

Record of Email Discussion 9/29-12/23:

Light Pole in Disrepair – Repair Coordination

Date Range: September 29 – December 23, 2025

Location: Corner of NGH and WGH

9/29/25, 9:15 AM – A homeowner emailed HOA Services reporting a downed light pole. The light pole is located at the corner of NGH and WGH.

9/29/25, 12:49 PM – HOA Services notified the Board of Directors of the homeowner's report regarding the fallen light pole.

9/30/25, 8:43 AM – BoD Member 1 responded, stating that Grand River Electric had been used for a similar repair the previous year and requested that BoD Member 2 contact them for a quote. BoD Member 1 noted the prior repair cost approximately \$400 but anticipated a higher cost due to the size of the pole. BoD Member 1 confirmed their vote to proceed with the repair, citing that the light is located on HOA property in a dark area adjacent to the trash enclosure and is important for safety and maintenance.

9/30/25, 8:55 AM – BoD Member 2 contacted Grand River Electric to discuss the repair, noting that it should be similar to the previous repair unless electrical components were damaged when the pole fell.

9/30/25, 11:42 AM – BoD Member 2 requested that HOA Services schedule the repair with Grand River Electric and offered assistance to help reduce the cost if possible.

10/11/25, 4:44 PM – BoD Member 2 requested an update from HOA Services regarding whether the repair had been scheduled.

10/14/25, 2:15 PM – BoD Member 1 followed up with HOA Services requesting confirmation that the repair had been scheduled and expressing concern regarding the ongoing delay while the pole remained in disrepair.

10/14/25, 4:05 PM – HOA Services confirmed that the repair had not yet been scheduled.

10/15/25, 9:58 AM – BoD Member 1 stated that sufficient Board votes had been received to proceed with scheduling the repair.

10/16/25, 9:07 AM – HOA Services advised that they had reached out to the electrician and were awaiting a response.

10/16/25, 9:56 AM – HOA Services reported that the electrician would perform an onsite inspection and order replacement parts if necessary.

10/19/25 – BoD Member 2 prepared the site by breaking out the concrete base to reduce repair costs and facilitate the upcoming repair.

10/20/25, 11:14 AM – HOA Services stated that they had again contacted the electrician requesting scheduling information.

11/02/25, 8:12 PM – BoD Member 1 requested an update from HOA Services regarding the maintenance request.

11/03/25, 8:56 AM – HOA Services reported that they had contacted the vendor multiple times (approximately eight phone calls and emails) and that the vendor had recently responded indicating they would schedule the repair and follow up.

11/03/25, 10:38 AM – BoD Member 2 clarified that a new light pole was not required and requested that this information be communicated to the vendor.

11/09/25, 12:00 PM – BoD Member 1 placed safety cones around the damaged light pole area.

12/05/25, 11:27 PM – BoD Member 1 requested that HOA Services obtain immediate clarification on the repair timeline and, if unavailable, contact an alternate vendor to complete the repair.

12/09/25, 9:14 AM – HOA Services requested that BoD Member 2 attempt to contact the vendor directly due to lack of response.

12/09/25, 9:23 AM – BoD Member 2 confirmed they would contact the vendor.

12/12/25, 10:11 AM – BoD Member 1 requested that HOA Services solicit bids from an alternate vendor, specifying that the HOA already possessed the globe and electrical component if needed, and that the pole required shortening rather than full replacement. BoD Member 1 also requested that Grand River Electric be informed that their services were no longer required.

12/15/25, 10:28 AM – HOA Services reported that they had contacted Pyramid to request a bid.

12/15/25, 11:32 AM – HOA Services advised that Pyramid had submitted an estimate of \$1,000, with a proposed start date after January 1, 2026.

12/15/25, 2:24 PM – BoD Member 2 reported contacting White Star Electric to request a bid.

12/15/25, 2:36 PM – HOA Services stated they would issue a vendor packet to White Star Electric and schedule an onsite review.

12/15/25, 4:17 PM – HOA Services confirmed that a White Star Electric technician would review the site on December 16, 2025, and that BoD Member 1 would be available to meet them.

12/16/25, 9:30 AM – BoD Member 1 met onsite with a White Star Electric technician. The discussion included confirmation that the HOA already had the globe and electrical components, and that the existing pole could be shortened and reused. The technician confirmed the wiring appeared appropriate for burial and functioned prior to the pole failure, while noting the potential for additional costs if underground electrical damage was discovered. The technician advised that scheduling would be determined following internal coordination and that an estimate would be provided to HOA Services.

12/16/25, 10:14 AM – BoD Member 1 shared notes from the onsite meeting with BoD Member 2 and HOA Services.

12/16/25, 1:32 PM – HOA Services forwarded a formal estimate from White Star Electric in the amount of \$1,385.

12/16/25, 2:15 PM – BoD Member 2 indicated plans to meet with the technician at the time of repair to discuss specifics.

12/17/25, 12:16 PM – BoD Member 1 voted to move forward with the repair.

12/17/25, 2:12 PM – BoD Member 2 expressed concern regarding the cost and suggested exploring solar lighting alternatives, offering to assist with concrete work if that option was pursued.

12/19/25, 7:50 PM – BoD Member 1 responded that switching to solar lighting would require additional research, procurement time, and continued pole repair costs, and recommended proceeding with the White Star Electric repair.

12/22/25 – BoD Member 2 contacted White Star Electric and offered assistance during the repair to help reduce costs.

12/23/25, 9:00 AM – BoD Member 2 assisted with the repair of the light pole.

Summary

- On September 29, 2025, a homeowner reported a fallen light pole.
- The light pole is located on HOA-maintained property in a dark area adjacent to the trash enclosure.
- The Board identified the location as a safety priority due to reduced visibility and its proximity to a common-use area.
- Multiple attempts were made to coordinate repairs with the original vendor, resulting in extended delays.
- Due to lack of responsiveness, alternate vendors were contacted and multiple bids were obtained.
- After reviewing available options, the Board approved repair of the existing pole by White Star Electric.
- The repair was completed on December 23, 2025, with assistance from a BoD Member to help reduce overall costs to the Association.

Considerations

- Maintaining adequate lighting in common areas is essential for resident safety, visibility, and routine maintenance activities.
- Vendor responsiveness, scheduling availability, and total cost were key factors in evaluating repair options.
- Alternative solutions, including solar lighting, were discussed but determined to be less practical due to cost, procurement time, and required pole repair.
- Board member involvement in site preparation and repair assistance helped reduce labor costs and supported timely completion of the repair.