

Coopers Hawk Mailbox Makeover – Delays and More Delays

(The latest information as of 9/18/22)

I am once again apologizing for more confusion and delays with the Coopers Hawk Mailbox Project. Please know that I am committed to making this project happen this year, even if it is by brute force.

First, what are the new dates?

Construction is delayed another week. Start date is Tuesday, September 27. The full schedule is below.

Key distribution on-site at Eagle Crest is scheduled for Tuesday through Friday, 9/27 – 9/30. See below for new details.

Why are we seeing this confusion and delays?

Delays were set into motion first with our delay in getting an address list to the Post Office. This caused delays in the Post Office completing a mapping between your OLD mailbox location/number and your NEW mailbox location/number. The Post Office continues to work on that mapping. This delay is causing delays in key assignments and distribution.

In addition, both parties involved are experiencing labor changes and material shortages that are causing day by day slips. We have also received reports that Covid infections are still playing part in the revisions of dates.

The new construction schedule is as follows:

Monday, 9/26 – Last day to collect mail in any current mailbox at Cooper's Hawk location.

Tuesday, 9/27 by noon – All mail that remains in current boxes will be collected by the carriers and held at the Redmond Post Office.

Tuesday, 9/27 afternoon and evening – Center cluster boxes will be removed. All incoming mail will be held at the Redmond Post Office.

Wednesday, 9/28 through Saturday, 10/1 – The contractor will install 50 new cluster mailboxes and 8 new parcel boxes. All incoming mail will continue to be held at the Redmond Post Office.

Monday, 10/3 – All held mail will be delivered to the new mailboxes. The carriers will need extra time to deliver the large volume of held mail AND to become familiar with the new mailbox assignments. Please consider picking up your mail LATE that day or the next morning, so some chaos can be avoided.

What should I do with items I want to mail? How long will mail be held?

Outgoing mail will be picked up by our carriers EVERY day. Continue to put outgoing mail in the "Outgoing Mailbox" at the kiosk.

Incoming mail will be held, Tuesday, 9/27 through Saturday, 10/1. Held mail will be delivered to new mailboxes on Monday, 10/3.

What are the new Key Distribution instructions?

- Pick up new keys at the Ridge Pavilion in person, 9/27 – 9/30, between 8 am and 7 pm (because it's dark now about 7:30 pm)

- Bring your driver's license and/or RECOA owner's card.
- The location is the small, covered picnic area, near the east end (swimming pool end) of the Ridge Sports Center. The volleyball sand pit and children's' playground are immediately adjacent to this pavilion. Signs will be put up at the pavilion. It is NOT the large pavilion close to the Golf Shop.
- The attendants at the Ridge Sports Center are not part of the distribution process and will not be able to answer your questions.
- The President or other volunteers WILL NOT be keeping keys for any homeowner.

What if I can't pick up my key during the distribution dates and times?

- **Option 1** - Authorize a friend or neighbor to pick up your new keys at the Ridge pavilion. Please coordinate / communicate with the President via email BEFORE the pickup dates if someone else will retrieve your keys. Authorization for key retrieval by a friend or neighbor must be documented in writing. Phone calls are NOT acceptable.
- **Option 2** - Go to the Redmond Post Office upon your return to the area, even if that's months from now. Provide your driver's license and/or other documentation to prove you are the person entitled to have the keys. NO MAILBOX KEYS ARE EVER MAILED IN THE MAIL, per the USPS.

What if my new key doesn't work?

I don't have an answer for that but will figure it out this coming week. Your old key will not work after September 26th.

I get my mail in the back, far north row of the mail kiosk. Will my box location and key change? Yes! And here is why...

Although we have mentioned that only the center rows of boxes will be removed, a few have correctly deduced the back row remains in place, and have therefore asked if those assigned boxes remain the same. This is **not** the case. One of the primary goals of this project is to rectify problems the carriers face in delivering mail. One of those problems is that mailboxes were assigned "out-of-sequence" in terms of address, over the last 20 years, and the carriers have to memorize the locations of the out-of-sequence mailboxes. The "back" row of boxes currently have many of out-of-sequence mailboxes.

Will there be further delays?

I hope not, but can't guarantee it.

Additional information:

Sad news – Someone took down two large signs I posted last Tuesday, to help homeowners know the dates had shifted and to apologize for the continual changes. ECM staff says they didn't do it. Please, if you see this type of time-sensitive information, do not remove or tamper with it. It is important communication that your neighbors might like to see.

Nice news - I had 25 homeowners contact me to volunteer to distribute keys. Isn't that a wonderful surprise? Now that the dates have changed again, I'll see if I get the same great response.

Thank you for your patience,
Janet Skaggs, RECOA President