail used to be picked up in office. What should we do?

Pauline Silva3:55 PM

2 office staff were let go, what are the savings from that?

We can't use the savings from the staff let go to pay someone to pick up the trash?

Jaspen3:56 PM

Perhaps reduce the rent for the reduced trash service; and offer curbside pickup without reduced rent for those who opt for that.

Tammy Garrison3:57 PM

I'm sorry jasmine, I meant to message and say you and I did discuss this couple weeks ago and u ashored me we would have no late fees... We would be paying the 2nd Weds. Of every. month

Pauline Silva4:00 PM

Great idea JASPEN!

Thank you for addressing the late fee AL MUELHOEFER.

William Smith4:02 PM

WE CALLED FOREMOST. There will not be an increase for us however the wording in rules states "additional insure". Foremost will not do that. The term needs to be: "additional interest as a certificate holder"

shari hall4:05 PM

Just pick up the trash lol

Al Muelhoefer4:10 PM

I looked online and owners are renting using AirBnB, VRBO and probably other rental companies. The rental prices on VACASA are much lower than on the other rental sites.

Pauline Silva4:10 PM

I want Whaleshead to be the best resort, not only for us staying there or renting it out. But it doesn't seem good business to cut costs on garbage pick-up.

celeste hemming4:14 PM

It seems as if garbage is already getting thrown into other folks area outside of their street, how do we curb that..

shari hall4:14 PM

Trash

celeste hemming4:15 PM

Trash?

shari hall4:16 PM

It’s an issue

Jaspen4:17 PM

Would this communal trash bin small enough for folks 5 feet tall or less, like me, to be able to lift up the lid and throw trash in easily??

Pauline Silva4:18 PM

So is vacasa taking out trash to the bin?

Jasmine Ansell4:20 PM

Hi Dennis, that is a difficult question for me to answer in this chat box. Can you please email me at jansell@flintstoneproperties.com and I can send you some instructions to navigate maintenance requests via the phone app. Thanks :)

Dennis Daniel4:21 PM

Yes, thanks for your response. I will send a note shortly.

Theresa Larrabee4:24 PM

Does Flintstone have a legal team that reviews our leases to make sure that what you are proposing is actually not a violation of the leases?

Theresa Larrabee4:26 PM

Because we need more plastic in the landfills?

Jasmine Ansell4:27 PM

Hi Deanna Hart - can you please send me an email with the issue regarding not having a mail box. It will be easier for me to address :) jansell@flintstoneproperties.com. Thanks!

Wendy Seldon4:27 PM

you can't hire more staff?

Jaspen4:28 PM

YES

Good question, Ken.

Tazz Powers4:34 PM

Add'l input: There are many elderly here, extreme heavy rains for long periods of time, winds that are huge. The huge bin is way taller than most individuals. For a outstanding lovely resort that large bin at the very bottom is not beautifying.

Pauline Silva4:35 PM

Matthew from Vacasa is very aware of the water situation.

Louis Garton4:35 PM

Question: Will the Community Rules for WH be updated to reflect our needs before we are asked to sign again. I do not want to sign a document that is in conflict with my current lease.

David Knight4:35 PM

There is a 10% cap on rental increases as a line item in our leases, but on occasion there are circumstances when Flintstone might be allowed to do an end run around that and exceed that 10%. Is that what I heard Deanna say?

Jennifer Stiles4:36 PM

For Rental Owners: I know that my cabin sits unoccupied way more than occupied, so there is less water being used on a daily basis.

Wendy Seldon4:37 PM

agree, no extra lighting

Pauline Silva4:37 PM

That's a cost savings on lights, so maybe pick up trash?

shari hall4:37 PM

Hahaa

Jaspen4:37 PM

That's what I thought - take your lighting budget and put it towards adequate trash pick up.

anyare4:37 PM

light and cameras directly affect privacy

shari hall4:38 PM

Yep

Jaspen4:38 PM

Let Stephanie expand the restaurant!

anyare4:38 PM

so if you want to maintain 'privacy' then don't consider light and cameras

Linda pinkston sanford4:38 PM

Speaking of lighting. Would love to see the big Whaleshead sign either lowered or taken down completely.

shari hall4:39 PM

YES!!!

omg

Jasmine Ansell4:40 PM

Hi Louis, good question, I have made a note for Deanna to review after the meeting. Thanks

Pauline Silva4:42 PM

The mortgage company does that prior to approving the loan.

Stephanie Hare4:43 PM

Thanks Jaspen

Jaspen4:44 PM

:)

Tazz Powers4:46 PM

Could we please redirect the arrow at the mailbox area? This would be easy to do by repainting the two arrows. Making it easier and safer for individuals to pick up their mail.

CHARLIS MEADOR4:47 PM

PLEASE OUT A TIME LIMIT ON THESE LONG-WINDED GUYS.

David Knight4:48 PM

A hypothetical scenario: you found a PERFECT purchaser for your cabin who plans to be a full time resident, and they easily check all the boxes, but they have three dogs and a parrot. Will they not be allowed to purchase the cabin unless they get rid of a pet or two?

Jaspen4:49 PM

Good question, Dave!

Ken Caldeira4:50 PM

CHARLIS...you should mute

CHARLIS MEADOR4:50 PM

LONG-PWINDED-----GIVE THE REST OF US A CHANCE!!!!!!!!!!!!!!!

Jennifer Stiles4:50 PM

The approval by WH when we purchased our cabin was us calling the office and telling them we purchased the property and then we had the lease emailed to us. No approval process at all.

celeste hemming4:51 PM

Wow🙉

Jasmine Ansell4:52 PM

Hi Tazz, thanks for your suggestion, I'll have a chat with Rob about redirecting the mailbox areas.

CHARLIS MEADOR4:52 PM

THE SAME PEOPLE KEEP TALKING, WHEN DO THE REST OF US GET A CHANCE!?!?!?!!?!?!

Tazz Powers4:52 PM

There are several diseased trees throughout the park - again it deletes the beauty of the resort.

Thank you Jasmine !

Theresa Larrabee4:53 PM

Very little was previously taken care ... hence the problems

Denise Davidson4:59 PM

Can we have our own camera's I guess we need to tell our tendents they need to bring their garbage to the bins Large tree branches that fall and damage our unit who is responsible for the repairs Why not let Brookings city come in to do garbarge and take the fee off our rent...

Laura Robin5:00 PM

Gotta go...thank you all!

You5:01 PM

Asking my questions here since we are running out of time. 1. Has the basic cable been shut off by Spectrum since Whaleshead no longer owns the place as of Nov. 1st. If so, is there an option to forego having basic cable and subsequent reduction to rent. My place is a short term rental and I believe that renters could care less about basic cable. Most people stream everything they want to watch.

Renee Decker5:02 PM

this is Renee, I need to go ... it was awesome to be here today.

Pauline Silva5:02 PM

Good idea DENISE!

You5:03 PM

Next question, can the RV's be given some sort of expectation on keeping their RV's and areas clean. I believe that area is reducing my ability to get repeat rentals. Seeing that area is a REAL turnoff.

Tazz Powers5:03 PM

Emergency # for night time Fire alarm support.

Pauline Silva5:03 PM

That is very true Jerry.

Denise Davidson5:04 PM

Can we call with questions Also what is the website for the Air b&b

Deanna Welt Hart5:04 PM

Agree with Jerry, RV areas need to be cleaned up more.

You5:04 PM

Can you please tell us exactly what needs to be changed on our homeowners insurance

Pauline Silva5:04 PM

Vacasa.com

Additional insured, Jerry.

Vacasa does have a 24 hr. line

It is answered by Matthew

You5:06 PM

What additional insured verbiage, Whaleshead .... LLC

Jennifer Stiles5:08 PM

A few questions: how long is the typical lessor check for a new owner? Who pays for the background check? For rental owners, how can we get clarification on lot lines and driveway lines? Can you clarify under utilities that tenants are responsible for water and sewer lines on our side of the meter (since we do not have one)?

Pauline Silva5:10 PM

Great comment William Smith's wife.

You5:16 PM

Can we please be informed via email, letter, etc. on capital projects, start and expected compotion dates. Being a remote owner of a short term rental, we do not know what is going on.

Jaspen5:16 PM

I second that suggestion, Jerry ~

Theresa Larrabee5:18 PM

Spectrum requires you use their internet service to get basic cable for $12

Tazz Powers5:20 PM

yes there has been bears around here

Jennifer Stiles5:21 PM

Does anyone know of someone that can fix the water heater in our cabins? It is the original RV water system?

Jasmine Ansell5:23 PM

Theresa, from my research, DISH offers a cable TV service which does not require someone to sign up to internet and incurr further costs.

You5:23 PM

Jennifer, is it the one system that provides heat to the cabin as well as heat the water?

Jennifer Stiles5:23 PM

Jerry, yes, it is.

Jaspen5:24 PM

Will there be a monthly meeting like this one? :)

Jennifer Stiles5:24 PM

Ours is currently going in and out giving hot water and we have a renter in there.

Pauline Silva5:25 PM

My microphone is not working, my question is since we are saving money on lighting can we then use some of that money on trash pickup once per week?

You5:25 PM

Matthew Stanley, Stanley Plumbing in Smith River

Jennifer Stiles5:25 PM

Thank you, Jerry

Pauline Silva5:26 PM

I have 5 other properties, houses and duplexes. The one thing we make sure we pay for is water and garbage pick up, both can lead to diseas and filthy areas.

You5:26 PM

He repaired mine, but I have found that the hot water works best if you have the cabin heat on at the same time. But also, your valves may be messed up.

Jaspen5:26 PM

A classier "WalesHead" sign would be wonderful :)

Pauline Silva5:27 PM

I don't know that not picking up garbage is good business model or practice

We lost 5 staff members, can we use that money for garbage pickup?

Pauline Silva5:28 PM

Thank you for having this forum, would like to see it as a monthly thing going forward.

CHARLIS MEADOR5:29 PM

YOU LOST THE REVENUES FROM THE RENTALS BECAUSE YOU CHOSE TO NOT DEAL WITH THEM YOURSELF. NOT OUR PROBLEM.

Tazz Powers5:31 PM

Momday

Pauline Silva5:32 PM

My trash has never been picked up.

Andrea Weiss5:32 PM

It's important to acknowledge that the word, "trash" is a misnomer. Medically speaking," human waste" may be the more more correct term. Human waste is what goes into the common household trash container. That being said, those items could contain human waste in person hygiene items. Human blood on razor blades, syringes, gauze, soiled dressings. This is why trained employees of Waste Management companies undergo classes and are certified to hand human waste products. Andrea Weiss, PA-C

Jasmine Ansell5:38 PM

Thanks for the input Andrea :)

Tazz Powers5:38 PM

Thank you Fred

David Knight5:40 PM

If we put out a bin for bottle returns (refundables) and the money from those returns is added to a slush fund, maybe we can use that slush fund money to pay Flintstone to pick up the trash for people who have legitimate reasons for not being able to take their personal garbage to a central location. This would be people who might not be physically able to deal with their own garbage.

Jasmine Ansell5:40 PM

Hi Pauline, I'll reach out to you directly on email regarding the fact your garbage hasn't been picked up and help resolve this.

Tazz Powers5:43 PM

Could we have a monthly meeting like this?

Pauline Silva5:46 PM

In agreement to once per week, forever.

Tazz Powers5:48 PM

It's taller than most people now.

Pauline Silva5:50 PM

Vacasa also lists with other sites.

You5:50 PM

Vacasa uses third parties

Tazz Powers5:51 PM

Could you please put beautification around the trash bins as well if huge trash bins are being brought in.

Jasmine Ansell5:51 PM

Hi Tazz, unfortunately I don't think we will have the capacity to hold a meeting once a month. It is only Deanna and myself that manage the entire portfolio of communities/properties. Residents can obviously have as many meetings together as they wish :)

Tazz Powers5:52 PM

Thank you for your response Jasmine.

Jasmine Ansell5:52 PM

No worries, I have noted your suggestion regarding beautification around the garbage area/bins.

Tazz Powers5:57 PM

It too windy and rainy to have trash laying around.

shari hall6:00 PM

I’m not taking my trash down

I don’t want to put my kitchen and human trash into my vehicle

An app won’t work here because there’s no service

William Smith6:00 PM

Phone service can be spotty at Whaleshead depending on company

shari hall6:00 PM

yes

Linda pinkston sanford6:01 PM

To use an app on the Washer and Dryer, there will need to be an internet connnection.

shari hall6:01 PM

Right

Jasmine Ansell6:02 PM

Thanks Shari, William and Linda, I've made a note about the service/reception required for the laundry app.

William Smith6:03 PM

Jaspen has a new hat!

Jaspen6:03 PM

Deanna or Jazz, Would you be willing to send out a picture of the permanent trash container that you're thinking of using?

Jasmine Ansell6:04 PM

I'm sure Deanna can provide a picture of the garbage container once she has finalised it :)

Mary Bellamy6:04 PM

Why was the dumpster removed from where it was in the first place?

shari hall6:04 PM

We pay 845 a month

pick up the trash!

Pauline Silva6:05 PM

With that low cost, we still can't get garbage pick-up once per week?

David Knight6:05 PM

And mountain lions

Theresa Larrabee6:05 PM

It was moved in preparation for them to take away service to save money.

shari hall6:06 PM

It’s BS

Mary Bellamy6:06 PM

Poor decision. Unnecessary to the long term goal.

auline Silva6:09 PM

I don't think that Vacasa does criminal checks on the renters.

Jaspen6:10 PM

Yeah - no approval process during my purchase either. Can't believe they let riffraff like me in! XD

Pauline Silva6:10 PM

So if you do a criminal check on the owner who is buying it and they decide to rent it out. Vacasa isn't going to do a criminal check.

Mary Bellamy6:11 PM

It is in my lease that the seller must let WH know of a pending sale. When I went into the WH office for the first time May 2020 after my purchase, Corinne was clearly displeased that she had not been informed of the sale.

Linda pinkston sanford6:12 PM

I would have the potential owner/tenant get approval from Flintstone before going through the purchase process which costs much more than $50.00

shari hall6:15 PM

Jaspin 😆

Linda pinkston sanford6:16 PM

Years ago there was a fire truck on sight

shari hall6:16 PM

Cape Ferrello

Al Muelhoefer6:16 PM

Deanna, call Susan Mitchell at Cap Ferrello fire District, 541-251-2117

Tazz Powers6:17 PM

Firetruck on sight - yes that would be super.

Mike King6:17 PM

https://www.countyoffice.org/cape-ferrelo-rural-fire-protection-district-brookings-or-0a7/

Tazz Powers6:17 PM

yes they were the originally owners

Pauline Silva6:18 PM

My husband was a fire chief, he could probably show tenants to run a water tank.

water truck

Tazz Powers6:19 PM

Thank you Pauline

Pauline Silva6:19 PM

Welcome, I'm a new owner as well, November 2023

Jaspen6:20 PM

Heeyyy! Welcome fellow newbie! :D

Theresa Larrabee6:21 PM

Pauline, I was trying to find out who bought B14. Are you aware of the cabin owners facebook page?

Pauline Silva6:21 PM

We bought U1

I heard about it, I can look into the facebook page.

William Smith6:22 PM

At the 3.5 hour point, thank you again for listening to all of us.

Jasmine Ansell6:22 PM

Thanks for joining William :)

Pauline Silva6:24 PM

Yes! transparent communication.

Jaspen6:24 PM

Or have another meeting with the "Rules and Regulations" as the primary agenda item.

Louis Garton6:24 PM

Just so you know, I will not sign any document that says my 99 year lease will transfer to a 1year then month to month lease. Whenever a lease expires, it can be renegotiated or changed by the land owner. I want my lease to be protected as is for its 99 year term.

Louis Garton6:26 PM

Correct me if I'm mistaken

Alice McAnelly6:26 PM

Tenant Rule #1

Jennifer Stiles6:27 PM

Under utilities it states that we are responsible for water lines and sewer lines on our side of our meter.. we do not have a meter

Jaspen6:28 PM

Can a transcript of these messages be established?

Jennifer Stiles6:28 PM

The messages delete when the call is iver

Over

Theresa Larrabee6:28 PM

And our leases say landscaping (interpreted by Curry District Court to mean ALL landscaping) is the responsibility of the lessor.

Alice McAnelly6:29 PM

Sorry Tenant Site Regulations (the paper we are expected to sign) #1 regarding 99 year lease

Jasmine Ansell6:30 PM

I've made a note of any questions during the call that have been entered into this chat and if Deanna answered already answered them or if an topic needs further follow up, we'll be in touch :)

Tazz Powers6:30 PM

Thank you Fred for that input about poor cell phone service.

Jasmine Ansell6:30 PM

You are also welcome to copy and paste the transcript to a word document if you want.

Pauline Silva6:30 PM

Jaspen you can copy and paste this whole conversation.

Pauline Silva6:33 PM

Theresa, this is usually so that you don't have squaters. I have it listed on all my rentals.

William Smith6:41 PM

Those platforms for yerts (or however it's spelled)..

Pauline Silva6:41 PM

I know a band that would come and perform.

William Smith6:43 PM

how about putting a dumpster down there? for those of us who stay "

down the hill.)"

William Smith6:44 PM

Let the RV residents smell the dumpsters.

Jaspen6:46 PM

BYE EVERYONE! :D

xcp-ehcc-ias