

## Statement from Four Seasons Property Owners Association Board of Directors

We, The Board of Directors recognize that the way we handled and messaged this issue regarding the contract with the Camden County Sheriff’s Office left a lot to be desired. Better communication may have helped to prevent some of the speculation and misinformation. The Board’s policy is to not conduct business on social media, however in the future we will attempt to provide links to the correct information. We are committed to our community and its best interest. We are also committed to full transparency and releasing information that is rooted in fact.

- Camden County is responsible for providing Law Enforcement throughout the county which includes Horseshoe Bend and Porto Cima/Shawnee Bend. This is funded through your taxes.
- The Village of Four Seasons (pop 2,432), as a municipality, contracts with CCSO for Law Enforcement, and provides a substation on Horseshoe Bend funded through taxes. In contrast, Lake Ozark (pop 2,129) has their own Police Department funded through taxes.
- The Four Seasons POA is a private Homeowners Association (independent of the Village of Four Seasons). It has a fiduciary responsibility to its members to maintain and enforce the Land Use Restrictions, rules, regulations, and amenities per the governing documents. As a Homeowners Association the POA is not responsible for providing law enforcement.

The POA accounts for approximately 50% of all the developed lots on Horseshoe Bend. Within the Village of Four Seasons municipality are located approximately 75% of the lots in the POA (See map below). The remaining 25% of the POA lots are not located in the Village of Four Seasons. Horseshoe Bend alone (excluding Porto Cima) represents 10% of assessed valuation in Camden County. All property owners pay State and Local Taxes, which fund law enforcement provided by the county. Additionally, the POA has zero (0) commercial properties within its boundaries. Much of the CCSO’s time on Horseshoe Bend is not POA related.

	Horseshoe Bend	Village of Four Seasons	Four Seasons POA		Lake Ozark
			Horseshoe bend area	Porto Cima Area	
Total number of Miles of Road	170		67.5	24.8	
Total number of developed lots	1559		1666	541	
Total number of Condo Complexes	39		3 (Associate Members)	0	
Total number of businesses including restaurants, bars, etc.	58		0	0	
Total number of Juvenile Mental Health and Residential Treatment Centers	1		0	0	
Primary Law Enforcement Agency	CCSO	CCSO	CCSO	CCSO	LOPD
Total amount Paid to Camden County Sheriff for Law enforcement and Patrol	State and Local Taxes (SALT)	82,000 from SALT	144,000 + SALT		SALT

The POA has covenants to enforce, and in 2012 entered into the Enhanced Services contract with CCSO to provide some of these functions, as well as, have an increased Sheriff presence within the POA. This occurred prior to the Village of Four Seasons contracting with the CCSO to provide law enforcement within their municipal limits. Over the past few years, it has become increasingly clear, based on the reports provided by CCSO, that they are busy with Law enforcement in the area as a whole. This is understandable with the growth of full time residents and property owners since 2020. The CCSO's first responsibility is providing law enforcement, this growth has created the situation where the CCSO had less time to provide the Enhanced Services originally outlined in the CCSO contract. As a result, the contract has been watered down (See Contract comparison 2012-2023).

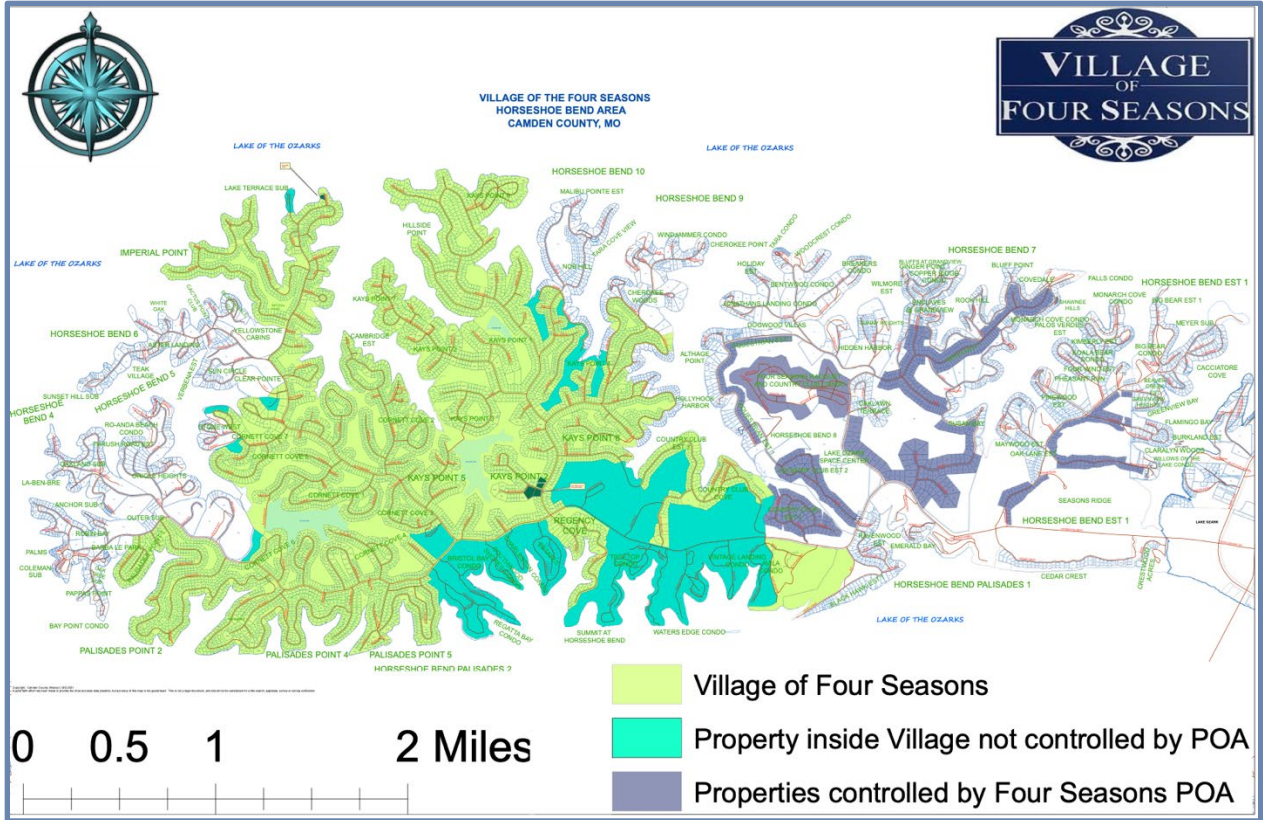
During the same timeframe, the POA has received an increased number of complaints and concerns from property owners regarding construction, amenities, short term rentals, unauthorized vehicles, just to name a few. These complaints do not fall under the jurisdiction of law enforcement and therefore are not the responsibility of the CCSO.

It is not the responsibility of the POA, and could be a violation of the POA's fiduciary responsibility to its Owners TO subsidize ALL of Horseshoe Bend Sheriff patrols while only representing 50% of all developed lots, and 0% of businesses on Horseshoe Bend.

Knowing there is now a permanent substation on Horseshoe Bend for the CCSO and a contract between the CCSO and The Village, the POA decided to hire additional Owner Services staff and an Architectural Control Committee (ACC) representative since the Enhanced Services needed by the POA do not fall under law enforcement. These additions will help enforce the covenants, monitor amenities, deal with construction issues, and various other issues not related to law enforcement.

Since the announcement of the POA's intention to not renew the Enhanced Services contract with CCSO in 2024, there has been wild speculation of the ramifications. The Sheriff has stated numerous scenarios that may occur, all of which imply that there will be limited or no coverage of Horseshoe Bend or Porto Cima. The fact is, once the Sheriff better understood the difference between the POA and The Village and the details of our contract with the CCSO, that is not the case. At our meeting with Sheriff Helms, it was stated that there will continue to be coverage by the CCSO and they will continue to maintain an office at The Village Hall.

With that said, the Board recognizes that many of the full-time residents in the POA do feel that the extra Sheriff's presence on Horseshoe Bend and Porto Cima is important. We have met with the Sheriff and continue to work towards an agreement that would keep the extra patrols in the POA, in both Porto Cima and Horseshoe Bend.



**NOTE**

**This map does not depict areas in the Porto Cima neighborhoods of the POA**

Enhanced Services contract from 2012 – 2023, as well as verbatim description of “Enhanced Services” from the CCSO/POA contracts.

### 2012-2023 CCSO/POA Contract Difference Overview

The scope of services has decreased.

- The description of services has become more vague.
- There are out clauses such as “To the extent feasible” that have been added.
- Physical Amenity checks went from “check several times daily” to “attempt to check daily”
- The added enhanced service of “Provide for traffic control on HSB during peak travel hours during holiday weekends” occurs at DuckHead and HSB which is NOT in the POA. Often times the streetlight is set to flash yellow and it is unattended.
- The Direct line to the CCSO for the POA owners had been removed. The new phone system routes all Camden County calls through a central dispatch. We have received many complaints from residents that CCSO dispatchers have told residents their call was not a CCSO issue and to call Owner Services.

“Required Accountability Reports” are more vague.

- Virtually all accountability of Sheriff duties with regard to the POA contract have been removed.
- The Sheriff no longer provides POA specific information, instead reports are HSB specific. More than 50% of the monthly reports involve items outside of the POA.
- There are minimal reports of wastewater or streetlight outages.
- There are minimal reports of amenity checks, with some amenities being checked not in POA
- The reported number of miles driven are not POA exclusive.

The annual rate has increased from 2012 to 2023 a total of \$8,711.55. This is a nominal amount for a contract of this size over an 11 year period. However, the services and more importantly the accountability has decreased over the same time frame.

## POA/CCSO Contract

2012 Enhanced services and reporting defined  
\$135,629.31

### SCOPE AND SERVICES

1. Patrol 143 miles of roadway, 24 hours, 7 days per week at least twice daily.
2. Physically check all amenities (pools, campground, Activity Center, etc.) several times daily. Report to Management's Owners Services Administrator.
3. Perform "Away from Residence Checks." (Exterior doors locked, windows, all in order.)
4. Assist/perform medical and law enforcement agencies in emergency situations.
5. Provide detailed, accurate, and legible reports as directed.
6. Attend Board meeting monthly for updates.
7. Report problems with wastewater lights.
8. Enhance relations with the members of the community.

### COMMUNICATIONS/DISPATCH SERVICE

1. Provide 24 hour access for property owners
2. Maintain detailed records/logs to reflect telephone/radio messages.
3. Monitor patrol officers at all times.
4. Receive and dispatch clear and concise information for emergency situations.
5. Communicate with all emergency personnel in each situation as needed.

### "Required Accountability Reports"

1. Monthly logs showing the number of miles driven on POA roads
2. Complete copies of all incident reports involving POA properties, amenities, and/or POA property owners on a weekly basis.
3. Daily Duty roster of all Sheriff employees and/or agents assigned to perform Law Enforcement Services under this Agreement
4. Monthly, specified report of all durations of time in which no officer was on patrol on Horseshoe Bend.
5. Monthly, specified report of all durations of time in which no officer was on patrol on Shawnee Bend.
6. Daily report of all items observed located within road ROW
7. Document/report streetlight outages
8. Document/report wastewater warning lights
9. Enhance communications with property owners
10. Confer with Community Services Administrator

2023 Enhanced services and reporting defined  
\$144,340.86

1. Patrol the roadways within the POA boundaries, 24 hours, 7 days per week, to the extent feasible.
2. Physically attempt to check all amenities (pools, campground, Community Center, etc.) daily. A monthly report will be provided to Management.
3. Perform "Away from Residence Checks." (Exterior doors locked, windows, all in order.)
4. Assist/ perform medical and law enforcement agencies in emergency situations.
5. Provide detailed, accurate, and legible reports.
6. Attend monthly POA. Board meetings or, if not available, provide written report of the previous month's activities.
7. Report problems with wastewater lights to Management.
8. Enhance relations with the members of the Community.
9. Provide for traffic control on Horseshoe Bend Parkway during peak travel hours during holiday weekends.

COMMUNICAITONS/ DISPATCH SERVICE

1. Provide 24-hour access for property owners.
2. Maintain detailed records/logs to reflect telephone/ radio messages.
3. Monitor patrol officers at all times.
4. Receive and dispatch clear and concise information for emergency situations.
5. Communicate with all emergency personnel in each situation as needed.

REQUIRED ACCOUNTABLITY REPORTS

1. Maintain monthly logs showing the number of miles driven.
2. Provide copies of all incident reports involving POA properties or amenities.
3. Provide monthly duty rosters of all Sheriff employees and /or agents assigned to perform Law Enforcement Services and monthly reports of all duration of time in which no officer was on patrol on either Horseshoe Bend or Shawnee Bend under this agreement
4. Document/ report streetlight outages.
5. Document/ report wastewater warning lights.
6. Enhance communications with property owners.
7. Regularly confer with Management.