

Managers' Report – October 2018

This summer has just flown by as we have had a lot to tackle.

We have had quite a turnover of sales in Villas West and want to welcome all our new owners.

During the summer we have managed to tackle some long overdue projects:

1. Clean roofs and scuppers, repairs have been underway as detected. Please bear with us as we are still experiencing roof leaks so this is going to be an ongoing project for quite some time but this will allow us to prioritize replacements for this next year.
2. We started back on paint rotations and added a few extra steps to assure maintaining care for the whole building. The roofs will be inspected, repaired and coated along with cleaning and inspecting of the AC units. We also have asked for the crews to inspect water heater closets and report any repairs needed.
3. Roof replacements (8 Total including 3 patios)
4. HVAC replacements (33 total)
5. Tree removals (14 Total) of most hazard potentials, this has been put on hold until after the 1st of the year unless deemed necessary.
6. Upgrade pools, all furniture has been purchased and placed to give a nicer appearance, auto chlorinators have been installed at all 4 pools and working great and giving us more consistency in chemical levels, new ladder rungs were installed for safety, new rail grips at pool stairs, and we also installed small hand rails in the restrooms and in process of replacing toilets starting with the ladies rooms. We are also in process of installing security cameras as we still have experienced some vandalism in our pools through the summer. We do ask to help preserve our new furniture while using tanning oils and lotions to perhaps cover chairs and loungers with a towel to help preserve them for all guest to enjoy.
7. Electrical issues have been finally addressed, the wiring for the N. Quinta and Pena park areas has been replaced and solar sensors re directed to be more effective. The S. Sarta pool water fountain now has been rewired and the cold water side is up and working. There has been a great deal of lighting issues so we have contracted a good local electrician to permanently rewire areas that are needed.
8. We have come across some challenges over the summer regarding our CC&R's that we will diligently have to adhere to and one subject in particular is the interior repairs after a roof leak. We will not be doing any interior repairs, however we will treat the interior leaks with a stain inhibitor and mold eliminator. We are looking to contract a professional roofing consultant company to help develop a solid plan for upkeep, repairs and replacements.
9. Our Reserve study is complete and Jim Becker will touch on that.
10. Change in Pest Control Companies. I have terminated services with Bugs R Us as I feel the services and charges that were accruing were not up to par. I brought University Pest control in on a non-contract status as I feel we will be able to get a better handle on what is being done on the property. Under university we have full service such our normal rotation of common areas being treated but also have access to their termite team at no charge along with the Pac Rat stations that have placed throughout the property. They will be spraying inside the patios and if you need interior sprayed there is no additional charge. Total annual savings of \$8460.00 for

the whole property to be treated monthly vs. Bugs R Us the whole property would be treated within the year.

11. The postal survey results were posted in our July update that the final count was 138 opposed and 88 in favor.
12. Just a reminder that the newsletters will no longer be mailed out. We will however have some available to pick up in the office and they will be posted on the website.
The savings for this alone is approx. \$4800.00 per season.
13. I would like to remind owners that in your CC&R's your units if rented, must be rented at a minimum of 30 days. It was brought to my attention that we have a couple of owners renting villas by the night. This issue will be enforced as Villas West is drafting appropriate fines if this is not remedied.
14. Last I would like to take a minute to let everyone know that we have made a great deal of changes in staff over the summer. The move to have Marcos Contraras as General Foreman has been a big step and working well as he oversees all the crews we have out there and to follow-up on all work orders and or issues that arise. We also took Joseph Wise from our landscaping crew and put him in charge of Inventory, mechanical repairs on equipment and ordering as this has already made a big impact from equipment and supplies walking away.
I'm sure you have noticed all the bright Blue shirts on the property. We have all the crews in Villas West T-shirts and name tags to be identifiable at a glance. Crew members are to be showing there ID tags when entering your Villa to assure you that they are indeed part of our crew and sent to you with the proper work orders. I am asking all of you to get to know them and if any issues arrive to please let Marcos or myself know but they are a pretty ambitious and talented group of men.

From all the staff of Villas West we look forward to having everyone back for the season.