

## MGMA Newsletter

July 2011

### PRESIDENT'S MESSAGE

As you know, our focus over the past 3 months has been on hiring a new Property Manager for the Madison Green Master Association. During this period, the Board members have taken on specific management responsibilities normally performed by a licensed property manager. So, we are delighted to announce that after a rigorous search process, the Board has identified a candidate to fill the position of Property Manager (PM). Carolyn (Lynn) Linfante has accepted our job offer, with a start date of Monday, August 1<sup>st</sup>. Lynn is an LCAM and brings about 13 years of property management experience to Madison Green. Additionally, she has a personality that seems to be an excellent mix of strength, determination and compassion. I believe that, with Lynn's acceptance of our employment offer, we will see more effective, responsive MGMA management and leadership.

We are also fortunate that our Assistant PM, Dianne Gasc, has stepped up to take on many additional duties and responsibilities during this period and that she has recently obtained her license as a Community Association Manager, as well. These things along with a few other staff changes will give us a great operations and management team, going forward.

The Board continues to work on another very critical and sensitive area: homeowner assessment delinquency collections. Due in part to our troubled economy, there are significant numbers of delinquent homeowners, not paying their quarterly Maintenance Assessments, placing the burden on the rest of us. The Board continues to encourage these homeowners to get on a Payment Plan to resolve their delinquency, without jeopardizing their home. It is a difficult problem for everyone.

While all of these efforts have not born fruit as quickly as we would like, we are making consistent progress toward completion of each and toward accomplishment of the 2011 Goals and Objectives adopted by the Board.

Here are some additional specific MGMA updates:

**DELINQUENT ACCOUNTS.** As mentioned above, the Board continues to pursue resolution of delinquencies through our Delinquent Accounts collection process with our attorney. The new approach to delinquency collections mentioned last month is still under development. Meanwhile, we continue to tenaciously manage exiting payment plans, while adding new plans as a key strategy for collecting overdue assessments.

Further, the Board is looking into alternative foreclosure processes being used by other Associations. We will keep everyone posted on the status of these attempts to resolve this delinquency problem.

**CLUBHOUSE OPERATIONS IMPROVEMENTS.** The Pool Attendant position established last month seems to be working well and has improved staff responsiveness to residents using the pool and other outdoor facilities. As with any new duty/position, it will require some continued adjustments to make it work most effectively. We continue to clarify and adjust staff functions through frequent meetings and training sessions to improve the overall staff performance.

**MGMA PROJECTS.** Work continues on the Lanai/Party Room enclosure project. Several additional requirements have slowed progress here, but we are confident that we will see actual construction beginning, soon.

Another, but smaller project, is the replacement of the worn-out pool umbrellas and stands. Not much to say here, except we have 10 new umbrellas for the pool areas...not the color we really wanted, but these were available now, rather than having to wait for the “perfect” ones later in the summer. Never-the-less, a good addition to the pool area.

**CLUBHOUSE ACTIVITIES PROGRAM.** The Fourth of July celebration at the clubhouse pool was very well attended. More than 100 residents and guests enjoyed good sandwiches, drinks and time with family and neighbors while celebrating our nation’s birthday.

Granted, while some of our other efforts to increase the usage of our clubhouse facilities have been a little bumpy at the start, we are continuing with wine appreciation classes and Friday night movies. And, we are working on license and insurance requirements to allow us to continue two other activities (water aerobics and yoga). As you know, these activities were interrupted by the discovery of some important details...and, as always, “the devil’s in the details”.

**LAKES and LANDSCAPING.** A contract for Hurricane Preparation Tree Trimming has been awarded to Jason’s ArborCare for all trees above 12 feet tall. This will reduce the risk of damage and costly replacement of our tallest trees.

As always, we look forward to Residents’ input on all MGMA matters. We will respond and take action on all feedback, as quickly as possible. We invite everyone to find out more about what’s going on by attending the MGMA monthly Board meetings, watching Channel 63, visiting our Website and reading the MGMA Monthly Newsletter.

Jeff Hmara