

ENGLISH TURN MONTHLY

THE OFFICIAL ETPOA NEWSLETTER



HURRICANE IDA

A LETTER FROM OUR DIRECTOR OF OPERATIONS

Dear Residents of English Turn,

Although I have only been employed with ETPOA for seventeen months, with the experience of Hurricane Ida under my belt now, I feel as though I have passed my initiation. As the storm approached, under the direction of the Board of Directors, I prepared the staff as best I could for what was to come. My top priority was to ensure that everyone was safe and encouraged evacuation if that was their family’s plan. After Ida hit, I returned to ET as soon as it was safe to do so. And Bubba was already here!

I would like to take this opportunity to thank our dedicated staff and Board of Directors, Avery, Charles, Evan, Janet, and Joanne. They came together as a united force under very stressful circumstances. I would also like to thank ALL of the English Turn residents who also came together as a community. No, more like a family, and checked on neighbors and lent a hand to those in need of assistance.

I am proud to be employed by such a caring, compassionate, and resilient organization.

Thanking you,
Sandra Benenate
Director of Operations

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HURRICANE IDA: A BRIEF TIMELINE

Friday, August 27th:

On the morning of the Friday before the storm, the Director of Operations, Sandra Benenate, and Maintenance Foreman, Adam “Bubba” Ciuffi, met to discuss various plans to secure the gates and prepare for the expected power outages. With the storm just two nights away, Bubba promptly suggested the advanced reservation of equipment from Sunbelt Rentals. They were then able to reserve a mini-bulldozer, bucket truck, and a large dump trailer necessary for debris management. Bubba’s plan was a saving grace, as the materials and equipment were quickly sold-out post-storm.

Saturday, August 28th:

On Saturday, the groundsmen continued efforts around the neighborhood to secure various items and hunker down before the storm the following day. Gates were also opened, and guard-arms were removed to prevent the trapping of residents inside the gates once the power went out. Sandra remained in contact with our security provider, Allied-Universal, to discuss coverage and guard safety during the storm, as well as the likelihood of guards returning after the storm passed.

Sunday, August 29th:

Sunday evening, the storm passed through the city of New Orleans as a category 4, with maximum sustained winds of 150 mph. Many residents held their breath from a distance, while others who remained in their homes bravely held down the fort here at English Turn. Unfortunately, most of the city lost power Sunday night, and the rain continued to push on.

Monday, August 30th:

Early Monday morning, Bubba returned after the storm to assess the damage within the neighborhood and deal with any pressing issues. With his groundsmen team pictured below and two other contract laborers, the first order of business was to move any debris and large trees blocking roads. These efforts were sustained for many days after the storm. This included moving the debris and trees with the rented equipment and hauling it to the back of the property, where it was out of the way for the time being.

Tuesday, Sept 1st:

On Tuesday, the Board of Directors made contact via group emails. They then made the collaborative decision to hire the constables’ deputies who would stand in place of the security posts, which were not filled in a timely manner. In fact, to speed up the process, the Board President, Janet Duroncelet, contacted resident Edwin Shorty Jr, who assisted in hiring the constable deputies. They were hired to do overnight roving patrol from 7 pm to 7 am for the following few days. Our loyal West-Gate guard Justina Davis was the first to return on Tuesday. She stayed for roughly three days without power in her station. The East-Gate was filled later, and the constables left once the guards and their posts were in working order. Clean-up continued on Tuesday.



The groundsmen worthy of recognition for their clean-up efforts!

HURRICANE IDA CONT.

The residents who stayed were instrumental in returning the neighborhood to normalcy and exceptional conditions. Residents reached out to their neighbors who had evacuated to assist them with debris in their yards and proactively assess the damage. Many residents reached out to Margeaux for the directory in hopes of reaching neighbors they didn't have communication with. This was a great example of the support we so treasure in this neighborhood. Please reach out to the office if you would like an updated copy of the resident directory for future evacuation plans.

Residents also quickly began their own clean-up efforts and made the clean-up process a bit more efficient as the groundsmen swept the neighborhood as much as possible within the first few days.

During all of this, the Director of Administration, Margeaux Fanning, directly communicated with Sandra Benetate and the rest of the Board to send email blasts to the community. These blasts consisted of updates on garbage pickup, neighborhood conditions, debris removal, power-outage updates, wifi updates, what to do if you suffered damage, etc. We will continue to utilize these emails during all future hurricane evacuations and emergencies. They were found to be quite effective and efficient in communicating with the neighborhood from all evacuated locations. If you did not receive these updates from the English Turn POA, please email us at margeaux@etpoa to join the list.

Now that the storm has passed and things are returning to regular working order, we are taking the time to appreciate our loyal groundsmen, the POA team, and the community as a whole for their collaborative efforts.

CLUBHOUSE DAMAGE AND UPDATES

General Manager for ET G&CC, Mr. Tuyen Bui, gave a brief update on the Country Club on Wednesday's community Zoom call. He said that the golf course is still set to re-open on October 1st. The main dining room is closed until further notice as the main lobby took on storm damage. The widow's walk on the top of the building had two windows blow out, causing water damage to the ceiling (pictured below). The Pelican Grill is now OPEN, and Friday Night Dining returns with a limited menu.

Towards the end of his comments, Tuyen asked the participants if the community would be amenable to a delivery service such as Waitr, Uber Eats, GrubHub, or the like. A short discussion followed, and we decided that the upcoming neighborhood Survey Monkey will include questions regarding preferences for Club amenities.



CELEBRATING OUR MOST TENURED ETPOA EMPLOYEES**RIGOBERTO BETETA, "RIGO"**

Living in a close-knit neighborhood like English Turn allows us to see familiar faces that have been with us for quite some time and their participation in building community and friendships. These people have made an impact on us individually and as a Southern Louisianan family. One great example is our committed groundskeeper, Rigoberto "Rigo" Beteta. Rigo has spent two decades with the English Turn Property Owners Association (ETPOA), showcasing his talent, expertise, and hard work, doing so with an ever-present smile on his face.

To celebrate his twenty years of experience and commitment, we have asked him a few questions to share his story and the pride he instills in everything he does for us.



Rigoberto Beteta first came to the United States in 1987. He originally emigrated from Nicaragua to Florida and earned his US Citizenship before relocating to New Orleans in 2000. He has since worked full-time as a groundskeeper for the ETPOA, with a small intermission just after Hurricane Katrina until his return in 2008. His passion and perseverance to rebuild—much like all of us—drew him back here, to the place he loves.

Rigo flourishes outdoors and says that he could never stay inside the four walls of an office all day. Instead, he finds pleasure in being one with nature and enjoys seeing our residents outside beautifying the natural, diverse landscape we all enjoy viewing every day. He shares his favorite time of the year with us, is the Winter holidays and decorating the community each year with lights.

One of Rigo's favorite memories at English Turn, he explains, is from three or four years ago, when he and some of the Amigo Labor Solutions (seasonal laborers) were replacing the flowers at the common area on Island Club Drive. Antonio, an 'Amigo,' was bragging to the newly hired female seasonal laborer about how good he is at planting and gardening. Antonio, however, did not see a hole in the ground that had recently been dug and accidentally fell into the hole, fortunately avoiding injury to anything but his pride. Their team laughed for a long time, and it became a running joke among them.

Rigo has said that his job has somewhat changed over the past couple of years since the Amigos have not returned. But, he confidently says that it has always maintained an ebb and flow, "Sometimes it's fast, sometimes it's slower, but there is always work to be done." Especially in times like these, following a hurricane, there is much to be done.

We are fortunate to have such a dedicated team member as a part of our groundskeepers. This last week indeed would have looked a lot different without our loyal groundskeepers putting in the time and energy to get our community back to normal.

If you see Rigo around the neighborhood, don't hesitate to wave "hello"; his smile is worth the glance.

*CELEBRATING OUR MOST TENURED ETPOA EMPLOYEES***MARGEAUX FANNING**

As Margeaux Fanning reaches her 15th anniversary with the POA, we reminisce about our favorite team member on her path to becoming ETPOA Director of Administration.

She was born in Chicago before pursuing her education in Mass Communications at the University of Texas, Permian Basin. Of course, we know anyone with the birth name of Margeaux simply **MUST** move to the Louisiana coast. She found her way here and has since embraced the community she was born to be in.

Before starting at English Turn, Margeaux worked at Tulane Urology as a Residency Program Coordinator. Her experience working with doctors and professionals in the medical field made it an easy transition to English Turn. She says confidently, "I understood the English Turn mentality right away." As her roles have changed, she concludes one of her best achievements made with the POA was the inception of the email blasts. She has played a pivotal role in increasing technological advancements with security computerization and helping to accelerate communication through email blasts that keep us all abreast of important happenings in our community.



When she first joined the POA in 2006, she explained that the office was much different. There was a much fuller staff focused on filling a burgeoning neighborhood. The staff rooms were full, including a receptionist, property manager, and an entire sales team. Her role within the POA now has assumed many of their duties as the direction of English Turn POA has adapted with its growth. She first started as an assistant to the Property Manager. She has since moved to the position of Director of Administration, where she manages much of the inside work of the POA. She humbly says, "I am the paper-pusher, as to Sandra's position as the Director of more physical advisory decisions. She does the outside work. I do the inside work."

Throughout Margeaux's 15 years at English Turn, she certainly has some great stories and memories. Her favorite memory that came to mind was seeing Will Ferrell on the set of *The Campaign* and hanging out with Zack Galifianakis. *The Campaign* had a few scenes filmed in a house in our community and in the English Turn Clubhouse back in 2010. She often facilitates the proper paperwork and organization of perspective movie agents hoping to film in our neighborhood. In fact, she is no amateur when the discussion of acting comes to play. She has acted in many local productions over the years, her favorite being the 2019 *Cabaret*, which was the last before the pandemic. Acting is one of her true passions that makes her life truly enjoyable. If you enjoy the theater for local troupes, there is a chance you've seen some of her work. And if you haven't, you would surely enjoy doing so.

When asked what her favorite part of her job is, she says that reuniting pet owners would be a definite highlight. In addition, she loves to help the community find the answers they need and make life a bit easier on us all. She answers many questions each day, ranging from construction guidance to recommendations for plumbers or pizza places to dog walkers. She says, "I like to be able to provide that level of service for everyone and be accessible each day." Another definite bonus of the job, Margeaux exclaims, is the events at English Turn each year, specifically Halloween. She MC's the costume contest each year and facilitates much of the decorating of the POA building. She explains, "Really anything with the kids, bringing them together makes this job special."

When she is not at work, aside from her hobby as an actress, Margeaux spends her free time with her partner, Eric Kaplan, her two grown children Victoria (23) and Patrick (25), and her adorable grandson Alastir (5).

While her position at the ETPOA resembles the one she began with, it is safe to say that Margeaux truly encompasses all the inner workings of the POA. Everyone knows her as the one to have all the answers. We are genuinely so grateful to have her as our Director of Administration and hope she remains for as long as possible.

*CELEBRATING OUR MOST TENURED ETPOA EMPLOYEES****JUSTINA DAVIS***

Our security guard posted at the West Gate, Justina Davis, celebrated 16 years this year with the ETPOA. She is another valuable member of our community who has devoted herself to keep us safe and secure.

Before she came here, she worked for 23 years as a lab assistant and tech, working in various departments such as Urology and Hematology. She then transitioned to a career in security working in a park. Shortly after she was moved to a security position at English Turn in 2005 and has stayed with us ever since.

She feels this job has been a blessing, but she didn't expect to love it as much as she does. "God led me here, and now I understand why," she says with gratefulness. "I realized the closer I came to my residents, how it became like a family." Justina is so dedicated to English Turn that within her time here, she has switched security companies more than three times to follow the new contracted team. Justina was even included within the new security companies' signed contract on a must-hire basis. We would not let her go so easily; she really is a pivotal part of the English Turn community.

She considers her biggest accomplishment learning to be comfortable and confident with who she is in both respects, to her position here at English Turn and who she is within herself. While she shared with us that every day spent here is unique, she says her favorite memory was when she won the POA Halloween costume contest a few years back. She went as a lion from the Lion King and stole the show away with her creativity.

While her duties encompass the West Gate and her filtering of residents, visitors, and contractors, her job means much more to her than just security. She explains, "I just love my residents." Through her dedication to knowing her residents well, she considers: "The most important thing is the way you greet people. When people are having a bad day, I notice. I show them I care, and they do the same for me."

"Getting to know my residents, getting to know their children, and seeing some of these kids grow up and have kids of their own" has resulted in a compassionate voice that greets many of us, that breaks up the monotony of our routine. And she's always willing to express her thankfulness to our residents and guests. "If they need me, I am here," she says with pure sincerity. We are fortunate to have people like Justina impacting us by doing an excellent job and in the little ways by interacting with us daily.

She is essentially the face of English Turn, as she is the one who sees everyone each day. And she takes that role very seriously. On her bad days, she comes to work with a smile, hoping to have meaningful interactions with her residents that transposes the harsh realities of her world outside of work. She certainly is not the only one who benefits from her position at the West Gate, in fact, many of her residents go out of their way to care for her just as equally. She joked, that she prefers to be at work when she is feeling under the weather than at home because her residents care for her. They, at times, make u-turns at the gate to talk more with her or share treats they made at home; these are some of her most treasured memories.



JUSTINA DAVIS, CONT.

In fact, not even Hurricane Ida or the absence of power kept Justina from coming to work. She worked 3 days over the long, hot weekend, just hoping to make the residents feel at home as they came back to damaged roofs, smelly refrigerators, broken trees, and debris filling their yards. Resident Jerry Sneed praised Justina for going “above and beyond” in the performance of her duties this past week. He exclaimed that he was pretty impressed by how quickly Justina was willing to return to her post despite having no electricity, phone, or internet. He says, “Just to be able to see her friendly face and her warm welcome when we entered the gate made us feel better.”

We are so blessed to know Justina and have her as our familiar welcoming face each day. We are very thankful for her continuous dedication to our community.

ARE UPDATED BY-LAWS IN OUR FUTURE?

*BY JANET DURONCELET
ETPOA'S BOARD PRESIDENT*

I am speaking in response to a campaign pledge I began in June of 2021, to recruit a committee to review and revise the English Turn Property Owners' Association By-Laws. The original By-Laws date to 1991 and, according to the CCRs, were meant to govern the administration and operation of the Association.

Included in the original document was the right of the "Declarant" to appoint and remove both members and officers of the Association. That authority was surrendered in 2012, but no corresponding change was made to the By-Laws. It is important to note that the By-Laws were also written before communication by electronic means was commonplace. So the previous requirement that official notice either be delivered by hand or by the U.S. Mail seems antiquated. And, over the ensuing 30 years, it has also become apparent that the existing quorum requirements are difficult, if not impossible, to meet and that the procedures for the election of directors could be improved.

Therefore, a small committee began to thoroughly review the document that administers the POA's affairs and consider ways to improve our functioning. Among the resident members of the committee was Dr. Bart Farris, who had spent four years writing the current American Medical Association By-Laws and who, as a former ETPOA board member himself, understood well how the impediments in the existing By-Laws affected the POA's functioning. John Emmett, another long-time resident, was also urged to participate, and his legal insights and expertise were invaluable. Another board participant was Joanne Wagner, who contributed skills in editorial review and finance. Finally, our Director of Operations and committee member who may benefit most from efforts to modernize and better facilitate the operations of the POA, Sandra Benenate, was also a participant.

Complete copies of our work product will be made available shortly, and the committee intends to host events to answer your questions and discuss the changes recommended at length. Your participation is solicited. However, as an introduction, we are offering here the essential changes for your review in the chart following this article.

Continued on next page

ARE UPDATED BY-LAWS IN OUR FUTURE? CONT.

The following points provide the highlights of the revisions to the By-Laws proposed for consideration:

- * Sec. 1.4(d) et al. Deletes all reference to “Declarant”
- * Sec. 1.4(f) et al. Deletes all reference to “Village Home Area”
- * Sec. 3.2 Changes date of Annual Meeting from first Monday in February to January
- * Sec. 3.3 Allows Special Meeting to be called by the petition of 1/4 of the vote of the Association instead of 1/2
- * Sec. 3.4 Allows notice of annual or special membership meeting to be delivered by electronic means in addition to personal delivery and U.S. Mail and allows delivery to be made not less than 15 (instead of 5) and not more than 45 (instead of 60) days before the date of the meeting
- * Sec. 3.6 Lowers quorum requirements at all membership meetings from a majority of Owners entitled to vote in person or by proxy to 1/3 of Owners
- * Sec. 4.6 Changes process for nominations to board to include written nominations by any 2 members at least three weeks before the election in addition to, by a nominating committee appointed by the incumbent board
- * Sec. 4.7 Changes procedure for filling vacancies on the board to allow appointment by the remaining directors only until a successor can be elected to fill the unexpired term at the next annual meeting of the Owners
- * Sec. 4.9 Provides that the organizational meeting of the new board shall be held as soon as practical instead of immediately after the election and at the same place as the election
- * Sec. 4.17 Eliminates the requirement that Committees include at least two directors, who also must comprise the majority of the committee membership
- * Sec.4.18 Provides for staggered terms for directors
- * Sec. 8.1 Adopts the Standard Code of Parliamentary Procedure to govern the conduct of proceedings
- * Sec. 8.9 Charges property owners with the responsibility to provide the POA with a valid email address.

The committee looks forward to community response and input as we attempt to create a better document to govern our Association.

Janet Duroncelet

President, English Turn Property Owners Association

English Turn Design Guidelines 2020



DID YOU KNOW?

Did you know that English Turn’s Architectural Standards Committee, or ASC for short, was established in the original Covenants, Conditions, and Restrictions, or CC&Rs back in 1991? Yes! The original Developers dedicated Article X and its 23 sub-sections, 10.01-10.23, to ensuring that there is a committee of residents to uphold the standards of “the realm of the extraordinary.” The article can be found, along with the entirety of the CC&Rs, on the POA’s website: www.ETPOA.net.

The ASC maintains a set of guidelines that ensures all new construction or any changes to the existing structures follow the original integrity of the Development. These guidelines are edited and updated by the ASC from time to time with the approval of the Board of Directors. The current version is from the year 2020 (cover pictured here).

ASC members serve one calendar-year term and are appointed by the Board of Directors in December. A call for interest will be sent out in November. If you ever had any interest in helping to uphold the aesthetic appearance of the neighborhood, be on the lookout for the email blast!

ASC UPDATE

Although our current state of things has kept us from having an ASC meeting, our last being August 18th, there are now enough committee members back in the community to make a quorum if at all needed. If you plan to make any changes to the exterior of your property, those changes will still need to be reviewed and approved by the ASC. The general rule of thumb is that if it is a *CHANGE* to the exterior, it requires ASC approval. If you are repairing and restoring to original condition, no consent is necessary; this applies to roof shingles and windows. If you need a new roof, there is a chance that you won't be able to get the exact roof that was previously approved 15 years ago. It is no secret that the availability of roofing materials will be limited in the upcoming months. However, it can be done with basic information such as the manufacturer's style and color, which we may be able to provide available samples in the office. If not, a simple web page depiction will suffice.

Please also remember to let the ASC know if you plan on NOT replacing something. For example, if you lost a tree and had to remove it, that needs to be noted on your original landscape plan. There must be a reforestation-quality tree planted for every 2,000 square feet of lot space. This is important to note because it could cause a problem for you in the future, or with the new owners. We have had previous instances when a property has sold, and the new owners submit something only to find out that they are lacking reforestation trees and it now becomes their problem, at their expense. If you need a list of reforestation-quality trees, please email the POA office. The issue of chimney caps is also important to note. They are indeed still required. If you lost yours in the storm, please contact the POA, so that we may look into your builder file to note any specifics before ordering a replacement.

UPDATE ON AMIGOS LABOR SOLUTIONS

We have officially signed the contract with Amigos Labor Solutions, Inc! This company assists with the H2B visas process to get our seasonal labor for next April. Many of you newer residents may have heard the buzz about our "Amigos" - this is how they got their name. The next step is to actually apply for the visas, but this won't take place until December. However, our contact at Amigos Labor Solutions, Inc., Margie Hawkins, believes that the year 2022 can have more visas available due to the constant efforts of the Seasonal Employment Alliance (SEA), which has made incredible progress in D.C. this year. Fortunately, more H2B Employers are receiving their workers this year than in the past several years.

As you know, the only sure thing with the government is that nothing is certain. However, because of the SEA's constant pressure from their lobbyists and the continual input from employers around the country, D.C. finally knows who they are and that they are not going away. Furthermore, for the first time in years, they have two political leaders, Senators Graham and Manchin, on their side and have joined their cause. This sounds very positive, and we will be doing everything possible to get our beloved Amigos back for April of 2022.

SOCIAL COMMITTEE

We anticipate that the Social Committee will be able to regroup either next week or the week after to get going on details for the annual Halloween Extravaganza. This will be tentatively scheduled for Saturday, October the 30th. We kicked around several great ideas the last time we met, so now is the time to reel them in, make definitive plans, and assign tasks to the committee members. Without giving away too many surprises, one of the features this year will be the complete transformation of the POA building into a creepy haunted house. We will also have the Costume Contest, which is always a hit!

Also coming soon will be a brief Survey Monkey, and we would like to get as many residents as possible to complete it. We will be asking questions about what improvements you would like to see to the neighborhood and where you would like to see POA dollars spent. This will help the Board when it comes to budget time, which is right around the corner. So, be on the lookout for the survey request from Survey Monkey. As always, if you have any family members who are not on our listserv, drop us an email or call the office, and we'll be happy to add them.

SPOTLIGHTS ON OUR COMMUNITY

IT'S YOUR TURN!

Now that the newsletter is being expanded into a monthly publication, we would love to hear from you. If you have any highlights, memories, accomplishments, etc please don't hesitate to share. This is a community newsletter meant to showcase our incredible community!

"GET OFF THE TABLET" BY OLIVIA AND NADIA GRIFFIN

This month, we are pleased to share with you a success story about two girls worthy of praise! Our community's very own, Olivia Griffin, 10, and Nadia Griffin, 5, wrote their own book, "Get Off the Tablet", which was inspired by personal events drawn from their family experiences. The girls, despite having quite different personalities, have come together to share their love of creativity through writing a delightful and entertaining children's book. When they aren't working on their next best-selling stories, they love to travel, eat pizza and ice cream, dance, and play with their pup, Minnie. (Yes, it's named after that famous mouse!) Their determination to educate and entertain kids through their combined love of books and writing is truly inspiring. We can't wait to see what else they accomplish! If you would like to purchase a copy of your own and support these local sisters, you can find their book at Barnes & Noble, Amazon, and Target.

NEW POA LIBRARY

We are thrilled to announce the new induction of our very own POA library. We have already begun collecting donations and are eager to fill the shelves of the old Jack Nicklaus Library with books for all residents to enjoy! We have already accumulated quite a collection of Vampire and Halloween-inspired novels that are a perfect fit for the upcoming fall months. We are hoping to have the shelves nice and organized by the beginning of October. If you have any books in good condition that you would like to donate, please drop them off at the POA office at your convenience.

Again, we are just thrilled to add this resource for the community to our office. In hopes that these books are here for those last-minute book reviews your children forgot about, or spontaneous reading dates where you have nothing exciting to read at home!



"Get Off the Tablet"
by Olivia and Nadia Griffin



Just a sample of the books now available!

Your Property Owners Association Team is delighted to offer the second issue of their monthly newsletter. This newsletter will help us inform, educate, and communicate with the community. We hope to use this platform to feature highlights of each month and share important information regarding social events, monthly happenings, and tributes to our various employees. If you have anything to share for future issues, please email our team at margeaux@etpoa.net. This includes but is not limited to photos, facts, articles, and highlights from our very own community.

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