



Celebration Residential Owners Association (CROA)

Town Hall Maintenance Notice

Date: December 6, 2022

Celebration Residents,

Town Hall was impacted by Hurricane Ian and to a lesser extent Hurricane Nicole. As part of the initial efforts to remediate the water intrusion, it became apparent that more extensive work would be necessary to properly address the issue. Work was postponed with the approval of the Board to minimize impact on our partner programs that utilize Town Hall as well as Community events.

The necessary remediation work at Town Hall will begin Monday, December 12, 2022. This work will focus on removing damaged drywall, insulation, and carpeting and ensuring any other issues are addressed properly.

During this process, there is the possibility that Town Hall will be closed to any use in its entirety. In the event this is the case, the staff will be relocated to other locations in Celebration and some will work remote:

First, the Front Counter team will be relocated to the Smart Town Innovation Center (STIC Room). The STIC Room is located next to the Jones Room at Lakeside Park near the playground. The Front Counter will be fully functional, and staff will be able to assist residents as they do at Town Hall. Hours will remain the same as they are currently at Town Hall.

Second, the Community Standards team (Covenants and ARC) will be located at the Celebration Community Field Complex (CCFC). The Town Hall vehicles will be housed at the CCFC so the Community Standards Team will be fully functional and remain on site. If a resident has a Covenants or ARC related question that cannot be resolved by the staff at Lakeside, a Community Standards team member will contact that resident directly and assist them over the phone or set up a time to meet with them in person.

Third, the Parks and Recreation team will also be located at the CCFC and will remain fully on site to assist residents and coordinate with partner programs.

Fourth, the Maintenance team will continue to be located at the Shop on Celebration Avenue and will remain fully on site.

Fifth, the Lifestyles and Service Area teams will ensure at least one team member is on site at the CCFC while the other team members work remotely. If a resident needs to meet with an individual on either of these teams, they will be available for appointments, phone calls, and emails.

Sixth, the Technology Team will ensure that at least one member is physically in Celebration to ensure continuity of operations.

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Finally, the Community Manager, Natalie Mower and the Executive Director, Lauren Gunnyon will coordinate to ensure one or both are on site at Lakeside or the CCFC on any given day. They will both be available for appointments, phone calls, and emails.

If Town Hall is closed, emails and phone calls will continue to be answered as they are currently. The new phone system and the initial framework for community Wi-Fi that have been established will allow for calls and emails to be answered by staff in the same manner as if they were still at Town Hall.

In the event Town Hall is not closed in its entirety, there will remain a need for some staff to be relocated to other locations in the building. However, operations will remain the same.

The Town Hall team will work diligently to ensure there is continued communication about the work being conducted, timelines, and any changes that will impact services. You can find updates and additional information about this maintenance project and others at www.celebration.fl.us on the [Community Maintenance](#) page under the Community Governance We will be leveraging technology and remote work where necessary to ensure a minimal impact to services during this time.

If you have any questions, please contact Executive Director, Lauren Gunnyon at townhall@ciemail.com or via phone at 407-566-1200.