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The Ponds at Foxhollow
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Newsletter

Spring 2020

Dear Owners,

Here's hoping this newsletter finds you and your family staying well and staying safe. During this COVID 19 Pandemic, while we have been closed, we have been working diligently to ensure a clean and safe facility for all. Also, we hoped to have relevant news and information to share with you. This newsletter comes to you now with information as we have it. However, the situation continues to evolve.

We sincerely empathize with those of you who have called or emailed your frustration—boy, do we share that feeling about our treasured Ponds. Responding to you now, based on Governor Baker's policies, we are still very cautious as we expect rigorous standards to prevail once we are allowed to reopen the resort. Bottom line: we will be allowed to open during the Massachusetts Phase 2 under the same guidelines and restrictions controlling hotels and similar establishments. We have been informed that "Phase 2 will not start before June 8th" (sounds like it may be even later than June 8th).



At this time we have no idea what social and safety restrictions will be set upon any reopening of Timeshare Resorts in the Berkshires. Prior to this news, Tanglewood had canceled its entire season; we are certain that just about everyone was aware of that announcement.

Once we are able to safely open the resort we look forward to sharing the beauty of the Berkshires with our owners and guests. The safety and well-being of our owners, renters, guests and staff eclipse all other concerns—**nothing is more important to us**. In addition to observing state and national pandemic guidance, we are taking a very cautious and measured approach to our reopening. The closing of our resort was and is in compliance with both Federal and State closure regulations. At the present time, these regulations remain in place.

We had proactively adopted cleaning measures early on in this pandemic, assuring a well-maintained and sanitized environment for our Ponds Resort, its employees, Interval Owners and guests. And, as part of the new normal, this regimen will continue. It has been an extraordinarily long few months for everyone. We look forward to re-opening and to welcoming all guests as soon as we are permitted to do so. Please be assured that we all look forward to the time we spend in the Berkshires. Our promise to you is that we will do all that we can to make your upcoming visit one you can look forward to and safely enjoy. Thank you for your patience and steadfast support.

Sincerely,

Board of Directors

Ponds Home Owners Association at Foxhollow

Additional Information and Projects:

- Please look to our website and Facebook pages for up to the minute information and news. Click on the underlined text for Massachusetts information: Massachusetts Covid-19 Information
- Phone System Update: Research and project coordination is underway with the Clubhouse system slated to begin within a month. Unit phone replacement is currently being researched and coordinated.
- Unit Window Replacement: We have continued identifying windows in need of replacement and completing installation in a number of units.
- Unit Inventory and Repair: We have utilized this unique time to address unit inventory of supplies and address maintenance issues within the unit, including painting and tile work.
- Outdoor Landscaping is in full swing, projects including parking lot sweeping, mulching and weeding are being completed.
- Bed Bug Inspection: The Ponds has always been proactive in maintenance and prevention of bed bugs. In addition to our weekly inspections, we hire a service that uses certified bed bug-sniffing canines. We will continue our yearly process as soon as we are permitted.

I look forward to seeing you all in the near future. Be safe and well.

Edward Pelkey

General Manager

Ponds at Foxhollow

