

Manager's Report
For
October 2010

As the new Property Manager of The Madison Green Master Association, we have been working very hard to streamline the operational procedures of your office and staff. I have been working closely with Marc Oliveri to understand the daily functions of the Master Association and how it is to interact with the community as a whole

Projects:

The following projects are being addressed at this time.

- Pool resurfacing and pool heater replacement which includes the support equipment of pumps, valves, lines and chemical monitoring systems.

Upon inspection of the pool(s) and equipment which includes the (10) ten pool heaters, I am in full agreement that the heaters need to be replaced (beyond repair). Also, all (3) three pools need to be resurfaced as soon as possible. I would recommend these 2 projects be done simultaneously.

- Pine tree removal.

We have (3) three 45 foot Slash Pines in pool area and north of clubhouse. Kevin Ervin from The Village of Royal Palm Beach is working with me to ensure our permit for this job is complete. I have included quotes to have this work done. The quotes are under old business.

- Grass Carp.

It is our intent to add Grass Carp to our lakes to control bottom growth which is one of our main problems with the floating algae in the lakes. It has been my experience that being proactive with lake treatments in the winter will eliminate the problems that occur during the summer.

- Patio Pool drains/building gutter.

We are adding a couple of patio drains and possibly a gutter to eliminate flooding on the NE corner of the pool patio.

- Contracts

Lake and Wetland Maintenance:

Madison Green has 22 lakes and approximately 23 acres of preserves.

We have attached several bids to this package which will be discussed later in this agenda. However, with the lakes and preserve areas being an integral part of this community, it is our goal to have them maintained in pristine condition. It is my intent to become the director of this service. Upon agreement with a new company, it will be made very clear that I am to be present to spot check all work and applications from this point forward.

- Meeting rooms

The Association is in the process of contracting to combine the two meeting rooms with a closeable divider for more than one meeting. I have included some numbers from local contractors for your review. This work will give this area a facelift, add meeting space and eliminate the mold/mildew smell as well.

- Landscape

I have conducted a survey of the common areas of the Master at Madison Green. On a scale of 1 to 10, my opinion is your property is a solid 7. I have met with your landscape company and believe they are doing a good job. It will take another month for me to make recommendations as to how we can even make it look better. I will be scheduling tree trimming, fertilizer, pest control, flowers and plant replacement as needed.

- Irrigation

We have (3) pumps that regulate your sprinkler system throughout the common area. These areas are watered (3) times per week at the current time. In the last 15 days, 2 pumps had problems which have been repaired. These problems were not caused by lake debris. We will be insisting on wet checks much more frequently after lawn cuts to detect sprinkler breaks from lawn mowers.

- Staff

Another very important part of our operation is your staff. We will be making many changes from something as minor as how the phone is answered to how the Club is maintained and how we service our owners.

It is my goal to form a team that will work together, be sharp, dress professionally and know exactly what their duties are. I believe a happy crew begins with understanding what is expected of them.

- Office

The office is in need of some major changes which will help improve the service and our relationships with the owners. In the next several weeks we will strive to speed up the response time to any request or repair. I must recognize Eileen Feiertag for all her help with the ARC system and too many other things to list.

- Other Business

Annual Meeting

The Annual meeting/Election will be held here at the Clubhouse on December 6th at 6:00 p.m. I have met with our attorney to ensure the Notice for this meeting is properly mailed out.

- Insurance

I will be meeting with the insurance agent in November to renew our insurance for the upcoming year.

- Academy Accounting

It is my pleasure to state that your accounting company has been very responsive with all requests.

Summation

In the upcoming months we will be looking to improve our appearance and service on all levels. It is our goal to make The Master Association, Clubhouse and all common areas be a place we can be proud of. I am asking everyone to be patient as the changes I will propose will take time.

Thank you.