



Hello, all homeowners here comes newsletter no 5!

The high season in Mae Phim is coming up!

You might be preparing your trip to our wonderful area right now. The rainy season is coming to an end, which means we can look forward to beautiful weather as the high season approaches.

The on-site staff is looking forward to more activity in the area. Remember to book cleaning and possibly other services well in advance before departure.

We are pleased that many are already using the new website to order services, as it makes the work for the on-site staff easier. We want to inform you about some activities that have been carried out and what is planned in the near future.

TEAMS meeting

We are pleased that 34 homeowners representing 29 houses participated in our latest TEAMS meeting. It's great to see more people joining this time. We look forward to more participation in our next TEAMS meeting. The board appreciates your commitment and willingness to contribute to the development of our TEAMS meetings.

Key service - Stay Away service

A homeowner asked who will handle the "key service" after Som has left. Our supervisor has informed that she and Pook will handle the "key service." The question came from a homeowner who wondered how it would work when Pest Control plans to come. We can inform you that the Supervisor has stated that it will work according to previous routines, and she is aware of which houses need to be opened and when.

Staff

The Stay Away service has been handled by Pook for a while. Many homeowners have appreciated her efforts. Pook's work has led to more homeowners ordering work from our "handymen." Pook's assignment will end on November 1st when her regular job requires 100% of her time. We have asked her if she is interested in working with us in the future during certain periods of the year.

The board prioritizes recruiting new resources for Blue Mango to ensure continuous delivery of services for the high season and create a good working environment for our employees. In October, representatives from the board are interviewing interested individuals. Further discussions will be held with the employed staff.

Agreements with suppliers

Meetings with suppliers have been scheduled for October. Here, we will provide feedback to our partners based on the survey that was sent out. At the meeting, their possible assignments for 2024 will be in focus. We look forward to discussing prices and the services/offers the companies wish to provide in 2024.

TM-30 registration upon arrival in Thailand

The Thai Immigration Bureau launched a new TM30 website on September 15.

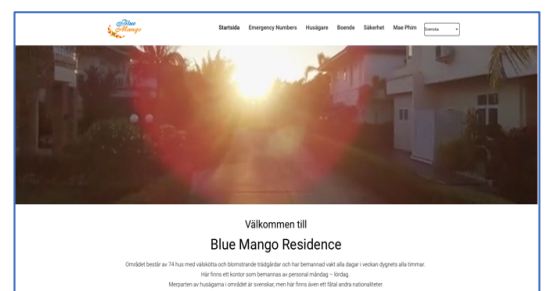
This means that all homeowners must register a new account. Your email address will automatically become your username. You create your new password. When registering a new account, you should attach a copy of your Blue or Yellow book and a photo copy of your passport. A guide is attached showing you how to proceed.

Our tip is to use a computer and not an iPad when registering a new account. If you have downloaded the Section 38 app on your Thai phone, it will work as before.

The website - www.bluemangoresidence.se

The board and Supervisor receive feedback and continuously update our new website. Please contact us if something seems unclear or incorrect.

We currently have 131 active users and over 1400 views. Of course, we hope that the website will be a support that will be used when you want to order services. We can inform you that there will soon be more features on our website.



Report a problem

The first new feature is a button that makes it easy for you to report a problem.

The button will be on the resident page, which means that everyone living in the area can report a problem.

An example of a problem could be that something needs to be replaced or fixed within the area.

We appreciate it if you report if you see deficiencies in the maintenance of, for example, pools or the common garden.

Reports of problems go directly to the on-site staff, who take action and report back what action has been taken or what is planned.

- **Survey - summary of responses**

We have received 41 responses to the survey sent out to all homeowners.

The result shows that many are very satisfied with the area and its maintenance, which is great to see.

Here is a brief summary of the responses and comments we received:

Security personnel generally receive good feedback. It is difficult for those answering the survey to evaluate how the guards work at night. A few homeowners have noted that the security personnel have slept during the night shift. New routines where we register visits will allow them to better control who is allowed to visit the area.

Electricity and water supply receive a lot of criticism from a few individuals. The majority of respondents are very satisfied. It seems like we have one or a few houses that are dissatisfied, but as a whole, it doesn't seem to be a problem. It might depend on the specific period when the homeowner was on site. We want to investigate the problem directly with the few who reported experiencing significant issues.

The Thai electricity grid is not always stable. If any homeowner has sensitive equipment, a local UPS might be a solution during unplanned power outages.

Street lighting along the road is an area that has received some criticism in the survey. Measures have been taken during the summer. Supervisor has received the message to replace, for example, broken lamps more quickly. The question of whether the area at the entrance is neat and clean gets some criticism. The problem does not seem to be inside the walls but directly outside, according to the comments received.

Streets in the area receive some criticism because high-pressure cleaning does not happen fast or accurately enough.

Many homeowners answered that they did not know how the maintenance of the common pools worked.

The fact that so many answered "do not know" may mean that few homeowners use the common pools.

Garden maintenance receives a slightly lower rating in the survey. Replacement of certain plants, lawns in need of dressing, and fertilization are some of the comments in the survey.

The garbage station has received a lot of criticism regarding the garbage bins. New bins have been purchased and replaced. New signs have also been mounted on the garbage bins. We appreciate it if you, as homeowners, sort according to the signs. Unfortunately, there is some sloppiness.

Communication with the board has worked well according to the survey responses. Someone commented that the board has not contacted them before board meetings. Our ambition has been to try to contact as many as possible to capture thoughts and feedback. If we have not contacted you, please feel free to reach out via the website.

Contact with the staff has worked well. The feedback via email could be more effective based on the responses we received. Ordering services is preferably done via email, and if necessary, the staff will be able to book meetings with homeowners in the afternoons when the office is closed. According to the survey, it looks like very few people have telephone contact with the office.

Additional services:

The survey also included questions about our additional services.

We are currently working on the results of these.

Some services such as Stay Away service, Key Service, garden maintenance, and pest control are services that are used frequently. Some services are used more sparingly, for entirely natural reasons.

As meetings will be held with service providers on October 24-26, we appreciate it if you, as homeowners, have any feedback or requests that may be useful to convey to our partners. Use the "Contact the Board" button under the homeowners' tab.

Rental of vehicles and scooters, as well as transport services, are services that are not used to a large extent.

The fact that rental services are available just outside the area probably affects this, as it is easy to get the help you want independently without going through the office.

Finally, we want to remind you that it is possible to **submit motions to the board until October 31**

By November 15, the board will send out an invitation to the annual meeting with decision material. By December 7, the board will present proposals for decisions to be made through electronic voting.

All the best from the The board of Blue Mango - Lena, Peter, Suzanne, Kenneth, Jan, Jörgen och Lennart

