

## 10/1/2024 Hurricane Helene Communication

### *Clean-Up Update:*

- C&R Tree Service continues to work with homeowners removing trees from rooftops.
- WPPOA Maintenance and Cold Creek continue to clear and have made significant progress with debris clean-up.
- Today they will work on Woodside Plantation Drive between Magnolia Lake to Sassafras.
- You will start to see clean-up efforts slow as we continue assessments of priority areas.
- Please note that many trees along the sidewalks are dangerous still and risk falling or dropping more limbs. Walk cautiously and be alert to the potential dangers.

### *City of Aiken Updates:*

- Please use City of Aiken social media accounts for updates (Facebook and Instagram)
- Debris or tree stump/limb piles should be 6' or less in length. The height restriction has been suspended.
- PLEASE PUT YOUR DEBRIS IN YOUR YARD. NOT IN THE ROAD. Debris in the roadway is a major safety hazard.
- If you have placed in the road, please move it into your yard at the curb ASAP.
- City phone systems are up and working.
- The city asks that you travel cautiously as there are still many power lines down throughout Aiken County.

### *Homeowner Info:*

- If you have a tree on your roof or on your property, regardless of where it has fallen from, you will have to **contact your private insurance** provider to assess damage and provide you with the next steps for remediation. This includes clubs (golf courses), private properties, and the POA common areas
- If you have a tree leaning that you are concerned about from POA Common Area ONLY, please email the [wppoa@wppoa.com](mailto:wppoa@wppoa.com) address. This address is being used specifically for these issues. Please provide as much detail as possible in order to accurately prioritize. With the high volume that we are receiving, you will not receive an individual response but will be added to our list. You will receive an auto-response that confirms receipt of your concern.
- We still have property owners without power and internet. We do not have any timelines. We recommend following your power providers for information. Please do not call the POA office as that ties up our resources.
- A list of tree vendors is available at the POA office.

*Misc. Updates:*

- All Common Area wells have been shut off to assess irrigation damage.
- The Board of Directors approved \$200,000 as a starting point from The Reserve Fund for initial clean with a preliminary plan to replenish with the 2025 Budget.
- FEMA – there is a lot of misinformation coming in that we have FEMA support. At this point, FEMA is not open to businesses, just to individual applicants. We have no guarantee that we will receive a direct payment from FEMA. Once the FEMA portal is open to businesses, we will submit an application. Again, that does not secure or guarantee that we will receive any FEMA funding.
- PLEASE DO NOT MOVE YOUR DEBRIS TO COMMON AREAS OR ANY OF THE GOLF COURSES. This will not expedite pick-up. These are private properties.
- Phone service remains very spotty and unreliable. We understand this is frustrating but the POA staff is answering questions via phone calls. Email remains the best means of communication to POA staff.

We appreciate all of the kind words we have receive in the WPPOA office. We thank you deeply for your patience as we navigate this devastating event for our community. We will continue our updates on a daily basis and hope that all of the CSRA and surrounding communities return to normal soon.