



Southern Walk HOA News

Verizon fios transition information as of April 24, 2019

STATUS: Construction still continues in Phase 2, and the HOA Board of Directors are waiting on an update expected by close of business Friday 4/26 with information about service activation for Phase 2 and Phase 3, which is reported to be closely behind Phase 2. The Southern Walk Board of Directors are aware that OpenBand has sent another letter advising customers of their VIDEO service de-activation on June 1st, 2019. The Board of Directors are monitoring the situation closely.

As the weather warms up and you spend more time outside, please be very cautious of marked construction areas in Southern Walk, to include marked holes, exposed plastic conduit tubes, stationary spindles, and other tractors and truck equipment that are left unattended over the weekend. Verizon is aware of the active nature of our community and is taking steps to ensure the safety and cleanliness of the construction through it's final stages.

ORDER: Details are posted on www.swhoab.com. Please call 1-800-501-1172 to order your service. Any technical issues, please call 1-888-553-1555. Ordering details are posted at www.swhoab.com. Please only use the ordering instructions located at that link, do not order Fios online - the order won't go through. **Reminder:** A Southern Walk HOA Account delinquency could affect ordering and service activation. Southern Walk expects to announce the delivery timeline for the next series of homes in the upcoming weeks.

TRANSITION INFORMATION (STAY CONNECTED): Please see www.swhoab.com for the most up-to-date Verizon FiOS Transition information. This is a new website that the Southern Walk Board of Directors approved to help with the transition to Verizon FiOS in Southern Walk.

DIGGING INFORMATION: The Southern Walk Board of Directors asks that all Southern Walk residents please be patient with the Verizon FiOS Construction in Southern Walk. The First Service Residential Community Manager is reporting a high volume of emails and phone calls about issues with the FiOS digging. The dirt and debris are temporary, and the construction teams are taking great care to avoid damage to personal property, which include sprinklers, electronic fences, patios, and landscaping. There are two types of digging. The first type is the digging in the easement. Verizon has the **absolute right to construct a utility system in their approved utility easement, which is generally outlined in the Covenants for Broadlands and a copy of the plat with the approved easement is loaded in the "SWHOAB" website.** After the construction project is complete, Verizon will repair and restore grass to original condition later this spring but will need constant access to the easement during the construction phases. The second type of digging is the digging with hand-held tools (shovels) to bring the drop to your home. This type of digging is much less intrusive and many times, you won't even be able to tell this was completed. The reason Verizon is placing the drops while completing the main construction is to complete the project by the stated goal of June 1, 2019. Verizon has been requested to have all their construction sub-contractors carry identification anytime they are working in Southern Walk.

REPORT DAMAGES: If you feel your private property was damaged, you can attend a SWHOA Board Meeting or visit www.swhoab.com/report-damage, and someone will contact you directly to follow-up and schedule a repair. Please do **NOT** report issues to the Community Management directly, as their focus will be to prepare the community for bulk billing activity ramp-up. *(Routine matters like digging through the easement or painting of utility markings or placing of safety flags on your grass or landscaping are **NOT** reportable. These are safety requirements of Miss Utility. **Things to report:** Confirmed damage to private sprinkler systems (may not be noticed until spring time); Suspected damage to electric light poles and associated wiring; Suspected major structural damage to driveways or concrete patios in your backyard. The Southern Walk Board of Directors is working with Verizon to ensure all repairs are completed and will prioritize handling of repairs with a safety-first process. Verizon has indicated a community-wide restoration project will be completed later this spring.)*

GET YOUR UPDATES AT HOA MEETINGS: SWHOA meeting dates are published in the Broadlands Blast, on the Broadlands HOA Website, and are posted on the Broadlands HOA Forums under Southern Walk Announcements.

OPENBAND: Once your service is turned on, you can contact OpenBand about canceling any OpenBand services if you choose. OpenBand will schedule an appointment with you to pick up video equipment at your home.