

URGENT: A BREACH OF TRUST AND A DEMAND FOR ACCOUNTABILITY

Dear Fellow Homeowner,

We are reaching out because **our community has been placed at risk**. For over a year, our safety has been ignored. After uncovering these issues, we formally served a **Notice of Systemic Safety Failures** to the FSAM Board and PMA Management. You deserve the facts. Please read on.

Official Burlington County Health Department records—generated by trained inspectors—confirm a revolving door of closures due to dangerous chemical imbalances in our pools and spa. **We have formally demanded that the Board of Trustees release these inspection reports to the community—consistent with homeowners’ rights under the NJ Radburn Act.** When owners learned these failures occurred during PMA’s professional duty hours and no corrective action was taken by the Board, the reaction was clear:

“We are outraged—but not entirely surprised.”

THE CASE FOR IMMEDIATE CHANGE

1. Admitted Awareness

Fact: A Board member email dated December 31, 2024 formally acknowledged that the County Health Department closed our facilities due to “chemical imbalance.” Despite this written admission over a year ago, the Board has failed to implement a permanent fix, allowing the same dangerous conditions to continue throughout 2025.

2. Vendor Performance (PMA/Candlewood)

Fact: The inspection times show that closures occurred on PMA’s watch during the week. Despite this, the Board grants PMA staff weekends off—while residents are expected to volunteer for safety monitoring.

It is a **logic-defying request**: we are being asked to do, for free, the very work we already pay professionals to perform—in this case professionals who appear inconsistent in their performance.

PMA staff have been in place for over a decade, with an ongoing responsibility to ensure safe water conditions through multiple daily tests. This is not an occasional task—it is a continuous daily, never-ending responsibility.

If required monitoring and testing happened, why did these failures continue and repeat without correction? Why were the facilities still open? Is a plausible explanation even possible?

3. The Board of Trustees

By failing to correct these documented hazards for over a year after acknowledging them in writing (12/31/24), the Board has a clear fiduciary duty to protect the health and safety of residents. **What were they thinking? How could the Board remain silent while these conditions continued?** How can these risks go unaddressed—especially with two retired healthcare professionals on the Board?

Given the publicly documented failures, the acknowledgement and lack of corrective action, this creates significant liability exposure for the Association. In the event of a claim, these documented facts would be central to the matter.

Over time, the Board has approved more than \$2,000,000 in payments to PMA and Candlewood—the vendors responsible for these services. This is not a small issue. It raises serious questions about oversight, accountability, and performance. Given the scale of this investment, homeowners should reasonably expect consistent, professionally competent results. Why were we at risk? Are we still at risk?

The big question: Given that these failures were known and repeated—and present clear health risks to residents and significant liability exposure to the Association—why didn't the Board take local corrective action and request increased Health Department inspections and oversight?

OUR FORMAL DEMAND FOR TRANSPARENCY (3/26/26)

Under the **NJ Radburn Act**, homeowners have a lawful right to access these records, and the Board does not have the authority to refuse that access. The Association already funds the Vantaca platform used by management and auditors, so providing access can be done at zero additional cost. We demanded that the following be populated in the Vantaca portal by April 10, 2026:

- Official Health Department Inspection Reports (2024–2025) — now provided in our supporting materials
- Board of Trustees pool-related communications and alerts — including the December 31, 2024 email acknowledging closure due to chemical imbalance — now provided in our supporting materials
- Formal Plans of Correction for all safety violations
- Full financial records, including executed vendor contracts and monthly invoices (especially Candlewood and PMA)
- Real-time access to Vantaca-generated daily chemical logs (as required by NJAC 8:26-7.7)

WHAT WE AS OWNERS NEED YOU TO DO

1. Ask Direct Questions

The questions raised here are serious—but they are fair and necessary. They go directly to the health and safety of every owner, family member, and guest. The Health Department findings speak for themselves. Homeowners deserve answers to all legitimate questions about why these failures were allowed to continue. **No answers are an answer.**

2. Expect Accountability for What We Fund

The \$2,000,000 question: Over time, homeowners have funded these vendors, along with the systems designed to support proper oversight. The Vantaca platform includes reporting capabilities for pool chemistry and operations—yet those capabilities appear underutilized. Homeowners have a right to ask why?

Where is the oversight? Where is the accountability? Is there evidence of PMA discipline? Has the Board turned over oversight to PMA staff?

No answers are an answer.

3. Act as Owners

We collectively own this Association. We fund it monthly and invest in its future. With that comes the right to ask questions—and to expect answers. If clear answers cannot be provided, that itself raises serious concerns.

4. Take Action

- Log into Vantaca and ask why these safety and financial records are not being made available.
- Contact Board members directly—not PMA staff.
- At the next meeting, refer to the December 31, 2024 admission and ask:

“Since the Board acknowledged these failures over a year ago, why is PMA still on site, and why are residents being asked to volunteer for their responsibilities?”

5. Consider This

When snow is not cleared, we can see the risk and choose to be cautious. When safety failures in the pool and spa are not disclosed, we cannot see the risk—and we unknowingly place ourselves and our families in harm’s way.

No reasonable person would knowingly enter water that is untested or out of compliance with Health Department standards.

Sadly, we have no way of knowing whether residents have already been affected, and if so how many?

There is **no excuse—nor can there ever be—for placing the entire community’s health at risk.** We deserve a Board and a management team that **prioritizes owner health and safety over misplaced loyalty to PMA and Candlewood.** As one owner put it, **“How can the Board ignore their responsibility? They should fire the PMA staff immediately, then resign themselves. No excuse is possible.”**

Sincerely,

— **Concerned Homeowners for Safety & Transparency**

This is no longer a secret—it is now in the hands of the community.

IMPORTANT: OUR STRENGTH IS IN OUR NUMBERS

We are sending this notice to a limited group of homeowners to start. For this to work, we need **YOU** to help break the silence. The Board can ignore 12 people—but they cannot ignore 400+.

Please forward this. Share this notice by sending a copy, handing a copy to neighbors, directing them to the QR code below, or by providing the direct link below for immediate access to the full materials:

<https://fsam-notice.pages.dev>

(Click or copy this link into any email or message to share with others.)

The site includes a full index of official records, Board communications, and supporting materials so every homeowner can review the source documents directly.

This information is available because your neighbors and fellow owners care deeply about our community—and want to keep it safe and healthy, as it should always be.

Key Documents Available for Review:

- [Health Department Inspection Reports \(2024–2025\)](#) *(records generated by the Health Department and not proactively provided to the community)*
- [Board of Trustees Pool Communications](#) *(including the December 31, 2024 acknowledgment email)*
- [Formal Notice to Board & Demand for Transparency](#) *(March 26, 2026 formal demand outlining safety failures, inspection findings, and required Vantaca disclosures)*
- [This Notice and Supporting Materials](#)

(All documents are accessible directly through the site and may be opened or shared.)

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