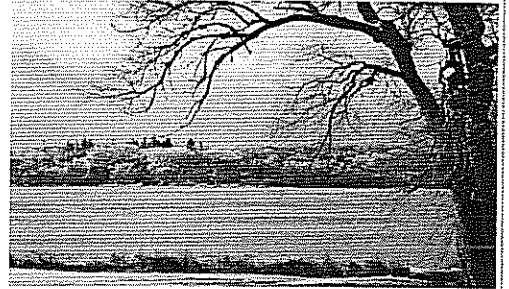


WHAT IS AN OMBUDSMAN?

The name "ombudsman" (om budz man) comes from Swedish and literally means "representative." At the most fundamental level, an ombudsman is one who assists individuals and groups in the resolution of conflicts or concerns. There are a number of different titles or names for this position: "ombudsman," "ombudsperson" or "ombuds" among others.

What is the role of Ombudsman, as a Board member of the Vail's Cooperative?



The Ombudsman works hard to resolve issues that come up between neighbors, while remaining neutral (Not on any one side) yet must always adhere to the rules and regulations of the Coop. Many believe that this position is a thankless one and in a way it is, however, I

believe it to be very important to try to resolve issues and concerns between neighbors before it goes to what ever the next level is. Let's face it, most issues fall within the classification of "typical" neighbor issues and can easily be worked out to the relief of both parties. On occasion, there could be a difference in opinion as to the how each party views a "rule or reg", etc....those kinds of decisions do go to the full board so that the answers to those questions remain constant and equal. The board does not takes sides. We are all volunteers trying to the best of our abilities to ensure that the Vails Cooperative Board of Directors remains true to the flavor of our community while following the rules and regulations. These rules and reg's are in place for everybody's benefit and so when the board receives a written notification of a issue brewing between stockholders, the Ombudsman is dusted off and sent into the fray. Luckily for me, it has been a very quiet and peaceful year.

But sometimes as Spring blossoms right in front of us, so do issues between neighbors. Please remember before you write to the board, that no one is perfect, we don't live in a perfect world, you will have to see the neighbors you are having an issue with quite often due to the size and proximity of our community, remember the quote about people living in glass houses and as a final thought and possible deal breaker, the resolution of your issue may not go the way you want. The board represents all the shareholders and tries to do so in an unbiased manner. But first and foremost, we must remain true to the oaths that we all took as we joined the board, to represent the entire Grove, not just the area in which we live, and to honor the fiduciary responsibilities entrusted to us.

The Ombudsman is alive and well should you want to use the position to help resolve issues, but as I always say, you get farther with honey than vinegar, so let's try some kindness and treat our neighbors with respect, even if you have differences in your ways of thinking.

I hope this articles helps you to understand the position of the Ombudsman and finds you well and ready to enjoy our beautiful lake.

Joan Gabel-Myers

VISIT US ON THE WEB AT [WWW.VAILSGROVE.US](http://WWW.VAILSGROVE.US)

## SUNSHINE COMMITTEE

Congratulations to the John Myers family as their son Henry is engaged to Tanja Arnold.

The Grove extends their sincerest condolences to the following families: Long time resident Carol DeFelice passed away on March 25th; Joan Gabel-Myers mother, Natalie Bernstein, passed on April 9th and the passing of Hugh Andrews mother.

If you would like to share any "Sunshine News," please call Sue Enos @845.669.5492 or call the office and speak with Cindy.

Please remember that Cindy, our Office Manager is a Notary and would be happy to notarize documents for you. Please call ahead of time and be sure that the document is NOT signed prior to coming into the office.

Our security phone number – to be used on Friday and Saturday evenings during the summer, from 9 until 2 am, is 914-720-3005 – if you see anything that requires attention. At the same time, please also dial 911 for ANYTHING you think needs attention. Do not use the security number at any other times. Use 911 – That's what the NYS Police and Sherriffs Departments are for. If you see something, do something – make the call!!! Its up to everyone in the community to keep Vail's Grove safe. Please remember that the speed limit in Vail's Grove is 10 mph. People are out and about now – children, bike riders, people walking dogs –

PLEASE SLOW DOWN!

## BUILDINGS & GROUNDS

The Grove is looking really good in preparation for a busy spring and summer (if it would only stop raining for 5 minutes). Newly built boat slips at the pavilion marina offer additional space for all Vail's residents. Don't forget to submit your application to the office.

The new generator at the pavilion is connected and can be up and running for power failures in the Grove. The propane tanks to power it have been buried behind the flag pole in the monument garden. In emergencies, residents can get warm, or cool off, and power up their phones, i-pads, and other devices. Your Board of Directors made this possible!

As a reminder, remember that only grass cuttings can go into paper leaf bags. No black plastic bags will be picked up. Branches must be cut into 4 ft lengths and left at the curb.

A newly constructed emergency road has been built to run from the field across from the tennis courts, up the hill to the access road for the WWTP. This road will be opened for emergency use only, ie trees or fallen telegraph poles blocking current access routes. A chain with locks blocks the road at each end. A list of people with keys will be posted in the window of the office.

And another thing.....don't throw anything down your toilet that you haven't eaten first!!! No baby wipes, diapers, tampons, etc. The blade on the grinder pump is small and will clog trying to chop up unsuitable items. Repairs are expensive. Everyone was sent a list with the phone numbers of whom to contact in an emergency.

For those of you needing information about trees on your property in need of tending, there is a list of tree people and arborists in the Office.

No one should be using a dry well for grey water. These were all to have been discontinued when the grinder pumps were installed.

Last, but not least, people are still speeding through the Grove. The speed limit is 10 mph. Keep our children safe!!!!

## Pump house/ New Water Tanks

Putnam engineering is moving ahead with our applications to the Town for the permits needed to construct a new pump house, and replace our old water tanks. We may be able to go out to bid on this project in a month or two, and start construction in the fall if all goes according to plan.

### FIRST BEACH PARTY

Help us kick off the summer season

Friday, June 21

Cocktails at Sunset

6PM

BYOB

Please bring an appetizer to share!

### Chairperson's Report

The warm weather is here, the docks are going in and the beach has opened for the season. Many of our residents have worked hard on "sprucing" up the outside of their houses by doing a little painting, raked their flower beds and planted flowers. Please remember that all garden debris has to be in paper bags and put to the curb for our maintenance staff to pick up.

Many of our residents interact quite often with our employees: Cindy, our office manager, and Jay who handles our maintenance. Without these important people, the operation of our cooperative would come to a screeching halt. Much of the work performed by Cindy and Jay many not be apparent to the everyday resident, but I can assure you that their work is exemplary.

With that in mind, I would ask each and every resident to treat each of our employees with courtesy. If you have a chance to call or visit the office with a question, please act in a professional and courteous manner. If you have a maintenance issue, please be professional and courteous to our maintenance staff.

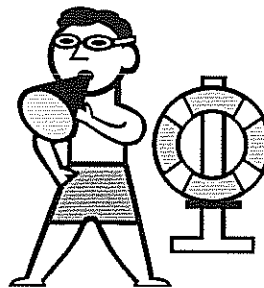
## BEACH

Thank you to everyone who has been working hard to get the beach ready for the summer. The beach is now open Fridays, Saturdays and Sundays until June 17. The beach hours are from 10am-7pm.

We are excited to share some new toys that have been purchased for rentals. There are youth and adult paddle boards, kayak, tandem kayak and a canoe. For an hourly rental of \$5 or a daily rental \$100, these are a great way to see the lake from the water. The lifeguards will run the rentals. You must sign an indemnification agreement and we ask for cash only. Please speak to them about this and private lessons.

In addition to our returning lifeguards, Jessica Battreall, James De Felice, Leenie Tolan, Moira Tolan and Helen Tolan, we are thrilled to welcome two new lifeguards—

Colin DeFelice and Sarah Vasquez.



The AWQR (Annual Water Quality Report) for 2012 will be on the website as of

Monday, June 3, 2013.

In addition, if you would like a printed copy, inform the office and you can pick one up.

## AN IMPORTANT MESSAGE FROM TOWN SUPERVISOR, WARREN LUCAS

I would like to make you aware of a couple of things and hopefully you could let people know also. We will send a pamphlet out before July. In fact I would love to have anyone interested help out on the content.

There were items that we asked people not to throw down the toilet. One of them was baby wipes. For whatever reason these have polymer based material in them that the grinder pumps macerate but that do not break up. We had a problem this week with a clog in a low pressure line and a large number of grinder pumps could no longer pump their effluent into the line. VRI opened and cleaned the line, which took a few hours of work with trucks to pump manholes out. They found that a number of baby wipes had caused the clog. Service was restored. Cost about **\$1000**

We also have had people driving over the new sewer curb cocks. Please do not do that as it potentially can break the sewer line if you do. That has happened a couple of times already and to dig it up and replace the line and valve costs as much as **\$2000**.

Please know that when VRI does this type of thing it is on an hourly cost to the district. The recent tax bill had \$394.20 in it to operate the plant and do maintenance. Spending the money on these types of things is a waste. We know things do happen and things do break but please be as careful as you can.

Do not dump oil, grease, paint, strong chemicals, sand, kitty litter, etc. down your drain. Feminine products, baby wipes and other personal/cleaning wipes should be disposed of in a garbage can. These items should not be introduced into the sewer system. They can damage or cause premature problems (parts wearing out) with your pump, or build up in the tank and prevent your pump from working properly. And don't forget, any money that gets spent is money that is coming out of the pocket of everyone in the district.

The work on landscaping is ongoing. Thank you all for your patience.

Sincerely,

Warren J. Lucas  
Supervisor, Town of North Salem  
914 669 5110 Town Hall  
914 261 2636 cell  
266 Titicus Road  
North Salem, NY 10560