

Manager's Report
For
December 2010

The months of October and November have been very challenging. Upon my arrival I was given many tasks and projects that needed immediate attention. We had three priorities that had to be handled without delay. These projects were your budget, the lakes, and the complete renovation of your pools. I will update each issue through out this report.

Budget for 2011

As we all know the budget is the driving force that determines how we operate though out the year. It took many hard hours and tough decisions to bring this financial document to a conclusion. I am proud to state that the budget for 2011 has been officially approved by the 2010 Board of Directors.

The Lakes and Wetlands

It took several days to survey all your lakes and wetlands. I have concluded that the company responsible for the maintenance of these areas had no supervision and since no one was evaluating their work, this work was simply not done. Now things have changed. We have hired a new company (Palm Beach Aquatics) and with inspections done every day, there is a definite improvement. These areas will take many months to bring them back to perfection. I will be conducting site inspections with the owner of this company by the middle of December. The \$5,000.00 clean up cost agreed to during contract negotiation will not be paid until I am completely satisfied that your lakes are being maintained properly. It is my opinion that we are now headed in the right direction and this coming summer will be the test of our efforts.

The Pools and Pool Heaters

The last major objective was the complete renovation of all three pools and heating systems. This project began the day after Thanksgiving and except for one rain day, we are ahead of schedule. There will be some extra cost to replace ladders and lights. We hoped these items could be repaired and cleaned, however, once they were removed and inspected, there was nothing to do but replace them. Please note, the pool will be chilled over the summer so all can enjoy a cool swim no matter how warm it gets, even in August.

So as stated earlier, two of the three priorities are complete and the pool area will be ready by December 24th.

Also, as part of this effort, the two slash pine trees by the mail pool have been removed and replaced with 7 palm trees.

Meeting Rooms

The facelift and mold remediation is almost complete. We should be done with this clean up by December 17th or sooner.

Landscape

We have been working hard with High Standard Landscaping which I'm sure is very evident by the addition of flowers, mulch and tree trimming.

Lighting

I conducted a night time survey of the lighting in all areas which we are responsible to maintain. I am proud to report that almost all of your lighting is now operational. We all know that lights, not only add to the beauty of the property, but are very important for security.

Main Entrance

This has been another area that was so badly neglected that bugs and vandalism had taken its toll. We have power washed all the roofs and cleaned out the walk way areas under both areas. The lights and broken fixtures are being replaced as quickly as possible.

Irrigation

Your irrigation system is now 100 percent operational. All areas have been checked for pressure and coverage to ensure the landscape remains beautiful. It is very important that your system run perfectly as we have just fertilized all areas and added pest control which is activated by water.

Staff

I am very aware with all issues that have been observed during my short time on your property. We are working very hard to correct many problems that have built up over time. This again is another area that will not change overnight. The staff will be in uniforms as soon as they come in. The sloppy days of jeans and sweatshirts will not be accepted. I have instructed Fred to train each employee as to their duties with cleaning the Clubhouse. It will take some time to pull this team together, but I do believe they all want to help with our goals. An on-going issue is how to fill the position of an assistant. I am working very closely with Eileen to resolve this issue. It is still our hope that a current staff member may be able to

handle this responsibility. As a back up to this effort, we are in contact with outside sources for anyone they might be able to find for this position.

The Office

The office continues to be a nightmare as we uncover more problems everyday. These problems are being corrected by instituting procedures and improving communications between management, staff and our new Board of Directors. We still have a long way to go before all these items are corrected.

Other Business

Annual Meeting

The Annual meeting has taken place and a new Board of Directors is now in place. It is my hope that with communication and patience, we will be able to overcome the problems that have brought the Master Association to a crawl. It is my goal to have our operation run smooth and productive.

Insurance

Your insurance for the upcoming year has been secured.

Academy Accounting

As stated in my last report, Academy Accounting continues to be very supportive. They will be meeting with the new Treasurer to ensure he is up to speed. It is our plan that Academy Accounting meet with the Board of Directors to explain any issues with the current budget.

John Kinsey

A meeting has been held with John Kinsey's office to update management on all open cases of owners that owe money to the Master Association.

Summation

I hope this report has helped shine some light on where we are and issues that still need to be corrected. I can only come up with one word that will bring us to where we need to be, that word is "COMMUNICATION".

Thank you.

