



~ WINTER NEWSLETTER ~

SPECIAL POINTS OF INTEREST:

- **Winter**
- **Update Your Contact Info**
- **Rockwood Property Management Numbers**
- **Other Important Numbers**
- **Emergency Cell**
- **Car Prowling**
- **We Thank You!**

Winter Has Arrived!

As you have no doubt noticed, Winter came roaring in on us in December. Record snowfall has made for an interesting time trying to keep the snow cleared. As is no surprise, snow removal contractors are having a difficult time trying to keep up with this outrageous snow season. As a result we have made arrangements for secondary contracts to help take up the slack. In a few cases there are even contractors to back up the secondary contractors, so we ask that you please be patient as they work hard to clear the streets.

If you would like to help make the process faster, please be sure the streets are clear of basketball hoops, cars or other obstructions in the road. Also remem-



ber, the city will tow cars on the public streets that are obstructing the snow plows, and if it becomes necessary, the Association will tow cars on the private streets to make removal easier and more efficient.

It's also important to remember that time is money. The Association is charged by the hour for snow removal. Unless the contractor is responsible for a problem, they will charge every time they go out. If possible we want to avoid any extra costs for excessive snow removal.

We thank you in advance for doing your part to make snow removal as easy as possible for our hard working snow removal contractors.

Thank you!!

Help Us Keep in Contact...

Frequently we hear, "Why didn't you call me before sending the letter." Our answer is simple, "We don't have your

phone number or email address". To update your information, please go to your Association website and select:

Forms > Change of Address.

If you do not have access to the internet, please call and leave a voicemail at:

(509) 252-7507 ext 229



1421 N MeadowWood Ln., Suite 120
Liberty Lake, WA 99019

Phone: (509) 893-0800
Toll Free: (888) 893-8990
Emergency Cell: (509) 280-1008

E-Mail: hoa@rockwoodpm.com
Website: www.rockwoodpm.com
(Find the link to your association website here)

Update Contact Information Line (voice mail only):
(509) 252-7507 x 229

Greenstone Homes Customer Service:
(509) 465-2222 or info@greenstonehomes.com

MORE IMPORTANT NUMBERS

SPOKANE

Spokane Snow Plow Line: (509) 456-2666
Spokane County Snow Plow Line: (509) 477-3600
Spokane C.O.P.S.: (509) 835-4592
Spokane Police Dept.: (509) 625-4000
Spokane Valley Police Dept.: (509) 477-3300
Report Graffiti: (509) 477 GANG (4264)

Liberty Lake S.C.O.P.E.: (509) 755-1143

Liberty Lake Police: (509) 755-1141

Road Conditions/Pass Reports: 5-1-1

POST FALLS

Post Falls Streets Dept.: (208) 773-1722

Post Falls Police - Non Emergency & Animal Safety: (208) 773-3517

COEUR D'ALENE

Coeur d'Alene Plow Hotline: (208) 769-2233

Coeur d'Alene Police Dept.: (208) 769-2320

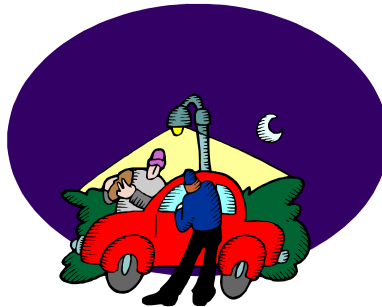
Emergencies!



What is an Emergency?

Before you call the emergency cell, please stop and ask, "Is this a real emergency?" To help answer this, remember that the HOA does not cover anything in a home or on the homeowners property. Also, if it has snowed, please remember there are contracts in place and plows will be there to clear the roads. If there is a medical emergency, please call 911. If it is Monday thru Friday and not a holiday, please call the office at (509) 893-0800 or (888) 893-8990.

Car Prowling



Don't Let this Happen!!

There has been a rash of vehicle prowling in some of the associations. To help avoid having your car broken into park it in your garage if at all possible. If that is not possible "sanitize" the car by removing anything of value. Also, help each other by keeping your eyes open in your neighborhood and report suspicious activity immediately to the police.

Thank You!

Last but not least. We would like to thank everyone for their patience. Most people have been very understanding these last few weeks.

We know how frustrating all the snow has been, and you have all been real troupers!



Check your Association website frequently for updated information on events coming to your community!