

WELCOME!

EACH MEMBER SHOULD HAVE PICKED UP COPIES OF THE AGENDA FOR TODAY'S MEETING AND THE DRAFT MINUTES FOR THE JANUARY 30, 2018 ANNUAL MEMBERS MEETING AND DECEMBER 17, 2018 SPECIAL MEMBERS MEETING.

(COPIES ARE AVAILABLE IN THE LOBBY)

Vintage Grand Condominium Association Inc

Annual Members Meeting

January 29, 2019, rescheduled to February 28, 2019

Agenda (*Joe Gianino*)

1. **Procedural Items from Agenda**
 - Call to Order
 - Determination of a Quorum
 - Proper Meeting Notice
 - Approval of Minutes
2. **Introduction of Guests**
3. **Directors' Reports**
 - 2018 Financial Report
 - 2018 Accomplishments & Challenges
 - 2019 Plans
 - Building Remediation Project
4. **Questions from Members**
5. **Adjournment**

This presentation
will be available
on the website
tomorrow

Our Guests

- ▶ Bill Sutton

President, Progressive Community Management (PCM)

- ▶ Rod Pearson

Account Manager, WestCoast Landscaping



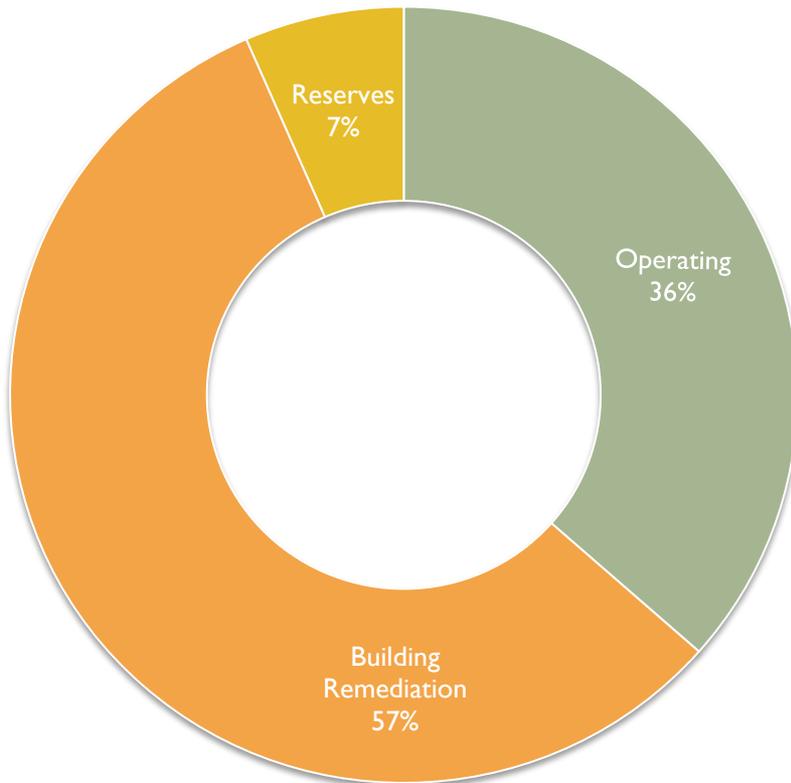
Opportunity for Member Q&A with our guests before our report on the Building Remediation project



2018 FINANCIAL REPORT

2018 Financial Report *(Karen Domaratzki)*

Breakdown of 2018 Monthly Fee



2018 Financial Report overview

- ▶ Operating Budget
 - ▶ Revenue
 - ▶ Expenses
- ▶ Building Remediation Budget
- ▶ Reserves
- ▶ Balance Sheet
- ▶ CPA firm will prepare audited financial statements during Feb – April 2019 timeframe

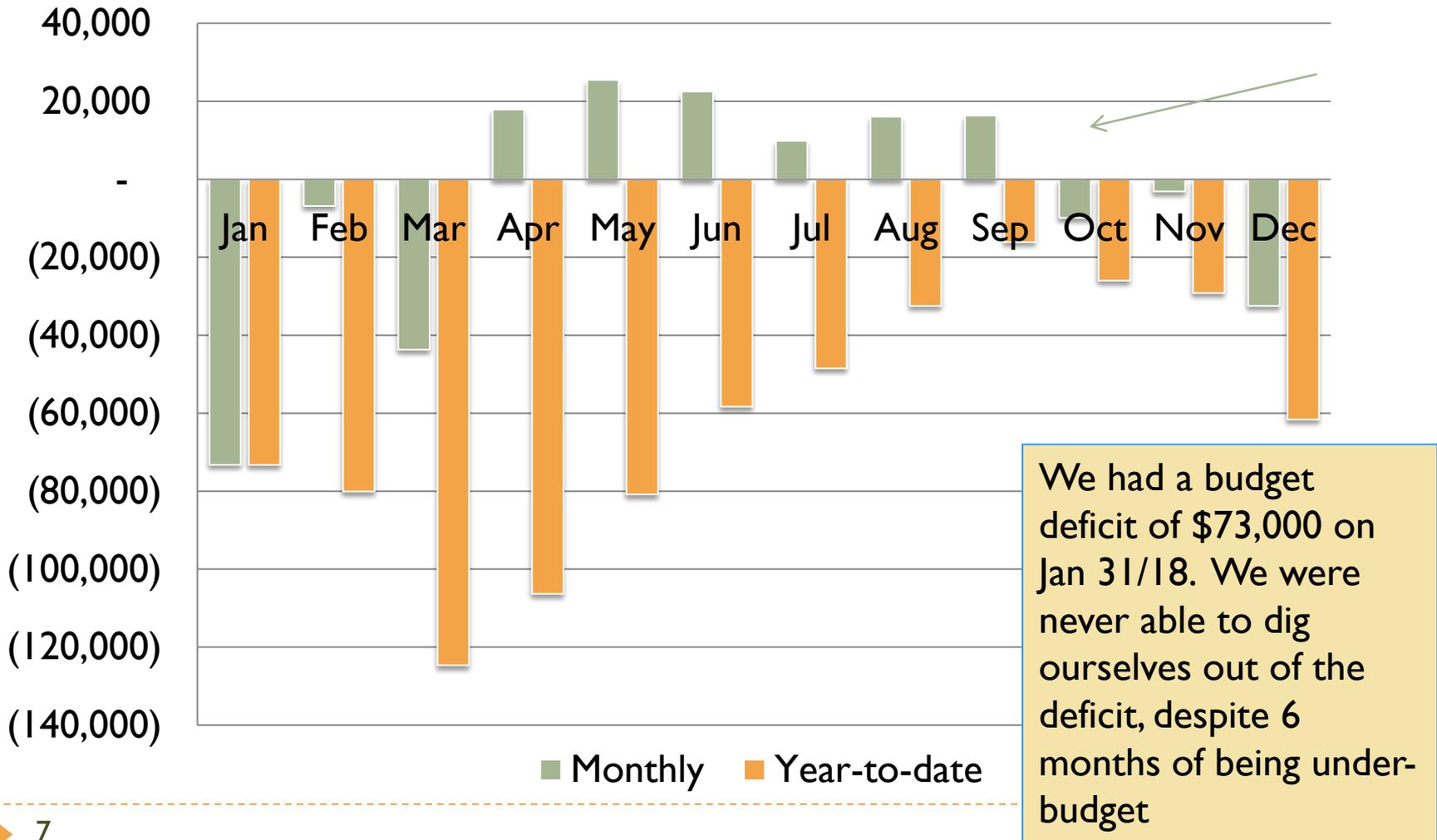
Operating Budget Results - \$ 2018

Item	Budget	Actual	Variance
Fees	1,282,214	1,281,991	(223)
Other revenue	10,000	54,543	44,543
Total Revenues	1,292,214	1,336,534	44,320
Buildings	135,300	294,714	(159,414)
Grounds	189,000	217,487	(28,487)
Common Areas	38,400	44,511	(6,111)
Utilities	109,200	92,224	16,976
Administration	820,314	749,207	71,107
Total Expenses	1,292,214	1,398,142	(105,928)
Net income/ (Deficit)	0	(61,608)	

(\$40K)
 water intrusion
 (\$43K)
 safety
 (\$22K)
 gazebo repair
 (\$22K)
 roof repair 10/18
 (\$20K)
 a/c & mold issue

Operating Budget – monthly balances

Operating Budget Surplus/Deficit



Financial Report: Building Remediation Project

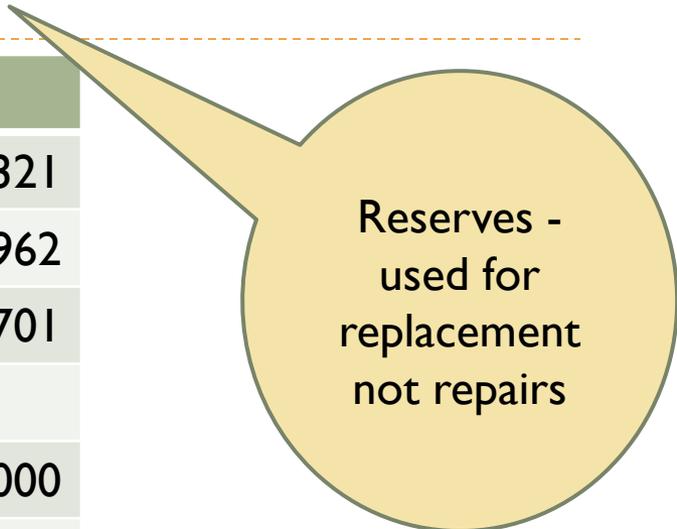
	\$
Member assessments invoiced: 2017 and 2018:	3,999,872
Building remediation first phase (5 buildings)	(2,609,438)
Post-Remediation work* on first phase buildings	(84,950)
Building remediation second phase(9 buildings, 2 started in 2018)	(470,305)
Other **	(249,718)
Sub total	585,461
Construction retainage – second phase	29,258
12/31/2018 Balance in Contingency Rebuilding Fund	\$614,719

* Gutters, leaf guards, and downspouts, lighting, termite treatment, grading and landscaping, signage, fire safety

** Primarily costs of attic truss inspections & the inspection & temporary shoring of defective balcony & breezeway support structures across the property

Financial Report: Reserves

	\$
Balance, January 1 2018	1,621,321
Add: Member Assessments invoiced	229,962
Interest earned on balances	11,701
Less: Reserves spent:	
Painting	32,000
Pool & Spa	3,851
Fire & Safety Systems	38,818
Drainage (ie Irrigation pump)	29,900
Balance, December 31 2018	1,758,415



Reserves -
used for
replacement
not repairs

The largest Reserve category is Roof Replacement with Dec 31/18 balance of \$1.2 million representing 68% of the total Reserves account. Estimated remaining life of the roofs is 6 years.

Financial Report: Balance Sheet Highlights

At December 31, 2018:

▶ **Cash:**

- ▶ The Association had \$2.5 million cash in bank accounts and certificates of deposits/term deposits. The bulk of this is held for Reserves.



▶ **Due from Owners:**

- ▶ The Association had \$136,000 due from owners, comprising unpaid monthly fees, fines, late fees, reimbursement of water-related repairs, and interest on overdue fees.
- ▶ There are 2 members who owe over \$25,000 each and another 3 who owe between \$5,000 and \$7,000. These 5 account for 67% of the funds owed. Some are on payment plans, legal counsel is engaged in collection efforts for others.
- ▶ Owners also owed the Association \$16,700 in invoiced but unpaid water bills (NES invoiced bills) . One of the large delinquent owners referenced above accounts for \$1,500 of this.

Financial Report: Treasurer's Observations

- ▶ In 2018, and again in 2019, we have **limited resources – money and staff time** – as our budgets were designed to keep fee assessment increases very low
- ▶ **66% of our operating budget is used for fixed costs**, the “must haves” – insurance, Palmer Ranch fees, landscape contract, electricity & water, fire safety, pest control, trash compactor, management company, attorney, and a staff of 4.
- ▶ **That leaves 34% for everything else** – and most of that is used by the necessary maintenance items that pop up through the year. Many of these expenses are surprises, unexpected, or out of our control -- such as repairs caused by water intrusion, maintenance of the buildings and the irrigation system, pool mechanical systems. This is the reality of the operating budgets in 2018 and 2019 for our 30 year old property. There is virtually nothing left for “nice to have” improvements.
- ▶ In a few minutes you'll hear about our Association's accomplishments, challenges, and goals. You'll also hear questions from members. Please keep this reality of limited resources – money and staff time – in mind.

2018 ACCOMPLISHMENTS AND CHALLENGES

2018 Accomplishments *(Dave Carter)*

1. **Reviewed key suppliers and their ability/performance in meeting the Association's needs. New suppliers:**
 - ✓ Association Management company: Progressive Community Management
 - ✓ Landscaping company: West Coast Landscaping
 - ✓ Plumbing contractor: Daniels Plumbing

2. **Strategic decision for certain work to be performed by firms with expertise, rather than Vintage Grand maintenance staff**
 - ✓ Irrigation system maintenance to be performed by landscaping company West Coast
 - ✓ All plant purchase and planting to be performed by West Coast
 - ✓ All drywall repairs caused by water intrusion and any mold remediation to be repaired by industry leader ServPro
 - ✓ All plumbing and electrical work out-sourced to professionals



2018 Accomplishments *(continued)*

3. **Implemented security measures for the property**

- ✓ Security firm Signal 88 hired to patrol grounds, provide on-call service, weekly reports
- ✓ Purchase of closed circuit camera system for pool, trash, laundry and playground areas
- ✓ Pool entry gates modified to prevent unauthorized entry

4. **Enhancements to grounds and common elements**

- ✓ Major repairs of picnic area gazebos near building 19
- ✓ Dock cleaned and sealed
- ✓ Extensive tree trimming throughout property
- ✓ Replaced entrance signs
- ✓ Replaced/refurbished pool and tennis court rule signs
- ✓ Front pool: deck, walls, and rest rooms painted, flower beds improved
- ✓ Back pool: walls painted
- ✓ New umbrellas at both pools



2018 Accomplishments *(continued)*

5. **Improvements to buildings**

- ✓ Painting of mismatched exterior walls on buildings 9 & 15
- ✓ Dryer vents cleaned in all units
- ✓ Buildings pressure washed
- ✓ Age of hot water tanks examined and recorded

6. **Building Safety**

- ✓ All fire horns and 900 smoke detectors replaced
- ✓ Dryer vents cleaned



2018 Accomplishments *(continued)*

7. **Cost savings implemented**

- ✓ Cost and inconvenience of off-site storage of files eliminated with move to former TV room (\$1,500 annual savings)
- ✓ Stopped monthly charge for dumpster that did not exist (\$2,200 annual savings)
- ✓ Reduced staffing levels, from 7 to 4 staff (\$125,000 annual savings)

8. **Increased sundry revenue**

- ✓ Increased rental application fee and some other fees
- ✓ Disciplined approach to charging overdue fees and interest owed by members, as permitted in our governing documents
- ✓ Initiation of fining process
- ✓ Members that cause water intrusion expenses are invoiced for reimbursement of resulting drywall repairs



2018 Accomplishments *(continued)*

9. **Enforced compliance with our governing documents**

- ✓ Fines Committee very active in processing trash violations.
- ✓ Short term rental violations vigorously investigated and fined, with legal action taken for repeat offenders.
- ✓ Total of 270 violations fined, with \$18,300 in fines levied.

10. **Enhanced communication with members**

- ✓ Bi-weekly newsletter launched, with 19 editions published in 2018
- ✓ New website – organized repository for key documents, and enables quick sharing of new information. (Note that there are new regulatory requirements for Association websites effective Jan 1/19, and the last few requirements are in the process of being interpreted and implemented)

2018 Challenges

I. Operating With A Tight Budget

- Became clear early in the year that we would significantly overrun our operating budget if we did not make some staffing changes. Decision to not fill vacancies in 2 supervisory positions (Assistant Manager & Maintenance Supervisor) that opened up in Feb & March
- This made it harder on some days for our new Association Manager to stay on top of the high volume of work that needed to be accomplished in 2018

2. Trash & Recycling

- Recycling containers persistently contaminated by residents with non-recyclable trash
- Trash compactor subject to frequent breakdowns, with trash accumulating beside it. This despite replacement of the compactor in July.
- Maintenance staff spending significant amount of time, including weekend overtime hours, cleaning up both areas,



2018 Challenges *(continued)*

3. Irrigation System

- Pump replacement contract at cost of over \$40,000 awarded in late 2017 to a firm that was not up to the task.
- Ongoing issues from early spring to late summer as pump and irrigation system repeatedly failed and supplier could not fix problem
- Problem resolved after many months through legal proceedings, services of new supplier and changes to pipes
- Other irrigation system repairs and maintenance throughout the year totalled \$28,000
- Based on tests performed by WestCoast Landscaping in late January of this year, we have identified a \$23,000 backlog of repairs & maintenance that is needed to achieve reliable and effective irrigation throughout the complex (tasks such as replacement of sprinkler heads and rotors, finding and clearing clogs in pipes).



2018 Challenges *(continued)*

4. **Widespread water intrusion problems**

- In 2018 we spent over \$115,000 repairing leaks to the roofs and replacing wet drywall.
- In addition to leaking roofs, drywall repairs were needed due to water damage caused by hot water tanks leaking, improperly installed appliances, flooded first floor units during heavy rains due to inadequate drainage systems, and pipe breaks in and/or spontaneous activation of the fire sprinkler system
- All of these events are unplanned, and require “drop everything” attention by management and maintenance staff to mitigate water damage to all units in the vicinity.



2018 Challenges *(continued)*

5. A/C System Damage and Subsequent Mold Problem in a Building 4 Unit

- Irresponsible actions by previous association managers and maintenance staff resulted in damage to an A/C system and mold in a unit, with the Association incurring the cost of mold remediation and a new AC system for the unit, total cost to Association could accumulate to as much as \$54,000
- Resolution of this issue consumed days of management and Board time.
- This extraordinary expense contributed approx \$20,000 to the operating budget deficit for the Association at year end .

6. Vandals and Intruders

- Vandals have damaged gates, doors, spray painting
- Intruders to pool areas despite new gate system
- Security firm and closed circuit cameras have reduced but not eliminated this. Warning signs that cameras are in use have been posted

2018 Challenges *(continued)*

7. Short-term rentals

- Persistent short term rental of 10 units by a member required lengthy legal action by the Association
- Association Manager and office staff spent many hours developing documentation of that member's violations to support the legal proceedings
- Association was successful in obtaining a court judgement against that member in August, providing the impetus for a successful mediation session a few weeks ago where the member has agreed to pay most of our legal costs to date and cease all short term rental within 90 days.

8. Water Billing & Payment Issues

- The Association is paying thousands of dollars annually to the County for water usage that should be paid by some residents. This is due to faulty or missing meters in units and chronically unpaid water bills by some owners.
- Association is seeking detailed consumption & billing information from the water meter supplier but that is proving difficult to obtain.





2019 PLANS

2019 Plans (*Dave Carter*)

- We've organized our 2019 plans to align with our operating budget categories.
- Bear in mind that we have and may need to continue to make some tough decisions around discretionary projects based on our limited resources and budget

I. **Building Maintenance**

1. Fire safety: full inspection to test detection systems
2. Fines for balcony /lanai and other building area violations
3. Notices to owners of water heaters over 10 years old
4. Review and communicate flooring requirements for 2nd floor units (re: soundproofing)
5. Continue to actively manage leaky roof situation
6. Extensions on downspouts to move water away from buildings



2019 Plans (*Dave Carter*)

2. **Grounds Maintenance**

1. Necessary work to make irrigation system more effective and reliable
2. Make decorative fountains operational
3. Annual major tree trimming – modified scope
4. Major drainage system improvements by buildings 12, 14 and 25

3. **Common Areas**

1. Investigate/provide better bicycle storage solutions

4. **Utilities**

1. Investigate potential solutions to water billing issue
2. Investigate potential solutions to trash and recycling issue



2019 Plans *(continued)*

5. Administration

1. Additional progress in eliminating short term rentals – go after other violators
2. Website uploads and posting re: new regulatory requirements
3. Review/revise parking pass processes
4. Distribute survey/poll to members, to gather data on key topics and direction
5. Begin process of reviewing of Association documents to remove the developer from the documents, clarify association vs. member responsibilities, consolidate Rules.
6. Develop written policies and procedures for:
 - a) Procurement
 - b) Resolution of owner damages
7. Implement staff workload tracking process

Events may occur during 2019 that result in higher priority items being added to this list and others deferred





Q&A with our Guests

Bill Sutton
President, Progressive Community Management

Rod Pearson
Account Manager, WestCoast Landscaping



BUILDING REMEDIATION PROJECT UPDATE AND FUTURE PLANS

Building Remediation Project – 2018 Accomplishments *(Dave Carter)*

- ✓ Elias Brothers completed remediation on buildings 4, 17, 19, 22 and 28 with the exception of attic truss repairs
- ✓ Association completed post-remediation work on the above buildings :
 - ✓ New gutters and downspouts installed
 - ✓ Grading and landscaping done (300 new plants per building)
 - ✓ Termite treatment applied
 - ✓ Replacement address signage in place
 - ✓ Caulk sealant applied at base of the buildings (building 4 was completed in 2018; the other four buildings were addressed in January and February of 2019)
- ✓ Contractor RL James awarded a 2 & 1/2 year \$4.26 million contract in June 2018 to fully remediate 9 additional buildings, complete attic truss repairs on buildings 4, 17, 19, 22 & 28 & make permanent repairs to 3 balconies in other buildings that would otherwise be closed in 2020
- ✓ Building 14 work began in August and was substantially complete as of Feb. 22
- ✓ Building 25 work began in October and is now approximately 75% complete

Building Remediation Project – 2018 Challenges

- Poor communication about owner paint color vote in late 2017 resulted in significant confusion and controversy. Board decided to hold a new vote in March, 2018, that ultimately reversed the outcome of the first vote. This caused a 7 week schedule delay to complete the first five buildings and \$20K in repainting costs
- Finalization of the RL James contract delayed due to extensive legal reviews
- Slow response from Sarasota County in approving construction permits for buildings 14 and 25 --- this delayed R L James' commencement of work about three weeks

Building Remediation Project – 2018 Challenges *(continued)*

- Unanticipated structural issues identified in buildings 14 and 25 added delay to the work schedules
 - Building 14: Major roof problems and extra work around and behind the FPL electrical boxes
 - Building 25: Extensive repairs needed on floor joists at the east end of the building – special shoring needed to be designed and installed to support this work
- Chronic unexplained schedule slippage by RL James in the last quarter of 2018. As of Dec 31 2018, we were about two months behind schedule, of which only about one month was definitively explained by factors outside of RL James' control

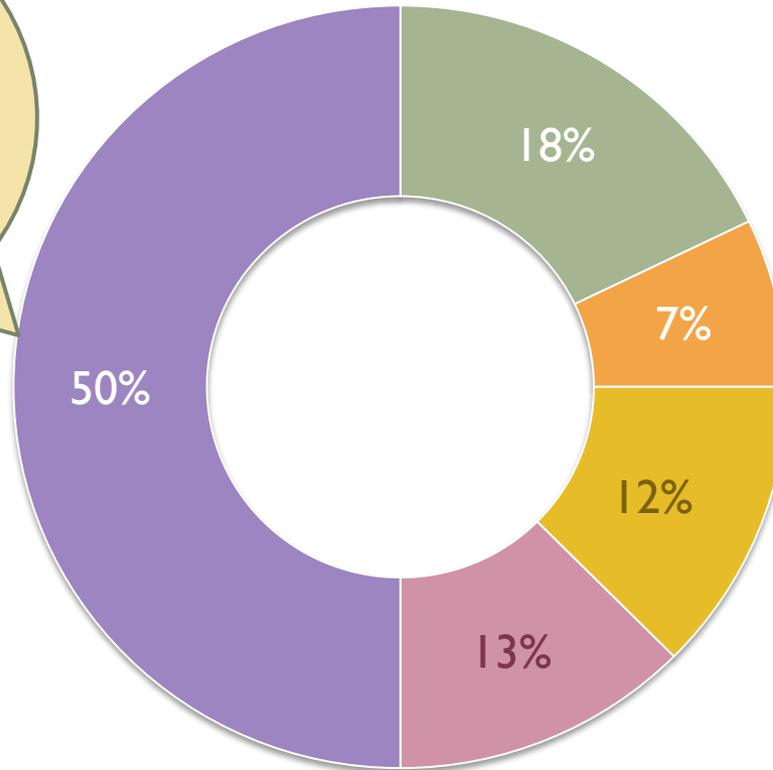
Building Remediation Project – 2019 Plans

- Finish remediation work on buildings 14 and 25 and all associated post remediation work (gutters, grading and landscaping, etc.) by end of June
 - Includes major site drainage improvements by both buildings
- Complete other work components in RJ James original 2018 work plan by the end of April:
 - Attic truss repairs in Buildings 4, 17, 19, 22 and 28
 - Balcony support structure repairs for units 727, 1324 and 1824A
- Remediate four additional buildings in 2019
 - Full remediation and post remediation of buildings 24, 26, and 27
 - Start remediation of building 10 (revised sequence)
- Work with Delta Engineering and RL James to substantially improve their project management oversight

Building Remediation Status

28 Buildings

After RL James has completed their current contract in late 2020, we will be halfway done!



- Completed
- In progress
- 2019
- 2020
- Future

Building Remediation – Investigation of Alternative Methods

A key goal of the 2018 Board was to investigate alternative methods that could possibly reduce our per building remediation costs

- We recognized that the remediation of the first five buildings was not a straightforward “repair/replace-in-kind” project. In addition to stucco removal, finding and replacing/repairing all damaged wood framing, and reapplying stucco, the project included:
 - Applying termite prevention and wood preservation chemicals to all interior lumber
 - Installing stronger wall sheathing (1/2 inch plywood instead of 1/8 inch Thermo-Ply), steel bracing and strapping to substantially increase the buildings’ wind shear resistance
 - Providing a thicker stucco cladding with a water drainage system behind the stucco
 - Installing new energy efficient and hurricane rated windows

Building Remediation – Investigation of Alternative Methods *(continued)*

- Both Delta Engineering and a Tampa engineering firm that we contacted expressed the opinion that we could not achieve significant cost savings on future remediation work unless we removed or significantly modified one or more of the enhanced features listed on the previous slide. **At this point, would any modifications to the work scope be acceptable to the majority of our members?**
- We wanted to provide our members with factual information on what alternatives would actually be feasible from a technical and regulatory perspective, and what cost savings could potentially be achieved. In the July-August timeframe, we developed an RFP document for a formal “engineering analysis of alternatives.”



Building Remediation – Investigation of Alternative Methods *(continued)*

- Just as we were about to go forward in soliciting responses to our RFP, our construction legal counsel expressed some concerns. After discussing those concerns, the board decided to place the proposed engineering analysis on hold until after we have completed our current insurance claim and lawsuit related to the damages that drove the need for the project in the first place,



Building Remediation – Insurance Claim and Lawsuit

The Board remains optimistic about our attorney's projection that the insurance claim will be settled by the middle of 2019 and that the lawsuit against the developer will reach a conclusion by early 2020. The current status is as follows:

- ▶ Insurance Claim: The insurance companies' petition and our counter-petition regarding the venue for arbitration hearings (New York versus Florida) and the composition of the arbitration panel are currently being considered by a federal court judge in New York. We expect to receive the judge's order any day now.
- ▶ Lawsuit Against The Developer: The case management conference conducted with the developer's attorney in early January resulted in an order from the 12th District Circuit Court in Sarasota establishing a target date of October 14, 2019 for a jury trial to begin. Developers' attorney subsequently proposed that the two parties attempt to work out a mediated settlement to avoid a trial. We have agreed to participate in a two day mediation session in April

Possible actions if significant funds received from insurance claim and/or lawsuit

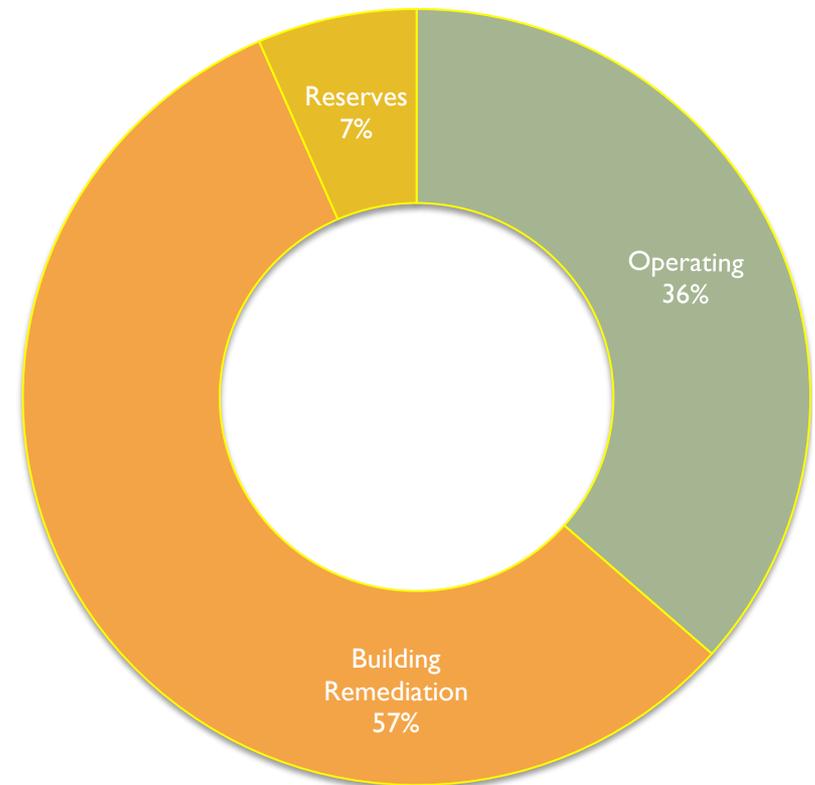
- I. **Accelerate remediation project by increasing number of buildings to be repaired each year.**
 - ▶ We are discussing this with RL James. We have a provision in our current contract with them that would allow the Association to add some additional buildings to the 2020 phase of the contract.
 - ▶ Our current thinking is that we would add as much as we can to the 2020 phase of RL James' current contract and then negotiate or bid a new contract to start on 1/2/2021 that would complete the remaining buildings as quickly as possible, using the funds obtained from both the insurance claim and the settlement of our lawsuit with the developer
 - ▶ We are reluctant to consider having two contractors working on our property simultaneously, so we likely will proceed only as fast as the firm that we select for that final contract is able to progress. RL James is telling us that there is a shortage of skilled carpenter labor in southwest Florida that is likely to become more acute over the next few years, unless the area experiences a major downturn in residential and commercial building activity.

Possible actions if significant funds received from insurance claim and/or lawsuit

2. **Depending on the amount received, we could reduce the Contingency portion of member fees to cover only the balance necessary to complete the remediation project.**

- ▶ It may also be prudent to increase the operating budget for 2020 and beyond to enable enhancements to grounds and common elements.
- ▶ Also it may be wise to increase the reserves budget to restore full funding of reserves, in preparation for roof replacement by 2025 and perhaps repaving of the property.

Breakdown of 2018 Monthly Fee



Building Remediation – Bank loan (*Karen Domaratzki*)

One of the items explored in 2018 was the many aspects of obtaining bank financing for the building remediation project.

- ▶ Discussions were held with a loan broker, which indicated financing could be available, and the percentage of investor owners was not seen as a barrier.

- ▶ The reasons for not pursuing bank financing in 2018 were many:
 - Information requirements of the lender for up-to-date financial statements. By March our operating deficit was over \$100,000 and this would not cast the Association in a positive light for financing
 - Any construction loan must be supported by firm contracts with suppliers. We feel it prudent to have a minimum one year's experience working with RL James before committing to materially expanding our contract with them.
 - The timing of the insurance settlement became firmer and closer
 - Members overwhelming voted down the previous loan proposal, in 2016. Before embarking on the work entailed in securing loan financing the Board would like to gauge the level of owner interest in this.

Building Remediation – Bank loan *(continued)*

- ▶ The topic remains open, and will be revisited in 2019 when we have information on the resolution of the insurance claim and possibly the lawsuit.
 - Members could be asked to indicate their interest in a loan via a poll, so we can gauge if there is sufficient support before embarking on a loan application
 - In addition to financing, we would have to be confident with the ability of the contractor to staff up and perform the full remediation financed by the loan within a 2 year construction financing time window.

Q & A session

1. Questions that were submitted in advance in writing (20 questions) - *Glenn Aitelli*
2. Questions from the floor – *moderated by Joe Joseph*



Question 1: submitted in writing by Bill Wild, unit 122

Re: use of the area behind building 3

The north end of Building 3 is being used to access the area where the golf carts are re-charged and used as a makeshift maintenance shed. The result is a dirt trail that is going to take major landscaping to restore. This is destroying the property values and quality of life of those residents in Building 3 and Building 6. That area was never intended to be utilized by maintenance as the original purpose and design was a recreational room for the main pool. What is the plan to restore that area for the intended purpose, and time frame for implementation? Is there a plan being considered?

The area between Building 3 and 6, which is now part of the trail to the maintenance recharging stations, is dirt and becomes a mud lake when it rains. This was volleyball courts as part of the recreation area for the main pool. Is there a plan to restore this area and when would the plan be implemented? Currently these two concerns destroy the property values and quality of life for those residents of Building 3 and Building 6. Is there a plan being considered? When this is restored it will greatly increase the property values and quality of life.

Answer:

- ▶ **With a limited budget, there are no plans to convert this area.**
- ▶ **We are concerned about the reintroduction of a volleyball net so close to these buildings.**



Question 2: submitted in writing by Bill Wild, unit 122

Re: location of maintenance shed and “bone yard”

The maintenance shed referred to as the “Bone Yard” was relocated by the developer from its original location near Building 17. The Bone Yard adversely impacts the property value of building 12& 13 as well as the quality of life. In addition this location takes up a section of the parking lot which is common area. What is the plan to locate the maintenance shed back to its original location, and when would this be implemented? This is where the golf carts would be recharged.

Answer:

- ▶ **It is our understanding that The Bone Yard / maintenance shed was moved from its previous location because it was in an area that often flooded.**
- ▶ **There are no plans or budget to move it back to its former location.**

Question 3: submitted in writing by Bill Wild, unit 122

Re Brazilian Pepper Trees by the Preserve Area

The Brazilian Pepper trees are an invasive plant to Florida; there are Government monies available to remove. These trees are prolific growers with a root system that will destroy foundation if left unattended. This is a wet land and should be restored to its original purpose and a wetland park. If left unattended the roots will invade Building 17 and the parking lot of Building 9 causing extensive damage? There was a plan to remove and restore this area, what is the status of this plan and when will it be implemented?

Answer:

- ▶ **We advised members of the following in the May 11 newsletter, and there has been no change since that time.**
- ▶ **While Sarasota County makes grants available, the grants are for 50% of a project's cost, maximum \$10,000. This initiative would cost over \$20,000 with over \$10,000 payable from our budget. We simply do not have the available funds to commit to this.**
- ▶ **The Brazilian pepper trees do provide a privacy hedge on Potter Park Rd, and we have had the bushes trimmed and shaped to make the best use of them in the meantime.**

Question 4: submitted in writing by Bill Wild, unit 122

Re: Recycling bins

In the center of the community is recycling bins; these were mandated by the county early 2000 when Prestige bought the property, instead of locating strategically the developer took the path of least cost ignoring common area. The bins take valuable parking space and destroy the property value and resident quality life of every building surrounding them. It is the focal point and defines Vintage Grand. There was a plan to address and relocate these bins, what is the time frame for implementation of that plan? If that plan is no longer viable, what is the new plan to address the garbage area?

Answer:

- ▶ **Single stream recycling implementation timing has not been decided by the County and this impacts design and access decisions for the recycling area.**
- ▶ **We are continuing to review our options, and members will be updated through the bi-weekly newsletter.**

Question 5: submitted in writing by Bill Wild, unit 122

Re:Amendment to restrict future owners from renting their units

Has the board developed a comprehensive marketing strategy to amend the Condominium Documents establishing Vintage Grand as an Owner Resident community? This would have an immediate economic impact on property values and rental rates as well as resident's quality of life.

Answer:

- ▶ **No, the Board is not acting on this in 2019, and it is our opinion that our current high HOA fees and uncertainty about the completion date for the building remediation are the primary reasons that our property values are currently depressed**
- ▶ **Such an amendment to the Condominium documents failed to pass by member vote in December of 2017. An additional member vote on the same amendment was scheduled in January of 2018 and then cancelled by Mr.Wild, our Association President at the time.**

Question 6: submitted in writing by Penny Hellbach, unit 313

Re: Contracts between Association and any Officer

Based on 2018 Statue (sic) Changes: (see Websites section of [§718.111(g) - The following documents must be posted in digital form on the website:] All contracts or transactions between the association and any director, officer or entity in which the director has a financial interest.

Answer:

- ▶ **There are no such contracts or transactions with our Association**



Question 7: submitted in writing by Penny Hellbach, unit 313

RE: Irrigation and mulching

- ▶ I understand that the irrigation system is being reviewed since it appears that the sprinklers are not working in all areas. I've noticed that the new plants need care. It appears that due to lack of water they are dying which is will catch up with us and end up costing us more \$\$ to replace. Also, some of the plants (especially the annuals) are not being cared for properly. For example, the plants in front of the club house fountain have dead flowers which need to be dead headed (1 it will improve the look, 2 it will improve the growth of new flowers).
- ▶ Do you plan to mulch the grounds?

Answer:

- ▶ **Our grounds are a continuous work-in-progress and we will update the members, as usual, through our newsletter.**
- ▶ **As each building is being remediated mulch is being installed as part of the new landscaping, budgeted as part of the building remediation process. But for the overall property, mulch was not a budgeted item and there are no plans to install it in 2019**

Question 8: submitted in writing by Penny Hellbach, unit 313

Re: outdoor lighting and potential trip hazards

- ▶ Who is responsible for checking to see if lights that are out (potential trip hazard / possible safety issue)? How often are they checked?
- ▶ In walking around the property I've notice quite a few trip hazards (cement is uneven or cracked). Can the staff log these and get them fixed since it could cost the association possible \$\$ in law suit if someone gets hurt?

Answer:

- ▶ **Lights are checked by our maintenance team monthly. Residents are welcome to advise the office via “Request Form to Vintage Grand Office” of burnt out lights**
- ▶ **Residents are also welcome to similarly advise the office of trip hazards. We do not feel the current conditions warrant the institution of a formal patrolling and logging process for this**

Question 9: submitted in writing by Penny Hellbach, unit 313

Re: a list/roster of current Vintage Grand residents

Is there a list (roster) of all current residents currently living at Vintage Grand? Does the list provide the resident's status (i.e. fulltime resident owner, part-time resident owner, tenant)? Does the list show the owner of the unit? How often is the list (roster) updated?

Answer:

- ▶ **There is a list of owners and leaseholders, which is updated on a weekly basis based on unit sales records and approved rental applications that are received in the office.**
- ▶ **The list does not differentiate full time vs. part time owner residents, since there is no requirement for an owner to report how frequently they reside at Vintage Grand.**

Question 10: submitted in writing by Penny Hellbach, unit 313

Re: trash and recycling plans

What are the current plans for trash and recycle? When is the board expecting to implement the plan?

Answer:

- ▶ **Please refer to previous comments regarding location of recycling area**
- ▶ **Issues regarding the operation of the trash compactor are being examined**
- ▶ **Fines are being issued for resident trash and recycling violations**

Question 11: submitted in writing by Penny Hellbach, unit 313

Re: Association website and related issues

- ▶ Based on 2018 Statue (sic) Changes: The website or web portal must be owned and/or operated by the association (cannot be the association management company website). Who owns our current website (PCM or Vintage Grand)? I understand that Vintage Grand Association operates the website.
- ▶ In reviewing the website in 2018, I noticed there were documents not on our website – did we get all the documents from Argus Website?
- ▶ What committee(s) are in existence currently? Can Committees' Information be put on our Website?
- ▶ Please ensure and update Vintage Grand Website and Newsletter to be consistent when reporting information such as email addresses, title, and other information.
- ▶ Can there be 2-way communication log – maybe have something like a blog so owners can see what types of issues the association is facing. Maybe we could see Charts regarding work orders and fixes.

Question 11: submitted in writing by Penny Hellbach, unit 313 (*con't*)

Re: Association website and related issues

- ▶ Could there be a maintenance schedule posted by week?
- ▶ Could quick notices owners receive via email also be put on the bulletin board?
- ▶ See Don Sheehy's 1/17/19 post to Facebook regarding 2018 statues (sic) and documents that should be posted. When do you expect this to happen?
- ▶ Is it possible to have pictures of the Board Members with their Bio's posted?
- ▶ Is it possible to have pictures of the Association Staff with their job titles posted?

Answer:

- ▶ **The website is owned and operated by Vintage Grand**
- ▶ **We currently have only one active committee (Fines Committee)**
- ▶ **We are currently focused on ensuring that the website is in compliance with the new regulatory requirements that went in effect on Jan 1 2019, which were passed into law after extensive input from the Florida Condo community.**
- ▶ **With limited resources – staff time – we do not anticipate posting much more than the regulatory requirements in the year ahead.**

Question 12: submitted in writing by Penny Hellbach, unit 313

Re: maintenance work orders

- ▶ How many issues are reported on a monthly basis? What types of issues are being reported? What is Vintage Grand's efficiency rate of fixes issues reported. Can this information be reported to owners on our website?
- ▶ Is the board looking for a maintenance supervisor?

Answer:

- ▶ **The Board communicates building and grounds maintenance topics in the bi-weekly newsletter at a level that we consider appropriate and feasible.**
- ▶ **No, the Board is not currently planning to hire a maintenance supervisor – there is no provision for such a position in our 2019 budget**

Question 13: submitted in writing by Bill Wild, unit 122

Re: The Owner Information Request form

In the recent package sent from PCM regarding the annual meeting there was a document, it was on white paper, asking for data information from owners about communication information. This also asked for those who are investors the listing of tenants and their communication information. This information is the development backbone of a **Roster database of all residents and owners** for the association, a much needed valuable management tool to run an efficient and professional association.

- ▶ 0 What human resources is PCM committing to research and develop this data base?
- ▶ 0 Is Vintage Grand management involved in the research and development of this data base?
- ▶ 0 Who is the project manager?
- ▶ 0 What are the responsibilities and job description of the project manager?
- ▶ 0 When would the first progress report be available for members?
- ▶ 0 What is the projected date of completion of this project?



Question 13: submitted in writing by Bill Wild, unit 122

Re: The Owner Information Request form

- ▶ 0 Will the Association receive and can expect a functional, up to date, verified database of **all residents and owners** at Vintage Grand?
- ▶ 0 Who would be responsible to manage the data base keeping it kept current ensuring the data is actionable for the needs of the Vintage Grand Association?

Answer:

- ▶ **This is a standard form that PCM sends in Association mailings. We will use whatever information that is collected through this form to update information about our owners and leaseholders as appropriate.**
- ▶ **There is no plan to develop a formal database**
- ▶ **We note that 50% of our members do not vote or return forms. Others vote electronically and do not mail back forms.**

Question 14: submitted in writing by Michael Tomlin, unit 114

Re: lanai and balcony violations

What is the status on enforcing the Association documents and bylaws regarding what may or may not be stored or hung on the unit lanais?

Answer:

- ▶ **Effective January in 2019 we are recording lanai and balcony violations, which will be reviewed by the Board and submitted to the Fines Committee as per the documented procedure for violations.**



Question 15: submitted in writing by Michael Tomlin, unit 114

Re: short term rentals in violation of our governing documents

What is the status of eliminating the short-term rentals which are violations of our documents?

Answer:

- ▶ **In August of 2018, the Association was successful in obtaining a court judgment against a member who has been continuously renting 10 units on a short term basis in violation of our governing documents**
- ▶ **Our legal efforts against that member in 2018 set the stage for a successful mediated settlement in February, 2019 – that member has now agreed to pay most of the Association’s accumulated legal costs and cease and desist all short term rental activities within 90 days**
- ▶ **We believe that there are additional short term rentals being initiated by other owners and tenants (subleasing) -- members are asked to alert management of any information in this regard.**

Question 16: submitted in writing by Michael Tomlin, unit 114

Re: the Fines Committee

Give an update on the actions and accomplishments of the Fining Board.

Answer:

- ▶ **The Fines Committee meets on the 15th of the month to review and act on violations that have been submitted to them by the Board of Directors and to hear any appeals from members.**
- ▶ **During 2018, 270 violations were sent to the Fines Committee by the Board, resulting in violation letters sent for fines totaling \$18,300. The majority were related to trash and recycling violations and short term rentals.**

Question 17: submitted in writing by Michael Tomlin, unit 114

Re: schedule for operating the sprinkler system

Would you verify that a schedule of the sprinkler system for individual building zones is posted on the Association web site?

Answer:

- ▶ **West Coast is reviewing and will likely be recommending changes to our irrigation system schedules.**
- ▶ **There currently is no intent to post schedules to the website.**
- ▶ **WestCoast will be doing another test of the system within the next few weeks. Owners will be notified on which days and approximate times each zone will be operated**

Question 18: submitted in writing by Don Sheehy, unit 1717

Re: Expediting remediation work if large insurance settlement received

If we get an adequate insurance settlement, what are the plans to expedite restoration to a shorter period as funding should no longer be an issue? Can RL James double their efforts or will an additional company be needed?

Answer:

- ▶ **We will take steps to modify, renegotiate or rebid our engineering and construction contracts to accelerate progress much as we can, but we believe that it would not be realistic or even desirable to “double our efforts”**
- ▶ **We are reluctant to consider having two contractors working on our property due to logistical constraints**
- ▶ **Depending on the size of the settlement(s), we may want to use portions to bolster our operating budget and reserves in addition to accelerating the remediation project**

Question 19: submitted in writing by Don Sheehy, unit 1717

▶ **Re: Committees**

Whatever happened to committee formation?

Answer:

- ▶ **We currently have an active Fines Committee. The board did not focus any attention on the formation and chartering of additional committees in 2018 and no specific proposals in this regard were advanced by any of our owners.**
- ▶ **Owners who have ideas in this regard, and particularly those who would be willing to take the lead in recruiting other volunteers to tackle issues that require attention, are welcome to come forward and share their ideas with the Board.**
- ▶ **Bear in mind that all Committees must follow Florida condo statutes regarding meeting notices, minutes, etc.**

Question 20: submitted in writing by Don Sheehy, unit 1717

Re: Forensic audit

What were the results of the forensic audit?

Answer:

- ▶ **We have not yet received the written report on the forensic audit but have been advised informally that the auditor did not find any material transactions that were completed in violation of our governing document requirements and/or industry standard control processes, other than those late 2017/early 2018 transactions that Board members and our current Association Manager had uncovered before the audit was commissioned (those violations were reported to owners through our biweekly newsletters)**
- ▶ **We are very happy that no additional violations were found.**



Questions from the Floor

Moderated by Joe Joseph

- **If you have a question, please form a line on the left aisle**
- **Begin your question by stating your name and unit number**
- **One question topic per member at a time, maximum 3 minutes**





Thank you for coming

This presentation will be available on the
website tomorrow