

Manager's Report

10/19/2017

Lawn Service: Yellowstone has made significant improvements in the last few weeks. There are still a few things they could get better with but overall a much better job on the mowing/edging/weed whacking etc. Please if you have an issue or complaint or even a compliment please put in writing (unless it's an emergency that needs immediate attention) because we are sending the written statements directly to their supervisors via e-mail and hand delivering them to the workers on site. A lot gets lost in translation between you telling me and then me telling the supervisor and then the supervisor talking to the worker. In writing means paper you have at your house, the complaint form in the office or even e-mail will work.

On the common area landscape side of this contract, we have the same problem we have had with the past 4 companies, it's just not getting done on a regular basis. The head supervisor at Yellowstone stopped in my office yesterday morning to see how things are progressing since our last meeting (which was just before IRMA). We did discuss the lack of attention we have received in this area and he was going to put a plan in order and speak with the crew to figure out how to get the work done regularly.

However, The Board will discuss this topic later in the meeting.

Pool: The guys have been working this week on cleaning up the pool area, power washing, re-painting curbs and changing out light bulbs in the pool, just to name a few things. We had to have the pool heater/cooler units serviced again last week, the sensors keep going out but so far, this sensor has been covered under warranty.

Lake: We had a big Algae bloom a few weeks ago, it's the biggest we have seen in over a year. Aquatic systems had been out a few days before the bloom happened but did not see a need to treat at that time. We called them out the next week and he heavily treated the lake, he was back here yesterday and treated the lake again, hopefully this will keep it under control and we won't have another bloom anytime soon.

Shuffleboard Courts: Nidy came out in late September and scraped and resurfaced the shuffleboard courts and replaced bumpers. I think they did a phenomenal job, I hope our shufflers are pleased with the work also.

Roofer: I am trying to find a roofing company that can help us with our many leaks we seem to have after heavy rains. Hopefully someone can find a solution, Rich has spent many hours trying to locate a hole or crack or something that would allow the leaking but nothing has worked.

A/C Units: The Club has recently contracted with Sean McCutchen's to do all service and repairs on the AC Units. They are here this week and they seem to be doing a very thorough job.

Reminders:

Any communications that need to read at a Board Meeting must be in the office or in the Board's hands before Monday morning, the week of the meeting. To allow time for them (if needed) to investigate the situation.

All maintenance fee payments must be mailed/sent to the P.O. Box in Tampa. The office will not accept payments, if they are received in the office the \$25.00 special handling fee will be charged to your account. All payments not deposited by the 15th of the month are subject to the \$5.00 late fee.

Finally, I am glad to see so many residents returning already. Please remember to check in at the office upon returning. We will have our first mailing of the new season in just a few weeks and we want to make sure everyone receives theirs timely. In that mailing will be the intent to run for the Board or Roundtable, so this a very important mailing.