

Meet & Greet Q&A's

November 2, 2023

Thank you to all residents who came to the resident board member meet and greet on September 28, 2023. Thank you for raising your comments, questions, and concerns with us. It is great to see how engaged residents are in the community.

There were many questions gathered from the meet and greet, so we have compiled them and placed them in this document for your knowledge and information.

Please note: Any timelines provided are estimates and are subject to change at any time.

How can we get a ladder on the dock so kids can climb up easier?

If this is regarding the dock at the South Beach Building, we will not be able to accommodate this request. This dock is intended for boats, not for recreational swimming use such as diving and playing.

How can we get RVC or Qualico to build speed humps along Copithorne Trail and across from the Adventure Zone?

For questions or concerns regarding Copithorne Trail, including requesting speed humps to be installed, can be directed to Rocky View County. More details can be found on their website here:
<https://www.rockyview.ca/roads>.

Across from the Adventure Zone there will eventually be a traffic circle. This will reduce speed of vehicles travelling across the Adventure Zone, as vehicles will need to slow down prior to entering the circle. More details will be shared by the developer in the future.

When will we have a solution for the odour that is most prevalent on the north side of the lake and in the evening around 9:00?

We hope to have an update for residents in the near future.

When will the drainage be fixed in the green space behind Junegrass/Juneberry? There are other locations as well, but this is the worst and multiple people have fallen already. Any of the "T" intersections of pathways seem to get extra damage from the equipment.

The OAH is aware of this issue and will be installing additional signage throughout the pathway systems in the naturalized areas behind Junegrass Terrace and Juneberry Heights. Since winter conditions are bound to continue for the 2023/2024 winter season, there will be sandboxes installed along the pathways. We have also spoken with our maintenance teams to ensure that these areas receive additional attention over the winter months.



When will our cards open the side entrances so we can bring in our personal equipment to the lake?

Unfortunately, access cards will not open the side entrances. We will have staff on hand to allow access during the months when the South Beach is open.

When will the asphalt connecting to the bridge at the wetlands along Copithorne Trail be fixed?

We hope to get this fixed in the 2024 maintenance season.

How do we get access to the lake during the early morning hour when it is calm, but nobody is working? We do not need access to the building or use of any of the lake items. It seems like having these cards to scan should give us access. Ultimately there is a need for clarity around why we can't use the lake whenever we want?

Unfortunately, we cannot grant access to the lake outside of our operational hours. This mirrors other lake communities in the City of Calgary. We follow these rules to ensure we do not open ourselves, and our residents, up to any unnecessary liabilities.

Can we have weekends be staffed and weekdays not during the very start and very end of the season? This would extend the use but lower staff cost.

We will take this idea into consideration for future lake seasons; however, the lake is staffed based on weather and average usage times.

There has been erosion at the north end of the lake and would like to know when it will be fixed.

HAWSCo is aware of erosion at the north end of the lake and will be taking steps to amend the erosion next year.

How do we get a larger dock for the shared lots?

Unfortunately, we cannot accommodate the request for larger docks at the shared dock locations.

Can we get lights or something that makes it clear that people are using the crosswalk on Copithorne Trail? There have been way too many close calls with the traffic not following speed reductions and we do not want to see someone getting really hurt or worse.

We appreciate the community's concerns regarding pedestrian safety and share your in your sentiments to not see anyone getting hurt or gravely injured when crossing Copithorne Trail. We encourage residents to contact RVC with their concerns regarding Copithorne Trail, including requests such as crosswalk lights. Please click on this link for RVC's website for roads: <https://www.rockyview.ca/roads>.

When will the traffic sign that has been missing since last winter along the traffic circle on Junegrass be replaced? Phase 10 is also missing multiple traffic signs.

We have followed up with our maintenance contractor and hope to have this fixed in the near future.



Landscaping died this summer in Phase 10 after what seems to be the handoff to RVC. Who is going to fix that?

The OAH is responsible for landscaping maintenance in Phase 10. When flagging concerns to the OAH, please email into the admin inbox with your concern and provide us with specific locations and pictures. This will greatly assist us in coordinating with our maintenance team and will ensure that the OAH is handling maintenance requests in a timely manner.

Can we please get another garbage bin set near the playground in the park by the basketball court? The current set near the court is not being used as most kids are at the playground. Paintbrush Park could also use another set of garbage bins as well.

The Sunset Cove Park is being prepared for turnover of the park. This request will be reviewed at this time.

For additional bin install at Paintbrush Park, please contact RVC to make this request.
<https://www.rockyview.ca/contact>

Can we ensure that the winter crew use a brush instead of a blade for snow removal, especially in areas that have limited sunshine? Maybe even put a bin with ice melt in certain areas to help during the winter.

While we cannot make any promises, we will discuss this with our maintenance crews.

Solid Waste Services - Changes

The OAH understands how the community feels about the Solid Waste Service change. Please note that there will be a separate communication about Solid Waste in the coming weeks. Please stay tuned for that communication. For all other inquiries, please contact solidwaste@harmonyowners.com.

The community would be happy to help with items like a snow fence installation and other items in the future that help our community be safer and better.

We appreciate how involved our residents are in this community. It is part of what makes Harmony so special. However, we have properly budgeted for winter maintenance. Our crews and contractors will ensure this is complete.

Would the developer invite RVC representatives to the AGM? As well as others like the RCMP to speak to the community.

The OAH appreciates the community for wanting these representatives at the AGM. While we cannot grant this request, we will take this into consideration when scheduling our annual Town Hall/Open House.

Kudos to Qualico for the Phase 11 trail as it is nice and great to have done so quickly, especially prior to winter. Will it connect to the path along Mickelson National?

The OAH has reached out to HDI to inquire about this pathway and if it will connect to the pathway along Mickelson National. They will see what can be done to connect these pathways.

