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Subject: **Fairways - See Following Updates from The Fairways Board of Directors**

Date: **September 2, 2026 at 3:49:52 PM**

To: [REDACTED]

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Please see the following update on The Fairways from the Board of Directors:

Dear Fairways Residents,

We hope that everyone is enjoying the end of the summer in our beautiful community. The Board of Directors would like to update you on a few matters going on in The Fairways.

#### Fire Lanes & Hydrants

We were recently contacted by the fire marshal following a complaint TMFPD received about someone parking in front of one of the fire hydrants on our private streets. Unfortunately, we were not provided with the specific details, so were not able to identify the driver. However, during the call, we were told that we must paint 15' of curbing in front of the fire hydrants red and also begin testing the hydrants every year at the association's expense. The testing requirement is apparently a new mandate as we were previously told by the TMFPD inspector that our hydrants were owned by Washoe County and this task was contracted to TMWA. This information was confirmed by postings in TMWA's newsletter and on their website, but TMWA now contradicts that information, so it looks like we need to set up a program to find a reputable company to test the hydrants, ensure that the testing is done annually, and also solicit quotes from vendors to paint the curbs.

The association has found it to be optimal to have responsibilities such as these assigned to permanent committees to provide long-term institutional memory, continuity of work, and ensure that we're not having to re-invent the wheel every time the Board of Directors changes. We have had great success with this type of organization, as evidenced by volunteers like Connie Duncan managing the gate area landscaping, James Pinger and board member Vince Craig overseeing a variety of road maintenance issues, board members Jeff Houston and Norm Kelly coordinating our gate operation and maintenance, Jim Hermansen leading our drainage ditch reconstruction projects, board member Michael Fackelmann managing our CDs and budgeting, and of course all the members of our Architectural Committee (Kathi Angaran, John Evans, Sarah Alley, Connie

Duncan, Dean Marcoccia, Kerri Burk, and board liaison Gretchen Swope).

Our volunteer Board and committee members are already at capacity with their current responsibilities, so we are asking for another property owner to volunteer to serve as a committee member and provide leadership to the association on this project. If you have never volunteered, this is a great opportunity to serve in a small way and become more engaged in your community. If you would be willing to help us, please contact Jeannie.

### Amazon Flex Deliveries

Unfortunately the dangerous behaviors of Amazon Flex drivers continue. If you didn't see our previous email blast on this matter, the issue primarily involves the new faster delivery windows offered by Amazon where orders are being delivered by independent contractors in their private vehicles instead of the usual Amazon electric van. Amazon does not provide these Flex drivers with the gate code assigned to them by the association, so they struggle to gain entry-- attempting to guess valid gate codes, waiting to follow other vehicles through the entrance gate, and driving the wrong way through the exit gate. Many of the drivers will not use the intercom system as they do not speak English. Because the independent contractors are paid by productivity, they have no incentive to follow the speed limit in our community and we see incidents of significant speeding and wrong-way gate entries almost daily.

What has the association done to minimize these problems? Jeannie constantly calls Amazon to report these drivers, but just gets told by a foreign call center that they are working to improve training for their drivers. We have posted instructions on the gate keypad for these drivers to use the intercom feature for entry and inform them that they will be reported to their employer for exceeding the 25 mph speed limit. We will be adding signage to the exit gate to discourage wrong-way entries and reduce liability to the association as it is simply a matter of time before one of these wrong-way drivers rips the exit gate off its hinges, like what has happened in at least two other local gated communities. We have also sent a letter to Amazon's legal department and provided extensive photographic evidence of these incidents.

So what can you do to minimize these problems? Firstly, since the majority of these deliveries are for the timed delivery windows (e.g. "Tomorrow 4 AM - 8 AM, Tomorrow 7 AM - 11 AM", etc.), please do not select one of these timed windows unless absolutely necessary and instead just opt for "Tomorrow", "Amazon Day Delivery" or other later options so the package comes on the usual

Amazon van or by USPS. Secondly, if you get a call from Jeannie alerting you to a speeder using your gate or intercom code that turns out to be a delivery driver going to your home, we recommend that you report the driver to their employer. While the association can sometimes identify the vests of Amazon Flex drivers on video, there is no other magical way of differentiating these drivers from your family members or other guests going to your home.

We suggest that you include your three-digit intercom code in your Amazon profile if you must use these timed delivery windows so that the Flex drivers can contact you to open the gate for them. Please do not share any of your four-digit gate codes in your profile—it is prohibited by association rules and your code will invariably be shared with unintended recipients. When a speeding vehicle uses that code, you will be contacted by Jeannie and if it is deemed that the code has been compromised, you will be inconvenienced by having to change the code.

If you are exiting and see a vehicle struggling to enter the community, we recommend that you briefly pause outside of the exit gate to allow it to close, so that the driver is not given the opportunity to attempt a wrong-way entry. It is in all of our best interest to discourage these wrong-way entries because if the gates are damaged, we can expect a repair bill ranging from \$15,000 - \$30,000 and weeks-to-months of gate downtime.

### First Responder Click2Enter Access

We have observed several instances of Washoe County Sheriff's Office deputies being unable to gain timely entry using the Click2Enter (C2E) system, resulting in delays of around 5 minutes while they get our backup gate code from dispatch. Jeff has had repeated conversations with WCSO and the Washoe County Radio Shop and it was finally determined that the problem is due to a WCSO training issue that affects gated communities county-wide.

Due to the configuration of their radio system, WCSO deputies must switch to a radio channel that, unlike agencies such as REMSA and TMFPD, is not their primary frequency. The Radio Shop filmed a training video at The Fairways to be used by WCSO and we have posted instructions on our C2E controller reminding them of what radio channels they must use for entry. First responders are supposed to hold down the mic button on their radio (while tuned to the correct frequency) until the light on the bottom of the unit turns red and then once they release the mic button, the red light will flash to indicate that the gate is being opened.

If you are ever in a situation where you need WCSO's assistance, we recommend that you give your gate code to the 911 operator just in case the responding deputy is not proficient with using the system.

## Gate Repairs & Upgrades

Norm and Jeff have finished replacement of the finicky pedestrian keypad on the exit gate and repair of the magnetic locks on both our entry and exit gates. The maglocks hold the gates closed so that someone cannot simply pull the release handles on the gate arms to manually open the gates. We were quoted \$3,912.80 for the maglock repair, but they were able to do it for us for around \$50 in parts. Gate repairs and upgrades have been exorbitantly priced, so Norm and Jeff have been generously doing much of the work themselves so that the association's limited funds are being stretched as far as possible. They saved a similar amount of money by installing the new Click2Enter system themselves last winter and will soon be upgrading the telephone entry system, adding thousands more in savings.

After a many years-long struggle to get internet to the gate, we finally got Spectrum to install a high speed internet connection in the spring, and with only a \$100 installation charge. We were previously quoted around \$10,000 for this work. Using this new connection, Norm and Jeff will be soon upgrading the telephone entry system from cellular to VoIP, which will save the association money on monthly access fees and significantly speed up data transfers for programming.

## Road Leveler Installation

As you may have noticed, our long-awaited rubber levelers have been installed over the manhole covers and utility caps on Silver Wolf Road and Springer Court, making for a much smoother ride. The original contractor, which is actually the out-of-state manufacturer itself, failed to complete the job during their on-site trip and did not return to complete the job. The Fairways refused to pay them for an incomplete job and had to hire a local vendor to drill the metal covers and Vince has generously donated many hours of his time to finish and fine tune the installations himself. We really appreciate all the work that Vince has done on this project for our community!

Vince is also working on getting quotes for our annual road crack seal, which is always done once

the temperatures drop and the asphalt contracts.

## Gate Repainting

The Board just awarded the contract for repainting the entrance and exit gates and we are currently in the scheduling process, with work tentatively beginning on Monday, September 21. When the gates are repainted, please expect lane closures and for the gates to be held open for several days. When one of the gates is unavailable, it will be clearly blocked with cones and the other gate will be held open so that it does not close on traffic going in the opposite direction of its sensors. Please proceed with caution as both directions of travel will be forced to use the single lane.

## Drainage System Improvements

Board members Jeff and Vince, as well as Gate & Landscaping Committee members Marc, Jim and James have been working for a year now on plans for removal of 25 years of accumulated silt from our detention pond and creation of a permanent access route to the detention pond and to the Public Utility, Equestrian and Pedestrian Easement on the east side of the pond. That easement gives us access to the Silver Wolf Road East Drainage Ditch, which the association is responsible for maintaining, but the developer never left a permanent access route for us to actually get to it. Unfortunately it is necessary to remove a small amount of mature landscaping near the exit gate, but there are simply not any other reasonable options. We are in now in the process of obtaining quotes and will select a vendor at the October board meeting. Work will take place during the late fall or winter when prices are lowest and there is no pump-to-waste drainage from the TMWA well into the drainage ditch system.

Thank you for reading, and if you would like to volunteer to help out the association with our fire lane/hydrant project needs, please contact Jeannie ([jeannie@kenyonandassociates.com](mailto:jeannie@kenyonandassociates.com)).

Sincerely,

Board of Directors

Thank you,  
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