



HORRIBLE experience with Travelocity– by Jim Sorenson

I recently had to book several different trips and I tried using Travelocity for one of them. My experience has been HORRIBLE and I would suggest to STAY AWAY !

I selected to book a flight, hotel and rental car but the web site would only allow me to choose a flight and hotel. I had to start over several times before it finally let me plan all three phases. *This was perhaps my first warning, but I ignored it.*

I selected everything desired and at the end it told me that it could not book the flights and that I should call Travelocity. I called Travelocity and spoke to Representative #1 (Vinnie); Vinnie confirmed that the trip planning was not complete and then he wanted to do it manually – 30 minutes later after Vinnie asked me a lot of questions, he told me the same thing that the web site did: we cannot book the trip. *Vinnie seemed like a nice enough guy, but I doubt that we will ever be friends and that was 30 minutes of my life that I will never get back.*

It turns out that Travelocity also put a reserve of more than \$600 on my credit card while they were NOT BOOKING ANYTHING for me. *Thanks Travelocity, that was mighty nice of you.* I called Travelocity to have them remove this reserve and spoke to Representative #2 (Justin). Justin put me on hold several times and got “his manager”. *Ooooo, a manager.* Justin told me that he got his “manager” to void it immediately and that it was now cleared. I thanked Justin for his service and disconnected.

The next day I tried booking a modified trip on Travelocity.com but it once again told me that it could not book the different flights. *Seriously Travelocity, now there are two sets of flights that cannot be booked. Why not just have an option where I can buy an unlimited lifetime supply of worldwide first-class airline tickets for a super low one time fee of only \$100, and then at the end just tell me that it cannot be booked. If you are not able to book flights, perhaps they should not be listed on your web site. Just a thought.* I then called my bank and found out that (1) the first reserve amount of over \$600 was still present & was not removed as Justin told me previously, and (2) there was another reserve of more than \$600 on my credit card! *Justin, buddy, you lied to me! Travelocity, why are you going so ‘reserve dollar amount’ crazy when you are NOT BOOKING ANYTHING !!!*

I immediately called Travelocity – this was in the morning. Representative #3 (Jade) confirmed both reserves and confirmed that she would have both amounts cleared within an hour. I informed Jade that her coworker told me that the first amount had already been cleared and asked why I should trust her. She apologized for her coworker’s lack of action and said that she would absolutely do it within an hour. *Okay Jade, please confirm my belief that most people are good and send the required fax as promised.* I called my bank that afternoon and guess what, both reserves were still present, and once again they had not received any faxes from Travelocity. *Justin lied to me, and now Jade lied to me too.*

I called Travelocity and spoke to Representative #4 (Lu) and explained my story - yet again. Lu guaranteed me that she would get that fax sent out right away. I informed Lu that two of her coworkers had already lied to me – promising me the same pie in the sky dream of a magical fax but not delivering. *Honestly, it was*

like this magical fax was going to come riding in on a white horse from the heavens and save the world. Lu promised me that she would send the fax right away. Lu, Lu, Lu - instead of you being “the boy that cried wolf”, you are the Travelocity representative that cried “I’ll send the fax right away”. Good one Lu, I bet you will send that fax ‘right away’, now can you please get your manager on the phone.

Lu tried to avoid getting her manager on the phone but finally did. Lu’s manager, Representative #5, was named Andi. Andi also guaranteed me that she would send the fax “right away”, so I informed her how Justin & Jade both lied to me, and asked to be placed on hold while she sent the fax. After being on hold for about 10 minutes, Andi returned and said that there were a bunch of faxes ahead of me but that it would definitely go out within an hour and that she would personally call me back after it went out. *Oh boy, here we go again.* I asked Andi for her direct number and was told: “I am sorry, but I do not have a direct number, but just call back and ask for ‘manager Andi’ because I am the only Andi here”. *Can you predict where this is going folks?*

Three hours went by: Andi never called me and the bank never received a fax from Andi. *Justin lied to me, Jade lied to me, Lu probably lied to me but I cut her out of the loop, and yes, Lu’s dear Manager Andi lied to me. Now if you cannot trust ‘a manager’, who can you trust?*

I called Travelocity AGAIN and asked Representative #5 (Mike) for “manager Andi” and was placed on hold. Mike returned and said that he was having a hard time locating Andi and placed me on hold again. Mike returned again and said that Andi was with the group in India and he had no way of contacting her. *Seriously, Travelocity has no way of contacting their own group in India. Because most of the time when I call this very same phone number that I used to get connected to Mike, I get connected to the group in India. Now that just seems strange that I can get connected to India, but somehow Mike, someone who works for Travelocity, cannot get in touch with the group in India. I must have some kind of magical phone.* I relay my objection to Mike and he then comes back with his “immediate supervisor” Julie – I am now up to Representative #6.

I explained myself (AGAIN!): Julie apologized and said that the fax would go out right away. *Julie, can you sympathize with me, four of your coworkers have already lied to me about sending a fax right away, yet no faxes were ever sent. I am not sure that Travelocity even owns a fax machine. How about if you send the fax while I am on the phone with you. Can you please do that for me Julie.* To Julie’s credit, she did send the fax while I was on hold with her, and I know that because I had her fax it to me directly.

So to sum it up: Travelocity was one of the worst customer service experiences in my life and I would not recommend them. Also, please note that the words in *italics* are not the words that I used with the various representatives. I spoke to them in a business like manner and the sarcastic stuff was what I was thinking in my head.

Now for some perspective: I understand that my Travelocity “problem” is not the same magnitude as an ill family member, losing my job, etc. I can laugh at it now, but I still refuse to use their services.

Deed You Know?

Article VII Section 3 – Animals:

...any dog identifiable, as a whole or in part, of a breed commonly known as “Pit Bull” or Rottweiler shall not be permitted on any portion of the Property.

Chuck Hillier - Volunteer Trustee

We wrapped up 2011 on budget ending the year with \$6,117.38 remaining in our checking account. We anticipated finishing the year with approximately \$20,000 in checking but one large engineering bill was paid in December instead of January as originally anticipated. Whether we paid the bill in December or January, the bottom line is the same; some financial numbers to digest concerning your Association are as follows:

We have \$124,049.27 total in our two Shoreline Reserve Accounts. Per Township Resolution we must continue to fund these accounts \$25/household per year until they achieve a balance of \$250,000. Currently we are depositing \$12,300/year, so we should be there in approximately ten years barring any unforeseen expenditures.

According to a state law which took effect in 2011, we were required to conduct a “Reserve Study” and then fund a “Reserve Account” as dictated by the findings of that study. In August of 2010 we had the study conducted, and based upon our infrastructure and deed restriction requirements, we were required to have at minimum \$90,400 in reserves by the end of 2011 and \$108,860 by the end of 2012. I’m happy to report that we currently have \$135,106.43 in Reserves. Obviously this exceeds the minimum requirements but we intended to have a greater surplus as it provides a Rainy Day Fund that we have in place to cover unexpected obligations. There are some expenses we will be incurring over the next few years that may “push” our budget so the surplus in reserves is a good thing. While other associations have been having financial issues, ours is very stable and we fully expect to stay that way.

Some of our bigger expenses budgeted for 2012 include \$9,500 for legal expenses to cover costs associated with collections and the normal legal business of operating an association. Of course we have our landscaping obligations and after paying for landscaping, fertilization (grass & streams), mulch, tree maintenance and “other” landscaping expenses, we will spend in excess of \$40,000 keeping Lake Erie Shores looking first rate. One additional large budget item for 2012 is \$15,000 set aside to address the basins. There will be more on this subject in the coming months.

Please get involved in your Association, it is only with new ideas and involvement that we keep our development the most desirable place in Lake County to raise a family and call home. Your involvement helps protect your greatest investment, your home.

Until next month, feel free to contact me (avcmcchi@sbcglobal.net or 350-1640) directly with any questions or issues that may arise.

At the end of your life, you will never regret not having passed one more test, not winning one more verdict, or not closing one more deal. You will regret time not spent with a husband, a friend, a child or a parent. ~ Barbara Bush ~

Lake Erie Shores Drainage Report

Two summary reports are available for immediate download from our website (www.lakeereshores.com). The Trustees commissioned a drainage report to Land Design Consultants, Inc. concerning the drainage issues affecting our development and specifically the creek that flows between Outrigger Cove and Pebble Beach Cove.

There has been some flooding of the creek over the years and we wanted an independent analysis performed explaining why it floods, where all the water is coming from and to what extent the HOA can prevent this from happening. I believe the report is very comprehensive and will answer a good number of questions many of us have had over the years. Please keep in mind, the documents on our website are only summary reports and a more detailed explanation, complete with charts and topography maps, will be used for explanation at a formal meeting to be held on Wednesday February 15th at the Painesville Township Hall on Nye Road. The meeting will begin at 6:00PM and end at 7:30PM.

Contact Information



Lake Erie Shores Web Site
www.lakeereshores.com

Home Owners Association Committees

Welcoming Committee (welcome@lakeereshores.net)
 Covenants/Restrictions Committee Chair – Bruce Buffie (buffie723@att.net)
 Financial Committee Chair - Randy Van Buren (rcvanburen@sbcglobal.net)
 Landscaping & Beautification Committee - Dave Spall
 (davidspall@sbcglobal.net)
 Recreation Committee Co-Chairs - Jonathon Adkins
 (jonsuzannaadkins@sbcglobal.net) and Cory Wertch
 Volunteer Coordinator - Paula Haumesser (paulahaumesser@sbcglobal.net)
 Newsletter Committee Chair – Jim Sorenson (newsletter@lakeereshores.net)

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