



# SAND AND SURF CONDOMINIUM ASSOCIATION

2535 SOUTH ATLANTIC AVENUE DAYTONA BEACH SHORES FLORIDA 32118

Minutes of the Board Meeting held on February 7<sup>th</sup>, 2026, at the resort.

Present: Bob Ford - President, Jeni Sellers - Vice President, Ray Graber - Treasurer, John Hauser – Secretary, Stu Gee – Board Member, Vicky Freeman – Alternate Board Member, Kaila Johnson – Manager

9:am Meeting called to order

Bob talks about our phone system as we are transitioning out of landline room phones. We are also looking to switch our phone service to Allendale, the company we're using for our new software. The price and service features would remain the same, but our customer service will be greatly improved.

Motion to approve January minutes made by Ray, 2<sup>nd</sup> by John, minutes are approved.

Ray explains that we need to rescind a motion made last meeting that we remain open during our 2 shutdown weeks next October. This would violate our Condo Bylaws that require we shut down two weeks a year and that is required for accounting purposes. However, we can change the weeks that we are shut down so next year we can reschedule to use our least busy weeks.

Motion to rescind made by Ray, 2<sup>nd</sup> by Stu. Motion is approved.

Managers' Report: Kaila

New maintenance man hired to replace Joe.

Blinds need to be replaced in oceanfront rooms.

We are having increasing issues with room keys being difficult. Should we replace as needed or look at a whole new system?

Some questions from the Board about our blinds and the different rooms where they have been replaced or repaired. Agreement that we would want the same basic type, and they would need to be professionally installed.

We had complaint from a long-time owner about dust on the humidifiers and some other cleaning issues. This leads into a discussion of our current maintenance guys not really being on the ball and their reluctance to take on any jobs that aren't on their "Dailies" John points out that Kaila needs to be the boss and not the daily schedule that they use

as an excuse to not get to it when Kaila needs them to deal with things that might come up such as dusty humidifiers. Bob says he will be meeting with Tony on Wednesday to discuss these issues.

Kaila would like to replace the floor of the office she has an installer and a good deal on flooring and would like the Boards approval. Ray says to go ahead as long as it's under \$300.

Treasures Report: Ray

We have \$506,775.34 in operating funds for the rest of the year.

Cash outlay for January was \$29,477.72 which was \$2,103.28 more than January 2025

Revenue for January was \$32,300.00 which was \$1,394.06 more than January 2025

Motion to approve treasures report made by John, 2<sup>nd</sup> by Jenni. Report is approved.

9:40 am Kaila leaves meeting.

Old and New Business:

Ray said we had even more issues with QuickBooks concerning our account security and removing our previous managers info, but it looks like it's finally been resolved.

Board begins a discussion of staff and management issues that have come up recently concerning our present maintenance crew and our new manager. Ideas concerning establishing new policies and directives to improve communication and increase accountability of all Sand and Surf employees are discussed. John points out that management must lead by example and that staff needs to be responsive to management. Bob will be meeting with Kaila and then with Tony on Wednesday.

Reservation Software Issues: Bob

Bob is concerned about how we will record no-shows on our software at check-in time if they show up later in the week. Decision is made not to enter no-shows until Friday by then everyone who's coming would have shown up.

Board discusses reservation cancellation policy. 30 days for cancellation and rebooking and 2 weeks' notice for exchanges in emergency situations.

Bob poses questions about a hypothetical booking made in late October being confused with one made by an owner in November who just paid their annual maintenance fee. Debate begins over about whether we are on a calendar year or fiscal year. Ray says our accounting has always been based on our fiscal year that starts each November 1<sup>st</sup>. Jenni and Vicky said that they always assumed we were on a calendar year when they made their reservations. Regardless John tried to say that he did not think we had a

problem with our present system of having the fiscal year period for an Owner to book his reservation which could then be as far out as 12 months away otherwise we would have all our Owners calling on November 1<sup>st</sup> to book for the year.

Confusion became apparent when John tried to diagram out some scenarios of how an Owner could have his last years booking at a later calendar date than one that he booked this year or that someone could pay in Nov. 2024 wait till Oct. 2025 and make a booking for Oct. 2026. It was like trying to explain time travel. The issue going forward will be if our new software can keep track of all this since it's always been on paper until now.

Bob wants to figure out how far back to input reservation info into our data base to ensure the system will have all current active bookings. Board agrees that 12 months should be enough.

Owners who have not made a reservation during this current fiscal year should understand in September that they have 2 months left to make one. You cannot carry an unused reservation to use in the next fiscal year.

Discussion about Owners who do not want to use e-mail. They can still call in for reservations, but they will be assessed \$2.00 per Unit Week for the cost of printing and mailing the proxy form and invoice.

Board agrees that we will have a 1-page handout to give to Owners and guests at check-in with basic information. We want to put the more detailed info online and create a QR code that an owner can scan that will take them to a page with all the info that used to be in the green books. John will work with Kaila on getting this done.

Board reviews an employee leave policy created by Vicky. Employee can earn up to 15 days paid leave a year. Any make up time needs to be made up on same work week. 5 paid holidays a year. Payroll will be processed on Mondays. Vicky will create a final policy document for approval at our next meeting.

Bob will be having a 1-month review with Kaila. Bob says he wants files to be kept on all employees, and he will keep copies at his home. He will also make sure Kaila maintains an incident file in the office to document any incidents that happen on the property.

Board returns to discussion of what to do about door locks and keys. Replacing present locks will take 8 to 9 hundred dollars and we would have to do it again in 4-5 years. If we could afford it, we would like a new system that eliminates keys by using a card or a push code. An advantage would be being able to remotely open a room for a locked-out owner. We will replace locks as necessary while we get estimates and decide on a new system.

11:20 am. Kaila returns to meeting and Bob reviews the Boards decisions.

Bike Week is coming up and we will be full. The Daytona Beach Drive-In Church is allowing parking again for trailers and oversized vehicles at \$20. A day or \$100. for a week.

11:35 am. motion to adjourn made by John, 2<sup>nd</sup> by Ray. Meeting is adjourned.

Next meeting will be March 7<sup>th</sup> at 10am. At the resort.

Minutes taken by: John Hauser - Secretary

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