

**Muirfield  
Association  
Inc.**

*It's not just a Home...  
it's a Lifestyle!*

# Newsletter

www.muirfieldassociation.com

8372 Muirfield Drive, Dublin Ohio 614.889.0922

August 2011

Volume 67

## DEER PROBLEM? TRY THIS SOLUTION

There is an abundance of deer living in the Muirfield area and they



are beautiful to watch as they leap gracefully

along. But, they aren't so charming when they've eaten prized hostas or vegetables you've tended so lovingly all summer. Many methods have been tried to humanely deter deer from coming into yards and nibbling on tender plants.

Unfortunately, most of these methods have seen limited success. We've asked around and found several residents who've been very satisfied with the 'Scarecrow Water Repellent'. The unit is only 24" tall, weighs 1 lb. 6 oz. and protects day and night up to 6 months on one 9 volt battery.

Whenever the scarecrow deterrent detects an intruder, its motion activated system starts working. It has a high quality motion sensor, which easily detects the arrival of an unwanted intruder and instant-

ly releases a full blast of cold water for almost 3 seconds. The effect is very startling and immediately scares away any animal out of the area. Since the repellent medium is only water, it's completely harmless but extremely effective. This may be a good solution to discourage pesky deer from munching on your beautiful plants!



## 2011-2012 DIRECTORY MAILED

The latest issue of the Muirfield Resident Directory has been mailed to all Muirfield Village residents. We try very hard to make sure the information is correct, but sometimes, computer glitches and human error causes inaccuracies. Check your listing; if your family's information is not accurate – children no longer living at home; updated phone number; family additions; or you'd like to be added

next year—please email or write a note to the office staff with the changes/corrections. We are happy to make changes for you.

As a reminder, our community's voting statistics are affected when our resident count is inaccurate. It is important to let the office know when children have grown and moved away or temporary guests are no longer residing here. Your help is appreciated!

### MUIRFIELD ASSOCIATION BOARD OF TRUSTEES

Jeff Stucke, Pres.....	798-0293
Mike Grodhaus, V. Pres..	889-2502
Chris Curry.....	798-9674
Diana Evans.....	889-5570
Robert Fathman.....	579-1699
Warren Fishman.....	889-9748
Peggy Pace.....	791-0340
John Reiner.....	889-0739
Scott Streator.....	789-9433



## *President's Corner...*

As I walk into the pool, a young man wearing a Muirfield Association Staff shirt welcomes me to the pool. My wife mentions we have a few guests, so we use our last complimentary guest pass and pay only \$2.00 for the other one. Before we leave the entrance, I grab a cup of ice cold water from the cooler prepared for pool visitors. Along the way to our favorite spot, we see several friends and neighborhood buddies. We pull up the umbrella for some shade on a hot day and sit back and relax. My kids dip their toes into the water and jump in to cool off. A big smile is now their faces as they see friends from school and their soccer team in the slide line. Before I go into the pool, I turn on my laptop and log on the pool's free wireless connection to catch up on emails. The lifeguard sitting near us asks my wife "how are you today" and questions our kids about taking swimming lessons and joining the swim team again. The pool manager is patrolling the pools, and he stops by to make sure we enjoying our day. I then sit back and think how lucky we are to have two private summer getaways within Muirfield.

I am sure this experience is similar to your many pool visits over the past several months. This year the Association tried to create a resort-type setting and an experience that everyone can enjoy. The focus started before the pool even opened. The pool staff took customer service training to better serve the residents and handle issues in positive problem-solving manner. For non-guard pool staff, we implemented a staff uniform policy asking them to wear a Muirfield Association shirt. We instructed our pool greeter team to talk with the guests as they take IDs and basically present themselves professionally. All employees did safety awareness checks and our fulltime Association staff improved the physical facilities as well. For example, trellises were added at the Holbrook pool and the Glick Road pool-edge concrete was replaced. Next year all of the pool furniture will be refurbished to keep it high quality and presentable.

Lastly on the pools, we had over 33,000 entries this year, which is roughly 500 more than last season. We lowered the guest fee (\$2.00), and the number of guests increased almost a 1,000 to 5,000 plus this year. More than 165 kids took our swim lessons. Holding swim lessons at the Holbrook pool seemed to work too. The decision to do so was more about efficiency more than anything else. With the Muirfins swim team practices and other activities at the Glick Road pool, it was nice to have the lessons in another location. The swim lesson online sign-up was fairly simple and helped get more residents to log on to the new website. Those who had trouble with the site came to the office and staff helped them through the process.

The pool is not the only area that we tried to improve this year. The Board focused on rebidding many of the professional services contracts. We hired Kaman and Cusimano, LLC as our new legal counsel. This firm specializes in homeowner's associations and has been an excellent addition to our advisory team. They have a local office, one in Cleveland and work with Associations throughout Ohio. Their initial focus has been to reduce accounts receivables and collect funds owed to the Association.

They have helped us file approximately 100 liens and collect about \$50,000 this year already.

This process is always a tough one for the Board as we want to be respectful, but we need to collect dues owed to us.

Kaman and Cusimano have also been reviewing the deed and design standards. Their knowledge and experience working with other large Associations has been valuable as we want to keep our community very competitive, financially strong as well as compliant with homeowner association laws and regulations. Going forward, the key priorities for Kaman and Cusimano will be to:

- \*Aggressively pursue and collect on delinquent assessments, through liens and foreclosure actions,

- \*Implement a long-term collections policy and procedure,

- \*Review and update the design guidelines to ensure enforceability,

- \*Outline an enforcement procedure for design and conduct violations,

- \*Deploy enforcement assessments (fines) for violations pursuant to the new state law,

- \*Establish a handbook for owners and residents, and

- \*Identify a capital reserve funding plan.

As I've mentioned previously, the Association manages over 200 acres within Muirfield Village. This year alone we have re-built 4 bridges on the paths, which is very time consuming and labor intensive. The staff is continuing to reconstruct several miles of pathways throughout your neighborhoods. Hopefully, you noticed the Muirfield Village sign upgrade along Muirfield Drive and the corner of Glick and Dublin Road. We applied and received a grant from the City of Dublin, which helped us pay for this upgrade.

Many of you might have heard the chemical called *Imprelis*. This is a lawn herbicide that many landscaping companies and communities used, but it unfortunately has caused trees to die! Walter and his staff did NOT use it ...thankfully. However, we do need to begin our routine tree removal in the wooded areas and evaluate our Ash trees and decide which will need to be removed. This is standard practice.

On the technology front, our Long-Range Planning Committee has setup a Facebook page for residents to correspond. Search under **MUIRFIELD VILLAGE** and "Like" it.

In closing, the Board will continue the focus on keeping the Association financially strong; manage key projects to keep Muirfield an enjoyable place to live ...as well as attractive to potential residents. We encourage you to be active and help us keep Muirfield beautiful. We always welcome your suggestions and will carefully evaluate each of them. Muirfield Village is our community; let's all try to make it the best place to live!

*Jeff*



## 'BIG KID' SWING AT PLAYGROUND

We know that all kids like to swing; some 'bigger kids' enjoy swinging, too! So, after a bit of research and discussion, the Grounds & Facilities Committee recommended that a 'big kid' swing be built near the Holbrook playground.

Recently, association maintenance staff finished constructing an adult swing near the Holbrook play area. The rubber-coated steel swing is attached to a 6x6 wood structure and surrounded by a wood-framed paver pad.

There are plans for a second swing to be installed near the Glick Road playground at a later date, as association staff has time and weather cooperates.

Thanks to the Grounds & Facilities Committee for a great idea and to staff for constructing this new amenity for all the 'big kids' in Muirfield!



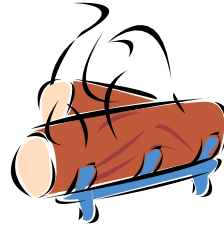
## ACCEPTING FIREWOOD ORDERS

It is very disturbing to see the number of Ash trees in in central Ohio dying from Emerald Ash Borer infestation.

Muirfield Village and the Dublin area are no exception. It is plain to see the devastation spreading

along the Muirfield Drive Boulevard. The Green Ash that has been particularly affected has no natural resistance to the beetle that was introduced accidentally from Asia. Overall, there has been very little success in saving the trees already infested and not many alternatives to keep the pest from spreading to unaffected trees. As a result, many Ash trees on Muirfield common areas will have to be removed in the upcoming fall and winter months.

We expect to have an abundance of firewood for sale to our residents. Ash is among hardwoods suitable for burning and will be a good portion of the firewood offered to our residents. We will have some 'seasoned' wood as well as 'unseasoned' wood and different wood varieties, depending on the downed or dead trees



removed from our wooded areas. A whole cord - 4'x4'x8' - is \$140, delivered and stacked at your home. A half cord - 4'x4'x4' - is \$85. Both of these are great values, especially when you consider the wood will be stacked for you!

If you are interested in being added to the list for firewood, give the office a call at 889-0922. The list is growing, so don't wait too long to place your order!

## REMINDER

The advertisements that invisible fence companies tack onto mailboxes are not permitted in Muirfield Village. They are unnecessary visual clutter. If your invisible fence company has attached their advertisement to your mailbox unit, please take a moment to remove it.



## DID YOU KNOW...

Petco stores offer a wireless dog fence that is an easy, portable way to set your pet's boundaries without in-ground installation. The wireless fence sets up in minutes without stakes, poles or wires and covers a circular area up to 1/2 acre. Upon exiting the area, your pet receives a harmless but effective correction. For residents who are looking for an alternative to digging up your lawn, this containment system might be a solution!

## STORE REFUSE AND YARD WASTE CONTAINERS INSIDE

Refuse containers must be stored inside except for collection day - Wednesday. The association office has received numerous reports that neighbors are putting the containers at the curb as early as Sunday evenings and leaving them curbside for days.



This creates an eyesore for the entire neighborhood, encourages rodents and vandalism, and is a violation of the deed. Residents who continually violate this restriction can expect to receive a deed violation notice and accrue possible fines.



The same problem occurs with compost bags, tree

trimmings and yard waste. Those containers should be placed curbside on Monday mornings by 7 am. Please do not set the containers, limbs or yard refuse out before Monday morning. Everyone appreciates your interest in keeping our community beautiful every day of the week!



## NOW ON FACEBOOK

Leslie Dybiec, the Public Information Officer for Washington Township, wants our residents to know that the Washington Township, Dublin Ohio Fire and EMS/Parks & Recreation is now on Facebook. Please give them a 'like' for information and interaction at:

<https://www.facebook.com/Washington.Township.Dublin.Ohio>

## BIKER REMINDER

We've received several complaints from residents about pathway sharing. We know it is very enjoyable to bike the paths to get where you want to go as fast as possible, but we ask that everyone remember that the paths are multi-use. We have Moms with strollers and toddlers who may be using the width of the paths; we have senior citizens who stroll along enjoying nature; and there are bikers, runners and roller bladers moving along at a faster pace. There is room for all if everyone respects their neighbors. Parents, please pass along a reminder to your biking and roller blading youngsters. Bicycles aren't noisy like an engine so it isn't unusual for pedestrians not to hear them

approach. Bikers and bladers, please slow down and use caution when entering a blind turn or intersection. Call out or honk and stay to the outside edge to let slower pedestrians know of your presence. We can avoid unnecessary accidents if we all are responsible pathway sharers.



## THANKS TO PARENTS FOR THEIR COOPERATION WITH THE NEW SWIM DIAPER POLICY!

Because parents have been so attentive in regularly checking their toddlers' swim diapers, the pools have had very few pool closings this summer. Last year, the pools were closed on a regular basis due to contamination incidents, inconveniencing residents and costing the Association lots of money, time and labor to clean and sanitize the pools. It is obvious that parents are much more observant and we appreciate your vigilance!

## TREE TRIMMING DISPOSAL

The City of Dublin reminds you of the requirement to have tree trimmings removed from your property. The city requires that tree trimmings be no shorter than 4' lengths and placed on your lawn at the front of your property, no farther than 6' from the curb. Generally pickup in Muirfield Village is on Tuesdays. You can schedule pickup as late as the previous Monday morning. Call Dublin Streets & Utilities for this service at 410-4750 or contact them thru their website: [www.dublin.oh.us](http://www.dublin.oh.us), using the *Web Request* field. **Please do not stack tree trimmings and associated debris on the islands or on any common areas.** The city offers a good disposal service that does not negatively impact our common areas or add extra labor costs to the Asso-

### BE ADVISED....

Our website offers the opportunity to pay your assessment, mailbox billings, or swim lessons online. Your credit card company collects a 2.5% charge for this service. The Association does not benefit from the credit card fee. So, if you are paying \$100 invoice, the total cost to you would be \$102.50. While we don't want to discourage you from using this service, we wanted to make you aware of the fee structure.



*H*ave you noticed the pretty Canna Lilies

that are in full-bloom along Muirfield Drive? The large-flowered plants with the attractive foliage, tucked between Knock-Out Roses and Catmint, create a colorful presence as you travel the boulevard. The interesting thing about these flowers is that they were propagated by association maintenance staff and grown in our own maintenance building!

About four years ago, staff purchased and planted Canna bulbs and watched their growth through the summer. That fall, rather than disposing of them, the bulbs were harvested, dried and stored for the winter in the maintenance building. Early the next spring, our horticulturist and staff members, built their own 'growing house' for the bulbs and experimented to see if we could 're-cycle' the bulbs for re-use. It was a successful experiment! The bulbs have since been split and re-used each year, saving association thousands of dollars by planting, harvesting, separating and storing these bulbs at our facility. When finances allow, we hope to add a 'growing house' to our facilities to propagate more of our own stock.

## TENNIS 2011 WRAP-UP

This was a fantastic year for tennis at the Glick Road and Holbrook Tennis Courts! It was



TENNIS 2011

the busiest summer ever with an increase in the Women's GCTA competitive teams and in the number of kids in our program. It was the first year for offering night lessons for kids at the Holbrook courts and Miss Erin & Mr. Alex loved teaching them.



TENNIS KIDS TIE-DYE SHIRTS

The "End of Summer" tennis camp was the highlight with over 50 kids ages 4 to 12 participating. They tie-dyed t-shirts, had a massive water fight and a delicious pizza party to round out the week.

Our thanks for a great tennis season go to Tennis Pro, Rebecca Hancart, and all the residents who participated. Special thanks to the staff: Erin Jenkins, Christie Jenkins and Alex Frey.

Most residents are aware that Rebecca is moving away from Columbus due to her husband's

job, so she will not be returning as tennis pro next year. We will really miss her enthusiasm, dedication and smiling face on the Muirfield courts.

***Best wishes, Rebecca, to you and your family on your new home and new adventures!***



TENNIS 2011

## **Muirfield Collects on Delinquent Assessments**

Living within Muirfield provides many advantages, including sharing the cost of the many amenities that Muirfield provides, such as swimming pools, tennis courts, miles of paths, and beautiful landscaping. Needless to say, it is imperative that all owners pay their annual assessment on time and in full because Muirfield is a non-profit corporation. The annual assessment that each of us pay accounts for 99% of Muirfield's income.

If one owner fails to pay his/her fees, the loss affects the entire Association, and must be made up by increased fees from remaining owners. As a non-profit corporation, the payment of assessments by all owners is essential to maintain and operate this first-class community. The Board, however, does not believe that it is fair for members who pay their assessment in a timely manner to make up for this financial shortfall. As a result, on the recommendation of Muirfield's attorneys at Kaman & Cusimano, the Board has authorized aggressive collections action against all delinquent owners.

The collections actions have already resulted in approximately \$50,000.00 collected over the past few months. Delinquent owners have received late notices, have had liens filed against their property, and have been contacted by our attorneys, requesting that they remit payment in full or additional collections actions will be taken. The above amount collected also includes Muirfield's attorney's fees, as Ohio law provides that delinquent owners are responsible to pay not only their annual assessment, but also the attorneys' fees incurred to collect on their delinquent accounts.

Unfortunately, in spite of these several requests, multiple owners have failed to remain current in the payment of the Association's assessments. As a result, the Association is either initiating foreclosure actions or joining foreclosure proceedings against these delinquent owners. In addition, the Association will commence wage garnishments, bank attachments, and file judgment liens on delinquent owners' additional property.

The Board is optimistic that payment in full will still be received and these foreclosure actions can be dismissed. Again, to protect the property value, beauty, and amenities of our community that we all enjoy and benefit from, the Board is prepared to take all appropriate actions necessary to ensure that each owner pays his/her share of the Association's expenses on time and in full.

## NEW ENFORCEMENT PROCEDURES ADOPTED

*After extensive review with our new legal counsel, the Board of Trustees has adopted the following deed violation enforcement procedures. These are the 'rule of thumb' for most homeowner's associations and we hope incorporating these new policies will lessen the number of violations and reduce time spent in administrative work. The new enforcement procedures are as follows:*

- A. The owner shall be responsible for any violation of the Warranty Deed, Bylaws, or Design Standards by the owner, guests, or the occupants, including tenants, of his/her home.
- B. Notwithstanding anything contained in the Warranty Deed, Bylaws, or Design Standards, the Board shall have the right to proceed, immediately or otherwise, with legal action for any violation of the Association's governing documents, as the Board, in its sole discretion may determine. The entire cost of effectuating a legal remedy to impose compliance, including court costs and attorney fees, shall be added to the account of the responsible owner.
- C. All costs for extra cleaning and/or repairs stemming from any violation will also be added to the responsible owner's account.
- D. In addition to any other action and if applicable, in accordance with the procedure outlined in Section E below, the Board MAY a) levy an assessment for actual damages and/or b) levy a reasonable enforcement assessment per occurrence and/or c) if the violation is continuous and ongoing in nature, levy a reasonable enforcement assessment per day.
- E. Prior to the imposition of an enforcement assessment for a violation, the following procedure will be followed:
  - 1) Written notice(s) will be served upon the alleged responsible owner specifying:
    - a. If applicable, a reasonable date by which the owner must cure the violation to avoid the proposed charge or assessment; and
    - b. A description of the property damage or violation; and
    - c. The amount of the proposed charge and/or enforcement assessment; and
    - d. A statement that the owner has a right to, and the procedures to request a hearing before the Board to contest the proposed charge and/or enforcement assessment.
  - 2) To request a hearing, the owner must mail or deliver a written "Request For A Hearing" notice, which must be received by the Board not later than the tenth day after receiving the notice required by Item E-1 above.
    - a. If an owner timely requests a hearing, at least seven days prior to the hearing the Board shall provide the owner with a written notice that includes the date, time, and location of the hearing. If the owner fails to make a timely request for a hearing, the right to that hearing is waived, and the charge for damages and/or an enforcement assessment will be immediately imposed; and
    - b. At the hearing, the Board and alleged responsible owner will have the right to present any evidence. This hearing will be held in Executive Session and proof of hearing, evidence, or written notice to the owner to abate action, and intent to impose an enforcement assessment shall become a part of the hearing minutes. The owner will then receive notice of the Board's decision and any enforcement assessment imposed within thirty (30) days of the hearing.
  - 3) The Association may file a lien for an enforcement assessment and/or damage charges, which remains unpaid for more than ten (10) days.

The "Complaint Form" on the next page should be used by residents to report deed violations. Copy as needed. Mail or drop off at the Association office, 8372 Muirfield Drive, Dublin, OH 43017

# COMPLAINT FORM

## MUIRFIELD ASSOCIATION, INC.

8372 Muirfield Drive, Dublin, Ohio 43017

Ph: (614) 889-0922 / Fax: (614) 889-1142

[www.muirfieldassociation.com](http://www.muirfieldassociation.com)

NATURE OF CONDUCT COMPLAINT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

LOT #: \_\_\_\_\_ TODAY'S DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

NUMBER OF OCCURRENCES: \_\_\_\_\_

DATE(S) OF VIOLATION: \_\_\_\_\_

TIME(S) OF VIOLATION: \_\_\_\_\_

RESIDENT NAME(S) (Offender): \_\_\_\_\_  
\_\_\_\_\_

DETAILS OF VIOLATION (Be Specific):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WAS ANY ATTEMPT MADE TO RESOLVE THIS PROBLEM:    \_\_\_ YES    \_\_\_ NO

IF "YES", WHAT WERE THE RESULTS?:  
\_\_\_\_\_  
\_\_\_\_\_

NAME (PLEASE PRINT) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

YOUR LOT # \_\_\_\_\_

YOUR ADDRESS \_\_\_\_\_

THIS FORM MUST BE SIGNED

**\*Copies of complaints and the identity of the complaining party WILL be made available to the alleged violator in the event of an Enforcement Assessment Hearing. If complainer will not fulfill their role and sign, the Board cannot fulfill its role.**

RECEIVED BY ASSOCIATION: (Association Office Use Only)
DATE: _____
MANAGER OR OTHER: _____
DISPOSITION: _____ _____ _____ _____

## CITY COUNCIL TO ACT ON IMPORTANT ISSUES FOR NW DUBLIN

City Council has approved the bike path that will connect bike paths north and south on Muirfield Drive. **Yeah!!** We appreciate our council members' action on this much-needed amenity. But, we still need to contact our city representatives on the following topics:

1. Ask your city council members for their support to include construction of the bike path when budgeting for Capital Improvements Projects (CIP) as early as 2012.
2. Ask your city council members to provide funding to purchase the Buckner farm (located in the heart of Muirfield Village) to use as a passive city park for residents in the northwest area of Dublin. Ask that it also be included when budgeting for 2012 CIP.
3. Ask your city council members that the Glick Road bike trail study be included on this years' CIP; the meeting to be held on August 29<sup>th</sup>.

Mr. John Reiner, councilman for Ward 3 and a Muirfield resident, has supported all of the above issues; below is a list of all city council members:

Council Member	Address	Home Phone	Office Phone
Timothy Lecklider	6305 Worsham Way Dublin, OH 43016	873-1326	873-1326
Amy Salay	5789 Gaelic Ct. Dublin, OH 43016	761-3231	761-6590
Marilee Chinnici-Zuercher	6043 Glenbarr Pl. Dublin, OH 43017	764-1314	221-6766 ext. 113
Cathy Boring	5213 Reserve Dr. Dublin, OH 43017	889-7972	889-7972
Richard Gerber	6125 Karrer Pl. Dublin, OH 43017	792-0019	559-7234
Michael Keenan	7103 Coventry Woods Dr.	889-7917	764-7000
John Reiner	8977 Turin Hill Ct. N. Dublin, OH 43017	889-0739	268-3834

Don't forget to thank our city council members for supporting the Muirfield Drive bike lanes!



# SURVEY 2011

## Survey of interests and Feedback Request

For each item below, circle the number that best fits your judgment in quality.

If you do not know, write in "DK" Use reverse side to make comments.

Please complete and return to: **Muirfield Association, Inc., 8372 Muirfield Dr., Dublin, OH 43017**

There is a drop box at the front door of our office

if you choose to drop this form off after hours, or email to: [www.muirfieldassociation.com](http://www.muirfieldassociation.com)

Name (optional) \_\_\_\_\_ Age \_\_\_\_ Email \_\_\_\_\_

ITEM	POOR				EXCELLENT
1) Muirfield Quality of Life	1	2	3	4	5
2) Common Grounds Appearance	1	2	3	4	5
3) Neighborhood Appearance	1	2	3	4	5
4) City of Dublin Quality of Life	1	2	3	4	5
5) Condition of Walking Paths	1	2	3	4	5
6) Website Appearance	1	2	3	4	5
7) Overall condition of Glick Pool	1	2	3	4	5
8) Overall Condition of Holbrook (Muirfield Dr.) Pool	1	2	3	4	5
9) Holbrook Tennis Courts	1	2	3	4	5
10) Glick Tennis Courts	1	2	3	4	5
11) Holbrook Water Sprayground	1	2	3	4	5
12) Glick Pool Slide	1	2	3	4	5
13) Resident Value Received for Assessment Paid	1	2	3	4	5
14) Holbrook Basketball Courts	1	2	3	4	5
15) Glick Basketball Courts	1	2	3	4	5
16) Holbrook Chipping/Putting Green	1	2	3	4	5
17) Glick Playground	1	2	3	4	5
18) Holbrook Playground	1	2	3	4	5
19) Landscape Enhancement of Entrances	1	2	3	4	5
20) Trustee Communication	1	2	3	4	5
21) Grounds & Facilities Committee Communication	1	2	3	4	5
22) Design Control Committee	1	2	3	4	5
23) Muirfield Administrative Staff	1	2	3	4	5
24) Pool Staff	1	2	3	4	5
25) Lifeguards	1	2	3	4	5
26) Grounds Crew	1	2	3	4	5
27) Communication with Pool Staff	1	2	3	4	5
28) Safety at Pools	1	2	3	4	5
29) Learn to Swim Program	1	2	3	4	5
30) Pool Staff Appearance	1	2	3	4	5
31) Friendly/Fun Environment at Pools	1	2	3	4	5
32) Concession Stand Staff	1	2	3	4	5
33) Concession Stand Menu	1	2	3	4	5
34) Concession Stand Appearance	1	2	3	4	5

## COMMENTS: