



## Timberwoods Resort Frequently Asked Questions

**Q.** What is the official address for Timberwoods Resort.

**A.** 10255 Nevens Ave. NW South Haven, MN 55382

**Email:** [timberwoodsresort@gmail.com](mailto:timberwoodsresort@gmail.com)

**Website:** [www.timberwoodsmn.com](http://www.timberwoodsmn.com)

**Q.** Who do I contact if something is wrong with my unit?

**A.** Each shareholder is responsible for maintaining and repairing their specific unit. However, there is a list of preferred vendors or service providers posted on the website that are familiar with the resort and likely to provide better service based on their knowledge of the resort and similar units.

**Q.** Who do I contact with a plumbing or electrical problem?

**A.** See the appropriate list of service providers on the website.

**Q.** When does the annual shareholder meeting take place and where is it held?

**A.** The annual shareholder meeting is held on the last Sunday of May (the day before Memorial Day) at 10:00 am. Depending on the weather, the meeting is held either inside the large shed or outside near the beach in the commons area. An annual notice of the meeting will be provided to all shareholders 30 days prior to meeting.

**Q.** Is the resort open in the winter?

**A.** The resort typically closes mid-October, depending on the weather and opens in the spring in the range of May 1<sup>st</sup>. In the offseason the water is turned off, but Shareholders may access their properties by means of unlocking the gate at the main entrance.

**Q.** How do I make a payment for the annual association fee?

**A.** All shareholders are required to establish an account with Bullseye Realty to pay annual association dues. Payments are due May 1<sup>st</sup> and November 1.

Bullseye's website: <https://bullseyeproperties.managebuilding.com/Resident/public/home>

Phone: (763) 295-6566

e-mail: [sales@Bullseye411.com](mailto:sales@Bullseye411.com).

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**Q.** How do I get assigned a boat slip?

**A.** All boat slips are owned by the resort association. They are assigned to shareholders (by the TW Board) based on seniority (number of years as a resort shareholder) along with the size required for specific watercraft. For example, a small fishing boat will likely be assigned a shallow inside spot whereas a larger pontoon boat will likely be assigned an outside (waterfront) spot based on availability.

**Q.** How do I obtain approval to modify the area around my lot?

**A.** An "Action Request Form" must be submitted to a member of the Board of Directors or sent to the Timberwoods website for review and approval. Someone from the Board will respond as soon as possible. The "Action Request Form" can be found on the Timberwoods Resort Website: [http://timberwoodsmn.com/uploads/3/4/8/1/34810788/tw\\_action\\_item\\_form\\_10-8-19.pdf](http://timberwoodsmn.com/uploads/3/4/8/1/34810788/tw_action_item_form_10-8-19.pdf)

**Q.** Who do I contact to have my boat lift installed and removed?

**A.** There is a sign-up sheet that is located in the office/large shed. Also, a request may be made by emailing: [timberwoodsresort@gmail.com](mailto:timberwoodsresort@gmail.com).

**Q.** How to I get internet service?

**A.** The Association is in the process of investigating the possibility of upgrading the current internet service to the resort. However, there are currently several service providers to select from, one of which is Kinetic by Windstream. They are the company that acquired the previous telephone company who owns the copper lines currently extended to each unit. Several shareholders are currently using Kinetic and are satisfied with their service. In the event you elect to engage their service, they may be contacted at 402 462-7900.

**Q.** How do I get Packages delivered to me at Timberwoods?

**A.** All UPS/Fed-Ex Packages can be delivered to Timberwoods. They will be delivered to a box located on the front porch of the Timberwoods Office. It is your responsibility to check and pick the packages up from that box. Timberwoods is not responsible for any packages delivered.

**Q.** Does Timberwoods have a Facebook Page?

**A.** Yes. It's a "Closed Group" page. You can request to join the Timberwoods Resort Facebook Group at: <https://www.facebook.com/groups/655735208092033>.

**Q.** Does Lake Augusta have a Lake Association and how can I join?

**A.** Lake Augusta Association (LAA).

Request to Join the Lake Augusta Association (LAA) Facebook Group:

<https://www.facebook.com/groups/1050838251787106>

Email: [lakeaugustaassociation@gmail.com](mailto:lakeaugustaassociation@gmail.com)

LAA Membership forms can be found at <http://timberwoodsmn.com/owner-links.html>