



Anchor's Point Owners: Important Changes - February 3, 2014

In response to questions raised at the Annual Meeting and to your feedback in the recent survey (Survey Summary Attached) the following actions have been implemented.

Survey Summary: (See Attachment)

Thanks to everyone who participated in the December 2013 Survey. The Survey Summary Results are attached.

Emergency Maintenance: (See Attachment)

The board has contracted with Bowling Construction to provide Emergency Maintenance Service. This service is available 24 hours a day / 7 days a week. The service consists of providing Emergency Maintenance to owners and guests.

Should you have an urgent maintenance issue please call the following telephone numbers for Emergency Response:

Contact Information:

Primary Contact	- Kevin :	(417) 239-5359
Secondary Contact	- Mark :	(417) 669-4984
Office:		(417) 739-4190

Emergency Maintenance Service consists of stopping or eliminating an immediate problem and preventing the problem from expanding further in the unit or adjacent units.

Repairing the problem is the responsibility of the owner or APCOA as determined.

Attached is a notice of the service and contact information for Emergency Service. A similar will be handed out to Anchor's Point Guest at Check-In and left in each unit.

Bowling Construction will obtain Keys and Combinations for each unit and do a walk through to insure they can access each unit and that each unit is heated.

Telephone Service Cancellation:

The board has cancelled land line Telephone Service in Anchor's Point units. In making this decision, the board did contact the 911 Stone County Call Center.

Some Findings:

- 911 Calls from an AP Unit were only identified as Kimberling Inn. The Location Identification was not known beyond the Front Desk
- 911 Cell Telephone Calls are routed to the 911 Call Center in the county of the Cell Tower
- The vast majority of 911 Cell Phone Calls from AP will be routed to Stone County.
- Without Location Identification the Call Center did not have specific addresses for Anchor's Point,
- With our conversation with the Call Center they now have assigned addresses for the AP Buildings.
- This will enable Emergency Services to go directly to the address.

Anchor's Point Addresses:

Cove Building - Units 400-465	371 Anchors Point Lane
Pool Building - Units 466-483	393 Anchors Point Lane
Bridge View - Units 484-533	407 Anchors Point Lane

If you need to make a 911 Call, your Address and Unit Number will get Emergency Services to your location.

APCOA Web Site:

The association is building a web site at: anchorspointcoa.org

Feel free to check it out and see the progress.
Please let us know the type of information you would like to see.
If you have photos or content to contribute, let us know.

Thanks.....

Your APCOA Board