

TO: Carnahan Crest Board 2023

FROM: Gary Teale, Carnahan Crest Treasurer, 2020

RE: Sunshine Recycling Septic Tank Service in October, 2020

DATE: 11/12/2020

Dear Current Board of Directors,

In October, 2020, we contracted Sunshine Recycling to do the HOA-wide septic tank pumping and inspections. When completed, we were quite dissatisfied with the service that was received for the following reasons:

1. Sunshine required that each homeowner sign a waiver regarding any damage to the property, even though the inspections and pumping were all done on HOA common grounds.
2. The business office was difficult to deal with in terms of having Sunshine Bill the HOA for the total pumpings. It required several conversations to convince them to accommodate our desire to have the HOA billed for the total, but also have the billing itemized as to the cost of each pumping.
3. On the day of the scheduled pumping, the technician showed up in an old truck that leaked oil/hydraulic fluid whenever and wherever it was parked.
4. The technician had only a shovel and no tool to help locate the access points to each septic tank.
5. The technician dug around sloppily, throwing both dirt and sod to the side without making any accommodation for placing it on a temporary tarp.
6. It was clear while watching the technician work, that he had only minimal training in how to inspect the tanks. He did manage to pump them out successfully.
7. When replacing the dirt/sod back over the septic tank access points, he did so in a haphazard manner, with no attention paid to how the sod was placed and without adequate soil beneath the sod.
8. Subsequently, we had Arborpro come out and assess the damage. They indicated that in the spring they would need to dig up the damaged areas, replace some of the soil, and re-sod the areas that were disturbed by the digging by the technician.
9. All in all a very shoddy job done by this company. DO NOT USE THEM AGAIN IN THE FUTURE.

Respectfully,

Gary Teale

Treasurer, Carnahan Crest HOA Board, 2020